

Request for Information COAC-EAP-24-003 HHS Eligibility Compliance
Vendor Questions and Agency Responses – November 20, 2023

The table below lists all questions there were received by 3:00 PM CST of November 17, 2023, by the Agency regarding RFI COAC-EAP-24-003 HHS Eligibility Compliance and the Agency responses to these questions.

Question Number	Vendor Question	Agency Response
1	Our records show that an RFI had previously been released on 10/29/2020 for a SNAP/TANF Eligibility System, and it was confirmed through that RFIs Q&A that the incumbent contract for this previous RFI was the Integrated Eligibility System contract with Accenture, contract #ACFS 11-134. Is RFI COAC-EAP-24-003 related to this previous RFI and contract #ACFS 11-134, or is this a separate requirement/separate procurement?	RFI COAC-EAP-24-003 is a separate procurement that is a result of Senate File 494 requirements.
2	If this RFI greenlights a solicitation, what is the estimated timeline for procurement?	Through RFI COAC-EAP-24-003, the Agency is attempting to collect information to be able to determine what options are available for the Agency to meet the requirements listed in SF 494. Until this RFI information is collected, a timeline cannot be determined.
3	What is the anticipated contract value for this service?	Through RFI COAC-EAP-24-003, the Agency is attempting to collect information to be able to determine what options are available for the Agency to meet the requirements listed in SF 494. Until further information is collected, the value of the procurement cannot be determined.
4	How is the Agency currently accessing and integrating the listed federal data sources into existing systems?	Depending on the benefit program that is determining eligibility, there are two different paths that workers can use to obtain some of the federal data. Currently,

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		the Agency does not have access to all of the federal data sources that are listed in this RFI.
5	How does the Agency currently collect and utilize information from state sources such as child support services, childcare assistance, and enrollment status in other public assistance programs?	The Agency currently issues alerts as indicators for potential changes related to some of these sources.
6	Can you provide more context on the Agency's current access to real-time databases, such as the National Accuracy Clearinghouse or lottery winner databases?	The Agency is currently connecting to the National Accuracy Clearinghouse database for SNAP.
7	For any desired data sources not currently accessible under a contract and data sharing agreement, will Iowa HHS initiate agreements and contracts with information sources before engaging a vendor, or is obtaining these contracts part of the scope of work for the selected vendor?	Through this RFI, the Agency is assessing the capability of Vendors to obtain the data required by SF 494 and have this information delivered through the Vendor's solution to the Agency's current eligibility system.
8	Can you provide an estimated timeline for releasing the competitive bid solicitation?	Through RFI COAC-EAP-24-003, the Agency is attempting to collect information to be able to determine what options are available for the Agency to meet the requirements listed in SF 494. Until this RFI information is collected, a timeline cannot be determined.
9	Are there specific criteria or qualifications the Agency is seeking in potential contractors?	Currently, the Agency is attempting to gather information from the Vendor community to learn what options are available for the SF 494 requirements. Once the Agency has reviewed information provided by the Vendor community, the Agency can then narrow down specifics that will be required of the Vendors. In general, any Vendor that wishes to do work with the State of Iowa must be registered in Iowa through the Secretary of State and must not be disbarred or excluded per the federal sites of the Office of the Inspector General (OIG.com) and System for Award Management (SAM.gov). Specific requirements of Vendors selected to work on any project with the

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		Agency is based on the tasks that are determined necessary defined by the Agency's business needs.
10	Could you provide more details on the desired features and functionalities of the single-entry, streamlined eligibility system that integrates benefit programs and eligibility data?	The Agency's long-term vision is to integrate additional eligibility benefit programs with the desired outcome of single-entry for benefit applicants, providers, and state workers. The goals of a single-entry, streamlined eligibility system are to improve accuracy, create more efficient processes, and create a better customer experience.
11	Is the Agency open to a redesigned application, eligibility, and verification workflow for all programs, cross-checking against this aggregated eligibility database?	The Agency is open to any Vendor responses to this RFI.
12	Will the Agency be staffing a dedicated team to manage this project from the Iowa DHHS side?	Through RFI COAC-EAP-24-003, the Agency is attempting to collect information to be able to determine what options are available for the Agency to meet the requirements listed in SF 494. Until this RFI information is collected, the Agency is not able to determine what staffing requirements are needed.
13	Are there any other agency or vendor stakeholders that need to be considered regarding data sharing?	All the data sources that are required from SF 494 are listed in the RFI.
14	Are there incumbent third-party software vendors expected to maintain a relationship that needs integration into this project?	Potentially yes but this will be determined based on the information that Vendors provide.
15	Will the Agency assist with provisioning data connections to IRS, SSA, and other external data sources?	Yes, unless the solution will already provide these data connections.
16	Will the same system State citizens use for applying be used for eligibility determination by Agency employees?	The Agency desires that the same system is used for applicants and eligibility determinations.
17	Will the system be fully automated through to eligibility determination, or will Agency employees make the final determination?	The Agency's goal is to automate as much as possible while meeting federal requirements for eligibility determinations. The result of this RFI will help to determine the level of automation that may be incorporated.

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18	Will the new interfaces mentioned in the RFI be implemented as standalone interfaces or will they need to be integrated into the system?	The Agency is asking the Vendor community to provide options. Any solution that a Vendor has must integrate into the current eligibility system. Integration into the current eligibility system will be handled by the current eligibility system Vendor and integration into any other systems will be handled by the Agency's IT department.
19	Is the Agency expecting a COTS product requiring configuration, or a custom-developed solution?	The Agency believes that the solution could potentially be both. If a COTS product meets the Agency's requirements, then the Agency will consider it. In addition, the Agency will need to integrate with the existing Agency systems which will require custom development.
20	Does the Agency prefer the solution is to be operated as cloud-based or on premise?	The Agency could work with either.
21	Does the Agency prefer this solution to be purchased as a licenses software or SaaS?	The Agency could work with either.