

## Questions – RFP 8590 Quality Improvement & Support

# #	Pg.	Section	Question	Response
1.	N/A	N/A	Please clarify the number of Divisions in scope of the services, e.g., does the project include Behavioral Health, Child Care, Child Protection, Child Support, Economic Assistance, Medicaid, and Licensing Boards?	Divisions in the scope of services include: Child Care Child Protection Child Support Community Behavioral Health Economic Assistance Finance Human Services Center Legal Licensing Medical Services Operations
2.	N/A	N/A	Does DSS have target milestone dates for completion of key activities and deliverables? If so, could the Department please share these dates?	DSS does not have target dates for completion of all key activities and deliverables. DSS has set tentative dates for few milestones. DSS will consider proposed dates that are different than what is listed below. <ul style="list-style-type: none"> <li>- Aug. 2023; All divisions to identify a quality improvement model to pilot</li> <li>- Dec. 2023; All divisions will have completed training</li> <li>- March 2024; All divisions will have a plan to pilot the chosen model</li> </ul>
3.	6	3.1	Can DSS please confirm that each Division may select a different quality improvement methodology/model?	Yes, each Division may select a different quality improvement methodology/model.
4.	9	5.3.1	Can DSS please confirm that the RFP form referenced in this section refers to the cover page of the RFP?	Yes, that is correct.
5.	10	5.3.4	Please clarify how/why vendors may submit multiple cost proposals, e.g., would this be to support different approaches to performing the scope of work and/or optional services?	If a prospective vendor's proposal includes variations in the scope in services, the prospective vendor may include multiple cost proposals. Each cost proposal should clearly identify what is different.
6.	10	5.3.4	Does DSS have an anticipated budget cap for this project, and is if so, is DSS able to share to help proposers gauge the anticipated level of effort for the project?	The project does not have a budget cap. For purposes of determining the best value, the technical proposal is the top priority. However, as technical scores become closer, price will become more important

<b>7.</b>	10	6.1.5	Re: availability to the project locale. Does DSS have a preferred or required amount of onsite time required of the vendor?	Vendors can propose virtual or in person meetings, or a combination of both, to best meet the scope of work.
<b>8.</b>	10	6.1.6	Re: familiarity with the project locale. Can DSS please clarify this preference, e.g., is DSS looking for vendors who have specific experience working with DSS, and/or more broadly the State of South Dakota and/or its communities within the state?	DSS is seeking vendors demonstrating experience achieving positive quality improvement outcomes with the Department or similar agencies of state government.
<b>9.</b>	6	3.1	Please clarify the total number of programs in each division.	There are multiple programs within the eleven divisions. It is expected that the chosen vendor will work with all eleven divisions.
<b>10.</b>	7	3.3	Can DSS give any greater detail for expectations around training requirements? Will vendor be expected to implement trainings? Will trainings be in person or online, live or recorded?	Prospective vendors can propose virtual or in person meetings, or a combination of both, to best meet the scope of work. The selected vendor will need to deliver training for division teams who are piloting the chosen model. The proposal should also include how all staff can have access to training. Staff training may be asynchronous or synchronous. The proposal should also include how DSS can incorporate the training into the State's MLS system for future employees.
<b>11.</b>	5 & 12	1.13 Attach ment A	Can you clarify the length of the contract, whether two years from June 1, 2023 (with option to renew one additional year) or ending May 31, 2024?	The prospective provider may propose a budget (contract term) for up to two years, ending May 31, 2025 with an option to renew for one more year. Alternatively, a prospective provider may propose one year budget, ending the contract on May 31, 2024, with an option to renewal for an additional year. Key deliverables and budget timelines should align.