

**Entity Name:** South Dakota State Government  
**Event Number:** 8791  
**Event ID:** 23RFP23-0904006-027  
**Event Name:** SD Community Information Exchange Software  
**Requested By:** Missy Schuetzle  
**Created By:** Missy Schuetzle  
**Due By Date:** 06/08/2023 05:00 PM Central Time  
**Q&A Cutoff Date:** 05/09/2023 3:15 PM Central Time  
**Invitation Type:** Invitation Only  
**Assigned Commodities:** 208-37 Database Software  
**Allow Supplier Terms and Conditions:** No  
**Public Responses:** No  
**Display Awardee:** Display  
**Posting Board Status:** Published  
**Event Status:** Event Under Review

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**Section #: Name:**

**1 Section 1 - 23RFP23-0904006-027**

"Response to Offeror's Questions" document along with Appendix B, Appendix D and Example Export documents attached.

Do not submit response through ESM Sourcing as this is for informational purposes only. Please download attached RFP document and follow submittal instructions.

**1 GENERAL INFORMATION**

**1.1 BIT STANDARD CONTRACT TERMS AND CONDITIONS**

Any contract or agreement resulting from this RFP will include the State of South Dakota's (the "State") standard I/T contract terms listed in Appendix A, along with any additional contract terms as negotiated by the parties. As part of the negotiation process the contract terms listed in Appendix A may be altered or deleted. The offeror must indicate in its response any issues it has with specific contract terms. If the offeror does not indicate that there are any issues with any contract terms, then the State will assume those terms are acceptable to the offeror. There is also a list of technical questions, Security and Vendor Questions which is attached as Appendix B, the offeror must complete. These questions may be used in the proposal evaluation. It is preferred that the offeror's response to these questions is provided as a separate document from the RFP response. If the offeror will be hosting the solution, the file name must be "(Your Name) Hosted Security and Vendor Questions Response". If the solution will be hosted by the State, the file must be named "(Your Name) Security and Vendor Questions Response State Hosted". If the solution is not a hosted solution, the file name must be "(Your Name) Security and Vendor Questions Response". If there are multiple non-hosted solutions, please provide some designation in the file name that indicates which proposal it goes to. This document cannot be a scanned document but must be an original. If the offeror elects to make the Security and Vendor Questions part of its response, the questions must be clearly indicated in the proposal's Table of Contents. A single numbering system must be used throughout the proposal.

**1.2 PURPOSE OF REQUEST FOR PROPOSAL (RFP)**

**1.2.1 Background:**

The South Dakota Department of Health (SDDOH) is soliciting proposals from qualified sources of supply for software and professional services to build a statewide community information exchange referral platform to streamline connection between health care, human and social service providers; thus, creating a closed-loop referral system.

The system will provide tools for individual and population health including data analysis, status tracking, social needs screening, resource search, care coordination, and case management. Population level data will help policy makers understand health-related social needs, identify resource gaps in the community, and see connections between social care and health outcomes to further the goal of reducing health disparities.

**1.2.2 Goals and Objectives:**

To create a statewide closed-loop electronic exchange of social need information, referral requests, referral outcomes, and limited health information to providers and community partners and is the record holder of identifiable and longitudinal tracking of each individual's progress toward health and wellness goals.

**Objectives include:**

- **Functionality**
  - Web-based, mobile friendly, and browser agnostic to support multiple entry points and public portals.
  - User interface and workflow process is easy to use for multiple languages and abilities.
  - Capacity for statewide use.
- **Interoperability**
  - Integrate various social needs screening and assessments with the patient record.
  - Interface to and resolve identities through South Dakota's Health Information Exchange (HIE) Community Master Person Index (CMPI).
  - As part of the State's Identity and Access Management (IAM) strategy, the proposed system will need to integrate with the State of South Dakota's standard identity management service single sign-on (SSO) which enables custom control of how citizens, providers and/or employees sign up, sign in, and manage their profiles. The SSO supports two industry standard protocols: OpenID Connect and OAUTH 2.0 (preferred). This identity management will handle password recovery. Multi-factor Authentication (MFA) is required for all application Administrators and may be required for other users. If the vendor is not able to fulfill this identity management standard, they will be excluded from the list.
  - Integrate with the Helpline Center Resource Database.
  - Integrate with the State-hosted Azure data lake for ease of data retrieval and sharing both internally and with partners.
  - Support the capture and exchange of Z-Code Standards for Social Determinants of Health (SDOH) factors and AIRs Taxonomy resulting from the assessment of client needs.
  - Allow the State to own the data tables, manipulate data, run reports as needed, pull code tables, access raw data, and develop dashboards as needed through Microsoft Power BI, ESRI, Tableau, and associated platforms.
  - The vendor will describe how the system can adapt to business necessary interfaces using widely adopted open APIs and standards. Additionally, the SDDOH expects that the vendor will make available/expose software services and publish documentation for those software services that would enable third party developers to interface other business applications. A detailed description of system capability shall be included in the proposal.
- **Customizability**
  - Open and modifiable design that can be easily and quickly customized to unique use cases.
  - The ability to internally make changes to the system or at very low cost including custom API's.

Submitted proposals should include all appropriate information, responses, and services to satisfy the identified priorities and requirements.

### 1.2.3 Description of Components or Phases:

Phase I: Contract Negotiations begin 07/19/2023

Phase II: Vendor Contract Executed 08/01/2023

Phase III: Implementation Project 08/31/2023

- CIE Global Workflows
- HIE Integration
- iCarol/Connect 211/Service Provider Registry Integration
- Helpline Center Network of Care Integration
- Onboard Pilot Community-Based Providers

Phase IV: Iteration-Based Design Sprints 11/31/2023

- Cyclical Feedback Loop with Pilot Community-Based Providers
- System Integrations and Workflow Improvements

Phase VI: System Growth 03/01/2024

- Open Onboarding and Statewide Rollout

## 1.3 ISSUING OFFICE AND RFP REFERENCE NUMBER

The South Dakota Department of Health (SDDOH) is the issuing office for this document and all subsequent addenda relating to it, on behalf of the State of South Dakota, Office of Disease Prevention and Health Promotion (ODPHP). The reference number for the transaction is RFP#23-0904006-027. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

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## 1.4 LETTER OF INTENT

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

The letter of intent must be received by the ODPHP no later than 5:00 CST on May 19, 2023.

The Letter of Intent must be submitted to Rachel Sehr via email at [Rachel.Sehr@state.sd.us](mailto:Rachel.Sehr@state.sd.us). Please place the following in the subject line of your email: **"Letter of Intent for RFP#23-0904006-027"**.

## 1.5 SCHEDULE OF ACTIVITIES (SUBJECT TO CHANGE)

RFP Publication :	May 9, 2023
Letter of Intent to Respond Due:	May 19, 2023 by 5:00 PM CST
Deadline for Submission of Written Inquiries	May 24, 2023 by 5:00 PM CST
Responses to offeror Questions:	May 30, 2023
Proposal Submission:	June 8, 2023 by 5:00 PM CST
Discussions:	June 19-23, 2023
Demonstrations and presentations:	June 26-30, 2023
Anticipated Award Decision/Contract Negotiation	July 14, 2023

## 1.6 SUBMITTING YOUR PROPOSAL

All proposals must be completed and received by SD DOH, ODPHP by the date and time indicated in the Schedule of Activities.

Each Offeror must provide SD DOH, ODPHP an electronic version of the proposal. The electronic version should be provided in MS WORD or in PDF format to [Rachel.Sehr@state.sd.us](mailto:Rachel.Sehr@state.sd.us). The email, including attachments, must be limited to 20MB in size

All proposals must be signed by an officer of the Offeror, legally authorized to bind the Offeror to the proposal. Proposals that are not properly signed may be rejected. The first page of the RFP must accompany the proposal submission, completed, and signed.

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.

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## Terms and Conditions

### ESM Sourcing Terms

None

### General Terms and Conditions

None

### Event Specific Terms and Conditions

See attached RFP Document.