

### Applicant Questions and Answers

RFA Number		RFA/Grant Name		
HHS0015545		2-1-1 Texas Information & Referral Network		
PCS Grant Specialist Name			PCS Grant Specialist Email	
Michelle Boyd			Michelle.boyd@hhs.texas.gov	
+/- Row	#	Reference	Applicant Question	Agency/Program Response
	1	General	is this application an attempt to have agencies who are not already operating AICs participate? If so, are there limits to whom it can be shared with?	Refer to RFA Section 2.6, Program Requirements and Exhibit C, Grant Requirements.
	2	General	What is needed to request a delay in the RFA process until after the legislative session? Do you need stakeholders to reach out to various legislative offices, including key HHS committee leaders to make a hold happen?	Refer to RFA Section 1.3, Statutory Authority and Section 1.4, Standards.
	3	Section XIV - List of Exhibits and Forms Attached to RFA	Can you pls advise where I can find the docs in section XIV – List of Exhibits and Forms Attached to RFA.	Refer to <a href="https://resources.hhs.texas.gov/rfa/hhs0015545">https://resources.hhs.texas.gov/rfa/hhs0015545</a>
	4	Section IV. Project Period 4.1 PROJECT PERIOD The initial term of the Grant Agreement is September 1, 2026 through August 31, 2029. The System Agency may, at its sole discretion, extend the term for up to two (2) additional years, not to exceed a five-year Grant Term. A. The initial term will include three Project Periods as follows: 1. First Project Period: September 1, 2026 through August 31, 2027; pg. 19	Wanted to confirm that the start month/year, is not until Sept 2026 and not 2025.	Refer to RFA Section 1.1, Introduction and Section 4.1, Project Period.
	5	Section or Paragraph # 2.2 Page #12 Exhibit or other Attachment – Exhibit S AIC Regions and Estimated Funding Amounts	can you please clarify if we will receive childcare funding? As it was not listed on the Regions and estimated funding amounts	Refer to Exhibit S, AIC Regions and Estimated Funding Amounts and RFA Section 1.3, Statutory Authority.
	6	General	Are we an eligible applicant if we have never operated a 2-1-1 center?	Refer to RFA Section 2.6, Program Requirements and Exhibit C, Grant Requirements
	7	Section or Paragraph# 10.2 Page # 39 Exhibit or other attachment: Exhibit E, Expenditure Proposal Template Page # of the Exhibit: Page 22	Can we make a request for additional funding and/or negotiate for additional funding. If so, what is that process? As it appears our funding has been cut.	Refer to RFA Section 1.3, Statutory Authority and Exhibit S, AIC Regions and Estimated Funding Amounts.
	8	• Section or Paragraph	Is the project start date September 2026, or 2025? When will the funding outline in Exhibit S go into	Refer to RFA Section 1.3, Statutory Authority, Section 1.4, Standards, and Section 4.1, Project Period.

	<p>Number from this Solicitation: Section VII. RFA Administrative Information and Inquiries</p> <ul style="list-style-type: none"> <li>• Page Number of this Solicitation: Page 24</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit S</li> <li>• Page Number of the Exhibit: Page 4</li> <li>• Language, Topic, Section Heading Being Questioned: Anticipated Notice of Award April 2026 / Anticipated Project Start Date September 2026</li> </ul>	<p>effect? Is it possible to request a pause until the end of the current legislative session? There are key 211 issues moving this legislative session that I believe will impact our RFA and need to be incorporated into the final RFA.</p>	
9	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit S – Table 2: Planning Estimates – Annual Funding Amounts for AIC Regions</li> <li>• Page Number of this Solicitation: Exhibit S, Page 4 of 4</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit S, [REDACTED]</li> <li>• Page Number of the Exhibit: Page 4 of 4</li> </ul>	<p>Can HHSC confirm whether ChildCare and Rider funding will be renewed and if so, how should these funds be accounted for in the current RFA submission??</p>	<p>Refer to RFA Section 1.3, Statutory Authority and Exhibit S, AIC Regions and Estimated Funding Amounts.</p>
10	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit S – Table 2: Planning Estimates – Annual Funding Amounts for AIC Regions</li> <li>• Page Number of this Solicitation: Exhibit S, Page 4 of 4</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit S, [REDACTED]</li> <li>• Page Number of the Exhibit: Page 4 of 4</li> </ul>	<p>Can HHSC clarify how the rider funding is accounted for in this next renewal given it is in HHSC's base budget per the 2026-2027 LAR submitted to the 89th Legislature and the formula used to disburse this funding across all AICs?</p>	<p>Refer to RFA Section 1.3 Statutory Authority, and Exhibit S, AIC Regions and Estimated Funding Amounts.</p>
11	<ul style="list-style-type: none"> <li>• Section or Paragraph</li> </ul>	<p>The estimated annual funding in Exhibit S represents a huge decrease in funding for the [REDACTED], a</p>	<p>Refer to Exhibit S, AIC Regions and Estimated Funding Amounts, Table 2.</p>

	<p>Number from this Solicitation: Exhibit S – Table 2: Planning Estimates – Annual Funding Amounts for AIC Regions</p> <ul style="list-style-type: none"> <li>• Page Number of this Solicitation: Exhibit S, Page 4 of 4</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit S, [REDACTED]</li> <li>• Page Number of the Exhibit: Page 4 of 4</li> </ul>	<p>reduction of [REDACTED], this amount of reduction is catastrophic to the [REDACTED] and the help-seekers in our area who depend on us. Our population growth continues to rise at a fast pace, showing the total population at this time for our AIC to be [REDACTED]. Our call volume continues to increase. Can HHSC provide clarification on the methodology for this reduction, especially in comparison to other similarly sized and/or lower-cost regions that received increased or stable funding?</p>	
12	<p>Section or Paragraph Number from this Solicitation: Exhibit S – Table 2: Planning Estimates – Annual Funding Amounts for AIC Regions</p> <ul style="list-style-type: none"> <li>• Page Number of this Solicitation: Exhibit S, Page 4 of 4</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit S, [REDACTED]</li> <li>• Page Number of the Exhibit: Page 4 of 4</li> </ul>	<p>What methodology is HHSC using to project funding and costs in relation to expected population growth? How is this being factored into the funding allocations? How does HHSC recommend our AIC maintain program quality &amp; KPI expectations under these reduced resources?</p>	<p>Refer to Exhibit S, AIC Regions and Estimated Funding Amounts, Table 2, RFA Section II. Scope of Grant Project, and Section 3.2, Application Screening Requirements.</p>
13	<p>Section or Paragraph Number from this Solicitation: Exhibit S – Table 2: Planning Estimates – Annual Funding Amounts for AIC Regions</p> <ul style="list-style-type: none"> <li>• Page Number of this Solicitation: Exhibit S, Page 4 of 4</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit S, [REDACTED]</li> <li>• Page Number of the Exhibit: Page 4 of 4</li> </ul>	<p>Additionally, please confirm whether Childcare and Rider funding will be renewed, as it was listed separately in the last RFA expenditure template but is not included in RFA HHS0015545.</p>	<p>Refer to Exhibit S, AIC Regions and Estimated Funding Amounts, RFA Section 1.3 Statutory Authority and Section 5.1, Grant Funding Source and Available Fund.</p>

