

Competitive Notice of Funding Opportunity | Questions and Answers | SFY27

NOFO: Nevada 211

Updated: 4/09/2026

Q1	Will the Nevada 211 Service Specification requirements be available soon on the ADSD site?
	Answer: The Nevada 211 Service Specifications are currently available through NEVADAePro. Please refer to the Service Specifications attachment within the Notice of Funding Opportunity. Once the ADSD website is open for revisions, the Nevada 211 Service Specifications will be uploaded there.
Q2	What is the approximate operating cost of the mobile apps?
	Answer: There are no reoccurring costs for the mobile apps at this time. The costs are currently limited to paying the Website and App Manager (who is an independent contractor) an hourly rate for any changes or updates.
Q3	If we are required to use the Indexing System, is it open to having an AI module added onto the Nevada 211 HSIS?
	Answer: The 211 Human Services Indexing System (211HSIS) is a nationally recognized taxonomy used by 211 systems across the country and must continue to be used for Nevada 211. Adding an AI module would have to be explored with ADSD to understand its purpose and benefits. Applicants are welcome to propose their ideas in their applications.
Q4	What is the current staffing for Nevada 211, staff titles, pay, hours, benefits, and staff location in Northern or Southern Nevada?
	Answer: Staff currently includes: 211 Director, Call Center Manager, Database Specialist, two Outreach Coordinators (one in Southern Nevada and the other in Northern Nevada), and ten Community Resource Specialists, plus an independent subcontractor who is the Website and App Manager. Refer to the Nevada 211 Service Specifications for additional staffing information.
Q5	Are there current overhead costs through a centralized office location, or are all employees working remotely?
	Answer: All employees currently work remotely, although a centralized office location was previously used.
Q6	Are volunteers/interns allowed to answer calls, attend community events, and work on digital platforms?
	Answer: Volunteers and interns could be a great asset to Nevada 211. Their exact roles would need to be discussed with ADSD prior to assigning tasks. Keep in mind that the Nevada 211 website and mobile apps are complex and currently require a professional Website and App Manager. It is highly unlikely that role could be fulfilled by a volunteer or intern.
Q7	What call center applications are currently used, and what is the average cost?
	Answer: The call center relies on several applications and services, including call center software and telecommunications (local, long-distance, 800 numbers, and internet reimbursements for remote staff). Costs can vary significantly depending on an organization's existing infrastructure and resources. For example, Nevada 211 currently operates under a national organization with a national phone system, allowing the program to leverage some shared resources. Annual operating costs are currently about \$79,000, though this amount may differ for other organizations using different systems or platforms.
Q8	Part of the requirement is finding supplemental funding for this project, can you quantify how much additional funding would be needed to run this project effectively.
	Answer: Any supplemental funding needed will depend on the needs of Nevada 211. For example, expanding operating hours, increasing staffing, or adding new services would each require different levels of investment. Applicants are asked to outline what can be achieved within the current budget and to describe potential opportunities for future supplemental funding, such as restoring 24/7/365 operations.
Q9	Will we be inheriting equipment that ADSD currently utilizes, such as laptops, phones, and headsets?
	Answer: This still needs to be determined, as the life of many of those devices may be nearing the end.
Q10	Would you be able to share how many employees are currently funded through this grant, along with their job titles and a brief description of their roles?
	Answer: Staff currently includes: 211 Director, Call Center Manager, Database Specialist, two Outreach Coordinators (one in Southern Nevada and the other in Northern Nevada), and ten Community Resource Specialists, plus an independent subcontractor who is the Website and App Manager. Refer to the Nevada 211 Service Specifications for additional staffing information.
Q11	Hours of operation / after-hours handling: The NOFO states operating hours are Monday–Friday, 9:00 AM–9:00 PM and that Nevada 211 is closed for major holidays. What should happen outside of these hours (e.g., recorded message, voicemail, automated referrals, emergency routing, or next-business-day response expectations)?
	Answer: Applicants must propose their program operating hours. Outside of the current operating hours, callers hear a recorded message directing them to call back during operating hours or visit the Nevada 211 website to search for resources on their own.
Q12	Callbacks (requirement): Are callbacks required as part of the standard operating model (and if so, what callback window/expectations apply)?
	Answer: Applicants should propose their callback process, including expected timeframes. To clarify, Nevada 211 has moved away from a traditional voicemail system; instead, callers are offered the option to receive an automatic callback when a Call Specialist becomes available, rather than waiting on hold. They maintain their place in the queue while awaiting the callback. This callback feature is handled directly through the phone system.
