

STATE OF SOUTH DAKOTA
DEPARTMENT OF SOCIAL SERVICES
700 GOVERNORS DRIVE
PIERRE, SD 57501

Medicaid Dental Adjudication and Admin. Services

PROPOSALS ARE DUE NO LATER THAN DECEMBER 18th, 2024, BY 5PM CST.

RFP11900

STATE POC: Kirsten Blachford

EMAIL: Kirsten.Blachford@state.sd.us

READ CAREFULLY

FIRM NAME: _____ AUTHORIZED SIGNATURE: _____
(Digital signature allowed)

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**

The Division of Medical Services is issuing this request for proposals (RFP) from offerors to provide dental and orthodontic claims adjudication and other administrative services as described in 3.0 Scope of Work for the dental benefits provided under the South Dakota Medical Services program.

1.2 **ISSUING OFFICE AND RFP REFERENCE NUMBER**

The Division of Medical Services is the issuing office for this document and all subsequent addenda relating to it, on behalf of the State of South Dakota, Department of Social Services. The reference number for the transaction is RFP11900. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

1.3 **LETTER OF INTENT**

All interested offerors are requested to submit a non-binding Letter of Intent to respond to this RFP. While preferred, a Letter of Intent is not mandatory to submit a proposal.

Be sure to reference the RFP number in your letter.

The Letter of Intent must be submitted to Kirsten Blachford via email at Kirsten.Blachford@state.sd.us no later than November 12th, 2024. Please place the following in the subject line of your email: "Letter of Intent for RFP11900".

1.4 **SCHEDULE OF ACTIVITIES (SUBJECT TO CHANGE)**

RFP Publication	<u>November 05, 2024</u>
Letter of Intent to Respond Due	<u>November 12, 2024</u>
Offeror Questions Due	<u>November 19, 2024</u>
Responses to Offeror Questions	<u>November 26, 2024</u>
Request for SFTP folder	<u>December 17, 2024</u>
Proposal Submission	<u>December 18, 2024</u>
Oral Presentations/discussions (if required)	<u>TBD</u>
Proposal Revisions (if required)	<u>TBD</u>
Anticipated Award Decision/Contract Negotiation	<u>January 14, 2025</u>

1.5 **SUBMITTING YOUR PROPOSAL**

All proposals must be completed and received by Division of Medical Services by the date and time indicated in the Schedule of Activities.

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

Proposals must be submitted as PDFs via Secured File Transfer Protocol (SFTP). Offerors must request an SFTP folder no later than the date indicated in the Schedule of Activities by emailing Kirsten Blachford at Kirsten.Blachford@state.sd.us.

The subject line should read "RFP11900 SFTP Request." The email should contain the name and the email of the person who will be responsible for uploading the document(s).

Please note, offeror will need to work with their own technical support staff to set up an SFTP compatible software on offeror's end. While the State of South Dakota can answer questions, State of South Dakota is not responsible for the software required.

All proposals may be signed in ink or digitally by an officer of the offeror legally authorized to bind the offeror to the proposal and sealed in the form intended by the respondent. Proposals that are not properly signed may be rejected.

No proposal may be accepted from, or any contract or purchase order 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

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 CERTIFICATION RELATING TO 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 RESTRICTION OF BOYCOTT OF ISRAEL

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.

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 Kirsten Blachford at Kirsten.Blachford@state.sd.us with the subject line "RFP11900".

The State will respond to offeror's inquiries (if required) via e-mail. In addition, all inquiries and the State's responses will be posted on the state's e-procurement system and the DSS website at <http://dss.sd.gov/keyresources/rfp.aspx>. 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 and non-public financial statements. An entire proposal may not be marked as proprietary. Offerors must clearly identify in the Executive Summary and mark in the body of the proposal any specific proprietary information they are requesting to be protected. The Executive Summary must contain specific justification explaining why the information is to be protected. Proposals may be reviewed and evaluated by any person at the discretion of the State. 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 resulting from this RFP will be issued for a period of three (3) years, June 1, 2025, to May 31, 2028, with the option of renewal for up to two (2), one (1) year contracts at the discretion of the state. Contracts will be negotiated on an annual basis.

1.15 GOVERNING LAW

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.

1.16 DISCUSSIONS WITH OFFERORS (ORAL PRESENTATION/NEGOTIATIONS)

An oral presentation by an offeror to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received without discussion with the offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the offeror's expense.

This process is a Request for Proposal/Competitive Negotiation process. Each Proposal shall be evaluated, and each respondent shall be available for negotiation meetings at the State's request. The State reserves the right to negotiate on any and/or all components of every proposal submitted. From the time the proposals are submitted until the formal award of a contract, each proposal is considered a working document and as such, will be kept confidential. The negotiation discussions will also be held as confidential until such time as the award is completed.

2.0 STANDARD AGREEMENT TERMS AND CONDITIONS

Any contract or agreement resulting from this RFP will include the State's standard terms and conditions as listed below and as seen in **Attachment A**, along with any additional terms and conditions that may be necessary to the performance of the scope of work as seen in **Attachment A.1** Bureau of Information and Telecommunications Required IT Contract Terms. As part of the negotiation process, the contract terms listed in **Attachment A.1** may be altered or deleted. The offeror must indicate in its response any issues it has with specific contract terms in **Attachment A.1**. If the offeror does not indicate that there are any issues with the contract terms in **Attachment A.1**, then the State will assume those terms are acceptable to the offeror.

- 2.1** The Contractor will perform those services described in the Scope of Work, attached hereto as Section 3.0 of the RFP and by this reference incorporated herein.
- 2.2** The Contractor's services under this Agreement shall commence on June 1, 2025 and end on May 31, 2028, unless sooner terminated pursuant to the terms hereof. Contracts will be negotiated on an annual basis.
- 2.3** The Contractor will use State equipment, supplies or facilities. **YES () NO (X)**
- 2.4** The Contractor will provide the State with its Employer Identification Number, Federal Tax Identification Number or Social Security Number upon execution of this Agreement.
- 2.5** 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.
- 2.6** 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.
- 2.7** 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:

A. Commercial General Liability Insurance:

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.

B. Professional Liability Insurance or Miscellaneous Professional Liability Insurance:

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.

C. Business Automobile Liability Insurance:

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.

D. Worker's Compensation Insurance:

The Contractor shall procure and maintain workers' compensation and employers' liability insurance as required by South Dakota law. 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 provide a new certificate of insurance showing continuous coverage in the amounts required. The contractor shall furnish copies of insurance policies if requested by the State.

2.8 While performing services hereunder, the Contractor is an independent contractor and not an officer, agent, or employee of the State of South Dakota.

2.9 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.

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.

2.10 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 affected 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.

2.11 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.

- 2.12** 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.
- 2.13** 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.
- 2.14** 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.
- 2.15** 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.
- 2.16** 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.
- 2.17** 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.
- 2.18** 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.
- 2.19** 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.
- 2.20** 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.

3.0 SCOPE OF WORK

The Department of Social Services strives to meet its mission of strengthening and supporting individuals and families by promoting cost effective and comprehensive services in connection with our partners that foster independent and healthy families. We believe that strong families are South Dakota's foundation and future. An efficient and robust Medicaid program is essential to that mission, and one of the key components of South Dakota's Medical Services program is a comprehensive dental benefit for children and adults, with medically necessary orthodontic services as a benefit for qualifying children.

The offeror selected as a result of this RFP will act in the capacity of an administrative service organization to the Division of Medical Services.

Respondents must provide a response describing how the offeror intends to meet each of the following requirements. Respondents are strongly encouraged to propose innovative solutions targeted at meeting South Dakota Medicaid recipient needs in alignment with Department-specified objectives for the dental program. The anticipated cost of any innovative solutions must be included in the cost proposal.

- 3.1** Receive South Dakota Medicaid dental claims directly from South Dakota Medicaid dental providers:
 - Approximately 8,000 IHS dental claims annually;
 - Approximately 12,000 FQHC dental claims annually; and
 - Approximately 107,000 private practice claims annually.
- 3.2** Adjudicate and pay South Dakota Medicaid dental and orthodontic claims using an automated processing system. Utilize the most updated dental claim form.
- 3.3** South Dakota prefers a system that is certified by the Centers for Medicare and Medicaid Services. If certified in South Dakota, the offeror should include a verification of certification. If not yet certified in South Dakota, offerors should include a description of the states the system has been certified in and a plan to achieve certification within 18 months of implementation of the contract.
- 3.4** Adjudicate and pay South Dakota Medicaid dental and orthodontic claims in accordance with Federal and State regulations and according to the South Dakota Medicaid State Plan.
- 3.5** The offeror must adjudicate and pay claims, on average, within seven (7) business days of receipt.
- 3.6** Provide remittance advice or other appropriate written notice specifically identifying all information and documentation that is required when a claim is partially or totally denied.
- 3.7** Establish and maintain an appeal process for claims denials.
- 3.8** Provide South Dakota Medicaid with reimbursement rate calculations annually, including inflationary increases and additional scenarios upon request, and complete a reimbursement analysis as required by [SDCL 28-6-1.2](#).
- 3.9** Reimburse South Dakota Medicaid dental and orthodontic claims according to reimbursement rates published in the fee schedule for non-FQHC and non-Indian Health Service (IHS) providers.
- 3.10** Reimburse FQHC dental services based on encounter rates updated annually (rates will be provided to the offeror by the Division of Medical Services).

- 3.11** Reimburse IHS dental services based on encounter rates updated annually. Claims paid for dental services provided by or referred by IHS must be tracked by the offeror and distinguished from other dental claims in reports and claims data.
- 3.12** Track services referred from IHS to non-IHS dental providers via a care coordination agreement allowing for 100% FMAP reimbursement.
- 3.13** Notify providers of adjudication results with an electronic explanation of benefits (EOB).
- 3.14** Notify recipients of service limits, adjudication results, progress towards \$2,000 annual max, and out-of-pocket costs in an electronic and paper format.
- 3.15** Adjudicate and pay South Dakota Medicaid dental and orthodontic claims from South Dakota Medicaid enrolled providers only. Claims submitted by non-enrolled providers must be denied until the provider is enrolled.
- 3.16** Adjudicate and pay South Dakota Medicaid claims from South Dakota Medicaid enrolled Anesthesiologists and Certified Registered Nurse Anesthetists (CRNAs) who provide anesthesia services in a dental setting where the associated professional services will be reimbursed.
- 3.17** Use billing NPI, servicing NPI, ordering NPI, and referring NPI along with taxonomy and, as necessary, zip code to identify South Dakota Medicaid enrolled providers and verify enrollment prior to claims payment. Claims submitted by non-enrolled providers must be denied until the provider is enrolled.
- 3.18** Confirm that any ordering or referring NPI on the claim is enrolled with SD Medicaid for the date of service (DOS) prior to claims payment. Claims submitted by non-enrolled providers must be denied until the provider is enrolled.
- 3.19** Require billing and servicing NPI to be populated on claims and the combination of NPI to be utilized to identify South Dakota Medicaid enrolled providers and verify enrollment for the DOS prior to claims payment. Claims submitted by non-enrolled providers must be denied until the provider is enrolled.
- 3.20** Implement policies and procedures to encourage increased submission of electronic claims.
- 3.21** Edit claims from providers based upon a list of edits agreed upon with the State and chosen substantively from, but not necessarily limited to, the following:
- Denial for billing NPI not on file;
 - Denial for referring/ordering NPI not on file;
 - Denial for servicing NPI not on file;
 - Denial for billing provider not eligible on date of service;
 - Denial for servicing provider not eligible on date of service;
 - Billing provider NPI missing;
 - Servicing provider NPI missing;
 - Provider taxonomy/service conflict;
 - Denial for invalid/excluded provider;
 - Provider requires review;
 - Procedure code not covered;
 - Procedure date restriction;
 - Procedure age restriction;
 - Service date invalid or missing;
 - Service date beyond the span of billing time;
 - EPSDT-related review;
 - Procedure code invalid or missing;

- Procedure code outdated;
- Procedure modifier missing if modifier required;
- Tooth/quadrant code invalid;
- Procedure requires prior authorization;
- Procedure denied by dental consultant review;
- Anesthesia units not numeric greater than zero;
- Procedure code and/or surface code invalid;
- Tooth code missing, required for this procedure;
- Deciduous/permanent tooth conflict;
- Service limitation error for this procedure;
- No caries risk assessment on file;
- Dentures must be within six (6) months of the last extraction;
- Consultant review for procedure modifier;
- No payment—Service is an integral part of another service;
- Service not medically necessary;
- Restricted program, documentation required;
- Procedure/Service not pregnancy-related;
- Parental permission for procedure/treatment not obtained;
- Recipient requires review/prior authorization;
- Recipient's record not on file;
- Recipient not eligible on date of service;
- Recipient's ID invalid/missing/non-numeric;
- Recipient's first name disagrees with the name on record;
- Recipient's last name disagrees with the name on record;
- Recipient's age disagrees with age on record;
- Recipient's ID disagrees with the record;
- Recipient's status is invalid;
- Recipient's claims total exceeds \$2,000 (non-emergency services);
- Recipient's record shows dental insurance coverage;
- Recipient's aid category invalid;
- Recipient and aid category conflict;
- Incorrect claim form submitted;
- Claim exceeds the 6-month limit;
- Exact duplicate of another claim;
- Possible duplicate of another claim;
- Resubmit manual claim with operative report;
- Required information missing, claim being returned;
- Denied—Insurance payment exceeds Medicaid payment;
- Conflict with another claim;
- Accident indicated—requires review for TPL;
- Trauma indicated—requires review for TPL;
- Claim form indicates possible presence of TPL;
- Signature missing from submitted claim;
- Zip+4 missing from claim form;
- Documentation insufficient for processing;
- Operator pended claim on entry.

Edits should be made on average within seven (7) business days of receipt.

- 3.22** Collect and verify all forms of recipient third-party coverage and exchange data with the State to update records of third-party coverage.
- 3.23** Electronically accept and exchange data files in the format and timeframes specified by the State for all necessary data exchange to administer the dental benefit. Current file exchanges include:
- Acceptance of a daily (Monday through Friday) 834 X12 standard transaction file.
 - Acceptance of a daily (Monday through Friday) 820 X12 standard transaction file.
 - Acceptance of daily provider extract file as contained in **Attachment B**.
 - Acceptance of a daily exception indicator file as contained in **Attachment B.1**.
 - Submission to the State of an 837 X12 standard transaction file in agreed upon intervals.
- 3.24** Electronically accept a weekly file in a format specified by the State of South Dakota with Medicaid enrolled providers, indicating serving and billing National Provider Identified (NPI). Use provider file to match claims to enrolled providers.
- 3.25** Electronically accept a daily extract from the South Dakota Medicaid eligibility system in HIPAA compliant 834 transactions (currently version 5010), including third-party insurance.
- 3.26** Provide the Division of Medical Services a monthly electronic file, in the HIPAA compliant 837D transaction (currently version 5010) containing information on dental encounters, claims generated, claims paid, claims denied, denial reasons, and third-party liability payment.
- 3.27** Provide the Division of Medical Services with a copy of claims level details following each payment period. This file must include recipient, provider, and claim information agreed upon by the Division and the Vendor.
- 3.28** Accept return electronic file containing claims that did not match the MMIS system (i.e., provider enrollment). The Division of Medical Services will reimburse offeror for claims paid that, when submitted in the HIPAA compliant 837D transaction (currently version 5010) format, match information on the MMIS. Claims that do not match will be returned to offeror for remediation.
- 3.29** Perform approval or denial of prior authorization/predetermination on all requests for orthodontic procedures covered by South Dakota Medicaid on average, within seven (7) calendar days of receipt. Determinations of medical necessity must be based on standard clinical guidelines that are available to all enrolled providers. Clinical practice guidelines must be reviewed and/or updated annually.
- 3.30** Perform approval or denial of prior authorization/predetermination on those services designated by the Division of Medical Services as subject to prior authorization/predetermination limitations on average, within seven (7) business days of receipt. Determinations of medical necessity must be based on standard clinical practice guidelines that are available to all enrolled providers. Clinical practice guidelines must be reviewed and/or updated annually.
- 3.31** Meet with the Division of Medical Services at least monthly and upon request to discuss status updates and address concerns.
- 3.32** Advise the Division of Medical Services on dental benefit policy matters including, but not limited to, standard changes in service delivery, standard changes in services covered, and standard

changes in scope of practice, including changes to CDT codes. Policy recommendations and other requested work product must be submitted to the Division of Medical Services within 30 calendar days of the date of request unless a different length of time is specified or approved by the Division of Medical Services.