14	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C Section 2.1 Physical Location and Hours of Operation</li> <li>• Page Number of this Solicitation: Exhibit C, Page 3 of 38</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: C</li> <li>• Page Number of the Exhibit: 3</li> <li>• Language, Topic, Section Heading Being Questioned: Requirement that "at least 30% of sub-awardee quality monitoring activities must be included in the Quarterly Performance Report Quality Assurance Percentage and made available via HHSC/TIRN annual review of the AIC Quality Assurance or upon request."</li> </ul>	<p>Can HHSC please explain how the requirement to include at least 30% of sub-awardee after-hours quality monitoring activities in the Quarterly Performance Report aligns with Inform USA Standards? That would have a huge impact on our AIC and our Quality Performance.</p>	<p>Refer to RFA Section II. Scope of Grant Project, Section 1.4 Standards, and Exhibit C, Grant Requirements.</p>
15	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C Section 2.1 Physical Location and Hours of Operation</li> <li>• Page Number of this Solicitation: Exhibit C, Page 3 of 38</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: C</li> <li>• Page Number of the Exhibit: 3</li> <li>• Language, Topic, Section Heading Being Questioned: Requirement that "at least 30% of sub-awardee quality monitoring activities must be included in the Quarterly Performance Report Quality Assurance Percentage and made available via HHSC/TIRN annual review of the AIC Quality Assurance or upon request."</li> </ul>	<p>Is there flexibility in this requirement, should it prove to be an unrealistic workload while maintaining grant &amp; KPI compliance?</p>	<p>Refer to RFA Section II. Scope of Grant Project, Section 1.4 Standards, and Exhibit C, Grant Requirements.</p>

		upon request.”	
16	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C Section 2.1 Physical Location and Hours of Operation</li> <li>• Page Number of this Solicitation: Exhibit C, Page 3 of 38</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: C</li> <li>• Page Number of the Exhibit: 3</li> <li>• Language, Topic, Section Heading Being Questioned: Requirement that “at least 30% of sub-awardee quality monitoring activities must be included in the Quarterly Performance Report Quality Assurance Percentage and made available via HHSC/TIRN annual review of the AIC Quality Assurance or upon request.”</li> </ul>	This requirement is a huge increase over the previous requirement, will there be any additional funding to support this expanded responsibility?	Refer to RFA Section II. Scope of Grant Project, Section 1.3 Statutory Authority, Section 1.4 Standards, Exhibit S, AIC Regions and Estimated Funding Amounts, and Exhibit C, Grant Requirements.
17	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Section 3.4.4.2 – Closed-Loop Referrals and Section 3.4.5 – Special Projects</li> <li>• Page Number of this Solicitation: Exhibit C, Pages 25–26</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C, Sections on Focused Initiatives and Special Projects</li> <li>• Page Number of the Exhibit: Pages 25–26</li> <li>• Language, Topic, Section Heading Being Questioned: Implementation of Closed-Loop Referrals and Special Projects Piloted by HHSC</li> </ul>	These pilot responsibilities require dedicated resources, project coordination, training, and enhanced staffing. I have been told that we would have to fully dedicate a Contact Specialist in order to implement the Closed-Loop Referral System. Without corresponding funding support, is it possible for accommodations to be made to ensure capacity to partner in these projects while still meeting baseline contractual requirements?	Refer to Exhibit C, Grant Requirements, Section 3.4.4.
18	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this</li> </ul>	Would it be possible to have HHSC Staff pilot the Closed-Loop Referrals Project and identify the true daily impact for the Contact Specialist and their ability to still handle the incoming help-seekers not involved	Refer to Exhibit C, Grant Requirements, Section 3.4.4.

	<p>Solicitation: Exhibit C, Section 3.4.4.2 – Closed-Loop Referrals and Section 3.4.5 – Special Projects</p> <ul style="list-style-type: none"> <li>• Page Number of this Solicitation: Exhibit C, Pages 25–26</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C, Sections on Focused Initiatives and Special Projects</li> <li>• Page Number of the Exhibit: Pages 25–26</li> <li>• Language, Topic, Section Heading Being Questioned: Implementation of Closed-Loop Referrals and Special Projects Piloted by HHSC</li> </ul>	<p>in a Closed-Loop Referral?</p>	
19	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 2.2.1, 2.2.2, and 3.2</li> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Various Pages</li> <li>• Language, Topic, Section Heading Being Questioned: Required Equipment, Network Access, and Staffing Plans</li> </ul>	<p>Can computer equipment and phone equipment purchases be made using this contract?</p>	<p>Refer to Exhibit C, Grant Requirements. Section 2.2.1.</p>
20	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 2.2.1, 2.2.2, and 3.2</li> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> </ul>	<p>The RFA states that access to the HHSC Network is required; however, all AICs have been disconnected from TIRN due to our transition to cloud-based systems. Does this requirement still apply? I was instructed that we no longer need to maintain an HHS email.</p>	<p>Refer to Exhibit C, Grant Requirements, Section 2.2.1.</p>

	<ul style="list-style-type: none"> <li>• Page Number of the Exhibit: Various Pages</li> <li>• Language, Topic, Section Heading Being Questioned: Required Equipment, Network Access, and Staffing Plans</li> </ul>		
21	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 2.2.1, 2.2.2, and 3.2</li> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Various Pages</li> <li>• Language, Topic, Section Heading Being Questioned: Required Equipment, Network Access, and Staffing Plans</li> </ul>	Does our disconnection from the HHSC Network impact the required equipment list for the grant contract?	Refer to Exhibit C, Grant Requirements, Section 2.2.
22	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 2.2.1, 2.2.2, and 3.2</li> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Various Pages</li> <li>• Language, Topic, Section Heading Being Questioned: Required Equipment, Network Access, and Staffing Plans</li> </ul>	What is a Capital Equipment and Controlled Asset (CE/CA) Request form, and how does it apply to AICs?	Refer to Exhibit C, Grant Requirements, Section 2.2.2 and Addendum 2.
23	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 2.2.1, 2.2.2, and 3.2</li> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other</li> </ul>	The RFA requires that all "user accounts provided by HHSC be signed into at least once every 30 days." Since AICs are no longer on the HHSC Network, does this requirement still apply? I was previously instructed that we do not need to maintain our HHS email address.	Refer to Exhibit C, Grant Requirements, Section 2.2.

	<p>Attachment and Section or Paragraph Number from the Exhibit or Other Attachment:  Exhibit C – Grant Requirements</p> <ul style="list-style-type: none"> <li>• Page Number of the Exhibit: Various Pages</li> <li>• Language, Topic, Section Heading Being Questioned: Required Equipment, Network Access, and Staffing Plans</li> </ul>		
24	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 2.2.1, 2.2.2, and 3.2</li> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Various Pages</li> <li>• Language, Topic, Section Heading Being Questioned: Required Equipment, Network Access, and Staffing Plans</li> </ul>	<p>The RFA states that the staffing plan should "demonstrate sufficient AIC staffing to support the service area and contact volumes." How is it possible for our AIC to determine appropriate call specialist staffing when we are receiving locals calls plus statewide rollover calls? We never know the impact to the Network across the board on any given day.</p>	<p>Refer to Exhibit C, Grant Requirements.</p>
25	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 3.4.2.1 &amp; 3.4.7</li> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Various Pages</li> <li>• Language, Topic, Section Heading Being Questioned: Emergency Operations &amp; AIC Staff Training</li> </ul>	<p>Will HHSC provide a template for the Emergency Operations, Escalation of Services, and Business Continuity Plan?</p>	<p>Refer to Exhibit C, Grant Requirements, Section 3.4.2.1.</p>
26	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C,</li> </ul>	<p>How does HHS expect us to integrate the training programs from the TIRN Learning Management System? Is this the same platform as Inform USA?</p>	<p>Refer to Exhibit C, Grant Requirements, Section 3.2.1 and Section 3.4.7.</p>

