

HHSC RFA Vendor Questions & Answers
HHS0009792

No.	RFA Section #	Page #	Associated Topic or Language	Question for the State	Response
001 and 002	Section 5.1.4, Key Staffing	24	Staffing	<p>The current staffing pattern for this region includes a Director who oversees contract compliance, coordinates budgets, serves as the Emergency Management Coordinator and the Community Outreach Coordinator. The Director's time to the 2-1-1 budget is usually 12%-15%, depending on actual time needed on the 2-1-1 contract. The Director is also responsible for the Area Agency on Aging and the Community Services Block Grant contracts.</p> <p>(1) Does section 5.1.4. mean this type of staffing pattern will not be allowed in the 2022 HHSC 2-1-1 contracts?</p> <p>If so, please consider that no increases have been made to the 2-1-1 Operations budget since 2008. There is not enough money in this region's estimated funding amount for a Director to charge 100% of their time to this contract. The other staff positions (1-Contact Center/Resource Manager, 3 Information and Referral Contact Specialists) are at maximum</p>	<p>Response to Question 1: No, Section 5.1.4, does not mean that this type of staffing pattern would be prohibited, refer to Exhibit A, Grant Requirements, Section 3.1, Staffing Requirements and HHS RFA No. HHS0009792, Addenda 2.</p> <p>Response to Question 2: No, an applicant will not be rejected from consideration, refer to Exhibit A, Grant Requirements, Section 3.1, Staffing Requirements and HHS RFA No. HHS0009792, Addenda 2.</p>

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				<p>capacity and cannot undertake these duties without having a negative impact on key performance requirements and expected deliverables. Considering the size of this region and the available funds, the current arrangement is an extremely efficient method for staffing the program.</p> <p>(2) Will an application be rejected from consideration if the budget includes a Director who oversees contract compliance, coordinates budgets, serves as the Emergency Management Coordinator and the Community Outreach Coordinator at approximately 12%-15% of her time?</p>	
003	Exhibit A, Grant Requirements, Section 3.2 (A) AIC Staffing Plan	10	Staffing	Can this section please be clarified?	All information required to submit an application can be found under Exhibit A, Grant Requirements, Section 3.2, Staffing Plan Requirements and HHS RFA No. HHS0009792, Addenda 2.
004	Exhibit F, AIC Regions and Estimated Funding Amounts	4	Funding	The question pertains to Exhibit F, “AIC Regions and Estimated Funding Amounts.” It appears that the amount listed for South Central does not include funding for the State Agency Update Project, as included in our previous (current) contract year.	Refer to Article II, Scope of Grant Award for eligible grant-funded activities requested under this program. Future determinations will be made regarding the availability of funds for the State Agency Update Project.

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				Will there be a separate RFP for the State Agency Update Project, is this work being absorbed by HHSC, or is the project being ended?	
005	5.1.4 Key Staffing	24	Staffing	<p>Section 5.1.4 currently states, “The applicant must identify key personnel and allocate them 100% of time to this grant (i.e. not permitted to manage, oversee, or participate in other projects, grants, etc.). Key personnel is identified as all executive, director, manager....”</p> <p>However, in Exhibit A at 3.2 it says “IF 100% of a staff persons time is allocated will be dedicated to the contract, they would not be permitted to manage, oversee, or participate in other projects, grants...”</p> <p>I am trying to clarify this question. If someone is a director, can they be allocated to other grants (as long as they are not listed 100% on this RFA) because most AIC’s currently do this?</p>	Yes. See answer to Questions #1 and 2.

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006	Exhibit H, Expenditure Proposal Template	Excel Tab 2	Expenditures	Administrative Costs – Is it a requirement to have that section filled out if not charging for admin costs?	If there are no administrative cost, reply “N/A” in the appropriate section.
007	Exhibit A, Grant Requirements, Sections 3 and 3.1.4	7 and 9	Grant Requirements	In this section it is stated that follow up contacts should be conducted one to three days after customer’s initial contact with I&R Specialist. However, in the AIRS standards under Follow Ups (Standard 4) it says 1 to 3 days for vulnerable callers and 7 to 14 days for other callers. Are you wanting us to follow the AIRS Standards 8.0 or stick with the 1 to 3 days?	Exhibit A, Sections 3, 3.4.1.3 states that each AIC must establish policies and procedures for follow-up calls. This section lists common considerations for an AIC in developing such policies and procedures for vulnerable clients, as well as for general customer service feedback that should be in compliance with AIRS Standards 9.0.
008	Exhibit A, Grant Requirements, Section 4 (A)	24	Quality Assurance and Monitoring	Letter A. States to “Submit an initial Quality Assurance Management Plan, 45 days prior to the scheduled operational start date.... But in Section K: Deliverables, D-03, it says a Quality Assurance Plan will be submitted AT APPLICATION and frequency of One Time. It doesn’t follow the flow of the other plans that are due at the time of the application, those say AT APPLICATION under due date and frequency. I just need clarification to know if we have to submit it with the application or within 45 days?	See Addendum #2, Revised Exhibit K, Deliverables, KPR No. 4. If selected for funding, Quality Assurance Plan is due 45 days after the award is executed.