Q13	Callbacks and scoring: Will including a callback queue/functionality (or proposing expanded callback coverage) be scored more favorably, or is it expected as a baseline requirement?
	Answer: Callback functionality is included in the Technology Capabilities and Resource Directory section of the Scoring Criteria. Applicants should outline their plans for callbacks. If a proposal does not include callback functionality, it should explain how the applicant will manage and minimize hold times during periods of high call volume.
Q14	Required service level targets: What are Nevada 211's required service levels (e.g., average speed of answer (ASA), abandonment rate, callback response time target, quality assurance targets)?

	<p>The applicant will propose quality assurance standards and processes for Nevada 211. Refer to the Nevada 211 Service Specifications for more information on quality assurance. Standards should be specific, measurable, achievable, relevant, and time bound. These are a few examples of previous or current standards:</p> <ul style="list-style-type: none"> - Eighty percent (80%) of calls in the call queue will be answered by a Community Resource Specialist in less than two (2) minutes, measured monthly. - During their initial contact with Nevada 211, twenty-five percent (25%) of help-seekers will participate in a brief satisfaction survey to be developed by the subrecipient, measured monthly. - Eighty-five percent (85%) of help-seekers who participate in the satisfaction survey will report a positive experience with 211. - At least five percent (5%) of help-seekers will receive a follow-up satisfaction call or text using a random sample from Community Resource Specialists, measured monthly. - Less than five percent (5%) of incoming calls are abandoned (abandonment rate is the percentage of incoming calls that were not answered by a
Q15	<p>Submission logistics: Are there required file naming conventions? Is there a maximum total email size/attachment size applicants should follow when submitting to ADSDGrants@adsd.nv.gov?</p>
	<p>Answer: We are unaware of any size/attachment limitations. Applicants should ensure they receive an automated response from the ADSDGrants email upon submission.</p>
Q16	<p>Service delivery model (remote vs. in-state presence): Is Nevada 211 required to have a physical and/or in-state office presence, or may services be delivered remotely as long as service levels, data security, and continuity requirements are met?</p>
	<p>Answer: A physical office in Nevada is not required, though having one can be beneficial. Ideally, Community Resource Specialists are familiar with Nevada to support accurate local referrals. If staff are located outside the state, the applicant should explain how Call Specialists will ensure high-quality, accurate referrals for Nevada residents.</p>
Q17	<p>Optional digital channels: If an applicant offers live chat and/or texting, are chat/text expected to operate the same hours as phone, or may they operate on different hours?</p>
	<p>Answer: Since these are currently optional, the applicant can propose hours for texting and chats.</p>
Q18	<p>Staffing/training/background checks: Do the Nevada 211 Service Specifications include required minimum staffing levels, required training or certifications?</p>
	<p>Answer: The Nevada 211 Service Specifications are currently available through NEVADAePro and include staffing information. Please refer to the Service Specifications attachment within the Notice of Funding Opportunity.</p>
Q19	<p>Incumbent staffing model: Can ADSD share the incumbent Nevada 211 staffing model (e.g., FTE counts by role and shift coverage)? Are there any minimum staffing expectations tied to required service levels?</p>
	<p>Answer: Staff currently includes: 211 Director, Call Center Manager, Database Specialist, two Outreach Coordinators (one in Southern Nevada and the other in Northern Nevada), and ten Community Resource Specialists, plus an independent subcontractor who is the Website and App Manager. Refer to the Nevada 211 Service Specifications for additional staffing information. Contacts typically peak between 11:00 AM and 2:00 PM on weekdays, with Mondays and Tuesdays experiencing the highest activity. Engagement remains steady from 2:00 PM to 6:00 PM before gradually declining later in the evening. The applicant should propose staffing plans.</p>
Q20	<p>Match requirements: Are there restrictions on match sources or valuation (especially for in-kind), beyond what is in the DHHS/ADSD fiscal requirements (e.g., documentation standards, caps, or disallowed in-kind categories for this award)?</p>
	<p>Answer: The match requirements follow standard ADSD protocols. Applicants may request a match waiver or a reduction in match in their application narrative. This could also include a ramp-up period for meeting the match requirement.</p>
Q21	<p>Fundraising expectations: What role does ADSD expect the subrecipient to play in pursuing additional funding (e.g., lead applicant, co-applicant, data support, convening/partner coordination)?</p>
