

MHDS 24-002 Consultant Services for Iowa's Behavioral Health Crisis System

Questions and Responses

July 21, 2023

Question #	RFP Section/ Title	RFP Page #	Question/Clarification/ Suggestion for Change	Response
1.	Duration of Contract	2	under Duration of the Contract, it is indicated that one contract of \$250,000 with an initial 1-year contract term, with the ability to extend the contract for 2 additional 1 year terms. Does this mean that any contract extensions will be limited to the specified \$250,000, or is there the potential that additional contract extensions will include additional funding?	The \$250,000 is for the initial 1-year contract. any extensions will be dependent on the work completed during the initial contract period.
2.	Duration of Contract	2	Regarding the note about the ability to extend for two additional one-year terms--do you have a sense of what might require additional years (provided no more pandemics)?	The Scope of Work for any extensions to contract year will be determined at the time an extension becomes available.
3.	Bidder Eligibility Requirements.	2	Is it allowable for a bidder to write in a subcontractor who has expertise in one of the eligibility requirements, or must the bidder meet all five eligibility requirements?	See Bidder Eligibility Requirements and 2.32 Use of Subcontractors.
4.	Bidder Eligibility Requirements.	2	What data sources will be available for the assessment?	See Bidder Eligibility Requirements, item #4. Available Crisis System data and/or data system information will be provided.
5.	Procurement Timetable	2	The State is scheduled to return Q&A responses on 7/21; the procurement is due on 7/28. Would the State consider an extension of one week to give vendors adequate time to address the Q&A responses?	No.

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6.	Procurement Timetable	2	Would the State be willing to allow for at least seven business days between release of Q&A and the due date in order to allow for sufficient time to incorporate the information from the Q&A into our proposal?	No.
7.	Section 1	3	there is a listing of facility-based crisis service types. Is the 23-hour Crisis Observation facility, the only type of crisis facility that can accept involuntary admissions and administer seclusion and restraint? If not, please identify the other types that can accept involuntary admissions	See 1.1 Background 23-hour Crisis Observation <a href="https://hhs.iowa.gov/mhds/crisis-services">https://hhs.iowa.gov/mhds/crisis-services</a>
8.	Section 1	3	there is a listing of facility-based crisis service types. Are police drop-offs acceptable at each of these types and do any of these facility types, require advance medical clearance?	See Section 1.1 Background. Iowa Code Chapter 24 contains crisis service standards. <a href="#">Chapter 24 Link</a>  Iowa Administrative Code Part 441, Chapter 24. <a href="#">Document: (iowa.gov)</a>
9.	Section 1	3	there is a listing of the components of Iowa's crisis response system, but there is no mention of the use of peers as an integral part of this system. Does Iowa offer a training and certification process for peer support specialists and if so, are these peer support specialists integrated into every crisis response service and are their services reimbursed through Medicaid?	See Iowa Administrative Code Chapter 24 and 25. <a href="#">Iowa Legislature - Rule Listings</a>  <a href="https://hhs.iowa.gov/mhds/crisis-services">https://hhs.iowa.gov/mhds/crisis-services</a>
10.	Section 1	3	there is a listing of the components of Iowa's crisis response system, but there is no indication that these crisis response services include serving those with SUD and/or co-occurring disorders. Do each of the crisis care components serve those individuals with SUD and/or co-occurring disorders?	See RFP Section 1.3.1.4

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11.	Section 1	3	there is a paragraph on Crisis Services Funding. Is Medicaid currently providing any financial support to the 988 Crisis Call Centers?	No.
12.	Section 1	4	there is a description of the two 988 Crisis Call Centers in Iowa. Are these two Centers technology enabled to include GPS, a statewide bed registry, and a statewide capability to schedule outpatient appointments?	See Section 1.1 Background   24 Hour Crisis Lines.  See Section 1.3.1.4 Behavioral Health Crisis System Report   item 9
13.	1.3 Scope of Work	6	If a bidder wants to propose alternative budgets or deliverables, would those be considered in the bidding process?	No.
14.	1.3.1.2.2 Stakeholder Engagement	6	it is specified that the Contractor will provide individuals with lived experience and family members stipends for participation in stakeholder meetings. Is the Contractor under this provision expected to pay these stipends from the contract amount awarded, or will there be a stipend account with additional funding from which these stipends will be paid?	The Contractor is expected to pay these stipends from the contract amount awarded.
15.	1.3.1.2 Stakeholder Engagement	6	Do you anticipate any linguistic barriers to participation in these stakeholders meetings, and if so, would such barriers be addressed by the contractor, or will the state have separate resources to provide translation services as needed?	See 1.3.1.1 Stakeholder Engagement Section of the Project Work Plan. The bidder is responsible for identifying and addressing potential barriers in the Stakeholder Engagement.