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009	Exhibit P, Federal Funding Accountability and Transparency Act (FFATA) Certification and RFA, Section 2.3, Eligible Applicants	1 and RFA Pg. 9	FFATA Requirements	Do we have to have a Texas of Texas Comptroller Vendor Identification Number? As far as I know we have never had one and do not sell or purchase items from the state and we have had a 211 contract since the beginning.	Questions related to this requirement should be directed to the Texas Comptroller of Public Accounts by calling 1-800-252-5555 or by searching the Texas Comptroller of Public Accounts Website at https://mycpa.cpa.state.tx.us/coa/search.do?userType=public Also refer to requirements listed in Section 2.3.
010	Exhibit A, Grant Requirements, Section 3.4.1.5 Service Level Targets	17 and RFA Pg. 9	Service Level Targets	As per our contract now, answering over 10,000 calls monthly we are required to answer 45% and our abandon rate is 15%. With the new contract it went up to 1st year we need to answer 75% of our calls and 2nd year 80 % and abandon rate is 10 %. Will we need to abide by this during disasters? Will this be the same if we are skilled for other call centers on top of statewide calls?	HHSC will coordinate with Area Information Centers (AICs) to consider events or projects that may affect performance and service delivery.
011	RFA Section 2.5, Scope	10	AIRS Standards and Quality Indicators	The RFA states the I&R should deliver services in accordance with the AIRS Standard Version 8.0, however the current AIRS Standard is Version 9.0 published July 2020. Is there a reason that is uses version 8.0 instead of 9.0?	Respondents may use the most recent version of AIRS standards, refer to Exhibit I, AIRS Standards and Quality Indicators.
012	Exhibit A, Grant Requirements, Section 2.2	3	Technical Requirements	What response is required for Section 2.2 Technical requirements and other sections outside of the Plan of Operations Section 3 (i.e. Sections 5.1.1, 5.2, etc.). Are these sections for	Yes, these sections are informational only. No response required.

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				information only for the Respondent on the RFP Grant Requirements?	
013	Exhibit A, Grant Requirements, Section 8	30	Turnover Plan	Please confirm if the Turnover and Transition Plan are due to Application or thirty days after execution of the contract. Exhibit A states 30 days after execution, however Exhibit K states at Application.	Applicants may submit Turnover and Transition plans 30 days after execution. See Addendum #2, Revised Exhibit K, Deliverables.
014	RFA Article IX, Submission Checklist	36	Exhibits	Are Exhibit P-1 and Exhibit P-2 titled correctly and should they be titled Exhibit Q and Exhibit R?	Yes, they should be titled Exhibit Q and Exhibit R, respectively. Refer to Addendum #2 for modified language to match Article X.
015	General Question	NA	Call Time	If HHS-TIRN mandates AIC participation in an initiative that requires longer call time (ex: deeper assessments, detailed scripts, completing intake/registration with client), will the service level be adjusted accordingly to allow for the overall impact from the call volume and extra time necessary for such calls?	HHSC will coordinate with AICs to consider events or projects that may affect performance and service delivery.
016	General Question	NA	Monitoring	This is the first RFP process for 2-1-1 for [REDACTED]. Due how the funding streams built our previous 2-1-1 contracts and our relationship	HHSC cannot advise on the relationship between your entity and other Applicants. Please refer to Exhibit A, Section 11 for guidance on Contract Monitoring Requirements and Questionnaire.

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				with [REDACTED], [REDACTED] bared the annual single audit compliance, as we would receive desk monitoring from HHSC. Does that change in this RFP process?	
017	General Question	NA	Connectivity Issues	Question: Due to possible connectivity issue during tele- working off-site, and a lag in response times from technical support, will there be any consideration given to those who have had connectivity issues with CUI and historical data access?	HHSC will coordinate with AICs to consider events or projects that may affect performance and service delivery.
018	General Question	NA	Disaster Circumstances	What factors related to disaster response and statewide routing will be considered by HHSC/TIRN and performance against Key Performance Requirements?	HHSC will coordinate with AICs to consider events or projects that may affect performance and service delivery.