October 19, 2018

To: All Potential Respondents

From: Nancy Wheelock, Purchasing Agent

Subject: RFP1119297029 – Medicaid Administrative Claims and Core Services Optimization

**Addendum One**

**Please amend the subject RFP to include answers to the following timely received questions:**

Q1. Whether companies from Outside USA can apply for this?

          (like, from India or Canada)

A1. Yes.

Q2. Whether we need to come over there for meetings?

A2. Yes, the Agency may request meetings on location in the State of Iowa.

Q3. Can we perform the tasks (related to RFP) outside USA?

        (like, from India or Canada)

A3. The tasks can be performed outside of the USA, but all personally identifiable information must be stored inside the contiguous USA.

Q4. Can we submit the proposals via email?​​​​

A4. No, this is a formal RFP, and proposals must be submitted in both hard and electronic copy.

Q5. Can IDA provide any information about the amount of funding that is available for this effort?

A5. IDA’s objective is to obtain the best value for the State of Iowa’s investment.

Q6. Regarding the scope of work, are any of the AAAs governmental entities, including being part of or owned by a state or local government agency?

A6. As established in Iowa Code 231.32(5), each AAA is “an instrumentality of the state and shall adhere to all state and federal mandates applicable to an instrumentality of the state.”

Q7. What are IDA’s expectations for involving stakeholders beyond the AAA staff? For example, should the contractor budget for working with an advisory committee representing the broader constituency covered by the AAA? If so, would IDA staff be able to identify and provide logistics for those meetings (e.g., obtaining rooms, identifying stakeholders, sending out invitations)? It would be helpful if IDA could clarify the contractor’s role beyond planning for, attending, and acting upon the input from these meetings (e.g., paying for rooms, providing logistics described earlier).

A7. The essential partners in the processes addressed by this RFP are the six Area Agencies on Aging and the Iowa Department of Human Services. If the Contractor proposes meetings with stakeholders other than AA and IDA staff, the Contractor should budget for the logistical costs, including travel costs, of these meetings.

Q8. Regarding task 4.1., can IDA clarify that this task includes a data collection effort that will be used to support the Medicaid administrative claiming application

A8. In order to complete task 4.1, the contractor may need to collect data, use existing data already collected by IDA, or both collect data and use IDAs existing data.

Q9. It is difficult to estimate the amount of time necessary to complete some of the tasks included in the RFP because the amount of time will depend upon factors that are not known yet (such as the degree of change involved, the capabilities and personalities of staff receiving assistance, etc.). Because price is a major component of evaluating these proposals, it might make sense for the state to set an expectation about how many hours should be provided to prevent a contract from being awarded to the offeror who proposes the lowest number of hours. Would the state be willing to set expectations for staffing hours for the following tasks (we’ve included recommended hours, but IDA should adjust as needed to reflect the available budget):

* 1. Task 4.1.3 requires the following, “Facilitating, in coordination with IDA, implementation of the recommended changes” necessary to implement Medicaid Administrative Claiming. Based on our experience, we would recommend setting an expectation of 20 hours of senior staff time and 30 hours of junior staff time per AAA.
  2. Task 4.1.5 requires the following, “Assisting IDA in the development of agreements, systems, and documents needed for FFP.’ Based on our experience, we would recommend 100 hours of senior staff time and 100 hours of junior staff time.
  3. Task 4.2.4 requires, “In coordination with IDA, facilitate incorporation of recommended changes to AAA/ADRC service models.” We recommend setting an expectation of 40 hours of senior staff time and 60 hours of junior staff time per AAA.

A9. No, the Iowa Department on Aging will not set expectations for staffing hours. The Contractor should propose a plan that takes staff hours into account.

Q10. Does the state have a target budget for this project?

A10. See A5. above.

Q11. Is there funding already available for the state match on any FFP dollars?

A11. Yes.

Q12. What activities do Iowa’s AAAs currently engage in relevant to intake/application and eligibility processes with regard to Medicaid and Medicaid waivers?

A12. We are unsure since those activities would fall outside of the current Area Plan and we do not require AAAs to report to us on activities outside the Area Plan.

Q13. What, if any, direct services are provided by the AAAs under OAA or Medicaid?