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16.	1.3.1.2.2 Stakeholder Engagement	6	Stipends are generally provided to individuals focused on training or learning and although stipends do not count toward earned wages, individuals must report stipends as taxable income. Does the State intend for the vendor to distribute and monitor the distribution of stipends, or may the vendor provide incentives to individuals with lived experience and family members for participation in stakeholder meetings?	The vendor is to distribute and monitor the distribution of stipends. No incentives are to be provided.
17.	1.3.1.2.2 Stakeholder Engagement	6	Does the state have an amount identified for the stipend? Are stipends for in-person interviews only or will they be made available to virtual participants as well?	See 1.3.1.2.2 to be included in the proposal.
18.	1.3.1.2.3. Stakeholder Engagement	6	Is there an expectation that any in-person stakeholder engagement activities would take place outside of Des Moines, IA?	See 1.3.1.2.3
19.	1.3.1.4.1 Behavioral Health Crisis System Report	7	The RFP indicates that the initial Behavioral Health Crisis System Report is due 6 months after contract effective date and the final report is to be submitted 60 days prior to the end of the contract. Assuming this a 12-month project those requirements create close to a 4 month gap. Would the state consider allowing for the initial report to be due 7 months after contract effective date?	No.
20.	1.3.3.3 Contract Payment Methodology	7	On average, how many participants per stakeholder type does the state anticipate?	See 1.3.2.3 in the Performance Measures.
21.	1.3.3.3 Contract Payment Methodology	7	Does the state have a strong preference for in-person or virtual stakeholder meetings?	See 1.3.1.2 Stakeholder Engagement.

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22.	2.5 Intent to Bid.	8	Can the State clarify if email submission is acceptable?	See Email submissions are accepted and preferred. Submit to: <a href="mailto:gsymons@dhs.state.ia.us">gsymons@dhs.state.ia.us</a>  See 3.1 Bid Proposal Formatting.
23.	2.6 Bidders' Conference	9	Considering the instruction in 2.6, Bidders Conference: "Verbal discussions at the conference shall not be considered part of the RFP unless incorporated into the RFP by amendment. " ... Do we need an amendment to the RFP to remove the Cost Proposal?	See Amendment 1
24.	3.3.1 Pricing Restrictions/Contract Budget	10	Is there a specific template/format requirement for the 3.3.1 Pricing Restrictions/Contract Budget? Can you elaborate as to what the format is?	See Amendment 1
25.	2.3.2 Use of Subcontractors.	14	Is it allowable for a bidder to write in a subcontractor who has expertise in one of the eligibility requirements, or must the bidder meet all five eligibility requirements?	See 2.3.2 Use of Subcontractors
26.	3.1 Bid Proposal Formatting	15	Can the font size for charts, graphs or diagrams be smaller than 11, such as 10 or 9 pt font?	See 3.1 Bid Proposal Formatting. Font.
27.	3.1 Bid Proposal Formatting	15	Do you foresee needing to be able to share any "confidential information" with the vendor as per section 1.5 of the RFP?	See 3.13.1 Bid Proposal Formatting Request for Confidential Treatment  Requests for confidential treatment is initiated by individual bidders.
28.	Submissions	15	What is the State's preferred method of submittal, i.e. would the state prefer electronic submittal or a print submittal?	See Email submissions are accepted and preferred. Submit to: <a href="mailto:gsymons@dhs.state.ia.us">gsymons@dhs.state.ia.us</a>  See 3.1 Bid Proposal Formatting.

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29.	Submissions	15	E-signatures are allowed for submissions made via email, correct?	E-signatures are allowed.
30.	Submittal	15	What is the State's preferred method of submittal, i.e. would the state prefer electronic submittal or a print submittal?	See Email submissions are accepted and preferred. Submit to: <a href="mailto:gsymons@dhs.state.ia.us">gsymons@dhs.state.ia.us</a>  See 3.1 Bid Proposal Formatting.
31.	3.2.7 Reserved	18	What are the specific Financial Statements we need to include in this section?	See Amendment 1
32.	3.2.7 Reserved	18	What statements are needed-- "3.2.7 Reserved. (Financial Statements)"?	See Amendment 1
33.	3.3 Cost Proposal	18	The Bidder shall provide the following information in the Cost Proposal: There is no information following this. The RFP goes straight into "Section 4"	See Amendment 1
34.	3.3 Cost Proposal	18	The Bidder shall provide the following information in the Cost Proposal: [THIS SECTION IS BLANK]	See Amendment 1
35.	3.3 Cost Proposal	18	Can the State clarify what is to be included in the Cost Proposal?	See Amendment 1
36.	3.3 Cost Proposal	18	Since there is a cap on the total contract amount are you saying that no cost proposal should be submitted or that there is no defined format.	See Amendment 1
37.	3.3 Cost Proposal	18	Is there a preferred format for the cost proposal?	See Amendment 1