	<p>Answer: The applicant's role in fundraising is to actively identify and pursue additional funding opportunities in partnership with ADSD. While ADSD will collaborate and support these efforts, both parties are expected to continually seek resources that can strengthen and expand Nevada 211. ADSD will work with the subrecipient on funding opportunities. These efforts are typically project-based rather than broad fundraising campaigns, though general fundraising could also be a topic for future discussions.</p>
Q22	<p>Resource Directory requirements: Is there a required minimum verification frequency for directory records (e.g., every 6 or 12 months), and are there required minimum directory fields ADSD expects for agencies/sites/programs?</p>
	<p>Answer: Yes. Refer to the Nevada 211 Service Specifications.</p>
Q23	<p>Project Director expectations: Should the Project Director listed in the application be dedicated full time to Nevada 211, or may this role be a shared senior leader with other organizational responsibilities?</p>
	<p>Answer: Historically, the Nevada 211 Program Director is solely focused on Nevada 211. It would be difficult to split this role with other duties, but the applicant can propose their staffing plan.</p>
Q24	<p>What is allowable for the MATCH requirement and how strict is the requirement.</p>
	<p>Answer: The match requirements follow standard ADSD protocols. Applicants may request a match waiver or a reduction in match in their application narrative. This could also include a ramp-up period for meeting the match requirement.</p>
Q25	<p>Regarding the transitional dollars, if we did not need as much for transition but could use that money in the total funding amount how strict is the funding between the annual amount and transitional funding, are they all interchangeable?</p>
	<p>Answer: These two budgets come from different funding streams, so they are not interchangeable. Transitional funds must be spent by the deadline listed in the NOFO due to specific funding requirements. Accessing transitional funds also requires certain activities, such as training staff to assist help-seekers who need support to remain in the community or transition home from a hospital or care facility, and reviewing the Resource Directory to identify and outreach to missing related services. ADSD will work closely with the awarded subrecipient to plan and manage the use of transitional funds.</p>
Q26	<p>Does ADSD have a contingency plan if no vendor can be selected through the present NOFO? If an adequate vendor is not selected, would ADSD consider segmenting specific services from the present NOFO into separate vendor contracts?</p>
	<p>Answer: ADSD is confident that the level of interest in this NOFO will result in a successful subaward. The call center, website, and Resource Directory are core, interdependent components of Nevada 211, designed to function as a unified system to ensure help-seekers receive accurate and timely information. Because these elements rely on one another operationally, they cannot be separated or contracted independently.</p>
Q27	<p>Based on our understanding, the Nevada 211 program is funded through the Fund for Healthy Nevada, and that funding stream experienced reductions in the most recent fiscal year. Does ADSD anticipate any additional reductions to this funding source during the contract term, or should vendors assume the base funding level is stable for the full four-year period?</p>
	<p>Answer: ADSD is moving forward based on the funding levels currently approved. The State is still developing budgets for the next biennium.</p>
Q28	<p>If the contract award occurs later than anticipated, will ADSD allow flexibility in the go-live approach (e.g., phased transition or conditional readiness) to ensure uninterrupted 211 services?</p>

	Answer: The current Nevada 211 administrator's role concludes on June 30, 2026, which means call operations, the website, and the Resource Directory must be ready to support help-seekers by July 1, 2026. ADSD recognizes the short transition window and will assist the subrecipient in ensuring a smooth and uninterrupted continuation of 211 services.
Q29	Who is the current carrier of record and owner/controller of the 2-1-1 number and the toll-free number, and what is ADSD's planned process and timeline for transferring or re-routing those numbers to a new vendor?
	Answer: Refer to the Nevada 211 Service Specifications for details regarding the phone numbers. The awarded subrecipient will coordinate with the current Nevada 211 program administrator to transfer or reroute the numbers. The awarded subrecipient will lead this process, as they are expected to have the experience and capacity necessary to manage the technical requirements of the phone system.
Q30	Will ADSD coordinate the 2-1-1 phone number transfer with the telecommunications provider, or will the incoming vendor be responsible for managing that process independently?
	Answer: The awarded subrecipient will work with the current Nevada 211 program administrator to complete the transfer of the 211 phone number. ADSD will provide support as needed, but because phone systems are a core component of Nevada 211, the awarded subrecipient is expected to have the experience and capacity to manage this process effectively.
Q31	Who currently owns/controls the domain registration and hosting access for nevada211.org, and what access will be provided to a newly selected vendor to ensure continuity of website operations?