	<p>Sections 3.4.2.1 &amp; 3.4.7</p> <ul style="list-style-type: none"> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Various Pages</li> <li>• Language, Topic, Section Heading Being Questioned: Emergency Operations &amp; AIC Staff Training</li> </ul>		
27	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: 2.6 Program Requirements</li> <li>• Page Number of this Solicitation: Page 14</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C, Sections 2.2.1 and 2.2.2</li> <li>• Page Number of the Exhibit: Exhibit C, Pages 4-7</li> <li>• Language, Topic, Section Heading Being Questioned: Required Equipment &amp; Network Access; Computer and Software Requirements</li> </ul>	<p>The RFA states that access to the HHSC Network is required, yet all 2-1-1 TIRN Network AICs, have transitioned to cloud-based systems and disconnected from the HHSC Network. Does this requirement still apply? Does this impact the required equipment list for the grant contract?</p>	<p>Refer to Exhibit C, Grant Requirements, Section 2.2.</p>
28	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: 2.6 Program Requirements</li> <li>• Page Number of this Solicitation: Page 14</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C, Sections 2.2.1 and 2.2.2</li> <li>• Page Number of the Exhibit: Exhibit C, Pages 4-7</li> <li>• Language, Topic, Section Heading Being Questioned:</li> </ul>	<p>What is a Capital Equipment and Controlled Asset (CE/CA) Request form, and how does it apply to AICs?</p>	<p>Refer to Exhibit C, Grant Requirements, Section 2.2.2., RFA Section 1.2 Definitions and Acronyms and Addendum 2.</p>

	Required Equipment & Network Access; Computer and Software Requirements		
29	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: 2.6 Program Requirements</li> <li>• Page Number of this Solicitation: Page 14</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C, Sections 2.2.1 and 2.2.2</li> <li>• Page Number of the Exhibit: Exhibit C, Pages 4-7</li> <li>• Language, Topic, Section Heading Being Questioned: Required Equipment &amp; Network Access; Computer and Software Requirements</li> </ul>	The RFA requires that all "user accounts provided by HHSC be signed into at least once every 30 days." Since AICs are no longer on the HHSC Network, does this requirement still apply? Can computers and computer hardware purchases be made using this contract?	Refer to Exhibit C, Grant Requirements, Section 2.2.1.
30	<ul style="list-style-type: none"> <li>Section or Paragraph Number from this Solicitation: Section VII. RFA Administrative Information and Inquiries</li> <li>C. Page Number of this Solicitation: Page 24</li> <li>D. Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit S</li> <li>E. Page Number of the Exhibit: Page 4</li> <li>F. Language, Topic, Section Heading Being Questioned: Anticipated Notice of Award April 2026 / Anticipated Project Start Date September 2026</li> </ul>	Can you please confirm that the start date of the project is September 2026 and not September 2025 and clarify when the funding will become available?	Refer to RFA Section 1.1, Introduction and Section 4.1, Project Period.
31	<ul style="list-style-type: none"> <li>Section or Paragraph Number from this Solicitation: Exhibit S – Table 2: Planning Estimates – Annual Funding Amounts for AIC Regions</li> <li>C. Page Number of this Solicitation: Exhibit S, Page 4</li> </ul>	Can we get some clarification on what methodology is HHSC using to project funding and costs for each AIC in relation to expected population growth and is this being factored into the funding allocations? In the previous RFA cycle, ChildCare and Rider funding was listed separately in the expenditure template but is not included in RFA HHS0015545. Can HHSC confirm whether ChildCare and Rider funding will be renewed and if so, how these funds should be accounted for in the current RFA submission?	Refer to Exhibit S, AIC Regions and Estimated Funding Amounts, Table 2., RFA Section 1.3, Statutory Authority and Section 1.4, Standards.

	<p>of 4</p> <p>D. Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit S, Table 2 Planning Estimates - Annual Funding Amounts for AIC Regions</p> <p>E. Page Number of the Exhibit: Page 4 of 4</p> <p>F. Language, Topic, Section Heading Being Questioned: Annual OPS Funding Amount, ChildCare and Rider Funding</p>		
32	<p>Section or Paragraph Number from this Solicitation: Section 2.1 Physical Location and Hours of Operation</p> <p>C. Page Number of this Solicitation: Page 3</p> <p>D. Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: N/A</p> <p>E. Page Number of the Exhibit: N/A</p> <p>F. Language, Topic, Section Heading Being Questioned: Requirement that "at least 30% of sub-awardee quality monitoring activities must be included in the Quarterly Performance Report Quality Assurance Percentage and made available via HHSC/TIRN annual review of the AIC Quality Assurance or upon request."</p>	<p>Can HHSC clarify how the requirement to include at least 30% of sub-awardee after-hours quality monitoring activities in the Quarterly Performance Report aligns with Inform USA Standards? Is there flexibility in this requirement for AICs with high overall call volumes if it proves to be an unrealistic workload while maintaining grant and KPI compliance? This requirement is a significant increase over the previous requirements, and there is no corresponding funding in the RFA. Will additional funding be allocated to support this expanded responsibility?</p>	<p>Refer to RFA, Section II. Scope of Grant Project, Section 1.4, Standards, and Exhibit C, Grant Requirements.</p>
33	<p>Section or Paragraph Number from this Solicitation: Exhibit C, Sections 2.2.1, 2.2.2, and 3.2</p> <p>C. Page Number of this Solicitation: Exhibit C, Various Pages</p> <p>D. Exhibit or Other Attachment and Section or Paragraph Number from the</p>	<p>Can equipment purchases be made using this contract? The RFA states that access to the HHSC Network is required, does this still apply even after the transition to the cloud-based system and does it impact the required equipment list for the grant contract?</p> <p>Can HHSC please clarify what a Capital Equipment and Controlled Asset (CE/CA) Request form is and how it applies to AICs?</p>	<p>Refer to Exhibit C, Grant Requirements, Section 2.2.1. and Addendum 2.</p>

	Exhibit or Other Attachment: Exhibit C – Grant Requirements E. Page Number of the Exhibit: Various Pages F. Language, Topic, Section Heading Being Questioned: Required Equipment, Network Access, and Staffing Plans		
34	Section or Paragraph Number from this Solicitation: Exhibit C, Sections 2.2.1, 2.2.2, and 3.2 C. Page Number of this Solicitation: Exhibit C, Various Pages D. Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements E. Page Number of the Exhibit: Various Pages F. Language, Topic, Section Heading Being Questioned: Required Equipment, Network Access, and Staffing Plans	The RFA states that the staffing plan should "demonstrate sufficient AIC staffing to support the service area and contact volumes." How should an AIC determine appropriate call specialist staffing if calls are received statewide? Where can AICs access the required template for the AIC staffing plan?	Refer to Exhibit C, Grant Requirements.
35	Section or Paragraph Number from this Solicitation: Exhibit C, Sections 3.4.2.1 & 3.4.7 C. Page Number of this Solicitation: Exhibit C, Various Pages D. Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements E. Page Number of the Exhibit: Various Pages F. Language, Topic, Section Heading Being Questioned: Emergency Operations & AIC Staff Training	When will HHSC distribute the Emergency Operations, Escalation of Services, and Business Continuity Plan templates? What is the TIRN Learning Management System, and how will AICs be expected to integrate it into their training programs?	Refer to Exhibit C, Grant Requirements, Section 3.2.1, Section 3.4.7 and Section 3.4.7.1.
36	Section or Paragraph Number from this Solicitation: Exhibit C, Section 3.4.4.2 – Closed-Loop Referrals	These pilot responsibilities require dedicated resources, project coordination, training, and increased staffing. Without adequate funding support, will adjustments be made to ensure the capacity to partner in these projects while fulfilling baseline contractual obligations?	Refer to Exhibit C, Grant Requirements, Section 3.4.4.