- 3.33** Advise the Division of Medical Services on oral surgery benefit inquiries and claims paid under the medical benefit upon request.
- 3.34** Propose changes to fee schedules, including the addition of or changes to CDT codes, bi-annually corresponding to the federal CDT changes. Changes must be proposed on the Division of Medical Services approved form. Analysis of potential cost impact or neutrality must be included.
- 3.35** Provide a network development plan defining recruitment activity and initiatives by the respondent to increase the percentage of licensed dental and orthodontic providers that are enrolled in South Dakota Medicaid and meaningfully participating in Medicaid, particularly in regions of the State with the lowest access and utilization rates. Network adequacy goals include attaining Medicaid provider enrollment of 85 percent of licensed dentists in the state and 55 percent of enrolled dentists seeing 100 Medicaid recipients or more in a plan year from July 1 to June 30. The plan should target meeting these objectives within 24 months of the effective date of the contract. As of State Fiscal Year 2023, 79 percent of licensed dentists in South Dakota are enrolled Medicaid providers and 49 percent of enrolled dentists see 100 Medicaid recipients or more in a plan year. The plan must include retention activities to prevent attrition of dental and orthodontic providers enrolled in South Dakota Medicaid. Examples of plan activities and strategies include sign-on bonuses for enrolling as a Medicaid provider and seeing a certain threshold of Medicaid patients, recognition or rewards programs for meeting access requirements or increasing quality of care, and strategies to enhance and increase the State's dental workforce. An initial network development plan must be submitted at the start of the contract term and it must be updated annually. Results and expenditures associated with the programming must be reported annually in writing by June 30. The offeror's response to this item should discuss proposed strategies to achieve these objectives.
- 3.36** Provide an annual provider training plan including a minimum of two trainings annually regarding subjects such as billing procedures, claims, Medicaid provider enrollment, medical necessity determinations, and provider appeals. Submit the plan at the start of each state fiscal year. Report results by the end of each state fiscal year.
- 3.37** The offeror shall conduct provider surveys annually upon the request of the Division of Medical Services. The survey results must be submitted to South Dakota Medicaid by the end of each state fiscal year.
- 3.38** Outreach non-South Dakota Medicaid enrolled providers who have submitted claims to refer them to the South Dakota Medicaid Provider Enrollment portal.
- 3.39** Operate a toll-free telephone service unit providing, at a minimum, the following support services for South Dakota Medicaid dental and orthodontia providers: South Dakota Medicaid eligibility confirmation, claims inquiry response, and covered services inquiry response. Vendor shall be available to Medicaid providers during standard business operating hours at a minimum, Monday-Friday 9:00am – 4:00 pm.

- 3.40** Operate and publicize a toll-free referral line to assist South Dakota Medicaid recipients access dental services. When possible, locate and permanently match recipients with a dental home. Vendor shall be available to Medicaid recipients during standard business operating hours at a minimum, Monday-Friday 9:00 am – 4:00 pm.
- 3.41** Provide an annual program integrity work plan containing;
- Written policies, procedures, and standards of conduct compliant with applicable state and federal requirements;
 - Identification of the Compliance Officer who develops policies, procedures, and practices to comply with contract requirements;
 - Establishment of a Regulatory Compliance Committee;
 - Training and education of organizational leaders and employees on program compliance requirements; and
 - Procedures and dedicated staff for routine internal monitoring and auditing, response to, and investigation of compliance issues including self-audit and external reviews, and prompt correction of issues.
- 3.42** Provide regular updates to the activities outlined in the annual program integrity plan including external and internal audits, investigations, quality assurance reviews, and prompt reporting of suspected fraudulent activity.
- 3.43** Provide overpayment and abuse reports with sampling of services billed and verification they were received by recipients. Promptly report all overpayments identified or recovered, specifying overpayments due to potential fraud.
- 3.44** Host Quarterly Program Integrity Meetings with the Division of Medical Services to provide updates and discuss concerns.
- 3.45** Perform quality assurance and utilization reviews, both pretreatment and post-treatment, and report the results of the review to the Division of Medical Services biannually.
- 3.46** Provide the Division of Medical Services with claims payment data within five (5) business days of request.
- 3.47** Calculate and report to the Division of Medical Services DQA administrative claim measures as specified by the Division of Medical Services.
- 3.48** Provide monthly executive summary reports to the Division of Medical Services as specified by the Division of Medical Services. Reports may include:
- Call center's volume of calls from recipients and providers, the type of issues encountered, and the resolutions of those issues;
 - Number of licensed providers in the state and enrolled in the program;
 - Number of enrolled providers accepting new Medicaid recipients;
 - Narrative of current provider recruitment and retention activities;
 - Number of eligible recipients receiving services;
 - Total expenditures for children and adult recipients;
 - Expenditures per recipient per month based on claims paid;
 - Total claim volume, average days of claim processing, and average days from claims receipt to claims processing;

- Number of calls to care coordinators, number of reports for at-risk recipients, and narrative of notable cases;
- Number of adult recipients who have met the \$2,000 limit;
- Number of reconsideration requests, appeals, and grievances;
- Other data as requested by the Division of Medical Services.

3.49 Provide quarterly data dashboards to the Division of Medical Services as specified by the Division of Medical Services. Dashboards may include:

- Number of licensed providers in the state and enrolled in the program;
- Percentage of enrolled providers with claims submitted;
- Number of eligible recipients receiving services;
- Total paid claims by service category;
- Total claim volume, average days of claim processing, and average days from claims receipt to claims processing;
- Number of recipients who have met the \$2,000 limit;
- Utilization summary of orthodontic services including approvals, denials, and appeals;
- Care Coordination outreach activities;
- Reconsideration requests, appeals, and grievances;
- Number of claims sent to review, Prior Authorizations issued, and the average days from Prior Authorization receipt to Prior Authorization issuance;
- Call center's volume of calls from recipients to providers, the type of issues encountered and the resolutions of those items;
- Percentage of children and adults receiving select preventative services year to date;
- Number of recipients receiving select restorative services year to date;
- Number of hospital calls and expenditures year to date;
- Other data as requested by the Division of Medical Services.

3.50 Provide and implement a care coordination outreach and education plan to achieve and maintain the following objectives over the course of the contract period:

- Increase the percentage of enrolled children who received a comprehensive or periodic oral evaluation to 49%. As of Federal Fiscal Year 2023, 39% of children met this requirement.
- Increase the percentage of enrolled children with a dental visit by age 2 to 28%. As of Federal Fiscal Year 2023, 18% of enrolled children met this requirement.
- Increase the percentage of enrolled children who received at least two topical fluoride applications as dental services to 25%. As of Federal Fiscal Year 2023, 15% of children met this requirement.
- Increase the percentage of enrolled children who received at least one sealant on a permanent first molar tooth by their 10th birthday to 54%. As of Federal Fiscal Year 2023, 44% of children met this requirement.
- Increase the percentage of enrolled adults who received a comprehensive or periodic oral evaluation to 25%. As of Federal Fiscal Year 2023, 15% of adults met this requirement.
- Increase the percentage of enrolled pregnant women who received a comprehensive or periodic oral evaluation during pregnancy to 19%. As of Federal Fiscal Year 2023, 9% of pregnant women met this requirement.
- Other objectives as agreed upon by the Division of Medical Services and the awarded vendor.

The care coordination, outreach, and education plan activities must include, but are not limited to:

- Assisting dental offices and recipients with overcoming barriers affecting access to care or treatment;
- Assisting eligible recipients to obtain dental care, including assisting recipients schedule appointments;
- Surveillance, identification, and follow up with recipients who have received restorative or emergent dental services and appear to need assistance in establishing routine periodic care;

- Connecting eligible recipients to a regular dental provider;
- Referring eligible recipients to community resources; and
- Educating recipients and their families on the importance of oral health and preventative dental services, the Medicaid dental benefit, obtaining dental services, overcoming fear of dental services, home care, and making informed decisions about oral health needs. Recipient education must include a minimum of two direct mailings per year to Medicaid recipients. The offeror should also propose other communication strategies they will utilize to educate Medicaid recipients.

Care coordination, outreach, and education strategies and activities must be documented in a plan. The plan must be updated and approved by the Division of Medical Services annually by June 30. The offeror must describe proposed strategies and activities to be performed, including relevant evidence to support strategies and activities, relationship to outcome measures, proposed monitoring metrics, and the timeframe for implementation. The selected offeror must demonstrate progress and report on activities and outcomes in the monthly and quarterly data dashboards.

- 3.51** Describe proposed programs or initiatives intended to address access to dental services for Medicaid recipients. Programs may include a targeted focus on specific populations such as the pediatric population, recipients with developmental disabilities, and pregnant women. Proposals may also focus on programs intended to increase access for the Medicaid population in general. Examples of programs or initiatives include add-on payments to promote utilization and access to key services, supplemental provider payments for achieving quality metrics, strategies to increase appointment compliance, and strategies to enhance case management and care coordination services within dental offices.
- 3.52** Assist the Division of Medical Services with the design and implementation of at least one quality initiative intended to achieve, through ongoing measurements and intervention, significant improvement sustained over time in one clinical care area that is expected to have a favorable effect on health outcomes and recipient satisfaction.
- 3.53** Describe your proposed staffing plan for the professional staff that will be utilized to meet the scope of work requirements including contract management, project management, claims processing management, data analytics management, program integrity management, policy staff, and care coordinators. Include the proposed percentage of time that they will spend working on contract activities. Please include a short explanation of staff's experience and qualifications as well as resumes.
- 3.54** Transition to the offeror shall be as seamless as possible for South Dakota Medicaid recipients and their Providers. Established Medicaid recipients and Provider relationships, existing treatment protocols, and ongoing care plans shall not be impacted significantly by this procurement:
- The offeror will be responsible for developing a written work plan, referred to as the Transition Plan, which will be used to monitor progress throughout the Transition Phase;
 - The draft Transition Plan with its Proposal and follow-up with a detailed final Transition Plan is due to DSS at the time of bid;
 - The offeror's Transition Plan must include a detailed description of the process it will use to ensure continued authorization of dental services;
 - The offeror must describe costs associated with implementation and the Transition Plan;
 - The offeror's Transition Plan must identify a designated offeror staff member responsible for the facilitation and oversight of this process.
- 3.55** Prepare and mail IRS 1099 forms and provide electronic duplicate to the Division of Medical Services and/or assist the State with preparing IRS 1099 forms at the State's request. 1099s must be prepared using the tax ID on the providers Medicaid enrollment record.

- 3.56** Provide a work plan to ensure the delivery of covered services including the key milestones, dates, and interdependencies of each step. Offeror may propose optional cost-saving processes and procedures.
- 3.57** Offerors may optionally propose to fully enroll/credential dental providers on behalf of the Division of Medical Services and/or act as an enrollment manager on behalf of dentists.
- 3.58** Hosting and Data Access Requirements

The contract doubles as an agreement for the State to own the data tables and is able to 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.

- 3.59** Single Sign-On Requirements
As part of the State's Identity and Access Management (IAM) strategy, the proposed solution 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 and state employees sign up, sign in, and manage their profiles.

The SSO supports the industry standard OAuth 2.0 protocol. This identity management will handle password recovery and multi-factor authentication (MFA). MFA is required for all application Administrators and may be required for other users. Microsoft's official documentation on the identity provider the State has implemented can be found at: 1) <https://docs.microsoft.com/en-us/azure/active-directory-b2c/> and <https://docs.microsoft.com/en-us/azure/active-directory-b2c/integrate-with-app-code-samples> for public/citizens (Azure B2C), 2) <https://learn.microsoft.com/en-us/azure/active-directory/architecture/auth-oauth2> and <https://learn.microsoft.com/en-us/azure/active-directory/develop/v2-protocols-oidc> for state employees, businesses, partners, providers, etc. (EntralD, formally Azure Active Directory).

If the offeror is not able to fulfill this identity management standard, they will be excluded from the list.

- 3.60** Onboarding/Provisioning Users
The offeror must describe how new users are onboarded/provisioned in the system using an external identity provider and provide an Identity/SSO/Login Design Document.
- 3.61** Interfaces and Integration
The offeror must describe how the system can adapt to business necessary interfaces using widely adopted open APIs and standards. Additionally, DSS expects that the offeror 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 must be included in the proposal.
- 3.62** Project Deliverables/Approach/Methodology

3.62.1 If the State will be hosting the solution the offeror will provide a system diagram. The diagram must be detailed enough that the State can understand the components, the system flow, and system requirements. It is preferred that the diagram be provided as a separate document or attachment. The file must be named "(Your Name) System Diagram and Requirements". If the offeror elects to make the diagram part of the proposal, then the location of the diagram must be clearly indicated in the Table of Contents.

3.62.2 If the offeror is hosting the solution, provide a diagram giving an overview of the proposed system. It is preferred that this diagram be provided as a separate document or

attachment. The file must be named "(Your Name) Hosted System Diagram". If the offeror elects to make the diagram part of the proposal, then the location of the diagram must be clearly indicated in the Table of Contents.

- 3.62.3** The offeror should state whether its proposed solution will operate in a virtualized environment. The offeror also should identify and describe all differences, restrictions or limitations of its proposed solution with respect to operation, licensing, support, certification, warranties, and any other details that may impact its proposed solution when hosted in a virtualized environment. This information must be included with the solution diagram for the offeror hosted solution.
- 3.62.4** This section identifies tasks and deliverables of the project as described in Section 3 above. The selected offeror is responsible for providing the required deliverables. These deliverables will be the basis against which the offeror's performance will be evaluated.
- 3.62.5** The offeror is required to include a test system for its application. This test system will be used at the discretion of BIT. All resource costs associated with keeping the test system available must be borne by the project owner or the offeror. Any licensing costs for the test system must be included with the costs.
- 3.62.6** At BIT's discretion, any code changes made by the offeror, either during this project or thereafter, will be placed in the above test system first. It is at BIT's discretion if the code changes are applied by BIT or the offeror. If the code testing delays a project's timeline, a change management process should be followed, and the State will not be charged for this project change. If the test and production systems are to be hosted by the State, the schedule for the testing of the code changes is to be decided by BIT. Testing of emergency code changes will be scheduled by BIT based on the severity and resource availability.
- 3.62.7** The test system will be maintained by the offeror as a mirror image of the production system code base. At BIT's discretion, updates to the production system will be made by copying code from the test system after the test system passes BIT certification requirements.
- 3.62.8** If BIT determines that the application must be shut down on the production system, for any reason, the offeror will, unless approved otherwise by BIT, diagnosis the problem on and make all fixes on the test system. The offeror is expected to provide proof, to BIT, of the actions taken to remediate the problem that led to the application being denied access to the production system before the application can go back into production. This proof can be required by BIT even if the fix passes all BIT certification criteria. BIT is willing to sign a non-disclosure agreement with the offeror if the offeror feels that revealing the fix will put the offeror's intellectual property at risk.
- 3.62.9** All solutions acquired by the State that are hosted by the offeror, including Software as a Service, or hosted by a third-party for the offeror will be subjected to security scans by BIT or preapproved detailed security scan report provided by the offeror. The scan report sent in with the proposal can be redacted by the offeror. The State's goal at this point is to see if the contents of the report will be acceptable, not to review the contents themselves. If the offeror will be providing a security scan report, one must be sent with the proposal for approval. Approval is not guaranteed. If the scan report is not acceptable, the State must scan the offeror's solution. The actual scanning by the State or the submission of a security scan report will be done if the proposal is considered for further review. A detailed security report must consist of at least:
- The system that was evaluated (URL if possible, but mask it if needed).
 - The categories that were evaluated (example: SQL injection, cross site scripting, etc.)
 - What were the general findings, (meaning how many SQL injection issues were

- found, what was the count per category)
- Technical detail of each issue found. (where was it found – web address, what was found, the http response if possible)

The cost of any scans done by the offeror or the offeror's costs associated with the State's scans must be part of the offeror's bid. If the offeror is sending a security scan report, it should price the product both as if the State was to do the security scan or if the offeror was to do the security scan.

3.62.10 All hardware, website(s), or software purchased by the State and hosted by the State will be subjected to security scans by BIT.

