

**Request for Proposal MED-25-001 Revenue Collections and Estate Recovery**

**AMENDED Vendor Questions and Agency Responses – March 2, 2024**

The table below lists all questions there were received by 3:00 PM CST of February 19, 2024, by the Agency regarding RFP MED-25-001, *Revenue Collections and Estate Recovery* and the Agency responses to these questions.

**\*Amended responses are in bold red font highlighted in yellow.\***

Question Number	RFP Page(s) and Section Number(s)	Vendor Question	Agency Response
1	Pg 54 1.3.1.3 B(3)(g)	Should the timeframe be within ten (10) days after the due date rather than ten (10) days of the due date?	<p>The statement in question is: “1.3.1.3 Revenue Collections Operations. B(3)(g): The Contractor shall send a follow-up request to Members that have not submitted the trauma related injury questionnaire within forty-five (45) business days of the initial request. <b>The Contractor shall send a notification of non-cooperation with TPL to the Agency for any Member over the age of 21 that does not provide a response to the trauma related questionnaire within ten (10) business days of the due date.</b>”</p> <p>The intention of this statement is that the Contractor will send the notification of non-cooperation within ten (10) business days following the due date. This statement will be reworded for additional clarification.</p>
2	Pg 19 3.1	To confirm, the proposal submission is to include a hard copy of the technical and cost proposal signed in wet ink, in addition to dedicated USB drives of each? Is electronic-only submission not an option?	Due to Agency limitations of electronic communication file size, proposals must be submitted as outlined in Section 3.1. We will not accept electronic submissions.
3	Pg 21 3.2.3.3	Special Submissions is included in formatting order for Tab 3. However, in the directions of the requirement, it states to provide draft project work plans behind Tab 4.	Special Submissions should be submitted behind Tab 3. This information will be corrected in the RFP.

## SERVICES

		Please provide clarification as to where this information shall be included.	
4	Pg 23 3.2.5.5	Special Submissions is included in formatting order for Tab 5. However, in the directions of the requirement, it states to provide Proof of Licensure behind Tab 4. Please provide clarification as to where this information shall be included.	Proof of licensure for Estate Recovery and Trust Operations should be provided behind Tab 5. The label of 3.2.5.5 will be changed from "Special Submissions" to "Proof of Licensure". This information will be corrected in the RFP.
5	Pg 11 1.3	When responding to 1.3 Scope of Work in Tab 3, please confirm that IA only wants vendors to include responses to Attachment H 1.3.1 Deliverables and not provide responses to Sections 1.3.2 - 1.3.4 (Performance Measures; Monitoring, Review, and Problem Solving; and Contract Payment Clause).	Correct. See instructions in Section 3.2.3 of the RFP.
6	Pg 20-21 3.2.3	"The Bidder shall address each deliverable that the successful contractor will perform as listed in Section 1.3, Scope of Work, by first restating the Deliverable from the RFP and then detailing Bidder's planned approach to meeting each contractor Deliverable immediately after restated text."	This does not appear to be a question but rather a quote from the RFP. If there is intended to be a question, submit the question by the due date for Round 2 Q&A.
7	Pg 21 3.2.3	What does IA consider "promotional or display" materials? May vendors include flow charts and graphics in their responses?	"Promotional or display" materials are those materials that are used in marketing, sales, and advertising. Bidders may include flow charts and graphics in the responses as long as that information is related to the Deliverable being addressed.
8	Cost Proposal	Should row 20 Fixed Fee Annual Cost reflect an annual amount? Currently the formula is just a sum of the monthly fees above.	Yes. Row 20 should display the Fixed Fee Annual Cost rather than the total monthly cost. This information will be corrected in the Cost Proposal.
9	Cost Proposal	Should row 18 Estate Recovery and Trust Operations reflect a %? Currently it is formatted as dollars.	Yes. Row 18 should display a percentage entry. This information will be corrected in the Cost Proposal.
10	Cost Proposal	Row 21 has Contingency Fee Total Cost but the formula is currently reflecting just the contingency fee. Should this be reflective of the hypothetical estimate of \$2,000,000 x the contingency fee in row 18?	Yes. Row 21 should display the hypothetical amount when multiplying the Bidder entry percentage amount in Row 18 and multiplying it by the hypothetical amount of \$2,000,000.00. This information will be corrected in the Cost Proposal.
11	Pg 11 1.3	Please confirm which documents will be incorporated in, and comprise, the resulting contract between the	At a minimum, the winning Bidder can expect a contract that will include Section 1 Special terms

