

Check-In/Queueing and Client Information System

Questions and Responses

PROPOSALS ARE DUE NO LATER THAN April 30, 2025 BY 5:00 PM CDT

RFP #13685

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Q1: As for hardware are you requesting two kiosks with printer and QR code scanner – do you also need info display with text to voice capabilities to inform citizens when it is their turn?

A1: DSS does not expect hardware to be part of this RFP. The proposed solution should indicate what types of hardware and operating systems are supported.

Text to voice is not required by this RFP, but if that capability exists, please include that in your response to the RFP.

Q2: Is DDS interested in exploring strategies designed to allow citizens to book appointments online over the web from home or using mobile devices, that would help qualified and triaged to the appropriate topic or service and reserve a suitable time slot?

A2: This capability is not a requirement of the RFP, but DSS may be interested in pursuing such capability in the future. If the proposed software solution includes such capabilities, please include that in your response to the RFP.

Q3: Are you interested in providing citizens with notification by email or SMS to remind them of upcoming appointments that can contain information about what to bring such as id or other important documentation to ensure a successful meeting

A3: Yes. Section 3.3.2.1.3 should have stated that the messages sent via SMS capabilities in this section should be fully customizable for each service. Please consider this a requirement for the RFP.

Q4: Are you looking for multiple language capabilities – if so which languages are you looking for.

A4: Per Section 3.3.5.1, DSS is interested in multi-lingual support. Please list any supported languages in your response to this RFP.

Q5: Are you interested in workflows that allow documents to be uploaded prior to appointment confirmation, enabling caseworkers or other relevant staff to review important information before the scheduled meeting

A5: DSS is not interested in this feature at this time, but if that capability exists in the proposed software solution, please include that in your response to the RFP.

Q6: Can you please provide information on any possible CRM or case management systems that you are using and that you will consider integration into

A6: DSS is not currently using and has not selected a CRM. Please include any CRMs with which the proposed software solution has integrations currently available in your response to this RFP.
Q7: What is the budget range for this project?
A7: Vendors should submit a budget aligned to the scope of work. Proposed budgets are a part of the evaluation.
Q8: You mention 150 visitors per day – can you break down what type of services they are looking for (Behavioral Health, Child Care, Child Protection?)
A8: The number of visitors per service varies on a daily basis.
Q9: Are you looking for wayfinding capabilities sent to citizens via a text after they check in or as a description on a ticket printed from the printer?
A9: The ability to use a customer's mobile device for navigation to DSS locations is not a requirement of this RFP, however if that capability exists in the proposed software solution, please include that in your response to the RFP.
Q10: Are you interested in integrating to other systems – if yes which ones
A10: The initial implementation will integrate with M365 calendaring system and the state's SSO solution (Microsoft Entra ID). In the future, should customers need to authenticate, the State would require support of Azure B2C. If the proposed software solution has current integration capabilities with other systems, please include that information in your response to the RFP.
Q11: Does the State have a preference between a custom solution developed specifically for this project versus the use of an existing platform that can be configured to meet the requirements? Or are both approaches equally acceptable for consideration?
A11: Both approaches are equally acceptable, but the State prefers a configurable system that is not custom developed.
Q12: Section 3.3.2.1 Could you please provide more specific hardware requirements for the Check-In/Queueing and Client Information System? Also provide the quantity that would be needed.
A12: DSS does not expect hardware to be part of this RFP. The proposed solution should indicate what types of hardware and operating systems are supported.
Q13: Section 3.3.2.1 Are there preferred specifications for Kiosks or PCs to be used in the lobbies for customer check-ins and registrations, such as screen size, operating system, processing power, or security features?
A13: DSS does not expect hardware to be part of this RFP. The proposed solution should indicate what types of hardware and operating systems are supported.
Q14: Section 7.1.1 Can you confirm if the 200 agents mentioned for the Sioux Falls location represent the total number of employees or the number expected to be using the system concurrently?
A14: This number is the total number of employees expected to be using the system (not concurrently) for the Sioux Falls location. That may expand as the pilot continues and if DSS chooses to use this system at other DSS locations in South Dakota.
Q15: Section 1.1 Can you provide details on the expected timeline and scale of rollout for the proposed system across the 40 communities in South Dakota following the pilot in Sioux Falls?
A15: There is not a specific timeline for this decision or effort.

