



Cecile Erwin Young, Executive Commissioner

**Request for Applications (RFA)
for
2-1-1 Texas Information and Referral Network Operations
RFA No. HHS0015545**

Exhibit F, Deliverables

Deliverable ID	KPR No.	Requirements	Due Date	Frequency
2-1-1 TIRN D-01 Annual Performance Report		<p>The Respondent must complete and submit an Annual Performance Report utilizing a template provided by HHSC within forty-five (45) calendar days after the start of each state fiscal year.</p> <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 5.4, Annual Performance Report.</p>	October 15 th	Annually
2-1-1 TIRN D-02 Quarterly Performance Report	2, 3, 4, 5, 6	<p>The Respondent must submit quarterly reports of the Key Performance Requirements identified in <u>Exhibit G, Key Performance Requirements(KPRs)</u> by the 20th business day of the month following the quarterly review period (e.g., Quarter 1 reports are due by December 20th).</p> <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 5.1, AIC Quarterly Performance Reports.</p>	(Q1) due December 20 th (Q2) due March 20 th (Q3) due June 20 th (Q4) due September 20 th	Quarterly
2-1-1 TIRN D-03 Quality Assurance Plan	6	<p>The Respondent must submit an initial quality assurance plan within forty-five (45) calendar days of Grant execution. The plan will include a description of a schedule for monitoring inquiries, sampling and review process, a description of the mentoring/coaching process, and a remediation plan for identified performance issues.</p> <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 4.1, Quality Assurance Plan.</p>	Within forty-five (45) calendar days of Grant execution.	One-time
2-1-1 TIRN D-04 Inform USA Site Accreditation and Certification.		<p>The Respondent must maintain and submit documentation of Inform USA accreditation or documentation of currently in reaccreditation status. Applicants that are in the reaccreditation status at the grant start date must achieve full accreditation within six (6) months, one hundred and eighty (180) calendar days after the Applicant's accreditation expiration date.</p>	December 20th	Annually

		<p>At least 60% of AIC staff must be eligible for the required Inform USA CRS certification by the contract start date. Key staff must obtain certification within one (1) year of employment for I&R and equivalent experience.</p> <p>Applicants must include as an attachment to each application:</p> <ol style="list-style-type: none"> 1. Photocopies of Inform USA certifications for staff and: 2. A list of staff who are eligible for certification compared to the overall number of staff who will be conducting AIC services. <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 2.3, Inform USA Site Accreditation and 3.2.1 Inform USA Certification for AIC Staff.</p>		
<p>2-1-1 TIRN D-05</p> <p>Outreach Project Work Plan</p>		<p>The Respondent must provide an annual Project Work Plan for HHSC/TIRN approval within sixty (60) calendar days after September 1st (the start of each state fiscal year). The plan must include a projection of the total number and description of outreach activities they intend to conduct to promote and educate the public about the 2-1-1 services for each year of the Grant.</p> <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 3.4.6.1, Outreach Project Work Plan and 3.4.6.2 Outreach Activities Documentation.</p>	October 31 st	Annually
<p>2-1-1 TIRN D-06</p> <p>Disaster Response: Emergency Operations, Escalation of Services, and Business Continuity Plan</p>		<p>The Respondent must develop and submit an Emergency Operations, Escalation of Services, and Business Continuity Plan that describes the AIC's processes for emergency preparation and response within thirty (30) calendar days prior to the end of each state fiscal year.</p> <p>The Respondent must develop and submit with their application an Emergency Operations, Escalation of Services, and Business Continuity Plan that describes</p>	August 1 st	Annually

		<p>the AIC’s processes for emergency preparation and response, including instances when AIC operations are directly impacted by a disaster or other event that has the potential to disrupt services. It is critical the plan provides steps the AIC will take to ensure uninterrupted service delivery to customers. Once approved, the plan must be updated annually and submitted to HHSC/TIRN within thirty (30) calendar days prior to the end of each state fiscal year.</p> <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 3.4.2.1, Emergency Operations, Escalation of Services, and Business Continuity Plan.</p>		
<p>2-1-1 TIRN D-07</p> <p>Transition Plan</p>		<p>The Respondent must submit an initial Transition Plan with the application. The Respondent must submit a final plan submitted to HHSC within thirty (30) business days after execution of the Grant. HHSC and the respondent must work together throughout the Transition Phase to establish a detailed schedule for all activities and define expectations for the content and format of the Grant transition deliverables.</p> <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 7, Transition Plan.</p>	<p>At Application</p> <p>July 3rd</p> <p>Ongoing plan updates and changes must be submitted to HHSC for approval at least thirty (30) calendar days before a change becomes effective</p>	<p>At Application</p> <p>One-time</p> <p>As Required</p>

<p>2-1-1 TIRN D-08</p> <p>Plan of Operation</p>	6	<p>The Respondent must submit an initial Plan of Operation with the application. A final plan of operation must be submitted by the Respondent to HHSC within thirty (30) calendar days after execution of the Grant. On-going plan updates and changes must be submitted to HHSC for approval at least thirty (30) calendar days before a change becomes effective.</p> <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 3, Plan of Operations.</p>	<p>At Application</p> <p>July 3rd</p> <p>At least thirty (30) calendar days before a change becomes effective.</p>	<p>At Application</p> <p>One-time</p> <p>As Required</p>
<p>2-1-1 TIRN D-09</p> <p>Expenditure Proposal</p>		<p>The Respondent must submit the initial Expenditure Proposal at application. The Respondent must submit a final Expenditure Proposal within thirty (30) calendar days after Grant execution or by the date specified by HHSC; and annually thereafter no less than sixty (60) calendar days prior to the end of each state fiscal year.</p> <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 6, Invoicing.</p>	<p>At Application</p> <p>Within thirty (30) calendar days after execution</p> <p>July 2nd</p>	<p>At Application</p> <p>One-time</p> <p>Annually</p>
<p>2-1-1 TIRN D-10</p> <p>Expenditure and Projection Report</p> <p>RFA</p>		<p>The Respondent must provide quarterly reports to HHSC on both expenditures and projections by the twentieth (20th) calendar day after the end of the quarter.</p> <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 6, Invoicing.</p>	<p>By the twentieth (20th) calendar day after the end of the quarter</p>	<p>Quarterly</p>

<p>2-1-1 TIRN D-11</p> <p>Invoicing</p>		<p>The Respondent must submit a monthly Requests for Reimbursement by the twentieth (20th) calendar day of the month following the month in which expenses were incurred or services provided.</p> <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 6, Invoicing.</p>	<p>By the twentieth (20th) calendar day of the month following the month in which expenses were incurred or services provided</p>	<p>Monthly</p>
<p>2-1-1 TIRN D-12</p> <p>Grant Monitoring Questionnaire</p>		<p>The Respondent must submit the initial Grant Monitoring Questionnaire within thirty (30) calendar days after Grant execution and annually thereafter within sixty (60) calendar days prior to the end of each state fiscal year.</p> <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 11, Contract Monitoring Requirements and Questionnaire.</p>	<p>Within thirty (30) calendar days after execution</p> <p>July 2nd</p>	<p>One-time</p> <p>Annually</p>
<p>2-1-1 TIRN D-13</p> <p>Turnover Plan</p>		<p>The Respondent must submit an initial turnover plan with the application. A final Turnover Plan must be submitted to HHSC within (thirty) 30 calendar days after execution of the Grant, an Annual Operations Turnover Plan no less than sixty (60) calendar days prior to the end of each operational year of the Grant, and a “ready to execute” Turnover Plan six (6) months prior to the end of the Grant or upon request by HHSC.</p> <p>The Successful Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 8, Turnover Plan.</p>	<p>Within thirty (30) calendar days of execution</p> <p>July 2nd</p> <p>March 1st prior to the end of the Grant</p> <p>Upon request by HHSC</p>	<p>One-time</p> <p>Annually</p> <p>Six months before the end of the Grant</p> <p>As Requested</p>

<p>2-1-1 TIRN D-14</p> <p>Staffing Plan</p>		<p>The respondent must submit an AIC Staffing Plan to demonstrate sufficient capacity to fulfill Grant and performance requirements. A final Staffing Plan must be submitted to HHSC/TIRN thirty (30) calendar days after Grant execution (or date specified by HHSC/TIRN), and thirty (30) calendar days prior to the end of each operational year. Ongoing Staffing Plan updates and changes must be submitted to HHSC/TIRN for approval at least fourteen (14) calendar days before a change becomes effective.</p> <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, Section 3.2, AIC Staffing Plan.</p>	<p>Within thirty (30) calendar days after Grant execution (or date specified by HHSC/TIRN)</p> <p>August 1st</p> <p>Ongoing Staffing Plan updates and changes must be submitted to HHSC/TIRN for approval at least fourteen (14) calendar days before a change becomes effective.</p>	<p>One-time</p> <p>Annually</p> <p>As Required</p>
<p>2-1-1 TIRN D-15</p> <p>Disaster Response: Annual Readiness Drill After Action Report</p>		<p>On an annual basis, ninety (90) calendar days prior to the end of each state fiscal year of the grant, the AIC must conduct and document internal drills to assess staff preparedness for handling an actual disaster/event.</p> <p>The AIC must submit an After-Action Report assessing the drills outcome and must include the key components of disaster drills ten (10) calendar days after completion of the drill.</p> <p>The Respondent must include all requirements outlined in <u>Exhibit C, Grant Requirements</u>, 3.4.2.2 Disaster Training and Preparedness Activities.</p>	<p>May 24th</p>	<p>Annually</p>

<p>2-1-1 TIRN D-16</p> <p>Subcontract Agreement and Subcontractor Data Use Agreement & Cybersecurity Training</p>		<p>AICs may choose to subaward with other centers in the Texas 2-1-1 network to fulfill coverage requirements. The awarded AIC is responsible for developing and maintaining a current contract with their subrecipient.</p> <p>The awarded AIC must submit a copy of the subcontract agreement and subcontract Data Use Agreement to HHSC within forty-five (45) calendar days after contract execution and fifteen (15) calendar days before the operational start date for subcontract renewal.</p> <p>The Respondent must include all requirements set forth outlined in <u>Exhibit C, Grant Requirements</u>, 2.1 Physical Location and Hours of Operation, <u>Exhibit H, HHS Data Use Agreement v. 8.5</u> or <u>Exhibit H-1, Governmental Entity Version HHS Data Use Agreement- v. 8.5 (as is applicable to Applicant)</u>.</p>	<p>Within forty-five (45) calendar days after contract execution</p> <p>August 17th</p>	<p>One-Time</p> <p>Annually</p>
<p>2-1-1 TIRN D-17</p> <p>Insurance Requirements</p>		<p>Grantee must submit a copy of the general Insurance Requirements policy to HHSC within fifteen (15) Calendar Days after the Contract Effective Date and annually by September 30th.</p>	<p>Within fifteen (15) Calendar Days after the Contract Effective Date.</p> <p>September 30th.</p>	<p>One-Time</p> <p>Annually</p>