	and Section 3.4.5 – Special Projects C. Page Number of this Solicitation: Exhibit C, Pages 25–26 D. Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C, Sections on Focused Initiatives and Special Projects E. Page Number of the Exhibit: Pages 25–26 F. Language, Topic, Section Heading Being Questioned: Implementation of Closed-Loop Referrals and Special Projects Piloted by HHSC		
37	Section XIV- list of exhibits etc... C. Pg 46 -47 Form C	Should we follow the bulleted format as within the document ie. using titles and subtitles and numbers or use a narrative format with paragraph format?	Refer to RFA Section 8.5, Application Composition.
38	Section XIV- list of exhibits etc... C. Pg 46 -47 Exhibit V pg 1	would a private non-profit that currently holds a 211 TIRN contract be considered a contractor or other entity?	For the purposes of completing Exhibit V, Information Security Acceptable Use Agreement, a current 211 TIRN awardee is considered a contractor.
39	Section XIV- list of exhibits etc... C. Pg 46 -47 Form A	Does this have to be signed by hand or is a copied signature adequate?	HHSC accepts signed by hand or electronic signature.
40	General	In the final submission it says it must be in a specific order... Do you want supporting documentation in a separate folder? Or how do you want those documents?	Refer to RFA Section 8.3, Required Submission Method and Section 8.6, Application Organization.
41	Section XIV- list of exhibits etc... C. Pg 46 -47 Exhibit Q	what are exceptions? And should include that document in the final submission if it is blank.	Refer to RFA Section 7.7, Exceptions and Exhibit Q, Exceptions.
42	Section XIV- list of exhibits etc... C. Pg 46 -47 Form B-1	should i include it blank or leave it out if i am submitting Form B-2?	Refer to Form B-1, Governmental Entity and Form B-2 Non-Profit Entity.
43	Section XIV- list of exhibits etc... C. Pg 46 -47 Exhibit H-2, Section C	can you clarify if the information accessed by a 211 operator is considered "texas HHS Confidential Information?"	Refer to RFA Section 2.11, Data Use Agreement, Exhibit H, HHS Data Use Agreement(DUA) v.8.5 and Exhibit H-2, Texas HHS System–Data Use Agreement- Attachment 2 - Security and Privacy Inquiry (SPI).
44	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Section 2.2.1 Required Equipment, Materials, and Support - Grant Requirements</li> <li>• Page Number of this Solicitation: Page 4</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: N/A</li> <li>• Page Number of the Exhibit: N/A</li> <li>• Language, Topic, Section Heading Being</li> </ul>	Could clarity be provided on the AIC's ability to purchase equipment under this contract? The Contract also mentions that the "equipment, material and other required technical support must be compatible with HHSC/TIRN's equipment to provide a secure connection to the HHSC Network (WAN). Access to the HHSC Network is required.." Recently, AIC's were directed to disconnect from the HHSC Network since our new CRM is cloud-based and doesn't require a connection to the HHSC Network. Does this contract still require connection to the HHSC Network if we just disconnected? Additionally, does not being connected to the HHSC Network change the list of required equipment, materials, and support?	Refer to Exhibit C, Grant Requirements, Section 2.2.1.

	<p>Questioned: Allowance to purchase equipment in the new contract &amp; Connection to HHS Network</p>		
45	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Section 2.2.2 Computer and Software Requirements – Grant Requirements</li> <li>• Page Number of this Solicitation: 5</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Grant Requirements</li> <li>• Page Number of the Exhibit: 5</li> <li>• Language, Topic, Section Heading Being Questioned: Clarification on Capital Equipment and Controlled Asset (CE/CA) Request Form and HHSC User Accounts</li> </ul>	<p>What is the Capital Equipment and Controlled Asset (CE/CA) Request form? Where do we access them? And when is it required to submit? Also, since we are no longer connected to the HHSC network, how should an AIC adhere to the requirement of signing into an HHSC account?</p>	<p>Refer to Exhibit C, Grant Requirements, Section 2.2.2.</p>
46	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Section 3.2 AIC Staffing -</li> <li>• Page Number of this Solicitation: Page 12</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Page 12</li> <li>• Language, Topic, Section Heading Being Questioned: Determining AIC Staffing and templates</li> </ul>	<p>How should an AIC (Grantee) determine appropriate call specialist staff if calls are statewide? Is this determined by population or number of calls from the region per year or number of calls answered/offered? Where is the template for the AIC staffing Plan?</p>	<p>Refer to Exhibit C, Grant Requirements.</p>
47	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Section 3.4.4.2 – Closed-Loop Referrals and Section 3.4.5 – Special Projects</li> <li>• Page Number of this Solicitation: Exhibit C, Pages 25–26</li> <li>• Exhibit or Other Attachment and Section or</li> </ul>	<p>These pilot responsibilities require dedicated resources, project coordination, training, and enhanced staffing. Without corresponding funding support, will accommodation be made to ensure capacity to partner in these projects while still meeting baseline contractual requirements?</p>	<p>Refer to Exhibit C, Grant Requirements, Section 3.4.4.</p>

	<p>Paragraph Number from the Exhibit or Other Attachment: Exhibit C, Sections on Focused Initiatives and Special Projects</p> <ul style="list-style-type: none"> <li>• Page Number of the Exhibit: Pages 25-26</li> <li>• Language, Topic, Section Heading Being Questioned: Implementation of Closed-Loop Referrals and Special Projects Piloted by HHSC</li> </ul>		
48	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 3.4.2.1 &amp; 3.4.7</li> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Various Pages</li> <li>• Language, Topic, Section Heading Being Questioned: Emergency Operations &amp; AIC Staff Training</li> </ul>	<p>When will HHSC provide the template for the Emergency Operations, Escalation of Services, and Business Continuity Plan? What is the TIRN Learning Management System, and how will AICs be expected to integrate it into their training programs?</p>	<p>Refer to Exhibit C, Grant Requirements, Section 3.2.1, Section 3.4.7 and Section 3.4.7.1.</p>
49	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Section 2.1 Physical Location and Hours of Operation</li> <li>• Page Number of this Solicitation: Page 3</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: N/A</li> <li>• Page Number of the Exhibit: N/A</li> <li>• Language, Topic, Section Heading Being Questioned: Requirement that "at least 30% of sub-awardee quality monitoring activities must be included in the Quarterly Performance Report Quality Assurance</li> </ul>	<p>Can HHSC clarify how the requirement to include at least 30% of sub-awardee after-hours quality monitoring activities in the Quarterly Performance Report aligns with Inform USA Standards? For AICs with high overall call volumes, is there flexibility in this requirement if it proves to be an unrealistic workload while maintaining grant &amp; KPI compliance?</p>	<p>Refer to RFA Section 1.4, Standards, Section II. Scope of Grant Project and Exhibit C, Grant Requirements.</p>

