



South Dakota
Department of
Social Services

DEPARTMENT OF SOCIAL SERVICES
DIVISION OF MEDICAL SERVICES
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February 13, 2024

To: All Interested Vendors
Re: Request for Information

The State of South Dakota, Department of Social Services (DSS) is requesting information regarding a web-based software solution to support the South Dakota PASRR (PreAdmission Screening Resident Review) program.

The State of South Dakota invites all interested parties to submit a written response to this Request for Information (RFI).

This RFI is being sought strictly for the purpose of gaining knowledge of solutions available with an estimate of their corresponding costs and should not be construed as intent, commitment, or promise to acquire services, supplies, or solutions offered. Responses to the RFI will inform next steps. No contract will result from any direct response to this RFI.

Information submitted in response to this RFI is considered confidential and will become the property of the State of South Dakota.

The State of South Dakota will not pay for any information herein requested nor is it liable for any cost incurred by the vendor.

RFI responses must be received before 5:00 pm Central Time, May 10, 2024.

Send to Kirsten Blachford at Kirsten.Blachford@state.sd.us with the subject line "24RFI10159 PASRR."

Procedural, administrative, technical, requirement, or contractual questions and answers may be directed to the Point of Contact listed above.

We appreciate your response to this request.

1.0 PURPOSE AND OBJECTIVES

- 1.1 The purpose of this RFI is to gather information regarding a web-based software solution to support the South Dakota PASRR program from experienced contractors. Information gathered will focus on the processes and electronic solutions for Level I online screenings, Level II evaluations, Level of Care (LOC) determinations, training and support of the software, quality assurance capabilities, and the collection and reporting capabilities of data.
- 1.2 The objective of this RFI is to determine the feasibility of issuing a Request for Proposal (RFP) by the South Dakota PASRR program.

2.0 PASRR PROGRAM INFORMATION

- 2.1 The Department of Social Services, Division of Medical Services, currently oversees the South Dakota PASRR program. The current South Dakota PASRR process can be found in the [PASRR Provider Manual](#).

The South Dakota PASRR program processes approximately 160 positive Level I screenings and 35 Level II evaluations monthly.

3.0 RFI RESPONSE INSTRUCTIONS

- 3.1 The State is asking all interested parties to submit a response containing the following information:
 1. Provide a description on how your solution meets industry HIPAA compliance standards.
 2. Provide a description of your company's history and experience managing an electronic system for a state PASRR program.
 3. Provide a description on how your solution meets the following PASRR workflow processes:
 - a. A 24/7 web-based system that is available for hospitals, nursing facilities (NFs), and other community provider organizations to gain secure access.
 - b. User role-based security that allows different users individualized levels of access within the system and permits facility-based access coordinators to grant access to other users within their agency/organization.
 - c. Capability of a robust system search, based on user roles, to enable users to find all relevant information on individuals with PASRR history.
 - d. Database to store the entire PASRR history on each individual, including ability to track admission, transfer, and discharge history.
 - e. Capability of nursing facility queue that includes all individuals they have admitted and any tasks in need of completion related to PASRR.
 - f. Ability for authorized users to complete an electronic Level I screening and upload supporting documents, including an unlimited number of documents on an individual's system record.
 - g. Description of the solutions current Level I comprehensive screening format.
 - h. Description of the solutions current Resident Review process, including renewals of time limited outcomes as well as requests for change in status.
 - i. Ability to provide immediate outcomes for negative Level I screens.

- j. Capability of saving and storing partially completed Level I screens so the user can later retrieve the partial entry and complete the submission.
 - k. Ability to generate and notify submitters of the results of the positive PASRR outcome, either an abbreviated Level II Categorical Exemption or full Level II Evaluation.
 - l. Immediate viewing, downloading, and printing of PASRR outcomes and summary of findings for all authorized system users.
 - m. Ability of the NFs to receive an electronic notification when time limited PASRRs are due for a Resident Review submission.
 - n. Ensure a seamless dual PASRR process for cases needing both an evaluation and determination from two authorities, including the ability to deliver one final determination outcome.
 - o. Ability of the NFs to submit care plans and supporting evidence that Specialized Services are being delivered, other identified services are met, and any other compliance issues are addressed. This includes the ability of the system to send notifications to NFs when these necessary documents are needed.
4. Describe the solution's Level of Care platform, including how this process ties into each PASRR case.
5. Provide a description on the process for implementation training for authorized users as well as the process for continued technical support. This should include details on any helpdesk functionalities.
6. Describe the abilities to customize and configure the solution to meet South Dakota's specific PASRR needs, specifically verbiage of screening questions, evaluations, and determination notifications.
7. Describe all data and reporting capabilities of the solution, including on-demand or user defined reports. This includes all Federal requirements of reporting and time tracking.
8. Describe any quality assurance capabilities of the solution.
9. From your past experience and based on the review of the current South Dakota PASRR process listed in Section 2.0, are there other identified components that your solution offers that would assist in achieving a comprehensive electronic PASRR platform for South Dakota?
10. Please provide a list of potential problems/risks that the State may encounter during this project. Please provide any ideas or suggestions about how such problems/risks should be addressed in a solicitation.
11. Estimate price range to provide the described solution to include lowest estimate to highest estimate.
12. Describe a best estimate time frame for completing the project.