

STATE OF IOWA DEPARTMENT OF
Health AND **Human**
SERVICES

RFI# COAC-EAP-24-003,
HHS Eligibility Compliance

THIS IS NOT A REQUEST FOR
PROPOSAL

Request for Information Notice

Issuing Officer:

Traci McCaughey
tmccaug@dhs.state.ia.us
Thursday, November 2, 2023

The Iowa Department of Health and Human Services ("Agency") will
receive responses to this Request for Information until 3:00 p.m. Central
Time on 11/30/2023

Overview

1. RFI BACKGROUND

Iowa Health and Human Services (HHS, “Agency”) is seeking responses from the vendor community to obtain information about meeting the requirements set forth in 2023 Iowa Acts Senate File 494 (SF 494).

The Agency is aware that not all vendors may be able to address all questions posed in this RFI, therefore, respondents need only to provide information to those questions that pertain to the area of expertise that they hold.

RFI responses should consider the Agency guiding principles:

- **Data Driven:** Use evidence-based decisions to drive quality improved results.
- **Accountability:** Use public resources responsibly to improve the programs and services provided.
- **Integrity:** Generate trust through honest, respectful, and reliable work.
- **Equity:** Actively identify and remove barriers for program access.
- **Communication:** Communicate in a thoughtful, intentional, and coordinated way.
- **Collaboration:** Facilitate meaningful partnerships that focus on the individuals and communities that we serve.

2. RFI PURPOSE

SF 494 requires the Iowa Department of Health and Human Services to do the following no later than July 1, 2025:

1. Receive all applications for initial public assistance program benefits and determinations of ongoing recipient eligibility through an electronic system.
2. Electronically obtain and receive financial and non-financial eligibility data of every member of the applicant’s household utilizing federal, state, and miscellaneous resources prior to determining eligibility.

The Agency wants a single-entry, streamlined, eligibility system that is developed through integration or development of new interfaces that will integrate Agency benefit programs and eligibility data and information into the current eligibility system. The Agency will leverage new technology for automation and higher program integrity which will modernize the eligibility system and make the Agency’s assistance programs more efficient.

Verification Requirements for Eligibility in Multiple State Programs

The Agency is seeking information about integration of the data verifications required by SF 494 which include:

1. Federal sources and information:
 - 1.1. Earned and unearned income information maintained by the Internal Revenue Service (IRS)
 - 1.2. Information maintained by the United States Social Security Administration (SSA), including:
 - 1.2.1. Earned income information

- 1.2.2. Death register information
- 1.2.3. Prisoner or incarceration status information
- 1.2.4. Supplemental security income information maintained in the state data exchange database
- 1.2.5. Beneficiary records and earnings information maintained in the beneficiary and earnings data exchange database
- 1.3. Information from the United States Department of Health and Human Services:
 - 1.3.1. Income and employment information maintained in the National Directory of New Hires Database by the Office of Child Support Enforcement of the Administration for Children and Families
 - 1.3.2. Other federal data sources maintained by the Office of Child Support Enforcement of the Administration for Children and Families
- 1.4. Information maintained by the United States citizenship and immigration services of the United States Department of Homeland Security
 - National fleeing felon information maintained by the United States Federal Bureau of Investigation

Please Note: While the Agency currently has access to some of the data resources listed above through active systems and contracts, the Agency is seeking information about other options for integration of these data into ELIAS while ensuring all federal data collection requirements are met.

- 2. State sources and information:
 - 2.1. The Agency's sources and information including but not limited to all of the following:
 - 2.1.1. Income and employment information maintained by child support services.
 - 2.1.2. Childcare assistance information maintained by the Agency
 - 2.1.3. Enrollment status in other public assistance programs
 - 2.2. The Department of Workforce Development sources and information including all the following:
 - 2.2.1. Employment information
 - 2.2.2. Employer weekly, monthly, and quarterly reports of income and unemployment insurance payments
- 3. Miscellaneous sources:
 - 3.1. Any existing real-time database of persons currently receiving benefits in other states, such as the National Accuracy Clearinghouse.
 - 3.2. Any lottery winner databases maintained by the Iowa Lottery
 - 3.3. Wage reporting and similar information maintained by states contiguous to Iowa
 - 3.4. Any existing real-time eligibility systems that includes employment and income information maintained by a consumer reporting agency, as defined by the Federal Fair Credit Reporting Act, 15 U.S.C. §1681a, for the purpose of obtaining real-time employment and income information
 - 3.5. An available database of persons who currently hold a license, permit, or certificate from any state agency, the cost of which exceeds five hundred dollars

- 3.6. Nationwide public records data source of physical asset ownership that includes but is not limited to real property, automobiles, watercraft, aircraft, luxury vehicles, and any other vehicle owned by applicant or another member of the applicant's household
- 3.7. National and state financial institutions to locate undisclosed depository accounts or verify account balances of disclosed accounts owned by applicant or another member of the applicant's household
- 3.8. Nationwide public records data source of incarcerated individuals
- 3.9. Outstanding default or arrest warrant information
- 3.10. Nationwide best address and driver's license data source to verify that individuals are residents of the state
- 3.11. Comprehensive public records database that may identify potential identity fraud or identity theft that is capable of closely associating name, social security number, date of birth, phone, and address information

The information provided in response to this RFI may be used by the Agency to develop future competitive procurements. The Agency anticipates releasing a competitive bid solicitation at a date not yet determined to select a contractor or contractors to provide the services listed in this RFI.