## SERVICES

		State and the Contractor (e.g. Sample Contract, Special Terms, General Terms for Services Contracts, Contingent Terms for Service Contracts, and Special Contract Attachments, etc.)	<p>which incorporates 1.7.1 General Terms for Service Contracts and 1.7.2 Contingent Terms for Service Contracts. As displayed in the Sample Contract, the following attachments will be included also:</p> <ul style="list-style-type: none"> <li>4.1 Pricing Schedule</li> <li>4.2 Co-Location</li> <li>4.3 Sample Report Monitoring Tool</li> <li>4.4 Sample Monthly Performance Reporting</li> <li>4.5 Vendor Security Questionnaire.</li> </ul> <p>Based on the outcome of the contract negotiations, there could be additional attachments to the Contract.</p>
12	Pg 22 3.2.4.2(J)	With respect to the requested list of “administrative or regulatory matters or adjudicated matters”, will the State please define a specific time period for disclosure (e.g. last 5 years) to address issues relating to relevancy and recordkeeping?	Per the instructions stated in 3.2.4.2, the Bidder is asked to provide the following: “Description of all services similar to those sought by this RFP that the Bidder has provided to the Agency and other businesses or governmental entities within the last twenty-four (24) months.” If the administrative or regulatory proceedings or adjudicated matters in question began prior to the 24-month period and was still ongoing during the 24-month reporting period, then those proceedings or matters would need to be disclosed also.
13	Pg 22 3.2.4.2(J)	Please clarify what the term “adjudicated matters” is intended to include. For instance, does it relate to adjudicated administrative or regulatory matters only or does it also include lawsuits?	Adjudicated would be in reference to a process that a formal judgement or decision was made through a legal, administrative, or legislative review.
<b>14</b>	Pg 16 2.25 <b>AMENDED RESPONSE</b>	Section 2.25 states that the if the successful Bidder fails to negotiate and execute a contract, the Agency may revoke the intent to award, negotiate a contract with another Bidder or withdraw the RFP. Please confirm that if the parties are unable to negotiate mutually acceptable contract terms, the Bidder may walk away with no further obligation.	<b>RFP Section 2.25 provides options the Agency may take if a Bidder fails to execute a contract with the Agency.</b>
15	72	Since the contract terms must be approved by the Bidder/Contractor prior to the contract execution, will	The Agency declines to make this change at this time. If the Agency determines these terms will be

## SERVICES

	Attachment H: Sample Contract 1.7	the State agree that the version of the General Terms for Service Contracts and the Contingent Terms for Service Contracts that will be incorporated into the Contract by reference will be the version in effect as of the day of the first (rather than last) signature?	updated online prior to the completion of a contract resulting from this RFP, the Agency would address timing of updates accordingly.
16	72 Attachment H: Sample Contract 1.7	Will the State agree to attach to the Contract the version of the General Terms and Contingent Terms that apply to the Contract instead of referencing a link to the website since the online terms will presumably change over time making it difficult to identify the applicable version?	Both the General Terms for Service Contracts and the Contingent Terms for Service Contracts are housed on the Agency's website and is accessible through the links in contract language under Sections 1.7.1 and 1.7.2 respectively. Historical versions of the terms are retained on the website and marked with the date they were effective. This allows for identification of the applicable terms.
17	70 Attachment H: Sample Contract 1.3.4.2	Please clarify whether (and when) the Contractor will have the opportunity to cure any noncompliance and collect payment of the 10% withheld by the Agency.	The Agency works in good faith with the Contractor to cure any noncompliance issues and make sure that the deliverables are met. If the deliverables are met during the stated cure period, the Agency will release the 10% being withheld.
18		Is the Agency TPL system referenced required to be implemented by the awarded contractor, or will the contractor utilize an already-existing TPL system? If already existing, please provide information on which system it is and who implemented it.	The winning Bidder will use the already-existing TPL system owned by HHS. Additional information is being sought about the system and will be provided in the Round 2 Q&A Session.
19		Can the Agency please clarify what is expected to begin on July 1. Is this typical contract start-up activities or is any actual operational processing of transactions expected to begin on July 1?	Refer to Section 1.3.1.2(B)(2) of the RFP. The actual operating processing will be July 1, 2024
20		What is the required Design, Development, and Implementation (DDI) timeframe that vendors must adhere to for starting of services?	Refer to 3.2.3 of the RFP for stated requirements. The Design, Development, and Implementation (DDI) plans should be included in the Systems Implementation Plan (3.2.3.3 Special Submissions). Also, see Sample Contract 1.3.1.1 (B) System and Software Requirements for additional information.
21		How long after contract signing are systems and services expected to be live by the new contractor? Is a phased transition of functionality to the new contractor allowed?	Refer to Section 1.3.1.2(B)(2) of the RFP. Transition work needs to be completed by 06/30/2024 and the winning Bidder needs to be fully operational on 07/01/2024.

## SERVICES

22		Was there a previous contractor for this project if so what was previous contract cost model	This information is found in the Bidder's Library. The link is found on page 12 of the RFP in Section 2.4 Online Resources.
23		Who was the incumbent for this contract?	This information is found in the Bidder's Library. The link is found on page 12 of the RFP in Section 2.4 Online Resources.
24		Can it be advised what previous contract was valued at?	This information is found in the Bidder's Library. The link is found on page 12 of the RFP in Section 2.4 Online Resources.
25		Is there any forecast on anticipated volumes, delinquency etc?	On pages 5-7 of the RFP, information is provided regarding the coverage groups, corresponding, programs, and current agency environment. Included in this information is a link to the Iowa Medicaid dashboard that displays current volumes of services. In addition, information may be found in reports posted in the Bidder's Library. The link is found on page 12 of the RFP in Section 2.4 Online Resources.
26	<b>AMENDED RESPONSE</b>	Can any information be provided on how much staff was previously used for contract previously?	<b>The Agency needs revise the answer to this question. The initial response only took into account contracting staff that was assigned to the TPL process. In error, the employee count for Estate Recovery was absent for the original employee count listed. The Estate Recovery functions are currently performed by a subcontract and the total staff dedicated to the Iowa Medicaid which perform work as listed under the current contract is 13. Total current employee for this contract is 20 (plus 3 open positions). (Any district/regional/area managers or senior leadership staff that provide additional support to the work performed by the contractor are not dedicated staff required by this contract and are not included in the employee count.)</b>

SERVICES

27		If the direct relevant experience required for the contract is older than 2 years, will it be disregard and no points given for that section.	If the experience does not meet the minimum requirements stated in the RFP, the score the bid receives during bid evaluation is affected. All information submitted is reviewed and evaluated in comparison to the stated requirements.
28		Is there a small business or any other designation requirement required for Bid.	No