	Percentage and made available via HHSC/TIRN annual review of the AIC Quality Assurance or upon request.”		
50	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Section 2.1 Physical Location and Hours of Operation</li> <li>• Page Number of this Solicitation: Page 3</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: N/A</li> <li>• Page Number of the Exhibit: N/A</li> <li>• Language, Topic, Section Heading Being Questioned: Requirement that “at least 30% of sub-awardee quality monitoring activities must be included in the Quarterly Performance Report Quality Assurance Percentage and made available via HHSC/TIRN annual review of the AIC Quality Assurance or upon request.”</li> </ul>	This requirement represents a significant increase over prior standards, and there is no corresponding funding in the RFA. Will additional funding be allocated to support this expanded responsibility?	Refer to RFA Section 1.4, Standards and Section II. Scope of Grant Project.
51	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Section 3.4.2.1</li> <li>• Page Number of this Solicitation: Exhibit C, page 23</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: page 23</li> <li>• Language, Topic, Section Heading Being Questioned: Emergency Operations <ul style="list-style-type: none"> <li>o HHSC/TIRN will provide a template to complete and submit the Emergency Operations, Escalation of Services, and Business</li> </ul> </li> </ul>	When will HHSC/TIRN provide the template for the Emergency Operations, Escalation of Services, and Business Continuity Plan?	Refer to Exhibit F, Deliverables.

		Continuity Plan.		
52	Section Number: 1.1 Introduction Page Number: 5 Topic: Estimated Total Available Funding: \$56,213,574.60	Does this grant amount include Operations, ESEC/STEAR, Rider and Child Care and Rider funds be allocated through separate grants with corresponding RFA's?		Refer to Exhibit S, AIC Regions and Estimated Funding Amounts and RFA Section 1.3, Statutory Authority.
53	Section: 2.2.1 Page Number: 13 Section Heading: ESEC	Is there an estimated number of awards for ESEC/STEAR for this Grant?		Refer to RFA Section 1.1, Introduction and Section 2.6.2, ESEC.
54	Section Number: Section VI. Application Exhibits and Forms for Submission Page Number: 21	Should an applicant applying to provide services in multiple AIC Regions submit a separate application for each region or will a single application with details of all regions included in Form C, Narrative Proposal and separate Exhibit E, Expenditure Proposal Templates for each region suffice?		Refer to RFA Section 3.2, Application Screening.
55	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 3.4.6</li> <li>• Page Number of this Solicitation: Exhibit C, page 26</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: page 26</li> <li>• Language, Topic, Section Heading Being Questioned: Outreach Activities</li> </ul>	Since September 2023, when HHSC/TIRN transitioned the database from iCarol to VisionLink, the interface with 2-1-1 Counts has not worked. When can we expect the interface for 2-1-1 counts to be fixed so that accurate data can be obtained?		The question being asked, is not within the scope of this RFA.
56	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Section 3.4.7</li> <li>• Page Number of this Solicitation: Exhibit C, page 27</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: page 27</li> <li>• Language, Topic, Section Heading Being Questioned: AIC Staff Training</li> </ul>	<ul style="list-style-type: none"> <li>• What is the TIRN Learning Management System, and how will AICs be expected to integrate it into their training programs?</li> <li>• Is the TIRN Learning Management System replacing the Inform USA Learning Management System?</li> <li>• Additional funding was provided this fiscal year to purchase the Inform USA Learning Management System. Will that funding disappear under this RFA?</li> </ul>		Refer to Exhibit C, Grant Requirements, Section 3.2.1, Section 3.4.7, Section 3.4.7.1, Exhibit S, AIC Regions and Estimated Funding Amounts, RFA Section 1.3, Statutory Authority and Section 1.4, Standards.
57	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Section 3.2</li> <li>• Page Number of this Solicitation: Exhibit C, pages 12-13</li> <li>• Exhibit or Other Attachment and</li> </ul>	The RFA states that the staffing plan should "demonstrate sufficient AIC staffing to support the service area and contact volumes." How should an AIC determine the appropriate staffing for call specialists if calls are received statewide, especially since March 1, 2025, we can no longer track how many statewide calls we are receiving with the TIRN change to local call queues? Where can AICs access the required template for the AIC staffing plan that HHSC/TIRN is providing?		Refer to Exhibit C, Grant Requirements.

	<p>Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</p> <ul style="list-style-type: none"> <li>• Page Number of the Exhibit: pages 12-13</li> <li>• Language, Topic, Section Heading Being Questioned: AIC Staffing Plans <ul style="list-style-type: none"> <li>o D. Demonstrates sufficient AIC staffing to support the service area and contact volumes.</li> <li>o HHSC/TIRN will provide a template for the Applicant to complete the AIC Staffing Plan and provide ongoing Staffing Plan updates and changes.</li> </ul> </li> </ul>		
58	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Section 2.2.2</li> <li>• Page Number of this Solicitation: Exhibit C, page 5</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: page 5</li> <li>• Language, Topic, Section Heading Being Questioned: Network Access <ul style="list-style-type: none"> <li>o All users will need to sign into the user account provided by HHSC at least once every 30 days. Regardless of working in the office or remotely, users must sign-in to keep their accounts from being deactivated, and the Applicant must review user account status of their staff at least monthly as requested by HHSC/TIRN. The Applicant must submit requests per the direction of HHSC/TIRN to activate, deactivate, and return equipment.</li> </ul> </li> </ul>	<p>The HHSC WAN to our building has been discontinued. VPN access has been discontinued. The RFA requires that all "user accounts provided by HHSC be signed into at least once every 30 days." Since AICs are no longer on the HHSC Network, does this requirement still apply?</p>	<p>Refer to Exhibit C, Grant Requirements, Section 2.2 and Section 2.2.2.</p>

59	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 2.2.1</li> <li>• Page Number of this Solicitation: Exhibit C, page 4-5</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: pages 4-5</li> <li>• Language, Topic, Section Heading Being Questioned: Required Equipment</li> </ul>	<p>HHSC has now picked up all issued laptops, Cisco desk phones, routers, Ethernet switches, patch panels, standard rack, and disconnected the HHS WAN phone/internet service to our building. Will this equipment be replaced? Or will additional funding be provided for our AIC to replace the needed equipment?</p>	Refer to Exhibit C, Grant Requirements, Section 2.2.2.
60	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 2.2.1</li> <li>• Page Number of this Solicitation: Exhibit C, page 4-5</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: pages 4-5</li> <li>• Language, Topic, Section Heading Being Questioned: Required Equipment</li> </ul>	<p>HHSC Contracts Oversight has told us that we cannot purchase laptops or desktops with any HHSC contract funding. Since HHSC is no longer providing laptops or desktops, how is the equipment to be replaced?</p>	Refer to Exhibit C, Grant Requirements, Section 2.2.1.
61	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit S – Table 2: Planning Estimates – Annual Funding Amounts for AIC Regions</li> <li>• Page Number of this Solicitation: Exhibit S, Page 4 of 4</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit S, East Texas Region</li> <li>• Page Number of the Exhibit: Page 4 of 4</li> <li>• Language, Topic, Section Heading Being</li> </ul>	<ul style="list-style-type: none"> <li>• The estimated annual funding in Exhibit S is not enough of an increase to cover basic operating costs for 211 program. There is no significant increase in funding allocations despite continued population growth, high call volume, and increased HHSC requirements for grant and KPI performance. Can HHSC provide clarification on the methodology for this reduction, especially in comparison to other similarly sized and/or lower-cost regions that received increased or stable funding?</li> <li>• What methodology is HHSC using to project funding and costs concerning expected population growth? How is this being factored into the funding allocations?</li> <li>• How does HHSC recommend our AIC maintain program quality &amp; KPI expectations under these reduced resources, especially as my Board of Directors is recommending layoffs of the current 211 staff to reduce costs?</li> <li>• Additionally, please confirm whether Childcare and Rider funding will be renewed, as it was listed separately in the last RFA expenditure template but is not included in RFA HHS0015545.</li> </ul>	Refer to Exhibit S, AIC Regions and Estimated Funding Amounts, Table 2, Exhibit C, Grant Requirements, RFA, Section II. Scope of Grant Project, Section 1.4 Standards, and Section 1.3, Statutory Authority.