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38.	3.3 Cost Proposal	18	Other than the costs per deliverable, is there other information that must be included in the cost proposal?	See Amendment 1
39.	3.3 Cost Proposal	18	For written clarification, please confirm that bidders are not required to submit a cost proposal as was discussed in the bidders' conference.	See Amendment 1
40.	3.3 Cost Proposal	18	In the Bidder's conference, it was said that we do not need to include a cost proposal. Do we still need to include a section for this in our proposal per the directions stated in the RFP?	See Amendment 1
41.	3.3 Cost Proposal	18	Regarding the Cost Proposal content, the RFP states "Content and Format. The Bidder shall provide the following information in the Cost Proposal:" and then moves to evaluation criteria without stating which information to provide. Can the State clarify which content belongs in the Cost Proposal?	See Amendment 1
42.	3.3.1	19	The following is noted under the pricing restrictions section (3.3.1)-" <b>data collection and data processing costs</b> " Can you clarify what is meant by the data collection and data processing costs?	See Amendment 1.
43.	4.3 Proposal Scoring and Evaluation	19	The bottom of page 19, it states that "Cost Proposal pricing will be scored based on a ratio of the lowest Cost Proposal versus the cost of each higher priced Bid Proposal" Is this inaccurate since cost proposals aren't required?	See Amendment 1

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44.	1.5.1 Data Security:	34	In the Special Conditions, it says vendor needs to be HITRUST or FedRamp certified, do we need to include proof of this in our proposal, or is this something we can provide if awarded the contract?	Data Security proof or attestation is required in the proposal.
45.	1.5.2 Vendor Security Questionnaire:	34	Would this be something the awarded contractor would fill out after time of award and while in contract negotiations with the State?	Yes.
46.	General		Would the State be willing to allow for at least seven business days between release of Q&A and the due date in order to allow for sufficient time to incorporate the information from the Q&A into our proposal?	No
47.	General		What information gathered in previous crisis system analysis will be made available to the contractor?	Previous crisis system analysis, as available, will be provided.
48.	General		Does the state have existing arrangements (e.g. data use agreements) with providers to facilitate sharing data?	Data sharing terms/agreements will be addressed in the successful bidder contract.
49.	General		Would you be able to share a full sample contract for review?	No. See Attachment A: Sample Contract
50.	IT Systems for 988		Will the state own a centralized call center and IT System or will localities be able to procure their own?	See RFP purpose and 1.3.1.4 Project Work Plan, Behavioral Health System Crisis System Report requirements.
51.	IT Systems for 988		Do you have a preferred system (Unified Platform) in mind for 988? Would you like recommendations for best-of-breed systems?	See question 50.
52.	IT Systems for 988		Do you already have a reliable system for dispatch of Mobile Crisis Units? If so, which system do you use?	See question 50.
53.	Integration		Are there any systems integrations required? If so, do we have the list of systems?	See question 50.

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54.	Integration		How many integrations are needed?	See question 50.
55.	Integration		How many external systems would the new solution receive data from?	See question 50.
56.	Integration		Will 988 and 911 integrations leverage the NENA i3 protocols required for most data transfer in the 911 ecosystem?	See question 50.
57.	Data Migration		Are there any existing data standards or protocols that need to be followed for seamless data exchange between systems?	See question 50.
58.	Data Migration		Has the energy assistance historical data been standardized? What did this process look like in the past?	See question 50.
59.	Data Migration		What is "Sufficient data," and how much is the data volume? What is the format of the data that needs migration?	See question 50.
60.	Data Migration		What is the format of the data that needs migration. How clean is it and what level of Extract, Transform, and Load, or ETL, needs to be migrated into the proposed system?	See question 50.
61.	Training/Change enablement		How many Internal Users/Staff would be using the system?	See question 50.
62.	Training/Change enablement		What is the preferred mode of Training - On Site or Virtual?	See question 50.
63.	Training/Change enablement		Would Portal/External Users also need training?	See question 50.
64.	Training/Change enablement		Would Train the Trainer (TTT) approach be considered for training Internal Users/Staff and External Users?	See question 50.
65.	Training/Change enablement		Would the IA DHS require end-to-end Organizational Change Management Support, in addition to Training?	See question 50.
66.	Training/Change enablement		How many User Groups/Personas would be using the System?	See question 50.