	Answer: ADSD retains all rights to the Nevada 211 website, as outlined in the Nevada 211 Service Specifications. The awarded subrecipient will be provided with access to all necessary components of the Nevada 211 system.
Q32	Who currently owns and administers the Apple App Store and Google Play developer accounts for the Nevada 211 mobile applications?
	Answer: ADSD retains all rights to the Nevada 211 mobile applications, as outlined in the Nevada 211 Service Specifications. The awarded subrecipient will be provided with access to all necessary components of the Nevada 211 system.
Q33	As management of the mobile app has been removed from this NOFO, what is ADSD's intention for the maintenance of this app? Will there be an additional RFP to select a vendor in the future, or will the current vendor be involved in the continuity of this app?
	Answer: Continuing the mobile apps is ideal but remains optional under this NOFO. If the awarded subrecipient does not propose to maintain the apps, ADSD will likely discontinue them.
Q34	Will ADSD define acceptance criteria or validation requirements for data migration, system readiness, and functionality prior to final cutover to a new platform?
	Answer: ADSD will work collaboratively with the awarded subrecipient to establish clear expectations on program readiness. The awarded subrecipient is expected to be operational, including answering 211 calls, collecting data, managing the website, and administering the Resource Directory, on July 1, 2026.
Q35	If the selected vendor proposes to use a different database management tool or Customer Relationship Management (CRM) software, would the current vendor facilitate the migration of data from iCarol to a new CRM? Would this migration include historical client data?
	Answer: The current Nevada 211 program administrator will assist the awarded subrecipient with transferring data from iCarol, but the awarded subrecipient must understand what data they need, the required format, and have the capacity to receive and use the data. Call software must meet Nevada 211 requirements as outlined in the Nevada 211 Service Specifications, including integrating resources, tracking referrals, and capturing demographic
Q36	What are the data fields currently being collected in iCarol? Would the vendor have the ability to propose new data fields?
	Answer: Refer to the Nevada 211 Service Specifications. More detailed information will be discussed and shared with the awarded subrecipient, although they are expected to have a foundational understanding of the data fields needed to operate a 211 program.
Q37	Do 2-1-1 calls need to be recorded? Are there specific storage requirements for call recordings?
	Answer: Recording calls is beneficial when training new staff, monitoring quality, and addressing any complaints. More specific information will be discussed and shared with the awarded subrecipient.
Q38	In the event of increased call volume due to emergencies, policy changes, or public health events, how does ADSD expect vendors to scale hours or staffing?
	Answer: This should be addressed in the applicant's proposal. During multiple events last year that had the potential to significantly increase call volume, the State and Nevada 211 were able to successfully direct the public to use the Nevada 211 website (where updates were being posted) rather than calling 211 for most issues.
Q39	In the event of a declared disaster requiring surge operations, does ADSD anticipate issuing contract amendments or task orders, or should vendors assume all surge capacity must be absorbed?
	Answer: ADSD strives to secure reimbursement for the Nevada 211 program administrator when significant support is required during a disaster or emergency. This is typically done by working with the government entity that declared the emergency, usually a county, to request reimbursement as part of their submission to the federal government. While reimbursement is not guaranteed, ADSD will support the subrecipient in pursuing it. Vendors should also keep in mind that even when 211 is not the designated number for an emergency, it is a well-known number that many people naturally call for information. As a result, the subrecipient should be prepared to manage an increase in call volume during these rare situations.
Q40	Will ADSD provide a checklist or other guidance defining what constitutes "satisfactory completion of deliverables" for purposes of monthly payment approval, particularly during the initial transition period?
	Answer: Refer to the Nevada 211 Service Specifications. Additional details will be reviewed and discussed with the awarded subrecipient. The awarded subrecipient is expected to be operational, including answering 211 calls, collecting data, managing the website, and administering the Resource Directory, on July 1, 2026.
Q41	What technical assistance and training will ADSD provide to the vendor post award?
	Answer: ADSD will support the transition of 211 services from the current administrator to the new subrecipient and may share some existing policies and procedures and other resources. However, the awarded subrecipient is expected to have the skills, experience, and knowledge necessary to administer Nevada 211 effectively.
Q42	Will this grant follow current ADSD reporting requirements and is there an intention to include this grant in the THERAP migration?
	Answer: Refer to the NOFO and Nevada 211 Service Specifications for reporting requirements.
Q43	Is the vendor required to provide and track Privacy Practice Notices for all callers, as with other ADSD funded programs?
	Answer: No. The Nevada 211 program does not use the ADSD shared case management system to collect and track PII or PHI information on callers.