	Questioned: Annual OPS Funding Amount Comparison – East Texas Region \$394,272.11; No Childcare or Ryder funding listed		
62	Section or Paragraph Number from this Solicitation: Section 2.1 Physical Location and Hours of Operation Page Number of this Solicitation: Page 3 Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: N/A Page Number of the Exhibit: N/A Language, Topic, Section Heading Being Questioned: Requirement that "at least 30% of sub-awardee quality monitoring activities must be included in the Quarterly Performance Report Quality Assurance Percentage and made available via HHSC/TIRN annual review of the AIC Quality Assurance or upon request."	1. Can you please clarify how the requirement to include at least 30% of sub-awardee after-hours quality monitoring activities in the Quarterly Performance Report aligns with Inform USA Standards? 2. For AICs with high overall call volumes, is there any flexibility in this requirement if it proves to be an unrealistic workload while maintaining grant & KPI compliance? 3. This requirement represents a significant increase over prior standards, and there is no corresponding funding in the RFA. Will additional funding be allocated to support this expanded responsibility?	Refer to RFA Section II. Scope of Grant Project, Section 1.4, Standards, and Exhibit C, Grant Requirements.
63	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Section VII. RFA Administrative Information and Inquiries</li> <li>• Page Number of this Solicitation: Page 24</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit S</li> <li>• Page Number of the Exhibit: Page 4</li> <li>• Language, Topic, Section Heading Being Questioned: Anticipated Notice of Award April 2026 / Anticipated Project Start Date September 2026</li> </ul>	Please confirm that the project start date is September 2026, not 2025, and clarify when the funding will become available and go into effect as outlined in Exhibit S.	Refer to RFA Section 4.1, Project Period.
64	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 2.2.1,</li> </ul>	<ul style="list-style-type: none"> <li>o Can equipment purchases be made using this contract?</li> <li>o The RFA states that access to the HHSC Network is required, yet all 2-1-1 TIRN Network AICs, have transitioned to cloud-based systems and disconnected from the HHSC Network. Does this requirement still apply?</li> </ul>	Refer to Exhibit C, Grant Requirements, Section 2.2.1 and Section 2.2.2.

	<p>2.2.2, and 3.2</p> <ul style="list-style-type: none"> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Various Pages</li> <li>• Language, Topic, Section Heading Being Questioned: Required Equipment, Network Access, and Staffing Plans</li> </ul>	<ul style="list-style-type: none"> <li>o Does this impact the required equipment list for the grant contract?</li> <li>• Computer &amp; Software Requirements: <ul style="list-style-type: none"> <li>o What is a Capital Equipment and Controlled Asset (CE/CA) Request form, and how does it apply to AICs?</li> <li>o The RFA requires that all "user accounts provided by HHSC be signed into at least once every 30 days." Since AICs are no longer on the HHSC Network, does this requirement still apply?</li> </ul> </li> <li>• AIC Staffing Plan: <ul style="list-style-type: none"> <li>o The RFA states that the staffing plan should "demonstrate sufficient AIC staffing to support the service area and contact volumes." How should an AIC determine appropriate call specialist staffing if calls are received statewide?</li> <li>o Where can AICs access the required template for the AIC staffing plan?</li> </ul> </li> </ul>	
65	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Section 3.4.4.2 – Closed-Loop Referrals and Section 3.4.5 – Special Projects</li> <li>• Page Number of this Solicitation: Exhibit C, Pages 25–26</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C, Sections on Focused Initiatives and Special Projects</li> <li>• Page Number of the Exhibit: Pages 25–26</li> <li>• Language, Topic, Section Heading Being Questioned: Implementation of Closed-Loop Referrals and Special Projects Piloted by HHSC</li> </ul>	<ul style="list-style-type: none"> <li>• These pilot responsibilities require dedicated resources, project coordination, training, and enhanced staffing.</li> <li>• Without corresponding funding support, will accommodations be made to ensure capacity to partner in these projects while still meeting baseline contractual requirements?</li> </ul>	Refer to Exhibit C, Grant Requirements, Section 3.4.4.
66	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 3.4.2.1 &amp; 3.4.7</li> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Various Pages</li> </ul>	<ul style="list-style-type: none"> <li>• When will HHSC provide the template for the Emergency Operations, Escalation of Services, and Business Continuity Plan?</li> <li>• What is the TIRN Learning Management System, and how will AICs be expected to integrate it into their training programs?</li> </ul>	Refer to Exhibit C, Grant Requirements, Section 3.2.1, Section 3.4.7 and Section 3.4.7.1.

	<ul style="list-style-type: none"> <li>• Language, Topic, Section Heading Being Questioned: Emergency Operations &amp; AIC Staff Training</li> </ul>		
67	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 3.4.7.1</li> <li>• Page Number of this Solicitation: Exhibit C, Page 27</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Page 27</li> <li>• Language, Topic, Section Heading Being Questioned: Additional Training Requirements – I&amp;R Contact Specialists</li> </ul>	<ul style="list-style-type: none"> <li>• The TIRN Learning Management System is referenced for training. However, to my knowledge, this is no longer active. Are we to use the Inform USA Learn Platform or the SharePoint access?</li> <li>• What is the TIRN Learning Management System, and how will AICs be expected to integrate it into their training programs?</li> </ul>	Refer to Exhibit C, Grant Requirements, Section 3.2.1, Section 3.4.7 and Section 3.4.7.1.
68	<ul style="list-style-type: none"> <li>• Section or Paragraph number from this Solicitation: 1.1 Introductions</li> <li>• Page Number of this Solicitation: 5 of 47</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: NA</li> <li>Language, Topic, Section Heading being questioned: Anticipated Notice of Award April 2026</li> <li>Anticipated Project Start Date September 2026</li> </ul>	Please confirm that the project start date is September 2026, not 2025, and clarify when the funding will become available and go into effect.	Refer to RFA Section 4.1, Project Period.
69	<ul style="list-style-type: none"> <li>• Section or Paragraph number from this Solicitation: NA</li> <li>• Page Number of this Solicitation: NA</li> <li>• Exhibit or other Attachment and Section or Paragraph number from the Exhibit or other Attachment: Exhibit S – Table 2: Planning Estimates – Annual Funding Amounts for AIC Regions</li> <li>Exhibit S, South Central Texas Region</li> <li>• Page Number of</li> </ul>	The estimated annual funding in Exhibit S for [REDACTED] has decreased by over [REDACTED] compared to the prior RFA cycle, despite continued population growth, high call volume, and the HHSC expanded requirements for grant and KPI performance. Can HHSC provide clarification on the methodology for this reduction, especially in comparison to other similarly sized and/or lower-cost regions that received increased or stable funding? How does HHSC recommend our AIC maintain program quality & KPI expectations under these reduced resources? Will new funding go into effect on September 2026? Additionally, please provide confirmation if the Childcare and Ryder and funding will be renewed as it was listed separately in the last RFA expenditure template and not included in RFA HHS0015545 .	Refer to Exhibit S, AIC Regions and Estimated Funding Amounts, Table 2., Exhibit C, Grant Requirements, RFA Section 1.3, Statutory Authority, Section II. Scope of Grant Project, and Section 4.1, Project Period.