RFI Process

3. RFI TIMELINE

Below is the tentative timeline for this RFI. The Agency reserves the right to alter, modify, or delete all segments and deadlines it chooses.

Step	Date/Time
Agency releases Request for Information	11/02/2023
Written questions regarding the RFI due	11/16/2023
Agency responses to vendor questions	11/20/2023
Vendor written responses to RFI Appendix A due	11/30/2023

4. WRITTEN QUESTIONS ABOUT THE RFI PROCESS

This RFI contains a written question and answer process to address questions from interested parties related to either clarifying the information the Agency is seeking in the RFI or regarding the process of responding to this RFI. Note that the Agency is using this process to seek feedback to assist with making future decisions and cannot address questions related to future plans at this time. Any clarifying or procedural questions related to responding to this RFI must be received by the date provided in Section 3.

Questions should be submitted in an electronic word processing document that is compatible with Microsoft Word software and sent as an attachment in an email to the RFI issuing officer at tmccaug@dhs.state.ia.us. Please use the phrase "Request for Information Questions" in the email's subject line. Parties submitting questions are encouraged to request a confirmation of the issuing officer's receipt in their email.

Responses to the questions will be posted at the State of Iowa's website for bid opportunities: <http://bidopportunities.iowa.gov/> by the end of business on the date noted in Section 3.

5. VENDOR RESPONSES

5.1 Response Submissions

Parties responding to this RFI do not need to return this entire document; rather, please complete the submission document titled *Appendix A: COAC-EAP-24-003 Vendor Submission Document*. Submit the document and required supporting documentation as an email attachment to:

Traci McCaughey

Email: tmccaug@dhs.state.ia.us

The electronic submission document must be in a format that is compatible with Microsoft Word software. Please use the phrase "**Request For Information Response**" in the email's subject line. Respondents are encouraged to request a confirmation of receipt of the emailed response. Responses will be accepted via email until the due date and time in Section 3. If respondents do not have access to email, please contact the issuing officer to make other arrangements for submission.

Responses shall be concise with enough detail to facilitate a clear understanding. Respondents may address each question at their discretion. Respondents are not obligated to address each question. Respondents may submit more than one response prior to the submission deadline. Please only include new information in subsequent submissions.

6. GENERAL TERMS AND CONDITIONS OF THIS RFI

- Information is being requested solely to identify possible methods, approaches, and solutions associated with expected outcome.
- The State of Iowa and the Agency will not enter a contract with any respondent based on the responses provided to this RFI.
- A respondent's submission of a response to this RFI will not be a factor in any subsequent competitive selection process.
- The Agency will provide public notice of any subsequent bidding opportunity following notice requirements associated with the respective competitive procurement(s).
- Information submitted in response to this RFI will become the property of the Agency.
- The Agency will neither pay for any information herein requested nor will it be liable for any other costs incurred by the respondent.
- The Agency reserves the right to modify or delete all sections of this RFI at any time.

7. CLARIFICATION OF RESPONSES

The Agency reserves the right to contact a respondent after the submission of responses for the purpose of clarifying a response to ensure mutual understanding. The Agency reserves the right to conduct interviews with respondents to the RFI to gather additional information or clarification. The selection for interviews is at the sole discretion of the Agency. Attendance at an interview neither increases nor decreases any of the respondent's chances of being awarded a contract from subsequent solicitation or RFP.

8. COPYRIGHTS

By submitting a response, the respondent agrees that (1) the Agency may copy and distribute the response for purposes of reviewing the response or to respond to requests for public records, and (2) that such copying does not violate the rights of any third party. The Agency shall have the right to use ideas or adaptations of ideas that are presented in the responses.

9. PUBLIC RECORDS AND REQUEST FOR CONFIDENTIAL TREATMENT

With the submission of a response, each respondent agrees that information submitted in response to this RFI will be treated as public information by the Agency following the conclusion of the RFI process unless the respondent properly requests that information be treated as confidential at the time of submitting the response. See RFI Section 10 below for the proper method for making such requests. The Agency's release of information is governed by Iowa Code chapter 22. Respondents are encouraged to familiarize themselves with Chapter 22 before submitting a response. The Agency will copy public records as required to comply with public records laws.

