

STATE OF SOUTH DAKOTA

Department of Health | Office of Disease Prevention and Health Promotion
4101 W 38th Street, Suite 102 Sioux Falls, SD 57106

Nexus SD Partner Engagement and Customer Service

PROPOSALS ARE DUE NO LATER THAN MARCH 13, 2024 AT 5:00 PM CT

RFP #24-0904006-017

State POC: Rachel Sehr

EMAIL:

Rachel.Sehr@state.sd.us

READ CAREFULLY

FIRM NAME: _____ AUTHORIZED SIGNATURE: _____

ADDRESS: _____ TYPE OR PRINT NAME: _____

CITY/STATE: _____ TELEPHONE NO: _____

ZIP (9 DIGIT): _____ FAX NO: _____

E-MAIL: _____

PRIMARY CONTACT INFORMATION

CONTACT NAME: _____ TELEPHONE NO: _____

FAX NO: _____ E-MAIL: _____

1.0 GENERAL INFORMATION

1.1 PURPOSE OF REQUEST FOR PROPOSAL (RFP)

Nexus SD is a statewide collaboration of health care, human and social service providers sharing information using an integrated technology platform and referral system to coordinate whole-person care. The vision of Nexus SD is to streamline connection between multi-sector providers to address social needs and drive positive outcomes among populations at higher risk and that are underserved. More information on Nexus SD may be found at nexus.sd.gov.

The South Dakota Department of Health (SD DOH) is seeking a qualified team of individuals with subject matter expertise related to social determinates of health information sharing and referral platforms to support implementation of Nexus SD, particularly around partner engagement and recruitment and non-technology related customer service.

1.2 ISSUING OFFICE AND RFP REFERENCE NUMBER

The Office of Disease Prevention and Health Promotion within the Division of Family and Community Health is the issuing office for this document and all subsequent addenda relating to it, on behalf of the State of South Dakota, Department of Health. The reference number for the transaction is RFP #24-0904006-017. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

1.3 LETTER OF INTENT

All interested offerors must submit a **Letter of Intent** to respond to this RFP.

The letter of intent should be received via email no later than February 16, 2024 at 5:00 pm CT.

Be sure to reference the RFP number in your letter.

The Letter of Intent may be submitted to Rachel Sehr via email at Rachel.Sehr@state.sd.us. Please place the following in the subject line of your email: **"Letter of Intent for RFP #24-0904006-017"**.

1.4 SCHEDULE OF ACTIVITIES (SUBJECT TO CHANGE)

RFP Publication	February 9, 2024
Letter of Intent to Respond Due	February 16, 2024 @ 5:00 pm CT
Offeror Questions Due	February 23, 2024 @ 5:00 pm CT
Responses to Offeror Questions	March 1, 2024 @ 5:00 pm CT
Proposal Submission	March 13, 2024 @ 5:00 pm CT

Anticipated Award Decision/Contract Negotiation	April 30, 2024
---	----------------

1.5 SUBMITTING YOUR PROPOSAL

All proposals must be completed and received via email at Rachel.Sehr@state.sd.us by the date and time indicated in the Schedule of Activities.

Proposals received after the deadline will be late and ineligible for consideration.

All proposals must be signed by an officer of the responder legally authorized to bind the responder to the proposal on the form intended by the respondent. Since bidders will submit an electronic copy, an electronic signature may be provided. Proposals that are not properly signed may be rejected. Emailed **proposals should be addressed and labeled as follows:**

REQUEST FOR PROPOSAL #24-0904006-017
PROPOSAL DUE: March 13, 2024 @ 5:00 pm CT
STATE POC: Rachel Sehr via Rachel.Sehr@state.sd.us

No proposal shall be accepted from, or no contract or purchase order shall be awarded to any person, firm or corporation that is in arrears upon any obligations to the State of South Dakota, or that otherwise may be deemed irresponsible or unreliable by the State of South Dakota.

1.6 CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS
Bidders submitting a response to the Department’s RFP make each of the following certifications.

By signing and submitting this proposal, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation, by any Federal department or agency, from transactions involving the use of Federal funds. Where the offeror is unable to certify to any of the statements in this certification, the bidder shall attach an explanation to their offer.