	<p>the Exhibit: Page 4 of 4</p> <ul style="list-style-type: none"> <li>• Language, Topic, Section Heading being questioned: Annual OPS Funding Amount Comparison – [REDACTED] vs. Previous Allocation [REDACTED] No childcare or Ryder funding listed</li> </ul>		
70	<ul style="list-style-type: none"> <li>• Section or Paragraph number from this Solicitation: NA</li> <li>• Page Number of this Solicitation: NA</li> <li>• Exhibit or other Attachment and Section or Paragraph number from the Exhibit or other Attachment: Exhibit C, Grant Requirements</li> <li>• Page Number of the Exhibit: NA</li> <li>• Language, Topic, Section Heading being questioned: Requirement that "at least 30% of sub-awardee quality monitoring activities must be included in the Quarterly Performance Report Quality Assurance Percentage and made available via HHSC/TIRN annual review of the AIC Quality Assurance or upon request."</li> </ul>	<p>Can HHSC clarify how the requirement to include at least 30% of sub-awardee afterhours quality monitoring activities in the Quarterly Performance Report aligns with Inform USA Standards? Additionally, for AICs with high overall call volumes, is there flexibility in this requirement if it proves to be an unrealistic workload while maintaining grant &amp; KPI compliance? The 30% requirement is significantly higher than the current requirement and there is no funding in the RFA to support.</p>	<p>Refer to RFA, Section II. Scope of Grant Project, Section 1.4, Standards and Exhibit C, Grant Requirements.</p>
71	<ul style="list-style-type: none"> <li>• Section or Paragraph number from this Solicitation: Exhibit C, Section 3.4.4.2 – Closed-Loop Referrals and Section 3.4.5 – Special Projects</li> <li>• Page Number of this Solicitation: Exhibit C, Pages 25–26</li> <li>• Exhibit or other Attachment and Section or Paragraph number from the Exhibit or other Attachment: Exhibit C, Sections on Focused Initiatives and Special Projects</li> <li>• Page Number of the Exhibit: Pages 25–26</li> </ul>	<p>Due to the location and operational strength of our [REDACTED] AIC, we are frequently designated by HHSC to pilot new projects, such as the Closed-Loop Referral initiative, disaster, and other Focused Initiatives. These pilot responsibilities require dedicated resources, project coordination, training, and enhanced staffing. Without corresponding funding support, will accommodations be made to ensure our capacity to partner and still meet baseline contractual requirements?</p>	<p>Refer to Exhibit C, Grant Requirements, Section 3.4.4.</p>

	<ul style="list-style-type: none"> <li>• Language, Topic, Section Heading being questioned: Implementation of Closed-Loop Referrals and Special Projects Piloted by HHSC</li> </ul>		
72	<p>Section or Paragraph number from this Solicitation; Exhibit C, Sections 2.2.1, 2.2.2 and 3.2</p> <p>C. Page Number of this Solicitation; Exhibit C, Several pages</p> <p>D. Exhibit or other Attachment and Section or Paragraph number from the Exhibit or other Attachment; Exhibit C- Grant Requirements</p> <p>E. Page Number of the Exhibit; Several different pages</p> <p>F. Language, Topic, Section Heading being questioned: Required Equipment, Network Access, and Staffing Plans</p>	<p>1. Can equipment purchases be made using this contract?</p> <p>2. The RFA states that access to the HHSC Network is required; however, all 2-1-1 TIRN Network Call Centers (AIC's) have transitioned to cloud-based systems and recently disconnected from the HHSC Network. Does this requirement still apply?</p>	Refer to Exhibit C, Grant Requirements, Section 2.2.2.
73	<p>Section or Paragraph number from this Solicitation; Exhibit C, Sections 2.2.1, 2.2.2 and 3.2</p> <p>C. Page Number of this Solicitation; Exhibit C, Several pages</p> <p>D. Exhibit or other Attachment and Section or Paragraph number from the Exhibit or other Attachment; Exhibit C- Grant Requirements</p> <p>E. Page Number of the Exhibit; Several different pages</p> <p>F. Language, Topic, Section Heading being questioned: Required Equipment, Network Access, and Staffing Plans</p>	<p>1. What is a Capital Equipment and Controlled Asset (CE/CA) Request form, and how does it apply to AIC's?</p> <p>2. The RFA requires that all "user accounts provided by HHSC be signed into at least once every 30 days. Since AIC's are no longer on the HHSC Network, does this requirement still apply?</p>	Refer to Exhibit C, Grant Requirements, Section 2.2.2.
74	<p>Section or Paragraph number from this Solicitation; Exhibit C, Sections 2.2.1, 2.2.2 and 3.2</p> <p>C. Page Number of this Solicitation;</p>	<p>1. The RFA states that the staffing plan should "demonstrate sufficient AIC staffing to support the service area and contact volumes." How should an AIC determine appropriate call specialist staffing if calls are received statewide?</p> <p>2. Where can AIC's access the required template for the AIC staffing plan?</p>	Refer to Exhibit C, Grant Requirements.

	<p>Exhibit C, Several pages  D. Exhibit or other Attachment and Section or Paragraph number from the Exhibit or other Attachment;  Exhibit C- Grant Requirements  E. Page Number of the Exhibit;  Several different pages  F. Language, Topic, Section Heading being questioned:  Required Equipment, Network Access, and Staffing Plans</p>		
75	<ul style="list-style-type: none"> <li>Section or Paragraph Number from this Solicitation: Exhibit S – Table 2: Planning Estimates – Annual Funding Amounts for AIC Regions</li> <li>Page Number of this Solicitation: Exhibit S, Page 4 of 4</li> <li>Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit S, [REDACTED] Region</li> <li>Page Number of the Exhibit: Page 4 of 4</li> <li>Language, Topic, Section Heading Being Questioned: Annual OPS Funding Amount Comparison – [REDACTED] vs. Previous Allocation [REDACTED]; No Childcare or Ryder funding listed</li> </ul>	<ul style="list-style-type: none"> <li>The estimated annual funding in Exhibit S indicates a nearly [REDACTED] decrease in Operations funding compared to the prior RFA cycles, despite continued increases in inflation and operational costs as well as population growth, high call volume, and increased HHSC requirements for grant and KPI performance. Would HHSC provide clarification on the methodology for this reduction, especially in comparison to other similarly sized and/or lower-cost regions that received increased or stable funding?</li> <li>Additionally, please confirm whether Childcare and Rider funding will be renewed, as it was listed separately in the last RFA expenditure template but is not included in RFA HHS0015545.</li> </ul>	<p>Refer to Exhibit S, AIC Regions and Estimated Funding Amounts, Exhibit C, Grant Requirements, RFA Section II. Scope of Grant Project, Section 1.4, Standards, and RFA Section 1.3, Statutory Authority.</p>
76	<ul style="list-style-type: none"> <li>Section or Paragraph Number from this Solicitation: Exhibit C, Section 3.4.4.2 – Closed-Loop Referrals and Section 3.4.5 – Special Projects</li> <li>Page Number of this Solicitation: Exhibit C, Pages 25–26</li> <li>Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment:</li> </ul>	<p>These pilot responsibilities require dedicated resources, project coordination, training, and enhanced staffing. Without corresponding funding support, will accommodations be made to ensure capacity to partner in these projects while still meeting baseline contractual requirements?</p>	<p>Refer to Exhibit C, Grant Requirements, Section 3.4.4.</p>