3.62.11 Security scanning will be performed during the software development phase and during pre-production review. These scans and tests can be time consuming and should be allowed for in project planning documents and schedules. Products that do not meet BIT's security and performance requirements will not be allowed to go into production and may be barred from UAT until all issues are addressed to the State's satisfaction. The State urges the use of industry scanning/testing tools and secure development methods be employed to avoid unexpected costs and project delays. Costs to produce and deliver secure and reliable applications are the responsibility of the software entity producing or delivering an application to the State. Unless expressly indicated in writing, the State assumes all price estimates and bids are for the delivery and support of applications and systems that will pass security and performance testing. If the State determines the hardware, website(s), software, and or cloud services have security vulnerabilities that must be corrected, the State will inform the offeror of the nature of the issue and the offeror will be required to respond in writing regarding mitigation plans for the security vulnerabilities. If the product(s) does not pass the initial security scan, additional security scans may be required to reach an acceptable level of security. The offeror must pass a final follow-up security scan for the website(s), software or cloud services for the product(s) to be acceptable products to the State. The State may suspend or cancel payments for hardware, website(s), software, or cloud services that do not pass a final security scan.

3.62.12 Any website or web application hosted by the offeror that generates email cannot use "@state.sd.us" as the originating domain name per state security policy.

3.62.13 As part of the project plan, the offeror will include development of an implementation plan that includes a back out component. Approval of the implementation plan by BIT should be a project milestone. Should the implementation encounter problems that cannot be resolved and the implementation cannot proceed to a successful conclusion, the back out plan will be implemented. The Implementation and back out documentation will be included in the project documentation.

3.62.14 The successful offeror will use the approved BIT processes and procedures when planning its project, including BIT's change management process. Work with the respective agency's BIT Point of Contact on this form. The Change Management form is viewable only to BIT employees. The purpose of this form is to alert key stake holders (such as: Operations, Systems Support staff, Desktop Support staff, administrators, Help Desk personnel, client representatives, and others) of changes that will be occurring within state resources and systems to schedule the:

- Movement of individual source code from test to production for production systems
- Implementation of a new system
- A major enhancement to a current system or infrastructure changes that impact clients
- Upgrades to existing development platforms

3.62.15 If as part of the project the state will be acquiring software the proposal should clearly state if the software license is perpetual or a lease. If both are options, the proposal should clearly say so and state the costs of both items separately.

3.62.16 Include in your submission details on your:

- Data loss prevention methodology;
- Identity and access management;
- Security intelligence;
- Annual security training and awareness;
- Manual procedures and controls for security;
- Perimeter controls;
- Security certifications and audits.

3.62.17 If the offeror will have State data on its system(s) or on a third-party's system and the data cannot be sanitized at the end of the project, the offeror's proposal must indicate this and give the reason why the data cannot be sanitized as per the methods in NIST 800-88.

3.62.18 The offeror's solution cannot include any hardware or hardware components manufactured by Huawei Technologies Company, Nuctech, or ZTE Corporation or any subsidiary or affiliate of such entities. This includes hardware going on the State's network as well as the offeror's network if the offeror's network is accessing the State's network or accessing State data. This includes Infrastructure as a Service, Platform as a Service or Software as a Service situations. Any company that is considered to be a security risk by the government of the United States under the International Emergency Economic Powers Act, in a United States appropriation bill, an Executive Order, or listed on the US Department of Commerce's Entity List will be included in this ban.

3.62.19 If the offeror's solution requires accounts allowing access to State systems, then the offeror must indicate the number of the offeror's staff or subcontractors that will require access, the level of access needed, and if these accounts will be used for remote access. These individuals will be required to use Multi-Factor Authentication (MFA). The State's costs in providing these accounts will be a consideration when assessing the cost of the offeror's solution. If the offeror later requires accounts that exceed the number of accounts that was originally indicated, the costs of those accounts will be borne by the offeror and not passed onto the State. All State security policies can be found in the Information Technology Security Policy (ITSP) attached to this RFP as **Exhibit A and A.1**. The offeror should review the State's security policies regarding authorization, authentication, and, if relevant, remote access (See ITSP 230.67, 230.76, and 610.1). Use of Remote Access Devices (RAD) by contractors to access the State's system must be requested when an account is requested. The offeror should be aware that access accounts given to non-state employees, Non-State (NS) accounts, will be disabled if not used within 180 days. A NS account may be deleted after 30 days if it is not used.

3.62.20 The following testing may be required:

Regression Testing- Regression testing is the process of testing changes to computer programs to make sure that the older programming still works with the new changes.

Integration Testing- Integration testing is a software development process which program units are combined and tested as groups in multiple ways. In this context, a unit is defined as the smallest testable part of an application. Integration testing can expose problems with the interfaces among program components before trouble occurs in real-

world program execution. Integration testing is also known as integration and testing (I&T).

Functional Testing- Functional testing is primarily used to verify that a piece of software is meeting the output requirements of the end-user or business. Typically, functional testing involves evaluating and comparing each software function with the business requirements. Software is tested by providing it with some related input so that the output can be evaluated to see how it conforms, relates or varies compared to its base requirements. Moreover, functional testing also checks the software for usability, such as ensuring that the navigational functions are working as required. Some functional testing techniques include smoke testing, white box testing, black box testing, and unit testing.

Performance Testing- Performance testing is the process of determining the speed or throughput of an application. This process can involve quantitative tests such as measuring the response time or the number of MIPS (millions of instructions per second) at which a system functions. Qualitative attributes such as reliability, scalability and interoperability may also be evaluated. Performance testing is often done in conjunction with load testing.

Load Testing- Load testing is the process of determining the ability of an application to maintain a certain level of effectiveness under unfavorable conditions. The process can involve tests such as ramping up the number of users and transactions until the breaking point is reached or measuring the frequency of errors at your required load. The term also refers to qualitative evaluation of factors such as availability or resistance to denial-of-service (DoS) attacks. Load testing is often done in conjunction with the more general process of performance testing. Load testing is also known as stress testing.

User Acceptance Testing- User acceptance testing (UAT) is the last phase of the software testing process. During UAT, actual software users test the software to make sure it can handle required tasks in real-world scenarios, according to specifications. UAT is one of the final and critical software project procedures that must occur before newly developed or customized software is rolled out. UAT is also known as beta testing, application testing or end user testing. In some cases, UAT may include piloting of the software.

3.62.21 The State, at its sole discretion, may consider a solution that does include all or any of these deliverables or consider deliverables not originally listed. An offeror **must** highlight any deliverable it does not meet and give any suggested “work-around” or future date that it **will** be able to provide the deliverable.

3.63 Non-Standard Hardware and Software

State standard hardware and software should be utilized unless there is a reason not to. If your proposal will use non-standard hardware or software, you must first obtain State approval. If your proposal recommends using non-standard hardware or software, the proposal should very clearly indicate what non-standard hardware or software is being proposed and why it is necessary to use non-standard hardware or software to complete the project requirements. The use of non-standard hardware or software requires use of the State’s New Product Process. This process can be found through the Standards’ page and must be performed by State employees. The costs of such non-standard hardware or software should be reflected in your cost proposal. The work plan should also account for the time needed to complete the New Product Process. See https://bit.sd.gov/bit?id=bit_standards_overview, for lists of the State’s standards. The proposal should also include a link to your hardware and software specifications.

If non-standard hardware or software is used, the project plan and the costs stated in Section 7 must include service desk and field support, since BIT can only guarantee best effort support for standard hardware and software. If any software development may be required in the future,

hourly development rates must be stated. The project plan must include the development and implementation of a disaster recovery plan since non-standard hardware and software will not be covered by the State's disaster recovery plan. This must also be reflected in the costs.

3.64 Background Checks

The offeror must include the following statement in its proposal:

(Company name here) acknowledges and affirms that it understands that the (company name here) employees who have access to production Personally Identifiable Information (PII), data protected under the Family Educational Rights and Privacy Act (FERPA), Protected Health Information (PHI), Federal Tax Information (FTI), any information defined under state statute as confidential or have access to secure facilities will have fingerprint-based background checks. These background checks will be used to check the criminal history records of the State as well as the Federal Bureau of Investigation's records. (Company name here) acknowledges and affirms that this requirement will extend to include any Subcontractor's, Agents, Assigns and or Affiliated Entities employees.

3.65 Security and Vendor Questionnaire

The offeror must submit the completed Security and Vendor Questionnaire which is attached as **Exhibit B**. 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.

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.
 - 4.3.1** 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;
 - 4.3.2** Dates of the service/contract; and

- 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.

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 listed in order of importance:
- 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** Cost proposal;
 - 6.1.5** Proposed project management techniques;
 - 6.1.6** Ability and proven history in handling special project constraints;
 - 6.1.7** Familiarity with the project locale; and
 - 6.1.8** Availability to the project locale.
- 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 Only the response of the vendor awarded work becomes public. Responses to work orders for vendors not selected and the evaluation criteria and scoring for all proposals are not public. Vendors may submit a redacted copy with the full proposal as stated in Section 1.12 Proprietary Information. SDCL 1-27-1.5 and See SDCL 1-27-1.5 and 1-27-1.6.

7.0 COST PROPOSAL

7.1 Proposal Expectations

The State, with support from CMS, does not expect to pay any development implementation charges for a system that already has been developed and is operational in another state beyond those costs associated with configuration for the State’s specific requirements, data conversion and interface development.

7.2 Implementation, Maintenance and Operations Subject to Cost Proposal

The State is looking for competitive Cost Proposals for both the Implementation phase of the project and the proposed costs for ongoing Maintenance and Operations of the solution once it has been implemented. Prospective Contractors should provide the State their most competitive pricing for both the implementation phase of the project and the ongoing maintenance and operations phase.

7.3 Cost Proposal Weighting to Reflect State Costs

The cost proposal for the Implementation Cost will be weighted to reflect only the estimated costs to the State. Likewise, the Maintenance and Operations costs will be weighted to reflect the estimated costs to the State over the life of the contract. The M&O costs for each year are to be developed using the Maintenance and Operations cost template which lists all maintenance and operational functions that qualify for federal enhanced matched funding after the solution has been certified. The cost proposals should clearly articulate what elements went into the development of the proposal including any elements added in the “other” section of the template.

7.4 Cost Proposal Point Methodology

The State will award the proposal with the lowest overall “weighted cost”, the maximum number of Cost proposal points, and then will provide a pro-rata share of points to each prospective Contractor in descending (next lowest cost) order using a standard formula of: (Prospective Contractor with Lowest Weighted Total Cost / prospective Contractor being evaluated Weighted Total Cost) X Maximum number of Cost Proposal points.

Assume, for example, that there are three hypothetical Contractor bids for the complete project:

Prospective Contractor	Implementation Cost	M&O Costs	Total Costs
Contractor A	\$200,000	\$400,000	\$600,000
Contractor B	\$400,000	\$300,000	\$700,000
Contractor C	\$500,000	\$250,000	\$750,000

In this example, if the Implementation Costs are weighted at 10 percent and the Maintenance and Operations Costs are weighted at 25 percent, the above “raw” bid amounts would have the following resulting weighted bid costs:

Prospective Contractor	Weighted Implementation Cost	Weighted M&O Costs	Weighted Total Costs
Contractor A	\$20,000	\$100,000	\$120,000

Contractor B	\$40,000	\$75,000	\$115,000
Contractor C	\$50,000	\$62,500	\$112,500

While Contractor A has the lowest total overall cost, when weights are added, Contractor C provides the best cost value to the State and is awarded the Maximum amount of Cost proposal points.

Contractor B receives the following pro-rata share of points: $\$112,500/\$115,000 = 97.8\%$ therefore Contractor B is awarded 98% of the Maximum Cost Proposal points.
Contractor A receives the following pro-rata share of points: $\$112,500/\$120,000 = 93.7\%$; therefore, Contractor A is awarded 94% of the Maximum Cost Proposal points.

7.5 Contractor Cost Clarifications

Once submitted, prospective Contractors will not be able to make changes to their Cost Proposals, other than through Best and Final Offers (if the Contractor is selected to participate) prior to contract award unless the State issues an amendment to the RFP with guidance and clarification for ALL prospective Contractors who submitted a cost bid to resubmit their Cost Proposals.

The State has created a series of templates for all prospective Contractors to complete to ensure that it has an “apples to apples” comparison, to the extent possible.

The State will closely scrutinize costs and may ask questions or request clarifications to prospective Contractors for any costs that appear to be anomalous. Prospective Contractors should be cautious about “front loading” or “back loading” costs to give the appearance that either the implementation costs or ongoing operations costs are skewed.

7.6 Miscellaneous Information that May Impact Pricing

Prospective Contractors can reference Statistical Data for all programs in this RFP on the DSS website at: <http://dss.sd.gov/keyresources/statistics.aspx>.

All work must be done from within the United States. No offshore development or work of any kind is allowed on this project.

Prospective Contractors shall ensure that the System will include, without additional charge to the State, fully paid-up licenses for the State to use all third-party software and other products required to run the System.

7.7 Instructions for Completing the Cost Proposal

The Offeror will reimburse providers' claims using the reimbursement methodology established by the Division of Medical Services. The offeror will be reimbursed at a rate of 100% of the actual cost of the claims payment amount for correctly adjudicated claims.

For administrative services associated with the scope of work the Division of Medical Services prefers to reimburse those services at a fixed monthly amount. In addition to a fixed monthly amount, offers may propose alternative methodologies. Historical utilization of dental services has been approximately 7,400 recipients and 10,600 claims per month. Historical Medicaid enrollment numbers are available online at <https://dss.sd.gov/keyresources/statistics.aspx>.

The fixed monthly fee for administrative services should include a minimum budget of \$150,000 annually for administrative activities related to the network development plan described in 3.35, the care coordination, outreach, and education plan as described in 3.50, and proposed initiatives intended to address access to dental services for Medicaid recipients as described in 3.51. The cost proposal must identify the proposed activities and associated dollar amounts for these items. These funds must be spent on activities that directly benefit dentists and recipients. Salary and

benefits for the offeror's staff should be separately accounted for in the administrative services fee. These funds may not be used for claims payments or to supplement claims payments. Proposals related to claims or supplemental payments may require separate enactment through a state plan amendment.

The proposal for administrative services must include the basis for the cost proposal including the following information:

- A detailed response listing the estimated costs for the scope of work. For staff costs, the proposal must include:
 - Each staff member's title,
 - Each staff member's category (administration or direct staff),
 - The percent of time each staff member will spend on the items in the scope of work, and
 - The annual estimated costs associated with each staff member;
- A declaration that the prospective Contractor is not using offshore resources;
- A narrative response describing implementation costs and cost drivers;
- A narrative response describing maintenance and operations costs and cost drivers;
- Discussion of any items or requirements that the prospective Contractor believes inflated the costs, if any;
- Assumptions the prospective Contractor used in creating the Cost Proposal. The State expects the prospective Contractors to perform the necessary research and due diligence to prepare and issue proposals that have few if any assumptions;
- A commitment that the proposed costs have been derived in good faith and are valid for up to 180 days after the State has decided and announced the apparent successful prospective Contractor;
- Completed detailed level costs templates for hardware, software, and license fees; and
- Completed Summary level Cost Proposal Templates.

The offeror will submit two types of costs for this RFP:

a. Implementation Costs – inclusive of any costs associated with implementing your solution and/or transition from the current incumbent vendor. As this is an Administrative Services Only (ASO) contract, DSS expects minimal implementation costs, beyond data conversion, interface development and testing.

b. Maintenance and Operations Costs - The offeror's cost proposal for providing the administrative services specified in the Scope of Work should be calculated and proposed in terms of a fixed monthly payment amount for administrative services, reflective of that the offeror will be a not-at-risk, administrative services-only offeror. The cost proposal must designate the portion of the monthly payment associated with IT/system related costs. The offeror may submit proposals for multi-year agreements, and separately address any services marked as optional within or beyond the stated Scope of Work.

Please complete the Cost Proposal in **Attachment C** which provides the implementation and operations cost templates that will be a part of the evaluation.

8.0 SCANNING

The offeror acknowledges that the State will conduct a security and vulnerability scan as part of the review of the offeror's RFP. This scan will not include a penetration test. The State will use commercially available, industry standard tools to scan a non-production environment with non-production data at mutually agreeable times.