The Agency will treat the information marked confidential as confidential information to the extent such information is determined confidential under Iowa Code chapter 22 or other applicable law by a court of competent jurisdiction.

In the event the Agency receives a request for information marked confidential, written notice shall be given to the respondent seventy-two (72) hours prior to the release of the information to allow the respondent to seek injunctive relief pursuant to Iowa Code chapter 22.

The respondent's failure to request confidential treatment of material pursuant to this section and the relevant law will be deemed, by the Agency, as a waiver of any right to confidentiality that the respondent may have had.

10. METHOD FOR REQUESTING CONFIDENTIAL TREATMENT

Requests for confidential treatment of any information in RFI Response Documents must meet these specifications:

- The respondent will complete the appropriate section of the submission document titled Appendix A – COAC-EAP-24-003 Vendor Submission Document which requires the specific statutory basis supporting the request for confidential treatment and an explanation of why disclosure of the information is not in the best interest of the public.
- The respondent shall submit an additional electronic copy of the RFI Response Document(s) from which confidential information has been redacted. This copy shall be clearly labeled as a "public copy", and each page upon which confidential information appears shall be conspicuously marked as containing confidential information. The confidential material shall be redacted in such a way as to allow the public to determine the general nature of the material removed. To the extent possible, pages should be redacted sentence by sentence unless all material on a page is clearly confidential under

the law. The respondent shall not identify the entire RFI Response Document as confidential.

11. RELEASE OF CLAIMS

With the submission of a response, each respondent agrees that it will not bring any claim or have any cause of action against the Agency, or the State of Iowa based on any misunderstanding concerning the information provided herein or concerning the Agency's failure, negligent, or otherwise, to provide the respondent with pertinent information as intended by this RFI.

12. CHOICE OF LAW AND FORUM

This RFI is governed by the laws of the State of Iowa without giving effect to the conflicts of law provisions thereof. Respondents are responsible for ascertaining pertinent legal requirements and restrictions. All litigation or actions commenced in connection with this RFI shall be brought and maintained in the appropriate Iowa forum.

Appendix A

RFI COAC-EAP-24-003 VENDOR SUBMISSION DOCUMENT

To respond to the Agency's RFI #COAC-EAP-24-003, submit this document as an electronic word processing document that is compatible with Microsoft Word software and sent as an attachment to email. Email these documents to the Issuing Officer at: tmccaug@dhs.state.ia.us. Please state "Request for Information Response" in the email's subject line. Respondents are encouraged to request a confirmation of receipt of the emailed response.

Please make responses concise with enough detail to facilitate clear understanding. Respondents may address each question at their discretion. Respondents are not obligated to address each section or question. Do not include marketing materials as part of the response. Respondents may submit more than one response prior to the submission deadline. Please only include new information in subsequent submissions.

Please reference Section 3 of the RFI for the date/time this Vendor Response Form is due.

In the space below, please enter the name of a contact person for this response. Include that person's title, company name, mailing address, telephone number(s), and an email address. If other persons contributed to this response, please list them subsequently.

Contact:

Title:

Company:

Mailing Address:

Telephone Number(s):

Email Address:

Use the below questionnaire to enter responses.

Recommended Strategies

The Agency is seeking responses from the vendor community to obtain information about meeting the requirements set forth in 2023 Iowa Acts, SF514. For each of the questions in this Recommended Strategies section, Respondents are welcome to propose more than one strategy for consideration. If proposing more than one strategy, please indicate which strategy you believe would be best.

The Agency is seeking vendor feedback that answers to the following:

Q1: Would one vendor be able to provide all the required information listed above in Section 2 regarding verification requirements for eligibility?

Response:

Q2: Do vendors have access to all the eligibility verification requirements listed above in Section 2 nationwide? If not, what would be needed for vendors to get access to the required information?

Response:

Q3: Are vendors able to provide the eligibility verification requirements listed in Section 2 in real time or near-real time, or if not, what frequency could the information be forwarded to the Agency?

Response:

Q4: Do vendors currently provide all the eligibility verification requirements listed above in Section 2 for other state agencies or clients?

Response:

Q5: If vendors do not have access to all the data sources needed for the eligibility verification requirements in Section 2, is there a recommendation that would streamline or reduce the number of interfaces needed to gather these data sources?

Response:

Q6: What are the key activities and timeline for getting all the eligibility verification requirements pertaining to Section 2?

Response:

Q7: Are there any additional comments or suggested alternatives, as deemed appropriate based on the vendor's industry knowledge and expertise, that the vendor feels would be beneficial to the Agency?

Response:

Q8: What are the "cost drivers" that affect State Agencies when integrating eligibility programs into or with a single-entry eligibility system?

Response:

Q9: What are the pricing methodologies that work best for integrating new functionality into or with an existing COTS eligibility system?

Response:

Q10: What are key priorities for successfully implementing this integration on a short timeline?

Response: