**Cecile Erwin Young, Executive Commissioner**

**Request for Applications (RFA)**
**for**
**2-1-1 Texas Information and Referral Network Operations**
**RFA No. HHS0009792**

**Exhibit J, Deliverables**

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| Deliverable ID | KPR No. | Requirements | Due Date | Frequency |
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| **2-1-1 TIRN D-01**<br><br>Annual Performance Report<br><br>RFA | | The Successful Respondent must complete and submit an Annual Performance Report utilizing a template provided by HHSC within 45 calendar days after the start of each state fiscal year.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 5.4, Annual Performance Report | Within 45 calendar days after the start of each fiscal year<br>September 1, 2021<br>September 1, 2022, etc. | **Annually** |
| **2-1-1 TIRN D-02**<br><br>Quarterly Performance Report<br><br>RFA | 2, 3, 4, 7, 8 | The Successful Respondent must submit quarterly reports of the Key Performance Requirements identified in Exhibit H by the 20th business day of the month following the quarterly review period (e.g., Quarter 1 reports are due by December 20th).<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 5.1, AIC Quarterly Performance Report. | Within 20 business days following the last day covered by the report | **Quarterly** |
| **2-1-1 TIRN D-03**<br><br>Quality Assurance Plan<br><br>RFA | 4 | The Successful Respondent must submit an initial quality assurance plan within 60 days of contract 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.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 4.1, Quality Assurance Plan. | At Application<br><br>Within 60 calendar days after contract execution | **One-time** |
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| **2-1-1 TIRN D-04**<br><br>AIRS Site Accreditation<br><br>RFA | 5 | The Successful Respondent must maintain and submit documentation of AIRS accreditation or current "conditional" accreditation status.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 2.3, AIRS Site Accreditation. | By Month, Day and Year of the first quarterly report submission | **Annually** |
| **2-1-1 TIRN D-05**<br><br>Outreach Project Work Plan<br><br>RFA | | The Successful Respondent must provide an annual Project Work Plan for HHSC/TIRN approval with a projection of the total number and description of outreach activities they intend to conduct to promote and educate the public about 2-1-1 services for each year of the contract.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 3.4.4.2, Outreach Project Work Plan. | Within 60 calendar days after September 1 (the start of each state fiscal year). | **Annually** |
| **2-1-1 TIRN D-06**<br><br>Disaster Response: Formal Agreement<br><br>*If applicable*<br><br>RFA | 6 | The Successful Respondent must submit documentation of formal agreements with appropriate government and emergency operations organization, such as relief agencies, OEMs, Voluntary Organizations Active in Disaster (VOAD), and the Red Cross.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit G, Emergency Services and Escalation Centers Grant Requirements**, Section 2.1.3, Emergency Management Staff and Required Partnerships. | By the date specified by HHSC and anytime thereafter when specified by HHSC | **As requested** |
| **2-1-1 TIRN D-07** | 6 | The Successful Respondent must develop and submit with their application an Emergency Operations, Escalation of Services, and Business Continuity Plan that describes the AIC's processes for emergency preparation and response, including | At Application | **At Application**<br><br>**Annually** |

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| Disaster Response: Emergency Operations, Escalation of Services, and Business Continuity Plan<br>RFA | | 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.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 3.4.2.2, Emergency Operations and Business Continuity. | Within 30 calendar days prior to August 31 (the end of each state fiscal year) | |
| **2-1-1 TIRN**<br>**D-08**<br><br>Incident Report<br><br>RFA | | The Successful Respondent shall submit an incident report in a format provided by HHSC/TIRN, within 24 hours of system outages.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 3.4.2.4, Incident Reports. | Within 24 hours of unplanned system outage | **As required** |
| **2-1-1 TIRN**<br>**D-09**<br><br>Transition Plan<br><br>RFA | | The Successful Respondent shall submit an initial plan with the application. The Successful Respondent shall submit a final plan submitted to HHSC within thirty (30) business days after execution of the contract. HHSC and the respondent shall work together throughout the Transition Phase to establish a detailed schedule for all activities and define expectations for the content and format of the contract transition deliverables.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 9, Transition Plan. | At Application<br><br>Within 30 business days after the date of contract execution and at least 30 business days before a change<br><br>Ongoing plan updates and changes shall be submitted to HHSC for approval at least thirty (30) business days before a change becomes effective | **At Application**<br><br>**One-time**<br><br>**As Required** |

