



Iowa Department of Human Services

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Request for Proposal ACFS 19-123 Income Verification Services

October 8, 2018 – Respondent Questions and Agency Responses

This document includes questions that were received by the Agency in accordance with Section 2.7, *Questions, Request's for Clarification, and Suggested Changes*, of the RFP identified above.

Bidders' Questions		
Question	Agency Response	RFP Section / Page(s)
1. Please indicate the reason(s) for issuing this RFP: 1) new vendor to replace manual processing, 2) potentially replace an existing vendor, 3) act as a secondary behind an existing vendor, 4) find out what service models are available in the marketplace to automate employment incoming verifications, and/or 5) Other	The Agency is seeking to enter into a new contract agreement for the provision of these services to ensure the greatest benefit to the Agency.	Section 1.1, Page 3
2. Who is the current incumbent providing income verification services? Or, are all services performed in house today? What data source vendor(s) are utilized today? What technology is utilized, or are all processes manual?	Currently the Agency has a contract in place with TALX Corporation (dba Equifax Workforce Solutions) for provision of these services.	Section 1.1, Page 3
3. Does the Agency anticipate leveraging other types of verification services from the vendor in the future, such as address verifications, checks for lottery winnings, assets such as personal property, etc.?	Not at this time.	Section 1.3.1, Page 4

4.	In understanding your description of “Near Real-time access to verification information” – and in review of your costing proposal, what is the expected time of data return as given in a range?	“ Near Real-time ” means a system response time of 0-2 minutes of the request sent by the Agency.	Section 1.3.1, Page 4
5.	Is Iowa comfortable with the use of more than one subordinate vendors in securing data elements as required?	Per the RFP, Section 2.32 Use of Subcontractors., <i>“The Agency acknowledges that the selected bidder may contract with third parties for the performance of any of the Contractor’s obligations. The Agency reserves the right to provide prior approval for any subcontractor used to perform services under any contract that may result from this RFP.”</i>	Section 1.3.1, Page 4
6.	Is the response rate #/% defined as returning the actual employment and income data real time or a response in general (including not on file)?	Yes.	Section 1.3.2, Page 5
7.	With an identified \$400,000 budget, will requests cease when annual dollar amount is achieved or is it expected that this amount will cover the estimated 155,000 verification checks? Also, are addition monies available for the build-out of portal or other integrations or development activities?	It is the expectation of the Agency that the maximum contract award amount of \$400,000 annually will provide for all verification checks during the course of the contract year (estimated at 155,000 verification checks in year 1). There are no additional funds for building a portal.	Section 1.3.4, Page 6
8.	Are bidders’ allowed to submit references from subcontractors as part of the three total references required?	Per the RFP, bidders are requested to provide letters of reference from, <i>“the bidder’s previous clients knowledgeable of the bidder’s performance in providing services similar to those sought in this RFP”</i>	Section 3.2.5.1.4, Page 14
9.	Do the letters of reference from clients have to contain a wet signature, or is an electronically obtained signature acceptable? If a letter cannot be received by a reference in time, will the Agency allow just the reference contact information to be listed?	The Agency will accept electronic signatures on letters of reference that are submitted as part of the bid proposal.	Section 3.2.5.1.4, Page 14
10.	For the purposes of the hardcopy proposal response submission, will an electronically obtained signature from the subcontractor	The Agency will accept an electronic signature on the subcontractor disclosure forms that are submitted as part of the bid proposal. Please note that the Agency may	Attachment C, Page 21

	suffice? Or, is a wet signature required? If a wet signature is required, will the Agency extend the deadline to allow more time for coordination with subcontractors?	request an original signed subcontract disclosure form prior to entering into a formal contract agreement with the selected bidder.	
11.	In the current process if the employment/income data is not immediately returned, how are the applications processed (how is the employment and income verified)? If manually, please explain how this is performed and provide: 1. managed by in house or outsourced agents, 2. the # FTE and cost of the team 3. name of software or if managed manually (i.e. on a copy of the application or excel). 4. Are employment and income requests managed by Phone?	<ol style="list-style-type: none"> 1. DHS has an internal process for obtaining the information. 2. Costs are included in workers job duties. 3. Documentation is kept in the case file. 4. Yes. 	
12.	If the application data is managed in a software solution, is it possible to export a file that can be imported into our solution to return results electronically in any format? Please provide a flow diagram from application submission to end result.	The Agency does not manage data in a software solution.	
13.	How are requests currently submitted? Via batch and/or manual portal look up? As part of our RFP response, please confirm and list all submission options needed to optimize your processes (i.e. batch, manual, manual CSV upload...).	Requests are currently submitted manually through a secure portal.	
14.	Please confirm the exact format(s) -PDF, excel, other- in which the Agency would like to receive the response.	PDF	
15.	Is there a current vendor in place providing the services described (a real time response to employment and income verification requests in this RFP)?	Yes. Currently the Agency has a contract in place with TALX Corporation (dba Equifax Workforce Solutions) for provision of these services.	

16.	Who is the current vendor(s) providing this immediate employment/income verification service for The Agency?	Currently the Agency has a contract in place with TALX Corporation (dba Equifax Workforce Solutions) for provision of these services.	
17.	What % and # of applicants is the current vendor returning the required employment and income data real time (within 5 minutes)? How are results returned? Via portal, fax, email, electronic CSV or other format, or other?	“Near Real-time” means a system response time of 0-2 minutes of the request sent by the Agency. Results are returned via portal with the ability to download the information in a report.	
18.	Is your goal to replace the current vendor or implement a secondary service behind the current vendor to gain greater immediate verification responses and/or expand across more employers in the state of Iowa?	The Agency is seeking to enter into a new contract agreement for the provision of these services to ensure the greatest benefit to the Agency.	
19.	(If current provider in place) Please provide the format/way the applicant data is entered (if applicable) into the current vendor solution- i.e. split screen manually entered, exported in data format, other.	Data is manually entered into the portal’s screen.	
20.	Does the annual budget of \$400,000 assume 98% of the 155,000 applicant inputs are returned real time. Put another way, does our solution have to return 151,900 instant responses to receive the full contract value?	The \$400,000 is paid out in equal monthly installments. The solution needs to meet the deliverables and performance measures each month to be paid.	
21.	For payment and performance purposes is a response considered complete if it returns either actual employment and income data real time or a "not on file" response?	Yes if complete or not on file.	
22.	Is 3 years of employment and income information a requirement or will current employment/income data satisfy the Agency requirements for the initial Bid Response?	Twelve months of current employment.	

23.	<p>According to the RFP the following statement appears to be accurate. If this is not the case, please correct it, "The Agency inputs the applicant data and receives a full response to satisfy our requirements within 5 minutes or less. For example, we submit 155,000 applicant requests via a portal or electronic upload and receive an instant response within 5 minutes 98% (151,900 applicants) of the time we receive a full report including all required information in 5 minutes or less.</p>	<p>"The Agency inputs the applicant data and receives a full response to satisfy our requirements within 5 minutes or less<u>0-2 minutes</u>. For example, we submit 155,000 applicant requests via a portal or electronic upload and receive an instant response within 5-0-2 minutes 98% (151,900 applicants) of the time we receive a full report including all required information in 5 minutes or less<u>0-2 minutes</u>."</p>	
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