Questions, Request for Clarifications, and Suggested Changes Template

Question No.	RFP Section	Page	Section #	Topic	Specific Question/Inquiry	HHS Response
1					In the RFP, it is very clear you want folks to run the ADRC center. What is unclear is if you already have a software system, or if part of the scope is to implement a platform for all aspects of the ADRC (not just the resource directory). Will AAAs transfer to a future state that includes disabilities, or separate? How would AAAs interact with a new software system (case management integrated or referred out, etc.)?	AAA platforms for case management and data reporting are outside of the scope of this RFP. A future state data reporting for disabilities is unknown at this time. 1.3.1.3 (3) Refers to a resource database only for all ADRC members and external facing users.
2	,				The scope related to Medicaid Administrative Claiming--want to confirm this is just about training, and not about tracking and developing MAC claiming infrastructure?	That is correct. The Department will continue oversight of the Medicaid Administrative Claiming, and the bidder will be responsible for training.
3					Is it the responsibility of the bidder to put forth a plan to integrate data systems with aging and disability services? Is the scope to maintain the current software or integrate into new software?	Bidder shall provide a plan for interoperability with Aging and Disability data systems for organizations to exchange information. 1.3.1.3 (3) Refers to a resource database only for all ADRC members and external facing users. The scope is not meant to maintain the current provider database, but provider may choose to maintain the current public and private facing database. Information on the current data base can found at the following link: https://lifelonglinks.org/
4					1. Resource database - Where will the information that will populate the resource database come from, and who will be responsible for identifying and obtaining information about the resources? Currently in the RFP it contains information about inclusion and exclusion criteria, but not details on who updates it. 2.Also, question about letter "I" related to interoperability - what kind of interoperability is the State looking for?	1. Bidder shall propose a plan for how and who will manage and update the databases. 2. See answer to question 3 above and note that for interoperability, this is in anticipation of other Iowa HHS projects where the systems are not yet identified. It would be preferred that a Bidder includes a plan for what interoperability would look like.
5					Interoperability creates a wide-open vulnerability in it. Would the State consider listing the types of interoperability this includes? If the State isn't clear on that, can the State have the vendors describe what kinds of interoperability that would be feasible using the resource available for the RFP?	Yes, bidder should describe what type of interoperability is feasible within the budget.
6					Call center - It appears in the RFP there are requirements to answer calls that aren't routed to ADRCs and serve a back-up function. Where do the costs associated with that fit in which deliverable? This is in reference to the budget payment methodology.	The Contractor will be paid based on submission of required deliverables outlined in 1.6.C; however, pursuant to 1.6.B. of the RFP, the Contractor must perform ALL required services outlined in 1.3.1. Failure to provide all services will result in a withholding outlined in 1.6.B.
7					Are there projections on the volume of calls the entity is projected to receive?	Please see Round 1 Bidders Questions and Agency Response Answer #28 posted on the Bid Opportunities website.
8					Wanted to confirm that the contracts can be paid based on the schedule listed on pages 13-14 on the RFP, and the contractor is not expected to provide a detailed budget.	Correct
9					Do you have any metrics you can publish for the vendors to use? Total number of calls, number of staff, etc.	Please see Round 1 Bidders Questions and Agency Response Answer #28, posted on the Bid Opportunities website. There are currently approximately 223 staff employed at the AAAs currently. These staff are not specifically dedicated to the ADRC function as staff provide a wide variety of functions outside of the ADRC.