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| **2-1-1 TIRN D-10**<br><br>Plan of Operation<br><br>RFA | 6 | The Respondent shall submit an initial plan with the application. A final plan of operation must be submitted by the Successful Respondent to HHSC within thirty (30) business days after execution of the contract. On-going plan updates and changes shall be submitted to HHSC for approval at least thirty (30) business days before a change becomes effective.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 3 Plan of Operation. | At Application<br><br>Within 30 business days after execution of the contract<br><br>At least 30 business days before a change becomes effective | **At Application**<br><br>**One-time**<br><br>**As Required** |
| **2-1-1 TIRN D-11**<br><br>Expenditure Proposal<br><br>RFA | | The Respondent shall submit the initial Expenditure Proposal at application. The Successful Respondent shall submit a final Expenditure Proposal within thirty (30) calendar days after contract 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.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 6, Invoicing. | At Application<br><br>Within 30 calendar days after contract execution<br><br>Annually thereafter no less than 60 calendar days prior to August 31 (the end of each state fiscal year) | **At Application**<br><br>**One-time**<br><br>**Annually** |
| **2-1-1 TIRN D-12**<br><br>Expenditure and Projection Report<br><br>RFA | | The Successful Respondent shall provide quarterly reports to HHSC on both expenditures and projections by the twentieth (20th) calendar day after the end of the quarter.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 6, Invoicing. | By the twentieth (20th) calendar day after the end of the quarter | **Quarterly** |

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| **2-1-1 TIRN D-13**<br><br>Invoicing<br><br>RFA | 10 | The Successful Respondent shall submit requests for reimbursement monthly by the tenth (10th) business day of the month following the month in which expenses were incurred or services provided.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 6, Invoicing. | By the 10th business day of the month following the month in which expenses were incurred or services provided | **Monthly** |
| **2-1-1 TIRN D-14**<br><br>Contract Monitoring Questionnaire<br><br>RFA | | The Successful Respondent shall submit the initial Contract Monitoring Questionnaire within thirty (30) calendar days after contract execution and annually thereafter within sixty (60) calendar days prior to the end of each state fiscal year.<br><br>The Successful Respondent shall include all requirements outlined **in Exhibit A, Contract Requirements**, Section 11, Contract Monitoring Questionnaire. | Within 30 calendar days after contract execution<br><br>Annually thereafter no less than 60 calendar days prior to August 31 (the end of each state fiscal year) | **One-time**<br><br>**Annually** |
| **2-1-1 TIRN D-15**<br><br>Turnover Plan<br><br>RFA | | The Respondent shall submit an initial turnover plan with the application. A final Turnover Plan shall be submitted to HHSC within (thirty) 30 business days after execution of the contract, an Annual Operations Turnover Plan no less than sixty (60) calendar days prior to the end of each operational year of the contract, and a "ready to execute" Turnover Plan six (6) months prior to the end of the contract or upon request by HHSC.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 8, Turnover Plan. | At Application<br><br>Within 30 business days after execution of the contract<br><br>No less than 60 calendar days prior to the end of each operational year of the contract<br><br>Six months prior to the end of the contract or upon request by HHSC | **At Application**<br><br>**One-time**<br><br>**Annually**<br><br>**Six months before the end of the contract**<br><br>**As Requested** |

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| **2-1-1 TIRN**<br><br>Staffing Plan | | The respondent must submit an AIC Staffing Plan as an attachment to the proposal that demonstrates sufficient capacity to fulfill contract and performance requirements. Final Staffing Plan shall be submitted to HHSC/TIRN thirty (30) calendar days after contract execution (or date specified by HHSC/TIRN), and thirty (30) business days prior to the end of each operational year. Ongoing Staffing Plan updates and changes shall be submitted to HHSC/TIRN for approval at least fourteen (14) calendar days before a change becomes effective.<br><br>The Successful Respondent shall include all requirements outlined in **Exhibit A, Contract Requirements**, Section 3, AIC Staffing Plan. | Within thirty (30) calendar days after contract execution<br><br>No less than Thirty (30) business days prior to the end of each operational year.<br><br>Ongoing Staffing Plan updates and changes shall be submitted to HHSC/TIRN for approval at least fourteen (14) calendar days before a change becomes effective | **One-time**<br><br>**Annually**<br><br>**As Required** |

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