The offeror should fill in the information below and sign the form. The offeror's employee signing this form must have the authority to allow the State to do a security scan. If no security contact is given the State will assume that the State can scan at any time. **At the state's option, any RFP response that does not include a completed and signed form may be dropped from consideration. If there is State data protected by federal or state law or regulation or industry standard involved, the State is more likely to consider a security scan necessary for an RFP to be considered.** Except for State staff, the State will only provide scan information to the offeror's security contact. At the State's option, the State will conduct the scan at a location named by the offeror. The offeror can only request, not require, naming the scanning location. The State may consider a full scan report from industry standard Web Application Vulnerability scanning tools (ex. Invicti, Burp Suite, Nmap, Qualys, Nessus, etc...) as satisfying the scanning requirement. Executive Summaries, penetration test methodology/vulnerability summary reports, and SOC I/SOC II are not considered as sufficient replacements for a vulnerability scan. If required, the State will sign a non-disclosure agreement before scanning or receiving the full security assessment.

Offeror's name: _____

Offeror's security contact's name: _____

Security contact's phone number: _____

Security contact's email address: _____

Web address URL or Product Name _____
(The State will contact the security contact to arrange for a test log for scanning)

Offeror's employee acknowledging the right to scan:

Name (Print): _____

Title: _____

Date: _____

Signature: _____

**STATE OF SOUTH DAKOTA
DEPARTMENT OF SOCIAL SERVICES
DIVISION OF MEDICAL SERVICES**

**Consultant Contract
For Consultant Services
Between**

State of South Dakota
Department of Social Services
DIVISION OF MEDICAL SERVICES
700 Governors Drive
Pierre, SD 57501-2291

Referred to as Consultant

Referred to as State

The State hereby enters into a contract (the "Agreement" hereinafter) for consultant services with the Consultant. While performing services hereunder, Consultant is an independent consultant and not an officer, agent, or employee of the State of South Dakota.

1. CONSULTANT’S South Dakota Vendor Number is _____. Upon execution of agreement, Consultant will provide the State with Consultant’s Employer Identification Number or Federal Tax Identification Number.
2. PERIOD OF PERFORMANCE:
 - A. This Agreement shall be effective as of June 1, 2024 and shall end on May 31, 2025, unless sooner terminated pursuant to the terms hereof.
 - B. Agreement is the result of request for proposal process, RFP # _____
3. PROVISIONS:
 - A. The Purpose of this Consultant contract is:
 - 1.
 2. Does this Agreement involve Protected Health Information (PHI)? YES () NO (X)
If PHI is involved, a Business Associate Agreement must be attached and is fully incorporated herein as part of the Agreement (refer to **Attachment A.2**).
 3. The Consultant WILL () WILL NOT () use state equipment, supplies or facilities.
 4. If WILL is indicated above, the following state equipment, supplies, or facilities will be used.
 - B. The Consultant agrees to perform the following services (add an attachment if needed):
 - 1.
 - C. The State agrees to:
 - 1.
 2. Make payment for services upon satisfactory completion of services and receipt of bill. Payment will be in accordance with SDCL 5-26-2.
 3. Will the State pay Consultant expenses as a separate item?

YES () NO (X)

If YES, expenses submitted will be reimbursed as identified in this Agreement.

D. The TOTAL CONTRACT AMOUNT will not exceed \$ _____ .

4. BILLING:

Consultant agrees to submit a bill for services within (30) days following the month in which services were provided. Consultant will prepare and submit a monthly bill for services. Consultant agrees to submit a final bill within 30 days of the Agreement end date to receive payment for completed services. If a final bill cannot be submitted in 30 days, then a written request for extension of time and explanation must be provided to the State.

5. TECHNICAL ASSISTANCE:

The State agrees to provide technical assistance regarding Department of Social Services rules, regulations and policies to the Consultant and to assist in the correction of problem areas identified by the State's monitoring activities.

6. LICENSING AND STANDARD COMPLIANCE:

The Consultant agrees to comply in full with all licensing and other standards required by Federal, State, County, City or Tribal statute, regulation or ordinance in which the service and/or care is provided for the duration of this Agreement. The Consultant will maintain effective internal controls in managing the federal award. Liability resulting from noncompliance with licensing and other standards required by Federal, State, County, City or Tribal statute, regulation or ordinance or through the Consultant's failure to ensure the safety of all individuals served is assumed entirely by the Consultant.

7. ASSURANCE REQUIREMENTS:

(For Federally funded contracts only). The Consultant agrees to abide by all applicable provisions of the following: Byrd Anti Lobbying Amendment (31 USC 1352), Executive orders 12549 and 12689 (Debarment and Suspension), Drug-Free Workplace, Executive Order 11246 Equal Employment Opportunity, Title VI of the Civil Rights Act of 1964, Title VIII of the Civil Rights Act of 1968, Section 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972, Drug Abuse Office and Treatment Act of 1972, Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970, Age Discrimination Act of 1975, Americans with Disabilities Act of 1990, Pro-Children Act of 1994, Hatch Act, Health Insurance Portability and Accountability Act (HIPAA) of 1996 as amended, Clean Air Act, Federal Water Pollution Control Act, Charitable Choice Provisions and Regulations, Equal Treatment for Faith-Based Religions at Title 28 Code of Federal Regulations Part 38, the Violence Against Women Reauthorization Act of 2013 and American Recovery and Reinvestment Act of 2009, as applicable; and any other nondiscrimination provision in the specific statute(s) under which application for Federal assistance is being made; and the requirements of any other nondiscrimination statute(s) which may apply to the award.

8. COMPLIANCE WITH EXECUTIVE ORDER 2020-01:

Executive Order 2020-01 provides that for consultants, vendors, suppliers or subcontractors with five (5) or more employees who enter into a contract with the State that involves the expenditure of one hundred thousand dollars (\$100,000) or more, by signing this Agreement Consultant certifies and agrees that it 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 this Agreement, with a person or entity that is either the State of Israel, or a company doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel to do business, or doing business in the State of Israel, 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 terminate this Agreement. Consultant further agrees to provide immediate written notice to the State if during the term of this Agreement it no longer complies with this certification and agrees such noncompliance may be grounds for termination of this Agreement.

9. COMPLIANCE WITH SDCL ch 5-18A:

Consultant certifies and agrees that the following information is correct:

The bidder or offeror is not an organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association, including all wholly-owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates, of those entities or business associations, regardless of their principal place of business, which is ultimately owned or controlled, directly or indirectly, by a foreign parent entity from, or the government of, the People's Republic of China, the Republic of Cuba, the Islamic Republic of Iran, the Democratic People's Republic of Korea, the Russian Federation, or the Bolivarian Republic of Venezuela.

It is understood and agreed that, if this certification is false, such false certification will constitute grounds for the purchasing agency 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, and further would be cause to suspend and debar a business under SDCL § 5-18D-12.

The successful bidder or offeror further agrees to provide immediate written notice to the purchasing 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 and would be cause to suspend and debar a business under SDCL § 5-18D-12.

10. CERTIFICATION OF NO STATE LEGISLATOR INTEREST:

Consultant (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 this Agreement. By signing this Agreement, Consultant hereby certifies that this Agreement is not made in violation of the South Dakota Constitution Article 3, Section 12.

11. RETENTION AND INSPECTION OF RECORDS:

The Consultant agrees to maintain or supervise the maintenance of records necessary for the proper and efficient operation of the program, including records and documents regarding applications, determination of eligibility (when applicable), the provision of services, administrative costs, statistical, fiscal, other records, and information necessary for reporting and accountability required by the State. The Consultant shall retain such records for a period of six years from the date of submission of the final expenditure report. If such records are under pending audit, the Consultant agrees to hold such records for a longer period upon notification from the State. The State, through any authorized representative, will have access to and the right to examine and copy all records, books, papers or documents related to services rendered under this Agreement. State Proprietary Information retained in Consultant's secondary and backup systems will remain fully subject to the obligations of confidentiality stated herein until such information is erased or destroyed in accordance with Consultant's established record retention policies.

All payments to the Consultant by the State are subject to site review and audit as prescribed and carried out by the State. Any over payment of this Agreement shall be returned to the State within thirty days after written notification to the Consultant.

12. WORK PRODUCTS:

Consultant 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 Consultant in connection with the 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 Consultant 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.

13. TERMINATION:

This Agreement may be terminated by either party hereto upon thirty (30) days written notice. In the event the Consultant breaches any of the terms or conditions hereof, this Agreement may be terminated by the State at any time, with or without notice. Upon termination of this Agreement, all accounts and payments shall be processed according to financial arrangements set forth herein for services rendered to date of termination. If termination for breach is effected by the State, any payments due to Consultant at the time of termination may be adjusted to cover any additional costs to the State as a result of Consultant's breach. Upon termination the State may take over the work and may award another party a contract to complete the work contemplated by this Agreement. If the State terminates for a breach by Consultant and it is determined that the Consultant was not at fault, then Consultant shall be paid for eligible services rendered and expenses incurred up to the date of termination.

Any terms of this Agreement that would, by their nature or through the express terms of this Agreement, survive the expiration or termination of this Agreement shall so survive, including by not limited to the terms of sections 10, 11, 15, 23, 24, and 27.

14. FUNDING:

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 the law or federal funds reduction, this Agreement will be terminated by the State upon five day written notice. Consultant agrees that termination for any of these reasons is not a default by the State nor does it give rise to a claim against the State or any officer, agent or employee of the State and Consultant waives any claim against the same.

15. ASSIGNMENT AND AMENDMENTS:

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.

16. CONTROLLING LAW:

This Agreement shall be governed by and construed in accordance with the laws of the State of South Dakota, without regard to any conflicts of law principles, decisional law, or statutory provision which would require or permit the application of another jurisdiction's substantive law. Venue for any lawsuit pertaining to or affecting this Agreement shall be resolved in the Circuit Court, Sixth Judicial Circuit, Hughes County, South Dakota.

17. THIRD PARTY BENEFICIARIES:

This agreement is intended to govern only the rights and interests of the parties named herein. It is not intended to create, does not and may not be relied upon to create, any rights, substantive or procedural, enforceable at law in any matters, civil or criminal.

18. SUPERSESION:

All 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.

19. IT STANDARDS:

Any service, software or hardware provided under this Agreement will comply with state standards which can be found at https://bit.sd.gov/bit?id=bit_standards_overview.

20. SEVERABILITY:

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.

21. NOTICE:

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 the Division being contracted with on behalf of the State, and by the Consultant, 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.

22. SUBCONSULTANTS:

Consultant may not use subconsultants to perform the services described herein without the express prior written consent of the State. Consultant will include provisions in its subcontracts requiring its subconsultants to comply with the applicable provisions of this Agreement, to indemnify the State, and to provide insurance coverage in a manner consistent with this Agreement. Consultant will cause its subconsultants, agents, and employees to comply with applicable federal, tribal, state, and local laws, regulations, ordinances, guidelines, permits and other standards and will adopt such review and inspection procedures as are necessary to assure such compliance. The State, at its option, may require the vetting of any subconsultants. Consultant shall assist in the vetting process.

23. STATE'S RIGHT TO REJECT:

The State reserves the right to reject any person from performing services under this Agreement who the State believes would be detrimental to the services, presents insufficient skills, presents inappropriate behavior or is considered by the State to be a security risk.

24. INDEMNIFICATION:

Consultant agrees to indemnify the State of South Dakota, its officers, agents, and employees, from and against all claims or proceedings for actions, suits, damages, liabilities, other losses or equitable relief that may arise at least in part as a result of an act or omission in performing services under this Agreement. Consultant shall defend the State of South Dakota, its officers, agents, and employees against any claim, including any claim, action, suit, or other proceeding related to the claim. Consultant's obligation to indemnify includes the payment of attorney fees and other costs of defense. In defending the State of South Dakota, its officers, agents, and employees, Consultant shall engage other professionals, subject to the written approval of the State which shall not be unreasonably withheld. Notwithstanding the foregoing, the State may, in its sole discretion and at the expense of Consultant, engage attorneys and other professionals to defend the State of South Dakota, its officers, agents, and employees, or to assist Consultant in the defense. This section does not require Consultant to be responsible for or defend against claims or proceedings for damages, liabilities, losses or equitable relief arising solely from errors or omissions of the State, its officers, agents or employees.

25. INSURANCE:

At all times during the term of this Agreement, Consultant shall obtain and maintain in force insurance coverage of the types and with the limits as follows:

A. Commercial General Liability Insurance:

Consultant shall maintain occurrence-based commercial general liability insurance or an equivalent form with a limit of not less than \$1,000,000 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. The insurance policy shall name the State of South Dakota, its officers and employees, as additional insureds, but liability coverage is limited to claims not barred by sovereign immunity. The State of South Dakota, its officers and employees do not hereby waive sovereign immunity for discretionary conduct as provided by law.

B. Professional Liability Insurance or Miscellaneous Professional Liability Insurance:

Consultant agrees to procure and maintain professional liability insurance or miscellaneous professional liability insurance with a limit not less than one million dollars \$1,000,000.

C. Business Automobile Liability Insurance:

Consultant shall maintain business automobile liability insurance or an equivalent form with a limit of not less than \$1,000,000 for each accident. This insurance shall include coverage for owned, hired and non-owned vehicles.

D. Worker's Compensation Insurance:

Consultant shall procure and maintain Workers' Compensation and employers' liability insurance as required by South Dakota or federal law.

Before beginning work under this Agreement, Consultant shall furnish the State with properly executed Certificates of Insurance which shall clearly evidence all insurance required in this Agreement including naming the State, its officers and employees, as additional insureds, as set forth above. In the event of a substantial change in insurance, issuance of a new policy, cancellation or nonrenewal of the policy, Consultant agrees to provide immediate notice to the State and provide a new certificate of insurance showing continuous coverage in the amounts required. Consultant shall furnish copies of insurance policies if requested by the State.

26. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY, AND VOLUNTARY EXCLUSION:

Consultant certifies, by signing this Agreement, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by the federal government or any state or local government department or agency. Consultant further agrees that it will immediately notify the State if during the term of this Agreement either it 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.

27. CONFLICT OF INTEREST:

Consultant agrees to establish safeguards to prohibit employees or other persons from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain as contemplated by SDCL 5-18A-17 through 5-18A-17.6. Any potential conflict of interest must be disclosed in writing. In the event of a conflict of interest, the Consultant expressly agrees to be bound by the conflict resolution process set forth in SDCL 5-18A-17 through 5-18A-17.6.

28. CONFIDENTIALITY OF INFORMATION:

For the purpose of this Agreement, "Confidential Information" shall include all information, regardless of its format, disclosed to Consultant by the State and all information, regardless of its format, obtained by Consultant through the provisions of services as contemplated by this Agreement. Consultant, and any person or entity affiliated with Consultant shall not disclose any Confidential Information to any third person for any reason without the express written permission of a State officer or employee with authority to authorize the disclosure. Consultant, and any person or entity affiliated with Consultant shall not: (i) disclose any Confidential Information to any third person unless otherwise specifically allowed under this Agreement; (ii) make any use of Confidential Information except to exercise rights and perform obligations under this Agreement; (iii) make Confidential Information available to any of its employees, officers, agents or consultants except those who have agreed, by contract, to obligations of confidentiality at least as strict as those set out in this Agreement and who have a need to know such information and who have been instructed that such information is or may be confidential under state or federal law. Consultant, and any person or entity affiliated with Consultant is held to the same standard of care in guarding Confidential Information as it applies to its own confidential or proprietary information and materials of a similar nature, and no less than holding Confidential Information in the strictest confidence. Consultant, and any person or entity affiliated with Consultant shall protect the confidentiality of the State's information from the time of receipt to the time that such information is either returned to the State or destroyed to the extent that it cannot be recalled or reproduced.

Confidential Information shall not include information that: (i) was in the public domain at the time it was disclosed to Consultant or to any person or entity affiliated with Consultant; (ii) was known to Consultant, or to any person or entity affiliated with Consultant, without restriction at the time of disclosure from the State; (iii) was disclosed with the prior written approval of State's officers or employees having authority to disclose such information; (iv) was independently developed by Consultant, or by any person or entity affiliated with Consultant, without the benefit or influence of the State's information; or (v) becomes known to Consultant, or to any person or entity affiliated with Consultant, without restriction, from a source not connected to the State of South Dakota.

Confidential Information can include, but is not limited to, names, social security numbers, employer numbers, addresses and all other data about applicants, participants, employers or other clients to whom the State provides services of any kind. Consultant understands that this information may be confidential and protected under state or federal law. Consultant agrees to immediately notify the State if the information is disclosed, either intentionally or inadvertently.

If work assignments performed in the course of this Agreement require additional security requirements or clearance, Consultant agrees that its officers, agents and employees may be required to undergo investigation or may be required to sign separate confidentiality agreements, and it will limit access to the confidential information and related work activities to employees that have executed such agreements.

Consultant will enforce the terms of this Confidentiality Provision to its fullest extent.

Consultant agrees to remove any employee or agent from performing work under this Agreement that has or is suspected to have violated the terms of this Confidentiality Provision and to immediately notify the State of such matter.

Consultant will comply with any other confidentiality measures and terms included in the Agreement.

Upon termination of this Agreement, if not already done so as part of the services performed under the Agreement, Consultant agrees to return to the State, at Consultant's cost, any Confidential Information or documentation maintained by Consultant regarding the services provided hereunder in a format readily useable by the State as mutually agreed by Consultant and State.

29. REPORTING PROVISION:

Consultant agrees to report to the State any event encountered in the course of performance of this Agreement which results in injury to any person or property, or which may otherwise subject Consultant, or the State of South Dakota or its officers, agents or employees to liability. Consultant shall report any such event to the State immediately upon discovery.

Consultant'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. Consultant'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 Consultant to report any event to law enforcement or other entities under the requirements of any applicable law.

30. DAVIS-BACON ACT:

When required by Federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction").

31. COMPLIANCE WITH 40 U.S.C. 3702 AND 3704:

Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5).

32. FUNDING AGREEMENT AND "RIGHTS TO INVENTION":

If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the Consultant wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the Consultant must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

33. FORCE MAJEURE:

Notwithstanding anything in this Agreement to the contrary, neither party shall be liable for any delay or failure to perform under the terms and conditions of this Agreement, if the delay or failure is caused by war,

terrorist attacks, riots, civil commotion, fire, flood, earthquake or any act of God, or any causes beyond the party's reasonable control provided, however that in order to be excused from delay or failure to perform, the party must act diligently to remedy the cause of such delay or failure and must give notice to the other party as provided in this Agreement as soon as reasonably possible of the length and cause of the delay in performance.

34. SOVEREIGN IMMUNITY:

Nothing in this Agreement is intended to constitute a waiver of sovereign immunity by or on behalf of the State of South Dakota, its agencies, officers, or employees.

35. WAIVER OF BREACH:

The waiver by either party of a breach or violation of any provision of this Agreement shall not operate as, or be construed to be, a waiver of any subsequent breach of the same or other provisions in this Agreement.

36. HEADINGS:

The headings in this Agreement are for convenience and reference only and shall not govern, limit, modify or in any manner affect the scope, meaning, or intent of the provisions of this Agreement.

37. AUTHORITY TO EXECUTE:

Consultant represents and warrants that:

- A. Consultant is a corporation duly incorporated, validly existing and in good standing under the laws of its state of incorporation and has all requisite corporate power and authority to execute, deliver and perform its obligations under this Agreement;
- B. The execution, delivery and performance of this Agreement has been duly authorized by Consultant and no approval, authorization or consent of any governmental or regulatory agency is required to be obtained in order for Consultant to enter into this Agreement and perform its obligations under this Agreement;
- C. Consultant is duly authorized to conduct business in and is in good standing in each jurisdiction in which Consultant will conduct business in connection with this Agreement; and
- D. Consultant has obtained all licenses, certifications, permits, and authorizations necessary to perform the services under this Agreement and currently is in good standing with all regulatory agencies that regulate any or all aspects of Consultant's performance of the services. Consultant will maintain all required certifications, licenses, permits, and authorizations during the term of this Agreement at its own expense.

38. AUTHORIZED SIGNATURES:

In witness hereto, the parties signify their agreement by affixing their signatures hereto.

NO SIGNATURE REQUIRED AT THIS TIME

Consultant Signature

Date

Consultant Printed Name

State - DSS Division Director

Date

State - DSS Chief Financial Officer Jason Simmons

Date

State – DSS Cabinet Secretary Matthew K. Althoff

Date

State Agency Coding:

ALN #	_____	_____	_____	_____
Company	_____	_____	_____	_____
Account	_____	_____	_____	_____
Center Req	_____	_____	_____	_____
Center User	_____	_____	_____	_____
Dollar Total	_____	_____	_____	_____

DSS Program Contact Person _____
Phone _____

DSS Fiscal Contact Person Contract Accountant
Phone 605 773-3586

Consultant Program Contact Person _____
Phone _____
Consultant Program Email Address _____

Consultant Fiscal Contact Person _____
Phone _____
Consultant Fiscal Email Address _____

SDCL 1-24A-1 states that a copy of all consulting contracts shall be filed by the State agency with the State Auditor within five days after such contract is entered into and finally approved by the contracting parties. For further information about consulting contracts, see the State Auditor's policy handbook.

CERTIFICATION REQUIRED BY SDCL ch 5-18A

Section 1 Definitions. The words used in this Certification shall mean:

1.1. "Prohibited Entity," an organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association, including all wholly-owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates, of those entities or business associations, regardless of their principal place of business, which is ultimately owned or controlled, directly or indirectly, by a foreign parent entity from, or the government of, the People's Republic of China, the Republic of Cuba, the Islamic Republic of Iran, the Democratic People's Republic of Korea, the Russian Federation, or the Bolivarian Republic of Venezuela;

1.2. "Purchasing agency," any governmental body or officer authorized by law, administrative rule, or delegated authority, to enter into contracts;

1.3. "Contract," any type of agreement, regardless of what the agreement may be called, for the procurement of supplies, services, or construction;

Section 2. Certification. The undersigned hereby certifies to the State of South Dakota that:

2.1. The undersigned is not a Prohibited Entity.

2.2 If at any time after making this certification the undersigned becomes a Prohibited Entity, the undersigned will provide immediate written notice to all purchasing agencies with whom the undersigned has a Contract. The undersigned understands and agrees that if the undersigned becomes a Prohibited Entity, agencies may terminate any Contract with the undersigned.

2.3 The undersigned acknowledges and agrees that agencies have the right to terminate a Contract with any entity that submits a false certification, and that a false certification or failure to provide written notification to purchasing agencies that an entity has become a prohibited entity is cause to suspend or debar a business under SDCL § 5-18D-12.

Company

NO SIGNATURE REQUIRED AT THIS TIME

Title

Signature

Date

Bureau of Information and Telecommunications Required IT Contract Terms

Any contract resulting from this RFP will include the State's required IT terms and conditions as listed below, along with any additional terms and conditions as negotiated by the parties. Due to the changing landscape of IT security and data privacy, the State reserves the right to add additional IT terms and conditions or modify the IT terms and conditions listed below to the resulting contract:

Pursuant to South Dakota Codified Law § 1-33-44, the Bureau of Information and Telecommunications ("BIT") oversees the acquisition of office systems technology, software, and services; telecommunication equipment, software, and services; and data processing equipment, software, and services for departments, agencies, commissions, institutions, and other units of state government. As part of its duties as the Executive Branch's centralized IT agency, BIT requires the contract terms and conditions of this Exhibit XX. For purposes of this Exhibit, [Vendor Name] will be referred to as the "Vendor."

It is understood and agreed to by all parties that BIT has reviewed and approved only this Exhibit. Due to the ever-changing security and regulatory landscape in IT and data privacy, before renewal of this Agreement BIT must review and approve the clauses found in this Exhibit as being the then current version of the clauses and if any additional required clauses are needed. Changes to clauses in this Exhibit must be approved in writing by all parties before they go into effect and a renewal of this Agreement is possible.

The Parties agree, when used in this Exhibit, the term "Vendor" will mean the Vendor and the Vendor's employees, subcontractors, agents, assigns, and affiliated entities.

Section I. Confidentiality of Information

For purposes of this paragraph, "State Proprietary Information" will include all information disclosed to the Vendor by the State. The Vendor will not disclose any State Proprietary Information to any third person for any reason without the express written permission of a State officer or employee with authority to authorize the disclosure. The Vendor must not: (i) disclose any State Proprietary Information to any third person unless otherwise specifically allowed under this Agreement; (ii) make any use of State Proprietary Information except to exercise rights and perform obligations under this Agreement; (iii) make State Proprietary Information available to any of its employees, officers, agents, or third party consultants except those who have a need to access such information and who have agreed to obligations of confidentiality at least as strict as those set out in this Agreement. The Vendor is held to the same standard of care in guarding State Proprietary Information as it applies to its own confidential or proprietary information and materials of a similar nature, and no less than holding State Proprietary Information in the strictest confidence. The Vendor must protect the confidentiality of the State's information from the time of receipt to the time that such information is either returned to the State or destroyed to the extent that it cannot be recalled or reproduced. The Vendor agrees to return all information received from the State to the State's custody upon the end of the term of this Agreement, unless otherwise agreed in a writing signed by both parties. State Proprietary Information will not include information that:

- A. was in the public domain at the time it was disclosed to the Vendor,
- B. was known to the Vendor without restriction at the time of disclosure from the State,
- C. that was disclosed with the prior written approval of State's officers or employees having authority to disclose such information,
- D. was independently developed by the Vendor without the benefit or influence of the State's information, and
- E. becomes known to the Vendor without restriction from a source not connected to the State of South Dakota.

State's Proprietary Information can include names, social security numbers, employer numbers, addresses and other data about applicants, employers or other clients to whom the State provides services of any kind. The Vendor understands that this information is confidential and protected under State law. The Parties mutually agree that neither of them nor any subcontractors, agents, assigns, or affiliated entities will

disclose the contents of this Agreement except as required by applicable law or as necessary to carry out the terms of the Agreement or to enforce that Party's rights under this Agreement. The Vendor acknowledges that the State and its agencies are public entities and thus may be bound by South Dakota open meetings and open records laws. It is therefore not a breach of this Agreement for the State to take any action that the State reasonably believes is necessary to comply with South Dakota open records or open meetings laws.

Section II. Cyber Liability Insurance

The Vendor will maintain cyber liability insurance with liability limits in the amount of \$_____ to protect any and all State data the Vendor receives as part of the project covered by this agreement including State data that may reside on devices, including laptops and smart phones, utilized by Vendor employees, whether the device is owned by the employee or the Vendor. If the Vendor has a contract with a third-party to host any State data the Vendor receives as part of the project under this Agreement, then the Vendor will include a requirement for cyber liability insurance as part of the contract between the Vendor and the third-party hosting the data in question. The third-party cyber liability insurance coverage will include State Data that resides on devices, including laptops and smart phones, utilized by third-party employees, whether the device is owned by the employee or the third-party Vendor. The cyber liability insurance will cover expenses related to the management of a data breach incident, the investigation, recovery and restoration of lost data, data subject notification, call management, credit checking for data subjects, legal costs, and regulatory fines. Before beginning work under this Agreement, the Vendor will furnish the State with properly executed Certificates of Insurance which shall clearly evidence all insurance required in this Agreement and which provide that such insurance may not be canceled, except on 30 days prior written notice to the State. The Vendor will furnish copies of insurance policies if requested by the State. The insurance will stay in effect for three years after the work covered by this Agreement is completed.

Section III. Rejection or Ejection of Vendor

The State, at its option, may require the vetting of any of the Vendor, and the Vendor's subcontractors, agents, Assigns, or affiliated entities. The Vendor is required to assist in this process as needed.

The State reserves the right to reject any person from participating in the project or require the Vendor to remove from the project any person the State believes is detrimental to the project or is considered by the State to be a security risk. The State will provide the Vendor with notice of its determination, and the reasons for the rejection or removal if requested by the Vendor. If the State signifies that a potential security violation exists with respect to the request, the Vendor must immediately remove the individual from the project.

Section IV. Domain Name Ownership

Any website(s) that the Vendor creates as part of this Agreement must have the domain name registered by and owned by the State. If, as part of this Agreement, the Vendor is providing a service that utilizes a website with the domain name owned by the Vendor, the Vendor must give 30 days' written notice before abandoning the site. If the Vendor intends to sell the site to another party, the Vendor must give the State 30 days' written notice and grant the State the right of first refusal. For any site or domain, whether hosted by the Vendor or within the State web infrastructure, any and all new web content should first be created in a development environment and then subjected to security scan before being approved for a move up to the production level. This paragraph does not include websites developed for the Vendor's internal use.

Section V. Software Functionality and Replacement

The software licensed by the Vendor to the State under this Agreement will provide the functionality as described in the software documentation, which the Vendor agrees to provide to the State prior to or upon the execution of this Agreement.

The Vendor agrees that:

- A. If, in the opinion of the State, the Vendor reduces or replaces the functionality contained in the licensed product and provides this functionality as a separate or renamed product, the State will be entitled to license such software product at no additional license or maintenance fee.

- B. If, in the opinion of the State, the Vendor releases an option, future product, purchasable product or other release that has substantially the same functionality as the software product licensed to the State, and it ceases to provide maintenance for the older software product, the State will have the option to exchange licenses for such replacement product or function at no additional charge. This includes situations where the Vendor discontinues the licensed product and recommends movement to a new product as a replacement option regardless of any additional functionality the replacement product may have over the licensed product.

Section VI. Service Bureau

Consistent with use limitations specified in the Agreement, the State may use the product to provide services to the various branches and constitutional offices of the State of South Dakota as well as county and city governments, tribal governments, and school districts. The State will not be considered a service bureau while providing these services and no additional fees may be charged unless agreed to in writing by the State.

Section VII. Federal Intellectual Property Bankruptcy Protection Act

The Parties agree that the State will be entitled to all rights and benefits of the Federal Intellectual Property Bankruptcy Protection Act, Public Law 100-506, codified at 11 U.S.C. 365(n), and any amendments thereto. The State also maintains its termination privileges if the Vendor enters bankruptcy.

Section VIII. Non-Disclosure and Separation of Duties

The Vendor will enforce separation of job duties and require non-disclosure agreements of all staff that have or can have access to State Data or the hardware that State Data resides on. The Vendor will limit staff knowledge to those staff whose duties that require them to have access to the State Data or the hardware the State Data resides on.

Section IX. Cessation of Business

The Vendor will notify the State of impending cessation of its business or that of a tiered provider and the Vendor's contingency plan. This plan should include the immediate transfer of any previously escrowed assets and data and State access to the Vendor's facilities to remove or destroy any state-owned assets and data. The Vendor will implement its exit plan and take all necessary actions to ensure a smooth transition of service with minimal disruption to the State. The Vendor will provide a fully documented service description and perform and document a gap analysis by examining any differences between its services and those to be provided by its successor. The Vendor will also provide a full inventory and configuration of servers, routers, other hardware, and software involved in service delivery along with supporting documentation, indicating which if any of these are owned by or dedicated to the State. The Vendor will work closely with its successor to ensure a successful transition to the new equipment, with minimal downtime and impact on the State, all such work to be coordinated and performed in advance of the formal, final transition date.

Section X. Legal Requests for Data

Except as otherwise expressly prohibited by law, the Vendor will:

- A. Immediately notify the State of any subpoenas, warrants, or other legal orders, demands or requests received by the Vendor seeking State Data maintained by the Vendor,
- B. Consult with the State regarding the Vendor's response,
- C. Cooperate with the State's requests in connection with efforts by the State to intervene and quash or modify the legal order, demand or request, and
- D. Upon the State's request, provide the State with a copy of both the demand or request and its proposed or actual response.

Section XI. eDiscovery

The Vendor will contact the State upon receipt of any electronic discovery, litigation holds, discovery searches, and expert testimonies related to, or which in any way might reasonably require access to State Data. The Vendor will not respond to service of process, and other legal requests related to the State without first notifying the State unless prohibited by law from providing such notice.

Section XII. Audit Requirements

The Vendor warrants and agrees it is aware of and complies with all audit requirements relating to the classification of State Data the Vendor stores, processes, and accesses. Depending on the data classification, this may require the Vendor to grant physical access to the data hosting facilities to the State or a federal agency. The Vendor will notify the State of any request for physical access to a facility that hosts or processes State Data by any entity other than the State.

Section XIII. Annual Risk Assessment

The Vendor will conduct an annual risk assessment or when there has been a significant system change. The Vendor will provide verification to the State's contact upon request that the risk assessment has taken place. At a minimum, the risk assessment will include a review of the:

- A. Penetration testing of the Vendor's system;
- B. Security policies and procedures;
- C. Disaster recovery plan;
- D. Business Associate Agreements; and
- E. Inventory of physical systems, devices, and media that store or utilize ePHI for completeness.

If the risk assessment provides evidence of deficiencies, a risk management plan will be produced. Upon request by the State, the Vendor will send a summary of the risk management plan to the State's contact. The summary will include completion dates for the risk management plan's milestones. Upon request by the State, the Vendor will send updates on the risk management plan to the State's contact. Compliance with this Section may be met if the Vendor provides proof to the State that the Vendor is FedRAMP Certified and has maintained FedRAMP Certification.

Section XIV. Independent Audit

The Vendor will disclose any independent audits that are performed on any of the Vendor's systems tied to storing, accessing, and processing State Data. This information on an independent audit(s) must be provided to the State in any event, whether the audit or certification process is successfully completed or not. The Vendor will provide a copy of the findings of the audit(s) to the State. Compliance with this Section may be met if the Vendor provides a copy of the Vendor's SOC 2 Type II report to the State upon request.

Section XV. Service Level Agreements

The Vendor warrants and agrees that the Vendor has provided to the State all Service Level Agreements (SLA) related to the deliverables of the Agreement. The Vendor further warrants that it will provide the deliverables to the State in compliance with the SLAs.

Section XVI. Access Attempts

The Vendor will log all access attempts, whether failed or successful, to any system connected to the hosted system which can access, read, alter, intercept, or otherwise impact the hosted system or its data or data integrity. For all systems, the log must include at least: login page used, username used, time and date stamp, incoming IP for each authentication attempt, and the authentication status, whether successful or not. Logs must be maintained not less than 7 years in a searchable database in an electronic format that is un-modifiable. At the request of the State, the Vendor agrees to grant the State access to those logs to demonstrate compliance with the terms of this Agreement and all audit requirements related to the hosted system.

Section XVII. Access to State Data

Unless this Agreement is terminated, the State's access to State Data amassed pursuant to this Agreement will not be hindered if there is a:

- A. Contract dispute between the parties to this Agreement,
- B. There is a billing dispute between the parties to this Agreement, or
- C. The Vendor merges with or is acquired by another company.

Section XVIII. Password Protection

All aspects of the Vendor's products provided to the State pursuant to this Agreement will be password protected. If the Vendor provides the user with a preset or default password, that password cannot include

any Personally Identifiable Information (PII), data protected under the Family Educational Rights and Privacy Act (FERPA), Protected Health Information (PHI), Federal Tax Information (FTI), or any information defined under federal or state law, rules, or regulations as confidential information or fragment thereof. On an annual basis, the Vendor will document its password policies for all Vendor employees to ensure adequate password protections are in place. The process used to reset a password must include security questions or Multifactor Authentication. Upon request, the Vendor will provide to the State the Vendor's password policies, logs, or administrative settings to demonstrate the password policies are actively enforced.

Section XIX. Provision of Data

State Data is any data produced or provided by the State as well as any data produced or provided for the State by the Vendor or a third-party.

Upon notice of termination by either party or upon reaching the end of the term of this Agreement, the Vendor will provide the State all current State Data in a non-proprietary format. In addition, the Vendor agrees to extract any information (such as metadata, which includes data structure descriptions, data dictionary, and data) stored in repositories not hosted on the State's IT infrastructure in a format chosen by the State. If the State's chosen format is not possible, the Vendor will extract the information into a text file format and provide it to the State.

Upon the effective date of the termination of this Agreement, the Vendor will again provide the State with all current State Data in a non-proprietary format. In addition, the Vendor will again extract any information (such as metadata) stored in repositories not hosted on the State's IT infrastructure in a format chosen by the State. As before, if the State's chosen format is not possible, the Vendor will extract the information into a text file format and provide it to the State.

Section XX. Threat Notification

A credible security threat consists of the discovery of an exploit that a person considered an expert on Information Technology security believes could be used to breach any aspect of a system that is holding State Data or a product provided by the Vendor. Upon becoming aware of a credible security threat with the Vendor's product(s) and or service(s) being used by the State, the Vendor or any subcontractor supplying product(s) or service(s) to the Vendor needed to fulfill the terms of this Agreement will notify the State within two business days of any such threat. If the State requests, the Vendor will provide the State with information on the threat.

Section XXI. Security Incident Notification for Non-Health Information

The Vendor will implement, maintain, and update Security Incident procedures that comply with all State standards and Federal and State requirements. A Security Incident is a violation of any BIT security or privacy policies or contract agreements involving sensitive information, or the imminent threat of a violation. The BIT security policies can be found in the Information Technology Security Policy ("ITSP") attached as BIT Attachment 1. The State requires notification of a Security Incident involving any of the State's sensitive data in the Vendor's possession. State Data is any data produced or provided by the State as well as any data produced or provided for the State by a third-party. The parties agree that, to the extent probes and reconnaissance scans common to the industry constitute Security Incidents, this Agreement constitutes notice by the Vendor of the ongoing existence and occurrence of such Security Incidents for which no additional notice to the State will be required. Probes and scans include, without limitation, pings and other broadcast attacks in the Vendor's firewall, port scans, and unsuccessful log-on attempts, if such probes and reconnaissance scans do not result in a Security Incident as defined above. Except as required by other legal requirements the Vendor will only provide notice of the incident to the State. The State will determine if notification to the public will be by the State or by the Vendor. The method and content of the notification of the affected parties will be coordinated with, and is subject to approval by the State, unless required otherwise by legal requirements. If the State decides that the Vendor will be distributing, broadcasting to or otherwise releasing information on the Security Incident to the news media, the State will decide to whom the information will be sent, and the State must approve the content of any information on the Security Incident before it may be distributed, broadcast, or otherwise released. The Vendor must

reimburse the State for any costs associated with the notification, distributing, broadcasting, or otherwise releasing information on the Security Incident.

- A. The Vendor must notify the State contact within 12 hours of the Vendor becoming aware that a Security Incident has occurred. If notification of a Security Incident to the State contact is delayed because it may impede a criminal investigation or jeopardize homeland or federal security, notification must be given to the State within 12 hours after law-enforcement provides permission for the release of information on the Security Incident.
- B. Notification of a Security Incident at a minimum is to consist of the nature of the data exposed, the time the incident occurred, and a general description of the circumstances of the incident. If all of the information is not available for the notification within the specified time period, the Vendor must provide the State with all of the available information along with the reason for the incomplete notification. A delay in excess of 12 hours is acceptable only if it is necessitated by other legal requirements.
- C. At the State's discretion within 12 hours the Vendor must provide to the State all data available including:
 - 1. name of and contact information for the Vendor's Point of Contact for the Security Incident,
 - 2. date and time of the Security Incident,
 - 3. date and time the Security Incident was discovered,
 - 4. description of the Security Incident including the data involved, being as specific as possible,
 - 5. the potential number of records, and if unknown the range of records,
 - 6. address where the Security Incident occurred, and
 - 7. the nature of the technologies involved. If not all of the information is available for the notification within the specified time period, the Vendor must provide the State with all of the available information along with the reason for the incomplete information. A delay in excess of 12 hours is acceptable only if it is necessitated by other legal requirements.
- D. If the Security Incident falls within the scope of South Dakota Codified Law Chapter 22-40, the Vendor is required to comply with South Dakota law.

The requirements of subsection D of this Section do not replace the requirements of subsections A, B, and C, but are in addition to them.

Section XXII. Handling of Security Incident for Non-Health Information

At the State's discretion, the Vendor will preserve all evidence regarding a security incident including but not limited to communications, documents, and logs. The Vendor will also:

- A. fully investigate the incident,
- B. cooperate fully with the State's investigation of, analysis of, and response to the incident,
- C. make a best effort to implement necessary remedial measures as soon as it is possible, and
- D. document responsive actions taken related to the Security Incident, including any post-incident review of events and actions taken to implement changes in business practices in providing the services covered by this Agreement.

If, at the State's discretion the Security Incident was due to the actions or inactions of the Vendor and at the Vendor's expense the Vendor will use a credit monitoring service, call center, forensics company, advisors, or public relations firm whose services are acceptable to the State. At the State's discretion the Vendor will offer two years of credit monitoring to each person whose data was compromised. The State will set the scope of any investigation. The State reserves the right to require the Vendor undergo a risk assessment where the State will determine the methodology and scope of the assessment and who will perform the assessment (a third-party vendor may be used). Any risk assessment required by this Section will be at the Vendor's expense.

If the Vendor is required by federal law or regulation to conduct a Security Incident or data breach investigation, the results of the investigation must be reported to the State within 12 hours of the investigation report being completed. If the Vendor is required by federal law or regulation to notify the affected parties, the State must also be notified, unless otherwise required by law.

Notwithstanding any other provision of this Agreement, and in addition to any other remedies available to the State under law or equity, the Vendor will reimburse the State in full for all costs incurred by the State in investigation and remediation of the Security Incident including, but not limited, to providing notification to regulatory agencies or other entities as required by law or contract. The Vendor will also pay all legal fees, audit costs, fines, and other fees imposed by regulatory agencies or contracting partners as a result of the Security Incident.

Section XXIII. Security Incidents for Protected Health Information

Security Incident means the successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system as defined in 45 CFR 164.304. The Vendor must alert the State contact within 12 hours of a Security Incident and provide daily updates to the BIT contact at their request. The Parties agree that this alert does not affect the Vendor's obligations under the Business Associate Agreement or the requirements of 45 CFR 164.410. The Parties agree that, to the extent probes and reconnaissance scans common to the industry constitute a Security Incident, this Agreement constitutes notice by the Vendor of the ongoing existence and occurrence of such Security Incidents for which no additional notice to the State will be required. Probes and scans include, without limitation, pings, and other broadcast attacks in the Vendor's firewall, port scans, and unsuccessful log-on attempts, if such probes and reconnaissance scans do not result in a Security Incident as defined above. The State can require the Vendor to conduct a review or investigation within the scope and methodology determined by the State. At the State's discretion, the review or investigation may be performed by a third party at the Vendor's expense.

Notwithstanding any other provision of this Agreement and in addition to any other remedies available to the State under law or equity, in the event the investigation or review determines that the Vendor is responsible for the Security Incident, and where the State incurs any costs in the investigation, review, or remediation of the Security Incident, the Vendor must reimburse the State in full for all such costs. Costs include, but are not limited to, providing notification to regulatory agencies or other entities as required by law or contract. In the event the investigation or review determines that the Vendor is responsible for the Security Incident, the Vendor must also pay all legal fees, audit costs, fines, and other fees imposed by regulatory agencies or contracting partners as a result of the Security Incident, and all costs associated with the remediation of the Vendor's services or product(s).

Section XXIV. Adverse Event

The Vendor must notify the State contact within three days if the Vendor becomes aware that an Adverse Event has occurred. An Adverse Event is the unauthorized use of system privileges, unauthorized access to State Data, execution of malware, physical intrusions and electronic intrusions that may include network, applications, servers, workstations, and social engineering of staff. If the Adverse Event was the result of the Vendor's actions or inactions, the State can require a risk assessment of the Vendor the State mandating the methodology to be used as well as the scope. At the State's discretion a risk assessment may be performed by a third party at the Vendor's expense. State Data is any data produced or provided by the State as well as any data produced or provided for the State by a third-party.

Section XXV. Browser

The system, site, or application must be compatible with Vendor supported versions of Edge, Chrome, Safari, and Firefox browsers. Silverlight, QuickTime, PHP, Adobe ColdFusion, and Adobe Flash will not be used in the system, site, or application. Adobe Animate CC is allowed if files that require third-party plugins are not required.

Section XXVI. Security Acknowledgment Form

The Vendor will be required to sign the Security Acknowledgement Form which is attached to this Agreement as BIT Attachment 2. The signed Security Acknowledgement Form must be submitted to the

State and approved by the South Dakota Bureau of Information and Telecommunications and communicated to the Vendor by the State contact before work on the contract may begin. This Security Acknowledgment Form constitutes the agreement of the Vendor to be responsible and liable for ensuring that the Vendor, the Vendor's employee(s), and subcontractor's, agents, assigns and affiliated entities and all of their employee(s), participating in the work will abide by the terms of the Information Technology Security Policy (ITSP). Failure to abide by the requirements of the ITSP or the Security Acknowledgment Form can be considered a breach of this Agreement at the discretion of the State. It is also a breach of this Agreement, at the discretion of the State, if the Vendor does not sign another Security Acknowledgment Form covering any employee(s) and any subcontractor's, agent's, assign's, or affiliated entities' employee(s), any of whom are participating in the work covered by this Agreement, and who begin working under this Agreement after the project has begun. Any disciplining of the Vendor's, Vendor's employee(s), or subcontractor's, agent's, assign's, or affiliated entities' employee(s) due to a failure to abide by the terms of the Security Acknowledgment Form will be done at the discretion of the Vendor or subcontractors, agents, assigns, or affiliated entities and in accordance with the Vendor's or subcontractor's, agent's, assign's, and affiliated entities' personnel policies. Regardless of the actions taken by the Vendor and subcontractors, agents, assigns, and affiliated entities, the State will retain the right to require at the State's discretion the removal of the employee(s) from the project covered by this Agreement.

Section XXVII. Background Investigations

The State requires any person who writes or modifies State-owned software, alters hardware, configures software of State-owned technology resources, has access to source code or protected Personally Identifiable Information (PII) or other confidential information, or has access to secure areas to undergo fingerprint-based background investigations. These fingerprints will be used to check the criminal history records of both the State of South Dakota and the Federal Bureau of Investigation. These background investigations must be performed by the State with support from the State's law enforcement resources.

The State will supply the fingerprint cards and prescribe the procedure to be used to process the fingerprint cards. Project plans should allow 2-4 weeks to complete this process.

If work assignments change after the initiation of the project covered by this Agreement so that a new person will be writing or modifying State-owned software, altering hardware, configuring software of State-owned technology resources, have access to source code or protected PII or other confidential information, or have access to secure areas, background investigations must be performed on the individual who will complete any of the referenced tasks. The State reserves the right to require the Vendor to prohibit any person from performing work under this Agreement whenever the State believes that having the person performing work under this Agreement is detrimental to the project or is considered by the State to be a security risk, based on the results of the background investigation. The State will provide the Vendor with notice of this determination.

Section XXVIII. Information Technology Standards

Any service, software, or hardware provided under this Agreement will comply with State standards which can be found at https://bit.sd.gov/bit?id=bit_standards_overview.

Section XXIX. Product Usage

The State cannot be held liable for any additional costs or fines for mutually understood product usage over and above what has been agreed to in this Agreement unless there has been an audit conducted on the product usage. This audit must be conducted using a methodology agreed to by the State. The results of the audit must also be agreed to by the State before the State can be held to the results. Under no circumstances will the State be required to pay for the costs of said audit.

Section XXX. Security

The Vendor must take all actions necessary to protect State information from exploits, inappropriate alterations, access or release, and malicious attacks.

By signing this Agreement, the Vendor warrants that:

- A. All Critical, High, Medium, and Low security issues are resolved. Critical, High, Medium, and Low can be described as follows:
1. **Critical** - Exploitation of the vulnerability likely results in root-level compromise of servers or infrastructure devices.
 2. **High** - The vulnerability is difficult to exploit; however, it is possible for an expert in Information Technology. Exploitation could result in elevated privileges.
 3. **Medium** - Vulnerabilities that require the attacker to manipulate individual victims via social engineering tactics. Denial of service vulnerabilities that are difficult to set up.
 4. **Low** - Vulnerabilities identified by the State as needing to be resolved that are not Critical, High, or Medium issues.
- B. Assistance will be provided to the State by the Vendor in performing an investigation to determine the nature of any security issues that are discovered or are reasonably suspected after acceptance. The Vendor will fix or mitigate the risk based on the following schedule: Critical and high risk, within 7 days, medium risk within 14 days, low risk, within 30 days.

Section XXXI. Security Scanning

The State routinely applies security patches and security updates as needed to maintain compliance with industry best practices as well as state and federal audit requirements. Vendors who do business with the State must also subscribe to industry security practices and requirements. Vendors must include costs and time needs in their proposals and project plans to assure they can maintain currency with all security needs throughout the lifecycle of a project. The State will collaborate in good faith with the Vendor to help them understand and support State security requirements during all phases of a project's lifecycle but will not assume the costs to mitigate applications or processes that fail to meet then-current security requirements.

At the State's discretion, security scanning will be performed and security settings will be put in place or altered during the software development phase and during pre-production review for new or updated code. These scans and tests, initially applied to development and test environments, can be time consuming and should be accounted for in project planning documents and schedules. Products not meeting the State's security and performance requirements will not be allowed into production and will be barred from User Acceptance Testing (UAT) until all issues are addressed to the State's satisfaction. The discovery of security issues during UAT are automatically sufficient grounds for non-acceptance of a product even though a product may satisfy all other acceptance criteria. Any security issues discovered during UAT that require product changes will not be considered a project change chargeable to the State. The State urges the use of industry scanning/testing tools and recommends secure development methods are employed to avoid unexpected costs and project delays. Costs to produce and deliver secure and reliable applications are the responsibility of the Vendor producing or delivering an application to the State. Unless expressly indicated in writing, the State assumes all price estimates and bids are for the delivery and support of applications and systems that will pass security and performance testing.