1.7 NON-DISCRIMINATION STATEMENT

The State of South Dakota requires that all contractors, vendors, and suppliers doing business with any State agency, department, or institution, provide a statement of non-discrimination. By signing and submitting their proposal, the offeror certifies they do not discriminate in their employment practices with regard to race, color, creed, religion, age, sex, ancestry, national origin or disability.

1.8 BUSINESS WITH A PROHIBITED ENTITY

For contractors, vendors, suppliers, or subcontractors who enter into a contract with the State of South Dakota by submitting a response to this solicitation or agreeing to contract with the State, the bidder or offeror certifies and agrees that the following information is correct:

The bidder or offeror, in preparing its response or offer or in considering proposals submitted from qualified, potential vendors, suppliers, and subcontractors, or in the solicitation, selection, or commercial treatment of any vendor, supplier, or subcontractor, is not an entity, regardless of its principal place of business, that is ultimately owned or controlled, directly or indirectly, by a foreign national, a foreign parent entity, or foreign government from China, Iran, North Korea, Russia, Cuba, or Venezuela, as defined by SDCL 5-18A. It is understood and agreed that, if this certification is false, such false certification will constitute grounds for the State to reject the bid or response submitted by the bidder or offeror on this project and terminate any contract awarded based on the bid or response. The successful bidder or offeror further agrees to provide immediate written notice to the contracting executive branch agency if during the term of the contract it no longer complies with this certification and agrees such noncompliance may be grounds for contract termination.

1.9 BUSINESS THAT BOYCOTTS PERSON OR ENTITY OF ISRAELI ORIGIN

For contractors, vendors, suppliers, or subcontractors with five (5) or more employees who enter into a contract with the State of South Dakota that involves the expenditure of one hundred thousand dollars (\$100,000) or more, by submitting a response to this solicitation or agreeing to contract with the State, the bidder or offeror certifies and agrees that the following information is correct:

The bidder or offeror, in preparing its response or offer or in considering proposals submitted from qualified, potential vendors, suppliers, and subcontractors, or in the solicitation, selection, or commercial treatment of any vendor, supplier, or subcontractor, has not refused to transact business activities, has not terminated business activities, and has not taken other similar actions intended to limit its commercial relations, related to the subject matter of the bid or offer, with a person or entity on the basis of Israeli national origin, or residence or incorporation in Israel or its territories, with the specific intent to accomplish a boycott or divestment of Israel in a discriminatory manner. It is understood and agreed that, if this certification is false, such false certification will constitute grounds for the State to reject the bid or response submitted by the bidder or offeror on this project and terminate any contract awarded based on the bid or response. The successful bidder or offeror further agrees to provide immediate written notice to the contracting executive branch agency if during the term of the contract it no longer complies with this certification and agrees such noncompliance may be grounds for contract termination.

1.10 CERTIFICATION OF NO STATE LEGISLATOR INTEREST

Offeror (i) understands neither a state legislator nor a business in which a state legislator has an ownership interest may be directly or indirectly interested in any contract with the State that was authorized by any law passed during the term for which that legislator was elected, or within one year thereafter, and (ii) has read South Dakota Constitution Article 3, Section 12 and has had the opportunity to seek independent legal advice on the applicability of that provision to any Agreement entered into as a result of this RFP. By signing an Agreement pursuant to this RFP, Offeror hereby certifies that the Agreement is not made in violation of the South Dakota Constitution Article 3, Section 12.

1.11 MODIFICATION OR WITHDRAWAL OF PROPOSALS

Proposals may be modified or withdrawn by the offeror prior to the established due date and time.

No oral, telephonic, telegraphic or facsimile responses or modifications to informal, formal bids, or Request for Proposals will be considered.

In the event the winning proposer's contract is withdrawn or terminated for any reason, the State reserves the right to revisit the selection of the RFP, and select the next highest scoring qualified bidder, subject to the condition that the offer, as made in the bid, is still valid from the bidder.

1.12 OFFEROR INQUIRIES

Offerors may email inquiries concerning this RFP to obtain clarification of requirements. No inquiries will be accepted after the date and time indicated in the Schedule of Activities. Inquiries must be emailed to Rachel Sehr at Rachel.Sehr@state.sd.us with the subject line "RFP #24-0904006-017".

The State will respond to offeror's inquiries (if required) via e-mail. In addition, all inquiries and the State's response will be posted on the state's e-procurement system. Offerors may not rely on any other statements, either of a written or oral nature, that alter any specification or other term or

condition of this RFP. Offerors will be notified in the same manner as indicated above regarding any modifications to this RFP.

1.13 PROPRIETARY INFORMATION

The proposal of the successful offeror(s) becomes public information. Proprietary information can be protected under limited circumstances such as client lists, non-public financial statements, personnel information other than salaries and routine directory information, financial information supplied for qualifying for a bid submitted to the department.

If the bidder desires to protect proprietary or trade information, the bidder shall mark that information in the FRP as proprietary or trade information. It may be contained in a single section or marked by the use of font, size, or markings. An entire proposal may not be marked as proprietary. The Executive Summary must contain specific justification explaining why the information is to be protected. The Department staff will review what information is claimed to be proprietary or trade information and make discretionary decisions regarding its protection under the Public Records Act. All materials submitted become the property of the State of South Dakota and may be returned only at the State's option.

1.14 LENGTH OF CONTRACT

The contract will begin on June 1, 2024.

The contract will end on May 31, 2025.

The State will have the opportunity to renew the contract annually for up to five one-year time extensions. The extensions will not be automatic.

2.0 STANDARD CONTRACT TERMS AND CONDITIONS

Any contract or agreement resulting from this RFP will include the State's standard terms and conditions as listed below, along with any additional terms and conditions as negotiated by the parties:

In the RFP response the bidder should provide some indication whether the terms are acceptable, if negotiation is required or the terms are unacceptable. The State reserves the right to disqualify the bidder based upon terms it deems "NOT AGREEABLE" or if negotiation does not yield an acceptable agreement by the state. These indications assist the parties draft a contract more quickly upon selection.

		Agreeable	Negotiable	Not Agreeable
2.1	The Contractor will perform those services described in the Scope of Work, attached hereto as Section 3 of the RFP and by this reference incorporated herein.			
2.2	The Contractor's services under this Agreement shall commence on _____ and end on _____, unless sooner terminated pursuant to the terms hereof.			
2.3	The Contractor will not use State equipment, supplies or facilities. The Contractor will provide the State with its Employer Identification Number, Federal Tax Identification Number or Social Security Number upon execution of this Agreement.			
2.4	The State will make payment for services upon satisfactory completion of the services. The TOTAL CONTRACT AMOUNT is an amount not			

	to exceed \$ _____. The State will not pay Contractor's expenses as a separate item. Payment will be made pursuant to itemized invoices submitted with a signed state voucher. Payment will be made consistent with SDCL ch. 5-26			
2.5	The Contractor agrees to indemnify and hold the State of South Dakota, its officers, agents and employees, harmless from and against any and all actions, suits, damages, liability or other proceedings that may arise as the result of performing services hereunder. This section does not require the Contractor to be responsible for or defend against claims or damages arising solely from errors or omissions of the State, its officers, agents or employees			
2.6	<p>The Contractor, at all times during the term of this Agreement, shall obtain and maintain in force insurance coverage of the types and with the limits as follows:</p> <p>A. Commercial General Liability Insurance:</p> <p>The Contractor shall maintain occurrence based commercial general liability insurance or equivalent form with a limit of not less than \$1,000,000.00 for each occurrence. If such insurance contains a general aggregate limit it shall apply separately to this Agreement or be no less than two times the occurrence limit.</p> <p>B. Professional Liability Insurance or Miscellaneous Professional Liability Insurance:</p> <p>The Contractor agrees to procure and maintain professional liability insurance or miscellaneous professional liability insurance with a limit not less than \$1,000,000.00.</p> <p>C. Business Automobile Liability Insurance:</p> <p>The Contractor shall maintain business automobile liability insurance or equivalent form with a limit of not less than \$1,000,000.00 for each accident. Such insurance shall include coverage for owned, hired and non-owned vehicles.</p> <p>D. Worker's Compensation Insurance:</p> <p>The Contractor shall procure and maintain workers' compensation and employers' liability insurance as required by South Dakota law.</p> <p>Before beginning work under this Agreement, Contractor shall furnish the State with properly executed Certificates of Insurance which shall clearly evidence all insurance required in this Agreement. In the event a substantial change in insurance, issuance of a new policy, cancellation or nonrenewal of the policy, the Contractor agrees to provide immediate notice to the State and</p>			

	provide a new certificate of insurance showing continuous coverage in the amounts required. Contractor shall furnish copies of insurance policies if requested by the State.			
2.7	While performing services hereunder, the Contractor is an independent contractor and not an officer, agent, or employee of the State of South Dakota.			
2.8	<p>Contractor agrees to report to the State any event encountered in the course of performance of this Agreement which results in injury to the person or property of third parties, or which may otherwise subject Contractor or the State to liability. Contractor shall report any such event to the State immediately upon discovery.</p> <p><i>Contractor's obligation under this section shall only be to report the occurrence of any event to the State and to make any other report provided for by their duties or applicable law. Contractor's obligation to report shall not require disclosure of any information subject to privilege or confidentiality under law (e.g., attorney-client communications). Reporting to the State under this section shall not excuse or satisfy any obligation of Contractor to report any event to law enforcement or other entities under the requirements of any applicable law</i></p>			
2.9	This Agreement may be terminated by either party hereto upon thirty (30) days written notice. In the event the Contractor breaches any of the terms or conditions hereof, this Agreement may be terminated by the State at any time with or without notice. If termination for such a default is effected by the State, any payments due to Contractor at the time of termination may be adjusted to cover any additional costs to the State because of Contractor's default. Upon termination the State may take over the work and may award another party an agreement to complete the work under this Agreement. If after the State terminates for a default by Contractor it is determined that Contractor was not at fault, then the Contractor shall be paid for eligible services rendered and expenses incurred up to the date of termination.			
2.10	This Agreement depends upon the continued availability of appropriated funds and expenditure authority from the Legislature for this purpose. If for any reason the Legislature fails to appropriate funds or grant expenditure authority, or funds become unavailable by operation of law or federal funds reductions, this Agreement will be terminated by the State. Termination for any of these reasons is not a default by the State nor does it give rise to a claim against the State.			
2.11	This Agreement may not be assigned without the express prior written consent of the State. This Agreement may not be amended except in writing, which writing shall be expressly identified as a part hereof, and be signed by an authorized representative of each of the parties hereto.			
2.12	This Agreement shall be governed by and construed in accordance with the laws of the State of South Dakota. Any lawsuit pertaining to or affecting this Agreement shall be venued in Circuit Court, Sixth			

	Judicial Circuit, Hughes County, South Dakota.			
2.13	The Contractor will comply with all federal, state and local laws, regulations, ordinances, guidelines, permits and requirements applicable to providing services pursuant to this Agreement, and will be solely responsible for obtaining current information on such requirements.			
2.14	The Contractor may not use subcontractors to perform the services described herein without the express prior written consent of the State. The Contractor will include provisions in its subcontracts requiring its subcontractors to comply with the applicable provisions of this Agreement, to indemnify the State, and to provide insurance coverage for the benefit of the State in a manner consistent with this Agreement. The Contractor will cause its subcontractors, agents, and employees to comply, with applicable federal, state and local laws, regulations, ordinances, guidelines, permits and requirements and will adopt such review and inspection procedures as are necessary to assure such compliance.			
2.15	Contractor hereby acknowledges and agrees that all reports, plans, specifications, technical data, miscellaneous drawings, software system programs and documentation, procedures, or files, operating instructions and procedures, source code(s) and documentation, including those necessary to upgrade and maintain the software program, and all information contained therein provided to the State by the Contractor in connection with its performance of services under this Agreement shall belong to and is the property of the State and will not be used in any way by the Contractor without the written consent of the State. Papers, reports, forms, software programs, source code(s) and other material which are a part of the work under this Agreement will not be copyrighted without written approval of the State.			
2.16	The Contractor certifies that neither Contractor nor its principals are presently debarred, suspended, proposed for debarment or suspension, or declared ineligible from participating in transactions by the federal government or any state or local government department or agency. Contractor further agrees that it will immediately notify the State if during the term of this Agreement Contractor or its principals become subject to debarment, suspension or ineligibility from participating in transactions by the federal government, or by any state or local government department or agency.			
2.17	Any notice or other communication required under this Agreement shall be in writing and sent to the address set forth above. Notices shall be given by and to _____ on behalf of the State, and by _____, on behalf of the Contractor, or such authorized designees as either party may from time to time designate in writing. Notices or communications to or between the parties shall be deemed to have been delivered when mailed by first class mail, provided that notice of default or termination shall be sent by registered or certified mail, or, if personally delivered, when received by such party.			

2.18	In the event that any court of competent jurisdiction shall hold any provision of this Agreement unenforceable or invalid, such holding shall not invalidate or render unenforceable any other provision hereof.			
2.19	All other prior discussions, communications and representations concerning the subject matter of this Agreement are superseded by the terms of this Agreement, and except as specifically provided herein, this Agreement constitutes the entire agreement with respect to the subject matter hereof.			
2.20	Venue for any and all legal action regarding or arising out of the transaction covered herein shall be solely in the State of South Dakota. The laws of South Dakota shall govern this transaction.			

3.0 SCOPE OF WORK

1. Provide technical assistance and subject matter expertise in the area of social determinants of health, to support design, development, implementation and enhancement of Nexus SD, in partnership with the SD Department of Health (SD DOH), which includes:
 - a. Technical Services - support and provide technical assistance and subject matter expertise related to design, development, implementation, and enhancement of Nexus SD in partnership with the Nexus SD Team including the SD DOH, Bureau of Information and Telecommunication (BIT), solution software vendor, and other vendors.
 - i. As agreed upon by the Nexus SD Team, adhere to, support, and provide technical assistance and subject matter expertise for design, development, implementation, and enhancement of Nexus SD plans and documentation deliverables including, but not limited to, the Configuration, Implementation, Governance, Project Management, Design, Testing, Training, Community Engagement, Business Continuity, Defect Management, Disaster Recovery, Integration, Security, Solution Deployment, Go-Live, and Acceptance, and Transition to Operations Plans, RTM (requirements traceability matrix), legal framework, and schedule.
 - ii. Support and provide technical assistance and subject matter expertise in design, development, implementation, and enhancement of system integrations with Nexus SD for identified technology partners.
 1. Recruit integration partners that may be interested in system integration with Nexus SD. Final system integrations will be decided by the Nexus SD Team.
 - b. Data Management:
 - i. Support and provide technical assistance and subject matter expertise with the design, development, implementation, and enhancement of Nexus SD data management capabilities in partnership with the Nexus SD Team.
 - ii. Serve as a Nexus SD data management system administrator.
 1. Develop, maintain, and continuously improve the Nexus SD performance dashboards and data analytics reporting in collaboration with the Nexus SD Team.

2. Adhere to and support development, implementation, and enhancement of guidelines and standards for data governance, architecture, design, exchange, etc.
 3. Provide standard Nexus SD reports, metrics, key performance indicators, and dashboards as agreed upon with SD DOH.
 4. Perform ad hoc data analytics and reporting to SD DOH and Nexus SD members and stakeholders as agreed upon with SD DOH.
 5. Work with the technology vendor to ensure data security and control.
 6. Facilitate user management processes such as onboarding and offboarding users.
- c. Quality Assurance and Improvement:
- i. Provide technical assistance and subject matter expertise to SD DOH in continuously improving Nexus SD through ongoing review of current processes, workflows, tools, templates, standards, membership and end-user tracking mechanisms, and training curriculum.
 - ii. Consolidate, monitor, and report on lessons learned, best practices, and process improvements for Nexus SD.
- d. Testing:
- i. Plan, coordinate, and execute Nexus SD UAT (user acceptance testing) and validation in collaboration with Nexus SD technology vendor.
 - ii. Support defect management efforts to ensure a defect free system.
 - iii. Plan, coordinate, and execute ongoing testing and validation as needed based on updates and configurations to Nexus SD.
- e. Training:
- i. Develop and maintain training materials as needed to support Nexus SD. This includes user manuals, guides, webinars, frequently asked questions documents, and the SD DOH learning management system, TRAIN.
 - ii. Conduct internal and external Nexus SD training as needed through in-person or virtual sessions, and the SD DOH learning management system, TRAIN.
 - iii. Collaborate with the Nexus SD technology vendor to facilitate training for partners utilizing non-standard workflows based on system integration.
 - iv. Manage, track, and monitor user adoption and Nexus SD training effectiveness utilizing TRAIN and/or methods agreed to by SD DOH.
 - v. Ensure partner organizations receive training within 30 days of partner node availability.
 - vi. Develop and facilitate ongoing educational opportunities (through webinars, newsletters, etc.) related to social determinates of health, health disparities, and other appropriate topics as agreed upon with the SD DOH.
2. Program Management:
- a. Provide technical assistance and subject matter expertise for program, change, communication, cost, decision, human resource, risk and issue, organizational change, stakeholder, requirements, schedule, scope, deliverable and document management as agreed upon with the SD DOH.
 - b. Provide regulatory reporting and completion of activities as needed for programmatic funding sources and their requirements.
 - c. Follow dispute resolution and change management processes as appropriate.

- d. Form partnerships and collaborate with the Nexus SD Team to effectively manage and maintain the Nexus SD system.
- 3. Lead partner engagement across the state to recruit Nexus SD partners as well as facilitate onboarding of partners recruited by SD DOH. A minimum of 200 partner organizations should be onboarded by May 31, 2025.
 - a. Track outreach, adoption rates, and user satisfaction for reporting and program evaluation purposes.
 - b. Provide support to potential and onboarding partners to prepare for connection to Nexus SD.
 - c. Facilitate completion and gathering of initial partner and participation agreements and work with SD DOH to execute finalized documents.
 - d. Maintain, enhance, and implement the Nexus SD Communication Plans in collaboration with the Nexus SD media and community engagement teams to ensure appropriate communication and promotion of Nexus SD across partners and various sectors.
 - e. Plan, manage, and execute stakeholder management activities.
 - f. Develop, utilize, maintain, and enhance Nexus SD media resources and promotional materials as part of the media and community engagement teams including, but not limited to the Nexus SD website, developed materials (fliers, brochures, handouts, bundles), and social media content.
- 4. Serve as a Nexus SD system administrator by providing the following operations and system management services and support:
 - a. Ongoing operations activities shall begin after all initial requirements are successfully implemented and SD DOH has determined that those requirements are operational in the Production Environment of the solution. Operational activities shall consist of operating, supporting, and maintaining the proposed solution and platform. Awardee shall work with the technology vendor to create a detailed Operational Plan to meet the needs of the State post-implementation.
 - b. Collaborate with the Nexus SD technology vendor and Nexus SD Team to provide the proper level of software maintenance and modifications support services including meeting SD DOH-defined performance standards. This includes ensuring that an appropriate level of staff resources are identified to reliably operate, maintain, and enhance the proposed solution. Ongoing operational activities shall consist of, at a minimum, the following:
 - i. Work with the software vendor on system changes, maintenance, and modifications, including but not limited to, testing, training, and documentation
 - ii. Work with the software vendor to develop and implement software configuration, customization, enhancements, and updates
 - iii. Provide customer support for non-technology system needs
 - iv. Collaborate with the software vendor to provide security management
 - v. Provide technical assistance and subject matter expertise related to requirements, policy, and process changes such as business requirements updates and changes
 - vi. Maintain documentation updates and version control
 - vii. Provide ongoing data and reporting management services, operational reports and/or dashboards management
 - viii. Manage and resolve system defects as appropriate (record, track, resolve, report)
 - ix. Cooperate and comply with state and federal audit requests
 - x. Escalate and monitor concerns according to agreed upon procedures.

- c. Provide Customer Support for non-technology Nexus SD needs
 - i. Document all awardee provided Customer Support.
 - ii. Maintain processes for Customer Support submissions related to non-technology partner needs and requests.
 - iii. Provide the SD DOH with available support during normal business hours.
 - iv. Provide customer support, including support and technical assistance to participants, end users, and clients related to non-technology use of Nexus SD. Service Management includes:
 - 1. Manage, track, and monitor Nexus SD end users.
 - 2. Onboard and offboard users using strict security controls.
 - 3. Work with end users, participating organizations, SD DOH, and the technology vendor to identify and assign the appropriate level of access within Nexus SD for each user.
 - 4. Perform at a minimum, quarterly audits, to ensure access controls are in place.
 - 5. Establish and maintain a Nexus SD participant and end user registry.
 - v. Incident and Problem Tracking Reporting
 - 1. Work with the software vendor on incident resolution.
 - 2. Work with the software vendor in providing incident reporting capability for the solution to the SD DOH.
 - 3. Work with the software vendor in ensuring the solution records reported problems and provides operational staff with tracking capability.
 - 4. Review incident reports to ensure accuracy and timely resolution.
- d. Support and provide technical assistance and subject matter expertise for enhancements to Nexus SD by adhering to the change management process.
 - i. After system implementation, ensure modifications to software go through the formal change control approval process.
 - ii. Awardee will identify staff assigned to system modification, change, and enhancement projects. Additionally, the staff may be assigned to support routine and general maintenance activities, with the approval of SD DOH.
- e. Staff responsibilities for all system maintenance activities are prioritized by SD DOH, with input from awardee. Within these priorities, the awardee's Nexus SD Manager shall direct the work of awardee organizational staff to ensure all maintenance and modification efforts proceed in a timely manner, as defined by SD DOH.
- f. Non-technology related customer support for Operations and Maintenance
 - i. Establish and maintain non-technology customer support via email and telephone.
 - ii. Customer support by phone shall be staffed and operational between the hours of 8:00 a.m. and 5:00 p.m. Central Time (CT), Monday through Friday, excluding State holidays.
 - iii. Use industry-standard technology and have the ability to provide detailed and timely reporting for day-to-day operational management and ongoing service quality monitoring.
 - iv. Adopt monthly performance monitoring standards.

5. Through partner engagement, identify social service needs like transportation, housing, and food for individuals served and provide resources as needed to address those needs as agreed upon by SD DOH.
6. Participate in national, state, and local webinars, trainings, and meetings as requested by the SD DOH.
7. Provide monthly reports and participate in regular meetings as determined by the SD DOH.

4.0 PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS

- 4.1** The offeror is cautioned that it is the offeror's sole responsibility to submit information related to the evaluation categories and that the State of South Dakota is under no obligation to solicit such information if it is not included with the proposal. The offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal.
- 4.2** **Offeror's Contacts:** Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any state employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.
- 4.3** Provide the following information related to at least three previous and current service/contracts, performed by the offeror's organization, which are similar to the requirements of this RFP.
 - a. Name, address and telephone number of client/contracting agency and a representative of that agency who may be contacted for verification of all information submitted;
 - b. Dates of the service/contract; and
 - c. A brief, written description of the specific prior services performed and requirements thereof.

5.0 PROPOSAL RESPONSE FORMAT

5.1 An electronic original shall be submitted to the Department.

5.1.1 The offeror shall provide an electronically formatted copy of their proposal via email by the due date.

5.1.2 The proposal shall be page numbered and should have an index and/or a table of contents referencing the appropriate page number.

5.2 REQUIRED ORGANIZATION OF EACH PROPOSAL

All proposals must be organized and, labeled as stated below. Sections may be combined or submitted as separate attachments within one email submission.

5.2.1 **RFP Form.** The State's Request for Proposal form (1st page of RFP) completed and signed.

5.2.2 **Executive Summary.** The one-to-two-page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Proprietary information requests should be identified in this section.

5.2.3 **Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:

5.2.3.1 A complete narrative of the offeror's assessment of the work to be performed, the offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations.

5.2.3.2 A specific point-by-point response, in the order listed, to each requirement in the RFP. The response should identify each requirement being addressed as enumerated in the RFP.

5.2.3.3 A clear description of any options or alternatives proposed.

5.2.4 **Cost Proposal.** Cost will be evaluated independently from the technical proposal. Offerors may submit multiple cost proposals. All costs related to the provision of the required services must be included in each cost proposal offered.

See section 7.0 for more information related to the cost proposal.

5.2.5 Experience and reliability of the offeror's organization are considered subjectively in the evaluation process. Therefore, the offeror is advised to submit any information which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.

5.2.6 The qualifications of the personnel proposed by the offeror to perform the requirements of this RFP, whether from the offeror's organization or from a proposed subcontractor, will be subjectively evaluated. Therefore, the offeror should submit detailed information related to the experience and qualifications, including education and training, of proposed personnel.

6.0 PROPOSAL EVALUATION AND AWARD PROCESS

6.1 After determining that a proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use subjective judgment in conducting a comparative assessment of the proposal by considering each of the following criteria:

- 6.1.1 Specialized expertise, capabilities, and technical competence as demonstrated by the proposed approach and methodology to meet the project requirements;
- 6.1.2 Resources available to perform the work, including any specialized services, within the specified time limits for the project;
- 6.1.3 Record of past performance, including price and cost data from previous projects, quality of work, ability to meet schedules, cost control, and contract administration;
- 6.1.4 Availability to the project locale;
- 6.1.5 Familiarity with the project locale;
- 6.1.6 Proposed project management techniques; and
- 6.1.7 Ability and proven history in handling special project constraints.

6.2 Experience and reliability of the offeror's organization are considered subjectively in the evaluation process. Therefore, the offeror is advised to submit any information which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.

6.3 The qualifications of the personnel proposed by the offeror to perform the requirements of this RFP, whether from the offeror's organization or from a proposed subcontractor, will be subjectively evaluated. Therefore, the offeror should submit detailed information related to the experience and qualifications, including education and training, of proposed personnel.

6.4 The State reserves the right to reject any or all proposals, waive technicalities, and make award(s) as deemed to be in the best interest of the State of South Dakota.

6.5 Award: The requesting agency and the highest ranked offeror shall mutually discuss and refine the scope of services for the project and shall negotiate terms, including compensation and performance schedule.

- 6.5.1 If the agency and the highest ranked offeror are unable for any reason to negotiate a contract at a compensation level that is reasonable and fair to the agency, the agency shall, either orally or in writing, terminate negotiations with the contractor. The agency may then negotiate with the next highest ranked contractor.
- 6.5.2 The negotiation process may continue through successive offerors, according to agency ranking, until an agreement is reached or the agency terminates the contracting process.
- 6.5.3 If the agency negotiates a contract with any qualified vendor and the contract is terminated for any cause it may return to this bid and negotiate a contract with a qualified bidder.

7.0 COST PROPOSAL

Cost will be evaluated independently from the technical proposal. Offerors may submit multiple cost proposals. All costs related to the provision of the required services must be included in each cost proposal offered.

The offeror must submit a statement in the Proposal that attests the offeror's willingness and ability to perform the work described in this RFP for the price being offered.

1.1 STAFFING

Name	Role	Total Hours on Project	Total Hours on Site	Hourly Rate	Total
				Total:	

1.2 TRAVEL AND EXPENDITURE TABLE

Name	Method of Travel	Cost per trip	Number of Trips	Total Cost
			Total:	

Name	Lodging Cost per night	Number of Nights	Lodging Cost	Per diem	Number of Days	Per diem Cost	Total Cost
Totals:							

NOTE: The State asks that vendors accept state per diem. Lodging and per diem rates can be found at <https://bhr.sd.gov/files/travelrates.pdf>.

1.3 OTHER COSTS

Show any other costs such as: software, hardware, ongoing costs, etc.

	One Time	Year 1	Year 2	Year 3	Totals
Hardware					
Software					
Maintenance					
License Fees					
Training					
Other...					
Totals					