



Date: 11/4/2025

# FCS RFP FWBP-CPS-27-001

## Bidders Conference Question & Answer

#	Question	Answer
1	In regards to enhancing access to FI (Family Interactions). Expansion creates a workload increase to FCS contractors. 44% cases have more than one household parent. This would increase staffing needs by over 70 FTE with an overall increased cost upwards of \$4million. Is there any consideration to adjustments to Appendix B payments to account for the increased cost associated with this change?	The Agency will request additional information from the Coalition regarding this topic. After reviewing the provided data, if it is found that changes need to be made to the RFP it will be done via an amendment to the RFP.
2	Appx B. -- Statewide average of 57% FMCW (Family Casework) cases including FI. Upwards of 70% in the Des Moines Service Area. Using a standard 49% for all SA is not consistent with current ratios. Can this be considered?	The Agency will request additional information from the Coalition regarding this topic. After reviewing the provided data, if it is found that changes need to be made to the RFP it will be done via an amendment to the RFP.
3	PM - year 1 is used to baseline without incentives. If incentives are paused for the year, can we pause penalties as well?	For the first year of the contract, results of self assessments and compliance reviews will not result in a Performance Improvement Plans (PIP).
4	As describing updates to FCS Flow Chart noted a discrepancy with language in the RFP (page 67).	The information in the RFP is correct and is the expectation.
5	Presentation mentioned possible state reimbursement when discussing transportation in the FCS Cost Report. Is this a change?	Was referring to the reimbursement rate established by state. Historically, HHS has not gathered data on transportation needed to complete activities in the FCS contract. The goal is to have a full understanding of the impact of transportation on contractors which will allow for more fulsome discussions of FCS costs.
6	You mentioned mileage reimbursement under IVE funding. We can be reimbursed there for FI by having it broken out?	Yes, HHS can draw down IVE reimbursement for mileage specific to FI, which further supports the increase in the FI budget reflected in the RFP.
7	One contractor per Service Area (SA) concern. Western now has 3 Contractors for 30 counties. Is it feasible to hire and train staff across this area within just months?	The decision to recommend one contractor per SA is based on recommendations from Sellers Dorsey, as well as internal observation surrounding tension points for HHS staff and looking at ways to manage challenges within the current contract. We certainly recognize there are challenges to making this transition but feel this change is in best interest of quality service provision. This procurement is not designed to restrict Bidder's use of other capable providers as subcontractors for the bidder to supplement their workforce in all or a portion of the Service Area or Service Areas.
8	Step down from initial service phase was covered in the presentation. Is there a mechanism if there is not agreement with HHS or the courts for the level of service appropriate for the family?	The established process would be local conversations first. Supervisor or SA leadership can address with judges. In extreme situations, elevate to Sara, who can elevate further to leadership. Leadership can help judges understand the true intent of services and what is expected of contractors.  If the dispute is between HHS and the contractor then follow the Service Provision Dispute Protocol process included in Attachment L of the RFP.
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