Section XXXII. Malicious Code

- A. The Vendor warrants that the Agreement deliverables contain no code that does not support an application requirement.
- B. The Vendor warrants that the Agreement deliverables contains no malicious code.
- C. The Vendor warrants that the Vendor will not insert into the Agreement deliverables or any media on which the Agreement deliverables is delivered any malicious or intentionally destructive code.
- D. In the event any malicious code is discovered in the Agreement deliverables, the Vendor must provide the State at no charge with a copy of or access to the applicable Agreement deliverables that contains no malicious code or otherwise correct the affected portion of the services provided to the State. The remedies in this Section are in addition to other additional remedies available to the State.

Section XXXIII. Denial of Access or Removal of Application or Hardware from Production

During the life of this Agreement the application and hardware can be denied access to or removed from production at the State's discretion. The reasons for the denial of access or removal of the application or hardware from the production system may include but not be limited to security, functionality, unsupported third-party technologies, or excessive resource consumption. Denial of access or removal of an application or hardware also may be done if scanning shows that any updating or patching of the software and or hardware produces what the State determines are unacceptable results.

The Vendor will be liable for additional work required to rectify issues concerning security, functionality, unsupported third-party technologies, and excessive consumption of resources if it is for reasons of correcting security deficiencies or meeting the functional requirements originally agreed to for the application or hardware. At the discretion of the State, contractual payments may be suspended while the application or hardware is denied access to or removed from production. The reasons can be because of the Vendor's actions or inactions. Access to the production system to perform any remedying of the reasons for denial of access or removal of the software and hardware, and its updating and or patching will be made only with the State's prior approval.

It is expected that the Vendor will provide the State with proof of the safety and effectiveness of the remedy, update, or patch proposed before the State provides access to the production system. The State will sign a non-disclosure agreement with the Vendor if revealing the update or patch will put the Vendor's intellectual property at risk. If the remedy, update, or patch the Vendor proposes is unable to present software or hardware that meets the State's requirements, as defined by the State, which may include but is not limited to security, functionality, or unsupported third party technologies, to the State's satisfaction within 30 days of the denial of access to or removal from the production system and the Vendor does not employ the change management process to alter the project schedule or deliverables within the same 30 days then at the State's discretion the Agreement may be terminated.

Section XXXIV. Movement of Product

The State operates a virtualized computing environment and retains the right to use industry standard hypervisor high availability, fail-over, and disaster recovery systems to move instances of the product(s) between the install sites defined with the Vendor within the provisions of resource and usage restrictions outlined elsewhere in the Agreement. As part of normal operations, the State may also install the product on different computers or servers if the product is also removed from the previous computer or server within the provisions of resource and usage restrictions outlined elsewhere in the Agreement. All such movement of product can be done by the State without any additional fees or charges by the Vendor.

Section XXXV. Use of Product on Virtualized Infrastructure and Changes to that Infrastructure

The State operates a virtualized computing environment and uses software-based management and resource capping. The State retains the right to use and upgrade as deemed appropriate its hypervisor and operating system technology and related hardware without additional license fees or other charges provided the State assures the guest operating system(s) running within that hypervisor environment continue to present computing resources to the licensed product in a consistent manner. The computing resource allocations within the State's hypervisor software-based management controls for the guest operating system(s) executing the product will be the only consideration in licensing compliance related to computing resource capacity.

Section XXXVI. Load Balancing

The State routinely load balances across multiple servers, applications that run on the State's computing environment. The Vendor's product must be able to be load balanced across multiple servers. Any changes or modifications required to allow the Vendor's product to be load balanced so that it can operate on the State's computing environment will be at the Vendor's expense.

Section XXXVII. Backup Copies

The State may make and keep backup copies of the licensed product without additional cost or obligation on the condition that:

- A. The State maintains possession of the backup copies.

- B. The backup copies are used only as bona fide backups.

Section XXXVIII. Use of Abstraction Technologies

The Vendor's application must use abstraction technologies in all applications, that is the removal of the network control and forwarding functions that allows the network control to become directly programmable and the underlying infrastructure to be separated for applications and network services.

The Vendor warrants that hard-coded references will not be used in the application. Use of hard-coded references will result in a failure to pass pre-production testing or may cause the application to fail or be shut down at any time without warning and or be removed from production. Correcting the hardcoded references is the responsibility of the Vendor and will not be a project change chargeable to the State. If the use of hard-coded references is discovered after User Acceptance Testing the Vendor will correct the problem at no additional cost.

Section XXXIX. Scope of Use

- A. There will be no limit on the number of locations, or size of processors on which the State can operate the software.
- B. There will be no limit on the type or version of operating systems upon which the software may be used.

Section XL. License Agreements

The Vendor warrants that it has provided to the State and incorporated into this Agreement all license agreements, End User License Agreements (EULAs), and terms of use regarding its software or any software incorporated into its software before execution of this Agreement. Failure to provide all such license agreements, EULAs, and terms of use will be a breach of this Agreement at the option of the State. The parties agree that neither the State nor its end users will be bound by the terms of any such agreements not timely provided pursuant to this paragraph and incorporated into this Agreement. Any changes to the terms of this Agreement or any additions or subtractions must first be agreed to by both parties in writing before they go into effect. This paragraph will control and supersede the language of any such agreements to the contrary.

Section XLI. Web and Mobile Applications

- A. The Vendor's application is required to:
 - 1. have no code or services including web services included in or called by the application unless they provide direct, functional requirements that support the State's business goals for the application,
 - 2. encrypt data in transport and at rest using a mutually agreed upon encryption format,
 - 3. close all connections and close the application at the end of processing,
 - 4. have documentation that is in grammatically complete text for each call and defined variables (i.e., using no abbreviations and using complete sentences) sufficient for a native speaker of English with average programming skills to determine the meaning or intent of what is written without prior knowledge of the application,
 - 5. have no code not required for the functioning of application,
 - 6. have no "back doors", a back door being a means of accessing a computer program that bypasses security mechanisms, or other entries into the application other than those approved by the State,
 - 7. permit no tracking of device user's activities without providing a clear notice to the device user and requiring the device user's active approval before the application captures tracking data,
 - 8. have no connections to any service not required by the functional requirements of the application or defined in the project requirements documentation,
 - 9. fully disclose in the "About" information that is the listing of version information and legal notices, of the connections made, permission(s) required, and the purpose of those connections and permission(s),

10. ask only for those permissions and access rights on the user's device that are required for the defined requirements of the Vendor's application,
11. access no data outside what is defined in the "About" information for the Vendor's application,
12. conform to Web Content Accessibility Guidelines 2.0,
13. have Single Sign On capabilities with the State's identity provider, and
14. have an opening screen that states, in an easy-to-read font, that the application is gathering or accessing health or medical information and the user's privacy is not protected by federal regulations if any health or medical information is gathered or accessed by the application that is not protected by HIPAA and HITECH rules and regulations.

If the application does not adhere to the requirements given above or the Vendor has unacceptable disclosures, at the State's discretion, the Vendor will rectify the issues at no cost to the State.

Section XLII. Intended Data Access Methods

The Vendor's application will not allow a user, external to the State's domain, to bypass logical access controls required to meet the application's functional requirements. All database queries using the Vendor's application can only access data by methods consistent with the intended business functions.

If the State can demonstrate the application flaw, to the State's satisfaction, then the Vendor will rectify the issue, to the State's satisfaction, at no cost to the State.

Section XLIII. Application Programming Interface

Vendor documentation on application programming interface must include a listing of all data types, functional specifications, a detailed explanation on how to use the Vendor's application programming interface and tutorials. The tutorials must include working sample code.

Section XLIV. Access to Source and Object Code

The Vendor will provide access to source and object code for all outward facing areas of the system where information is presented, shared, or received whether via browser-based access and programmatic-based access including but not limited to application program interfaces (APIs) or any other access or entry point accessible via the world wide web, modem, or other digital process that is connected to a digital network, radio-based or phone system.

Section XLV. Data Location and Offshore Services

The Vendor must provide its services to the State as well as storage of State Data solely from data centers located in the continental United States. The Vendor will not provide access to State Data to any entity or person(s) located outside the continental United States that are not named in this Agreement without prior written permission from the State. This restriction also applies to disaster recovery; any disaster recovery plan must provide for data storage entirely within the continental United States.

Section XLVI. Vendor Training Requirements

The Vendor, Vendor's employee(s), and Vendor's subcontractors, agents, assigns, affiliated entities and their employee(s), must successfully complete, at the time of hire and annually thereafter, a cyber-security training program. The training must include but is not limited to:

- A. legal requirements for handling data,
- B. media sanitation,
- C. strong password protection,
- D. social engineering, or the psychological manipulation of persons into performing actions that are inconsistent with security practices or that cause the divulging of confidential information,
- E. security incident response, and
- F. Protected Health Information.

Section XLVII. Data Sanitization

At the end of the project covered by this Agreement the Vendor, and Vendor's subcontractors, agents, assigns, and affiliated entities will return the State Data or securely dispose of all State Data in all forms, this can include State Data on media such as paper, punched cards, magnetic tape, magnetic disks, solid state devices, or optical discs. This State Data must be permanently deleted by either purging the data or destroying the medium on which the State Data is found according to the methods given in the most current version of NIST 800-88. Certificates of Sanitization for Offsite Data (See bit.sd.gov/vendor/default.aspx for copy of certificate) must be completed by the Vendor and given to the State contact. The State will review the completed Certificates of Sanitization for Offsite Data. If the State is not satisfied by the data sanitization then the Vendor will use a process and procedure that does satisfy the State.

This contract clause remains in effect for as long as the Vendor, and Vendor's subcontractors, agents, assigns, and affiliated entities have the State data, even after the Agreement is terminated or the project is completed.

Section XLVIII. Banned Hardware and Software

The Vendor will not provide to the State any computer hardware or video surveillance hardware, or any components thereof, or any software that was manufactured, provided, or developed by a covered entity. As used in this paragraph, "covered entity" means the following entities and any subsidiary, affiliate, or successor entity and any entity that controls, is controlled by, or is under common control with such entity: Kaspersky Lab, Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, Dahua Technology Company, Nuctech, or any entity that has been identified as owned or controlled by, or otherwise connected to, People's Republic of China. The Vendor will immediately notify the State if the Vendor becomes aware of credible information that any hardware, component, or software was manufactured, provided, or developed by a covered entity.

Section XLIX. Use of Portable Devices

The Vendor must prohibit its employees, agents, affiliates, and subcontractors from storing State Data on portable devices, including personal computers, except for devices that are used and kept only at the Vendor's data center(s). All portable devices used for storing State Data must be password protected and encrypted.

Section L. Remote Access

The Vendor will prohibit its employees, agents, affiliates, and subcontractors from accessing State Data remotely except as necessary to provide the services under this Agreement and consistent with all contractual and legal requirements. The accounts used for remote access cannot be shared accounts and must include multifactor authentication. If the State Data that is being remotely accessed is legally protected data or considered sensitive by the State, then:

- A. The device used must be password protected,
- B. The data is not put onto mobile media (such as flash drives),
- C. No non-electronic copies are made of the data, and
- D. A log must be maintained by the Vendor detailing the data which was accessed, when it was accessed, and by whom it was accessed.

The Vendor must follow the State's data sanitization standards, as outlined in this Agreement's Data Sanitization clause, when the remotely accessed data is no longer needed on the device used to access the data.

Section LI. Data Encryption

If State Data will be remotely accessed or stored outside the State's IT infrastructure, the Vendor warrants that the data will be encrypted in transit (including via any web interface) and at rest at no less than AES256 level of encryption with at least SHA256 hashing.

Section LII. Rights, Use, and License of and to State Data

The parties agree that all rights, including all intellectual property rights, in and to State Data will remain the exclusive property of the State. The State grants the Vendor a limited, nonexclusive license to use the State

Data solely for the purpose of performing its obligations under this Agreement. This Agreement does not give a party any rights, implied or otherwise, to the other's data, content, or intellectual property, except as expressly stated in the Agreement.

Protection of personal privacy and State Data must be an integral part of the business activities of the Vendor to ensure there is no inappropriate or unauthorized use of State Data at any time. To this end, the Vendor must safeguard the confidentiality, integrity, and availability of State Data and comply with the following conditions:

- A. The Vendor will implement and maintain appropriate administrative, technical, and organizational security measures to safeguard against unauthorized access, disclosure, use, or theft of Personally Identifiable Information (PII), data protected under the Family Educational Rights and Privacy Act (FERPA), Protected Health Information (PHI), Federal Tax Information (FTI), or any information that is confidential under applicable federal, state, or international law, rule, regulation, or ordinance. Such security measures will be in accordance with recognized industry practice and not less protective than the measures the Vendor applies to its own non-public data.
- B. The Vendor will not copy, disclose, retain, or use State Data for any purpose other than to fulfill its obligations under this Agreement.
- C. The Vendor will not use State Data for the Vendor's own benefit and will not engage in data mining of State Data or communications, whether through automated or manual means, except as specifically and expressly required by law or authorized in writing by the State through a State employee or officer specifically authorized to grant such use of State Data.

Section LIII. Third Party Hosting

If the Vendor has the State's data hosted by another party, the Vendor must provide the State the name of this party. The Vendor must provide the State with contact information for this third party and the location of their data center(s). The Vendor must receive from the third party written assurances that the State's data will always reside in the continental United States and provide these written assurances to the State. This restriction includes the data being viewed or accessed by the third-party's employees or contractors. If during the term of this Agreement the Vendor changes from the Vendor hosting the data to a third-party hosting the data or changes third-party hosting provider, the Vendor will provide the State with 180 days' advance notice of this change and at that time provide the State with the information required above.

Section LIV. Securing of Data

All facilities used to store and process State Data will employ industry best practices, including appropriate administrative, physical, and technical safeguards to secure such data from unauthorized access, disclosure, alteration, and use. Such measures will be no less protective than those used to secure the Vendor's own data of a similar type, and in no event less than commercially reasonable in view of the type and nature of the data involved.

Section LV. Security Processes

The Vendor will disclose its non-proprietary security processes and technical limitations to the State such that adequate protection and flexibility can be attained between the State and the Vendor. For example: virus checking and port sniffing.

Section LVI. Import and Export of Data

The State will have the ability to import or export data piecemeal or in entirety at its discretion without interference from the Vendor. This includes the ability for the State to import or export data to/from other vendors.

Section LVII. System Upgrades

The Vendor must provide advance notice of 30 days to the State of any major upgrades or system changes the Vendor will be implementing unless the changes are for reasons of security. A major upgrade is a replacement of hardware, software, or firmware with a newer or improved version, in order to bring the system up to date or to improve its characteristics. The State reserves the right to postpone these changes unless the upgrades are for security reasons. The State reserves the right to scan the Vendor's systems

for vulnerabilities after a system upgrade. These vulnerability scans can include penetration testing of a test system at the State's discretion.

Section LVIII. Use of Production Data in a Non-Production Environment

The Vendor cannot use protected State Data, whether legally protected or protected by industry standards, in a non-production environment. Any non-production environment that is found to have legally protected production data, must be purged immediately and the State contact notified. The State will decide if this event is to be considered a security incident. "Legally protected production data" is any data protected under federal or state statute or regulation. "Industry standards" are data handling requirements specific to an industry. An example of data protected by industry standards is payment card industry information (PCI). Protected data that is de-identified, aggregated, or hashed is no longer considered to be legally protected.

Section LIX. Banned Services

The Vendor warrants that any hardware or hardware components used to provide the services covered by this Agreement were not manufactured by Huawei Technologies Company, Nuctech, or ZTE Corporation, or any subsidiary or affiliate of such entities. Any company considered to be a security risk by the government of the United States under the International Emergency Economic Powers Act or in a United States appropriation bill will be included in this ban.

Section LX. Multifactor Authentication for Hosted Systems

If the Vendor is hosting on their system or performing Software as a Service where there is the potential for the Vendor or the Vendor's subcontractor to see protected State Data, then Multifactor Authentication (MFA) must be used before this data can be accessed. The Vendor's MFA, at a minimum must adhere to the requirements of *Level 2 Authentication Assurance for MFA* as defined in NIST 800-63.