Q16: Section 3.3.2 Section 3.3.2.1.3 and Section 3.3.2.9 Could you please specify the expected frequency and triggers for SMS notifications to customers throughout their interaction with the system? Are there any other particular events or customer actions that should initiate these notifications, besides registration, queue updates, or service completion?
A16: DSS expects these minimum triggers for SMS notifications: time of registration, queue updates, service completion, service cancellation, callback to service.
Q17: Section 3.3.2 Is there an expectation for the proposed system to support direct two-way communication from customers' mobile devices for actions such as self-check-in or walk in queue entry, possibly through QR codes?
A17: Direct two-way communication is not a requirement in this RFP. If that capability exists in the proposed software solution, please include that in your response to the RFP.
Q18: Section 3.11 Besides integration with Microsoft 365 Outlook for calendar functionalities, are there other specific systems or vendor platforms with which the proposed solution must be able to integrate? Could you provide details on any additional integration requirements or preferences for other business applications?
A18: The initial implementation will integrate with M365 calendaring system and the state's SSO solution (Microsoft Entra ID). In the future, should customers need to authenticate, the State would require support of Azure B2C. If the proposed software solution has current integration capabilities with other systems, please include that information in your response to the RFP.
Q19: Section 3.4 Can you provide further details on the expected formats and frequency for the delivery of reports mentioned in Section 3.4? Additionally, are there any expectations for real-time reporting functionalities within the system?
A19: DSS would prefer the reports be available in a web interface, a printable format (such as PDF), and exportable to Excel and/or CSV format. Real-time reporting is not a requirement of this RFP. If the proposed software solution has such capabilities, please include that information in your response to the RFP.
Q20: Section 3.5.1 Do agents currently use a shared Outlook calendar to indicate their availability, and is that calendar actively maintained and up to date?
A20: Agents do not add their availability to their MS Outlook calendars. Please provide any capabilities the proposed software solution can support to indicate agent availability in your response to the RFP.
Q21: Is there an existing vendor or application that currently fulfills this need for DSS?
A21: Not at this time.
Q22: Section 3.2.1: Do the SOC2 and HIPAA certification requirements still apply if the proposal is for a custom developed software solution to specifically meet the State's needs?
A22: Yes. The system has the potential to house PII and PHI and must meet those standards at a minimum.
Q23: Section 3.3.1: Is the staff/location/group hierarchy defined somewhere within the State's existing systems, and if so, will the new check-in system be able to programmatically retrieve this hierarchy information to utilize in the system?
A23: DSS' expectations are that the assignments to locations/staff groups/services will be handled manually.
Q24: Section 3.3.2.5: Does the State have an integration that the vendor may use to retrieve ID scan information? Or will the vendor be expected to include a 3rd party integration to retrieve the ID scan information?

A24: The vendor is expected to extract the information from the ID. This typically will be limited to name.
Q25: Section 3.3.2.8.2: How do you determine the expected wait time? Is there some defined formula or process for calculating the expected wait time based on position in queue, agent staffing, etc.?
A25: DSS expects the vendor to supply a formula to calculate expected wait time based on their experience in queueing systems.
Q26: Section 3.3.5.1: How many languages are expected to need to be supported?
A26: DSS is interested in multi-lingual support. Please list any supported languages in your response to this RFP.
Q27: Section 3.3.5.1: Will multiple languages need to be supported for "back office" pages and notifications, such as those that are utilized by DSS Agents and receptionists?
A27: Agent interfaces do not have a requirement for multi-lingual support. If the proposed software solution supports this feature on agent interfaces, please include this information in your response to this RFP.
Q28: Section 3.3.5.2: To clarify, is proposing the utilization of a Twilio account owned and managed by the State not acceptable? Even if the vendor is available to configure the account and help maintain compliance?
A28: If not built-into the proposed solution, the State would prefer the use of their SMS tool, Azure Communication Services, via API for SMS communication.
Q29: Section 3.3.5.3: Does the State have existing visitor badge printing hardware?
A29: DSS does not have existing visitor badge printing hardware at the Sioux Falls One Stop location. If the proposed software solution has specific hardware with which it is compatible or integrations with specific badge printing solutions, please include this information in your response to this RFP.