	<p>Exhibit C, Sections on Focused Initiatives and Special Projects</p> <ul style="list-style-type: none"> <li>• Page Number of the Exhibit: Pages 25-26</li> <li>• Language, Topic, Section Heading Being Questioned: Implementation of Closed-Loop Referrals and Special Projects Piloted by HHSC</li> </ul>		
77	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 2.2.1, 2.2.2, and 3.2</li> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Various Pages</li> <li>• Language, Topic, Section Heading Being Questioned: Required Equipment, Network Access, and Staffing Plans</li> </ul>	<ul style="list-style-type: none"> <li>o Can equipment purchases be made using this contract for laptops, headsets and monitors?</li> <li>o The RFA states that access to the HHSC Network is required, yet all 2-1-1 TIRN Network AICs, have transitioned to cloud-based systems and disconnected from the HHSC Network. Does this requirement still apply?</li> <li>o Does this impact the required equipment list for the grant contract?</li> </ul>	Refer to Exhibit C, Grant Requirements, Section 2.2.2.
78	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 2.2.1, 2.2.2, and 3.2</li> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Various Pages</li> <li>• Language, Topic, Section Heading Being Questioned: Required Equipment, Network Access, and Staffing Plans</li> </ul>	<ul style="list-style-type: none"> <li>o What is a Capital Equipment and Controlled Asset (CE/CA) Request form, and how does it apply to AICs?</li> <li>o The RFA requires that all "user accounts provided by HHSC be signed into at least once every 30 days." Since AICs are no longer on the HHSC Network, does this requirement still apply?</li> </ul>	Refer to Exhibit C, Grant Requirements, Section 2.2.2.
79	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit C, Sections 3.4.2.1 &amp;</li> </ul>	What is the TIRN Learning Management System, and how will AICs be expected to integrate it into their training programs?	Refer to Exhibit C, Grant Requirements, Section 3.2.1, Section 3.4.7 and Section 3.4.7.1.

	<p>3.4.7</p> <ul style="list-style-type: none"> <li>• Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>• Page Number of the Exhibit: Various Pages</li> <li>• Language, Topic, Section Heading Being Questioned: Emergency Operations &amp; AIC Staff Training</li> </ul>		
80	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Section VII. RFA Administrative Information and Inquiries</li> <li>• Page Number of this Solicitation: Page 24</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit S</li> <li>• Page Number of the Exhibit: Page 4</li> <li>• Language, Topic, Section Heading Being Questioned: Anticipated Notice of Award April 2026 / Anticipated Project Start Date September 2026</li> </ul>	<p>Please confirm that the project start date is September 2026, not 2025, and clarify when the funding will become available and go into effect as outlined in Exhibit S.</p>	<p>Refer to RFA Section 4.1, Project Period.</p>
81	<ul style="list-style-type: none"> <li>• Section or Paragraph Number from this Solicitation: Exhibit S – Table 2: Planning Estimates – Annual Funding Amounts for AIC Regions</li> <li>• Page Number of this Solicitation: Exhibit S, Page 4 of 4</li> <li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit S, Panhandle Region</li> <li>• Page Number of the Exhibit: Page 4 of 4</li> <li>• Language, Topic, Section Heading Being Questioned:</li> </ul>	<ul style="list-style-type: none"> <li>• The estimated annual funding in Exhibit S for ████████ AIC of ████████ indicates a significant decrease in funding especially without the Riders included in the last RFA by ████████ or ████████ with the Riders respectively compared to the prior RFA cycle, despite continued population growth, high call volume, and increased HHSC requirements for grant and KPI performance. Can HHSC provide clarification on the methodology for this reduction, especially in comparison to other similarly sized and/or lower-cost regions that received increased or stable funding?</li> <li>• What methodology is HHSC using to project funding and costs in relation to expected population growth? How is this being factored into the funding allocations?</li> <li>• How does HHSC recommend our AIC maintain program quality &amp; KPI expectations under these reduced resources?</li> <li>• Additionally, please confirm whether Childcare and Rider funding will be renewed, as it was listed separately in the last RFA expenditure template but is not included in RFA HHS0015545.</li> </ul>	<p>Refer to Exhibit S, AIC Regions and Estimated Funding Amounts, Exhibit C, Grant Requirements, RFA Section II. Scope of Grant Project, Section 1.3, Statutory Authority, and Section 1.4, Standards.</p>

	<p>Annual OPS Funding Amount Comparison – [REDACTED] vs. Previous Allocation [REDACTED]</p> <p>No Childcare or Ryder funding listed</p>		
82	<ul style="list-style-type: none"> <li>Section or Paragraph Number from this Solicitation: Exhibit C, Section 3.4.4.2 – Closed-Loop Referrals and Section 3.4.5 – Special Projects</li> <li>Page Number of this Solicitation: Exhibit C, Pages 25–26</li> <li>Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C, Sections on Focused Initiatives and Special Projects</li> <li>Page Number of the Exhibit: Pages 25–26</li> <li>Language, Topic, Section Heading Being Questioned: Implementation of Closed-Loop Referrals and Special Projects Piloted by HHSC</li> </ul>	<ul style="list-style-type: none"> <li>These pilot responsibilities require dedicated resources, project coordination, training, and enhanced staffing.</li> <li>Without corresponding funding support, will accommodations be made to ensure capacity to partner in these projects while still meeting baseline contractual requirements?</li> </ul>	Refer to Exhibit C, Grant Requirements, Section 3.4.4.
83	<ul style="list-style-type: none"> <li>Section or Paragraph Number from this Solicitation: Exhibit C, Sections 3.4.2.1 &amp; 3.4.7</li> <li>Page Number of this Solicitation: Exhibit C, Various Pages</li> <li>Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li> <li>Page Number of the Exhibit: Various Pages</li> <li>Language, Topic, Section Heading Being Questioned: Emergency Operations &amp; AIC Staff Training</li> </ul>	<ul style="list-style-type: none"> <li>When will HHSC provide the template for the Emergency Operations, Escalation of Services, and Business Continuity Plan?</li> <li>What is the TIRN Learning Management System, and how will AICs be expected to integrate it into their training programs?</li> </ul>	Refer to Exhibit C, Grant Requirements, Section 3.2.1, Section 3.4.7 and Section 3.4.7.1.
84	<ul style="list-style-type: none"> <li>Section or Paragraph Number from this Solicitation: Exhibit C, Sections 3.4.7.1</li> <li>Page Number of</li> </ul>	<ul style="list-style-type: none"> <li>The TIRN Learning Management System is referenced for training. However, to my knowledge, this is no longer active. Are we to use the Inform USA Learn Platform or the SharePoint access?</li> <li>What is the TIRN Learning Management System, and how will AICs be expected to integrate it into their training programs?</li> </ul>	Refer to Exhibit C, Grant Requirements, Section 3.2.1, Section 3.4.7 and Section 3.4.7.1.

	<p>this Solicitation: Exhibit C, Page 27</p> <ul style="list-style-type: none"><li>• Exhibit or Other Attachment and Section or Paragraph Number from the Exhibit or Other Attachment: Exhibit C – Grant Requirements</li><li>• Page Number of the Exhibit: Page 27</li><li>• Language, Topic, Section Heading Being Questioned: Additional Training Requirements – I&amp;R Contact Specialists</li></ul>		
--	---	--	--