ATTACHMENT A.2

STATE OF SOUTH DAKOTA DEPARTMENT OF SOCIAL SERVICES

Business Associate Agreement

1. Definitions

General definition:

The following terms used in this Agreement shall have the same meaning as those terms in the HIPAA Rules: Breach, Data Aggregation, Disclosure, Health Care Operations, Individual, Minimum Necessary, Notice of Privacy Practices, Protected Health Information, Required by Law, Secretary, Security Incident, Subcontractor, Unsecured Protected Health Information, and Use.

Specific definitions:

- (a) Business Associate. “Business Associate” shall generally have the same meaning as the term “business associate” at 45 CFR 160.103, and in reference to the party to this agreement, shall mean the Provider, Consultant or entity contracting with the State of South Dakota as set forth more fully in the Agreement this Business Associate Agreement is attached.
- (b) CFR. “CFR” shall mean the Code of Federal Regulations.
- (c) Covered Entity. “Covered Entity” shall generally have the same meaning as the term “covered entity” at 45 CFR 160.103, and in reference to the party to this agreement, shall mean South Dakota Department of Social Services.
- (d) Designated Record Set. “Designated Record Set” shall have the meaning given to such term in 45 CFR 164.501.
- (e) HIPAA Rules. “HIPAA Rules” shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164 (Subparts A, C, D and E). More specifically, the “Privacy Rule” shall mean the regulations codified at 45 CFR Part 160 and Part 164 (Subparts A and E), and the “Security Rule” shall mean the regulations codified at 45 CFR Part 160 and Part 164 (Subparts A and C).
- (f) Protected Health Information. “Protected Health Information” or “PHI” shall mean the term as defined in 45 C.F.R. §160.103, and is limited to the Protected Health Information received from, or received or created on behalf of Covered Entity by Business Associate pursuant to performance of the Services under the Agreement.

2. Obligations and Activities of Business Associate

Business Associate agrees to:

- (a) Not Use or Disclose Protected Health Information other than as permitted or required by the Agreement or as Required by Law;
- (b) Use appropriate safeguards, and comply with Subpart C of 45 CFR Part 164 with respect to electronic Protected Health Information, to prevent Use or Disclosure of Protected Health Information other than as provided for by the Agreement;
- (c) Report to covered entity any Use or Disclosure of Protected Health Information not provided for by the Agreement of which it becomes aware, including Breaches of Unsecured Protected Health Information as required at 45 CFR 164.410, and any Security Incident of which it becomes aware within five (5) business days of receiving knowledge of such Use, Disclosure, Breach, or Security Incident;
- (d) In accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any Subcontractors that create, receive, maintain, or transmit Protected Health Information on behalf of the business associate agree to the same restrictions, conditions, and requirements that apply to the business associate with respect to such information;
- (e) Make available Protected Health Information in a designated record set to the covered entity as necessary to satisfy covered entity’s obligations under 45 CFR 164.524. Business associate shall cooperate with covered entity to fulfill all requests by Individuals for access to the Individual’s Protected Health Information that are approved by covered entity. If business associate receives a request from an Individual for access to Protected Health Information, business associate

shall forward such request to covered entity within ten (10) business days. Covered entity shall be solely responsible for determining the scope of Protected Health Information and Designated Record Set with respect to each request by an Individual for access to Protected Health Information;

- (f) Make any amendment(s) to Protected Health Information in a designated record set as directed or agreed to by the covered entity pursuant to 45 CFR 164.526, or take other measures as necessary to satisfy covered entity's obligations under 45 CFR 164.526. Within ten (10) business days following any such amendment or other measure, business associate shall provide written notice to covered entity confirming that business associate has made such amendments or other measures and containing any such information as may be necessary for covered entity to provide adequate notice to the Individual in accordance with 45 CFR 164.526. Should business associate receive requests to amend Protected Health Information from an Individual, Business associate shall cooperate with covered entity to fulfill all requests by Individuals for such amendments to the Individual's Protected Health Information that are approved by covered entity. If business associate receives a request from an Individual to amend Protected Health Information, business associate shall forward such request to covered entity within ten (10) business days. Covered entity shall be solely responsible for determining whether to amend any Protected Health Information with respect to each request by an Individual for access to Protected Health Information;
- (g) Maintain and make available the information required to provide an accounting of Disclosures to the covered entities necessary to satisfy covered entity's obligations under 45 CFR 164.528. Business associate shall cooperate with covered entity to fulfill all requests by Individuals for access to an accounting of Disclosures that are approved by covered entity. If business associate receives a request from an Individual for an accounting of Disclosures, business associate shall immediately forward such request to covered entity. Covered entity shall be solely responsible for determining whether to release any account of Disclosures;
- (h) To the extent the business associate is to carry out one or more of covered entity's obligation(s) under Subpart E of 45 CFR Part 164, comply with the requirements of Subpart E that apply to the covered entity in the performance of such obligation(s); and
- (i) Make its internal practices, books, and records available to the covered entity and / or the Secretary of the United States Department of Health and Human Services for purposes of determining compliance with the HIPAA Rules.

3. Permitted Uses and Disclosures by Business Associate

- (a) Except as otherwise limited by this Agreement, Business Associate may make any uses and Disclosures of Protected Health Information necessary to perform its services to Covered Entity and otherwise meet its obligations under this Agreement, if such Use or Disclosure would not violate the Privacy Rule if done by the covered entity. All other Uses or Disclosure by Business Associate not authorized by this Agreement or by specific instruction of Covered Entity are prohibited.
- (b) The business associate is authorized to use Protected Health Information if the business associate de-identifies the information in accordance with 45 CFR 164.514(a)-(c). In order to de-identify any information, Business Associate must remove all information identifying the Individual including, but not limited to, the following: names, geographic subdivisions smaller than a state, all dates related to an Individual, all ages over the age of 89 (except such ages may be aggregated into a single category of age 90 or older), telephone numbers, fax numbers, electronic mail (email) addresses, medical record numbers, account numbers, certificate/ license numbers, vehicle identifiers and serial numbers (including license plate numbers, device identifiers and serial numbers), web universal resource locators (URLs), internet protocol (IP) address number, biometric identifiers (including finger and voice prints), full face photographic images (and any comparable images), any other unique identifying number, and any other characteristic or code.
- (c) Business associate may Use or Disclose Protected Health Information as Required by Law.
- (d) Business associate agrees to make Uses and Disclosures and requests for Protected Health Information consistent with covered entity's Minimum Necessary policies and procedures.
- (e) Business associate may not Use or Disclose Protected Health Information in a manner that would violate Subpart E of 45 CFR Part 164 if done by covered entity except for the specific Uses and Disclosures set forth in (f) and (g).
- (f) Business associate may Disclose Protected Health Information for the proper management and administration of business associate or to carry out the legal responsibilities of the business associate, provided the Disclosures are Required by Law.
- (g) Business associate may provide Data Aggregation services relating to the Health Care Operations of the covered entity.

4. Provisions for Covered Entity to Inform Business Associate of Privacy Practices and Restrictions

- (a) Covered entity shall notify business associate of any limitation(s) in the Notice of Privacy Practices of covered entity under 45 CFR 164.520, to the extent that such limitation may affect business associate's Use or Disclosure of Protected Health Information.
- (b) Covered entity shall notify business associate of any changes in, or revocation of, the permission by an Individual to Use or Disclose his or her Protected Health Information, to the extent that such changes may affect business associate's Use or Disclosure of Protected Health Information.
- (c) Covered entity shall notify business associate of any restriction on the Use or Disclosure of Protected Health Information that covered entity has agreed to or is required to abide by under 45 CFR 164.522, to the extent that such restriction may affect business associate's Use or Disclosure of Protected Health Information.

5. Term and Termination

- (a) Term. The Term of this Agreement shall be effective as of and shall terminate on the dates set forth in the primary Agreement this Business Associate Agreement is attached to or on the date the primary Agreement terminates, whichever is sooner.
- (b) Termination for Cause. Business associate authorizes termination of this Agreement by covered entity, if covered entity determines business associate has violated a material term of the Agreement.
- (c) Obligations of Business Associate Upon Termination.
 - 1. Except as provided in paragraph (2) of this section, upon termination of this agreement for any reason, business associate shall return or destroy all Protected Health Information received from, or created or received by business associate on behalf of covered entity. This provision shall apply to Protected Health Information that is in the possession of Subcontractors or agents of Business Associate. Business Associate shall retain no copies of the Protected Health Information.
 - 2. If business associate determines that returning or destroying the Protected Health Information is infeasible, business associate shall provide to covered entity, within ten (10) business days, notification of the conditions that make return or destruction infeasible. Upon such determination, business associate shall extend the protections of this agreement to such Protected Health Information and limit further Uses and Disclosures of such Protected Health Information to those purposes that make the return or destruction infeasible, for so long as business associate maintains such Protected Health Information.
- (d) Survival. The obligations of business associate under this Section shall survive the termination of this Agreement.

6. Miscellaneous

- (a) Regulatory References. A reference in this Agreement to a section in the HIPAA Rules means the section as in effect or as amended.
- (b) Amendment. The Parties agree to take such action as is necessary to amend this Agreement from time to time as is necessary for compliance with the requirements of the HIPAA Rules and any other applicable law.
- (c) Interpretation. Any ambiguity in this Agreement shall be interpreted to permit compliance with the HIPAA Rules.
- (d) Conflicts. In the event of a conflict in between the terms of this Business Associate Agreement and the Agreement to which it is attached, the terms of this Business Associate Agreement shall prevail to the extent such an interpretation ensures compliance with the HIPAA Rules.

ATTACHMENT B

Provider Extract file

000100 01 PROV-DOWNLOAD.
000400 10 PD-SERV-NPI-NO PIC X(10).
000300 10 PD-BILL-NPI-NO PIC X(10).
000600 10 PD-BEGIN-DTE PIC X(08).
000700 10 PD-END-DTE PIC X(08).
002100 10 PD-1ST-BEGIN-DTE PIC X(08).
002200 10 PD-1ST-END-DTE PIC X(08).
002000 10 PD-TAXONOMY-CD PIC X(10).
000800 10 PD-IRS-NO PIC 9(9).
000900 10 PD-IRS-NAME PIC X(31).
000900 10 PD-LICENSE-NO PIC X(06).
002600 10 PD-NON-BILL-IND PIC X.
002300 10 PD-EFT-ABA-NO PIC 9(9).
002400 10 PD-EFT-ACCT-NO PIC X(17).
002500 10 PD-EFT-ACCT-TYPE PIC X.
001000 10 PD-ATTN-LN-SV PIC X(30).
001100 10 PD-ADDR-LN1-SV PIC X(30).
001200 10 PD-CITY-SV PIC X(20).
001300 10 PD-STATE-SV PIC XX.
001400 10 PD-ZIP-SV PIC 9(09).
001500 10 PD-ATTN-LN-PAYTO PIC X(30).
001600 10 PD-ADDR-LN1-PAYTO PIC X(30).
001700 10 PD-CITY-PAYTO PIC X(20).
001800 10 PD-STATE-PAYTO PIC XX.
001900 10 PD-ZIP-PAYTO PIC 9(09).
000500 10 PD-NAME1 PIC X(30). 002800 10 PD-CANCEL PIC 99.
002900 10 PD-1CANCEL PIC 99.
002700 10 PD-ADD-DATE PIC X(08).
003000 10 PD-LAST-ACTIVITY-DTE PIC X(08).
000200 10 PD-PROVIDER PIC X(07).
000200 10 PD-TARGET-AMT1 PIC 9(3).99.
000200 10 PD-TARGET-DATE1 PIC 9(08).
000200 10 PD-TARGET-AMT2 PIC 9(3).99.
000200 10 PD-TARGET-DATE2 PIC 9(08).
003100 10 PD-EOR-IND PIC X.

ATTACHMENT B.1

Exception Indicator file

Comma delimited file

RECIPIENT ID PIC X(9).
FILLER PIC X VALUE ','.
SUSPENSION REASON PIC X.
FILLER PIC X VALUE ','.
SUSPENSION START DATE PIC X(8).
FILLER PIC X VALUE ','.
SUSPENSION STOP DATE PIC X(8).
FILLER PIC X VALUE ','.
6-MO BLOCK START DATE PIC X(8).
FILLER PIC X VALUE ','.
6-MO BLOCK STOP DATE PIC X(8).
FILLER PIC X VALUE ','.
STORE DATE PIC X(8).
FILLER PIC X VALUE ','.
STORE USER PIC X(3).
FILLER PIC X VALUE ','.
LAST UPDATE DATE PIC X(8).
FILLER PIC X VALUE ','.
LAST UPDATE USER PIC X(3).

COST PROPOSAL

Cost Proposal Template Instructions

- Prospective Contractors are advised that they must provide a record of all costs proposed for this Project. The Project is to be bid as a “firm fixed price” and the State contract will reflect the final, negotiated contract costs that will be or will originate from what the prospective Contractor submits as the Cost Proposal via the Cost Templates.
- The State has created a Summary Cost Proposal template that all prospective Contractors will complete to provide the State with a fair comparison of costs across all bidders. The first template is specifically for the Implementation phase. The second template should be completed to show Maintenance and Operations costs once the system has been implemented.
- For each row in the Summary Cost template, complete with either “N/A” for Not Applicable or provide a fixed price cost. If additional rows are needed to add other items not captured in the State’s Cost template, add them accordingly. The prospective Contractor may create an MS Excel spreadsheet to document the costs and submit that with their cost proposal narrative if they choose.
- Contractors will also complete detail level cost templates documenting all Hardware, Software, and License fees. The detailed level cost templates must support the final cost presented in the Summary level cost template.

Summary Cost Proposal Template – Implementation Phase

Cost Proposal Matrix	Implementation Costs	Comments and Clarifications
Implementation Phase Category		
Solution Acquisition/License Fees		
Acquisition/License Fees for Other Software (specify)		
Hardware		
Requirement Validation and Specifications Development		
Configuration		
Customization		
Interface Development		
Data Conversion and Migration		
Testing		
Training		
Project Management		
Contract Deliverable Creation and Finalization		
Turnover/Transition Costs		
Other Costs (Specify)		
Total Costs – Implementation Phase		

Summary Cost Proposal Template – Maintenance and Operations

Maintenance and Operations	Year 1	Year 2	Year 3	Totals
Yearly Maintenance				
System and/or software maintenance (in-house and/or contract)				
Costs of the Operations environment (Production, Test environments)				
Hardware update purchase/lease for operations				
Ongoing proprietary software leasing or licensing including COTS/SaaS				
System(s)/Web-based Portal operation (in-house and/or contract)				
Other Yearly Maintenance (Specify)				
Operations Fees				
Call center, i.e., customer/provider relation functions (in-house and/or contract) directly related to systems including personnel costs. Personnel includes line staff, supervisory staff, and support staff for activities listed.				
Direct costs of personnel directly associated with operation of the claims processing system including data entry, operations control, exception and suspense processing, claim microfilming/scanning, peripheral equipment operations, computer operations, claims coding, system documentation maintenance, software maintenance, system management, and provider relations directly related to claims processing such as entry and update of provider data. Personnel includes line staff, supervisory staff, and support staff for activities listed.				
Facility and equipment (direct non-personnel costs, i.e., workspaces, software tools, etc.)				
Production of notices, reports, 1099s.				
Provider outreach and training related to systems operation. For example, training on claims submissions, claims processing, and eligibility inquiries.				

Publications necessary for the operation of the system, i.e., paper application, user manual, etc.				
Training of personnel directly engaged in the operation of an approved system, including workers processing claims.				
Personnel costs directly related to professional medical personnel and staff directly support such personnel.				
Care Coordination				
Other Operations Costs Not Otherwise Listed. Specify type and scope of personnel and activities as described in 7.7.				
Maintenance and Operations page 2				
Total Costs – M&O				
Estimated Monthly Fee				

NOTE- The State assumes Yearly Maintenance includes all costs associated with system corrections and changes requested to the system to support the requirements within the scope of the RFP and does not include new scope of work items, if any arise. Prospective Contractors must include a discussion of how they will manage change requests and system defect corrections within the yearly maintenance fees proposed. Yearly Operations fees should include those costs associated with providing ongoing services to the State as defined in the RFP.

Summary Costs – Final Costs

Please complete the following Summary Table aggregating all Implementation Costs (one time) and the M&O Costs for all three years. M&O Total costs should equal the proposed monthly fee x 12 months.

South Dakota Medicaid Dental Services (ASO)	Implementation	Maintenance and Operations	Grand Total – All Costs
Total Project Costs			