A13. Those activities differ across AAAs. Please review the AAAs’ Area Plans for information about the services they currently provide. The Area Plans are found here: [https://www.iowaaging.gov/area-   
 agencies-aging/area-plans-aging](https://www.iowaaging.gov/area-%20%20agencies-aging/area-plans-aging)

Q14. Are there other organizations that are components of the ADRC/No Wrong Door network that also engage in activities that may be eligible for FFP dollars?

A14. Not that we are aware of but please review the AAAs’ Area Plans for more information. The Area Plans are found here: <https://www.iowaaging.gov/area-agencies-aging/area-plans-aging>

Q15. In the OAA portion of the project, in determining unmet service needs, would the vendor be expected to conduct stakeholder engagement, listening sessions, surveys, etc. or would the vendor be determining those unmet needs from existing survey or other data?

A15. Iowa Department on Aging seeks an approach that will get the best return on our investment. The Contractor may need to collect data, use existing data already collected by IDA, or both collect data and use IDAs existing data.

Q16.Section 2.5 of the RFP asks for suggested changes to the RFP specifications to be submitted by tomorrow. Section 3.2.10 asks that exceptions to the General Terms and Conditions be laid out in our official response. What we want to know at this time is if you can please clarify whether we should request such a change in the Q&A period or include all requested changes to Terms and Conditions only in the proposal due on 11/8?

A16. If you have exceptions to the terms and conditions for potential negotiation, should you be the awarded respondent, those exceptions should be a part of the RFP response due November 8th.

Q17. Section 5.1 (Mandatory Specifications) states that the Respondent must have experience in oversight of State Unit on Aging and the Respondent must have experience with oversight of Area Agencies on Aging (AAAs). How does the State define “oversight”? Please provide an example(s) that would qualify as experience in “oversight”?

A17. Some examples of acceptable oversight experience include, but are not limited to, the following:

1. A Respondent that has staff who have held a management position for a state agency on aging.

2. A Respondent that has staff who have overseen an organization or coalition on aging.

3. A Respondent that has staff who oversaw state units on aging at the federal agency level.

The use of “staff” can mean one or more employees with the experience listed above. Contractor may also subcontract with another vendor to meet the oversight experience requirement for this RFP. All subcontractors must be identified in the Proposal.

Q18. Does the State have a projected start date for a contract awarded pursuant to this RFP?

A18. We do not have a projected start date, but would like to have the work begin as soon as the Contract is executed with the successful Contractor.

Q19. Section 3.2.5.1, page 14, Section 3.2.5.1 states, “Does your state have a preference for instate vendors? Yes or No. If yes, please include the details of the preference.” Please clarify the State’s intent for this question.

A19. This question is our standard RFP language. We are asking whether your state has a local vendor preference.

Q20. Section 3 – Form and Content, Pages 13-19, does the State have expectations with regard to page limits for the RFP response.

A20. The State does not have a defined page limit for this RFP.

Q21. Sections 5.2.2 and 5.2.3, page 22, The RFP asks for both a project management plan and an implementation plan. Can the State provide any additional instruction to distinguish the type of details respondents should include in each?

A21. The project management plan shall include, but not be limited to, the identification of action items for accomplishing the scope of work and detail on how these items will be executed to achieve the desired results. The implementation plan shall include weekly milestones (not dates) for the action items defined in the project plan and any other information pertinent to the implementation of the project plan.

Q22. Section 3.2.6.9, page 16, the RFP asks for letters of reference from three (3) previous customers or clients. In lieu of one of the letters of reference being from a former client of the firm, would the State accept a letter of reference from a past colleague and internal stakeholder with a state healthcare system, who has collaborated directly with one or more members of the proposed project team (prior to their employment at our firm) on work similar to what is contained in and requested by the RFP?

A22. Further clarification was provided that the individual who would provide the reference is not a current employee of your company. Therefore, the State will accept a letter of reference from the individual identified in Q22.

Q23. Is the State currently working with a vendor to provide these or similar services to the Department of Aging? If so, who is the vendor?

A23. Yes, Sellers Dorsey is currently performing similar services for IDA.

Q24. What is the State’s expected or approved annual budget for this work?

A24. See A5. above.

**Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).**

I hereby acknowledge receipt of this addendum.

Signature Date

Typed or Printed Name