

**\*\*\*\*\*THIS IS NOT A REQUEST FOR PROPOSAL\*\*\*\*\***

**STATE OF IOWA DEPARTMENT OF**  
**Health AND Human**  
**SERVICES**

**IOWA DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**DIVISION OF PUBLIC HEALTH**

**REQUEST FOR INFORMATION**

**for**

**RECORDS SEARCH SYSTEM**

**\*\*\*\*\*THIS IS NOT A REQUEST FOR PROPOSAL\*\*\*\*\***

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## **SECTION 1: PURPOSE, BACKGROUND, AND ADMINISTRATIVE INFORMATION**

### **1.1 Purpose.**

The Iowa Department of Health and Human Services, hereafter known as the Agency, is seeking information from interested parties who are interested in providing an information technology platform for a governmental agency to perform public record searches related to public health investigation and vital statistics reporting. This includes (but is not limited to) records and data such as current and historical demographics and contact information; marriage, court, and incarceration records; vehicle information; and social media data.

The purpose of this Request for Information (RFI) is to allow all interested parties to provide the Agency with information to assist the Agency in preparation of a Request for Proposals (RFP) or a Request for Bids (RFB).

The Agency is currently using a web-based product from Thomson Reuters. The vendor has been engaged with the Agency since 2020. It's anticipated that the new system will function and provide access to records and data in a similar manner, but the Agency is interested in learning about and exploring new and innovative features that can enhance the accuracy of public record searches.

### **1.2 Background Information for the Project.**

There are three programs at the Agency that utilize a records search system: The Bureau of Health Statistics, the Bureau of HIV, STI, and Hepatitis, and the Center for Acute Disease Epidemiology.

The Iowa Department of Health and Human Services is the legal entity responsible for the integrity and operation of the vital records registration system, and oversight of vital events registration and issuance processes per Iowa Code chapter 144 and Iowa Administrative Code 641, Chapters 95 - 100 (144). The Bureau of Health Statistics primarily utilizes the records search system to verify identities, compare incarceration dates to prevent and detect marriage fraud, and assist homeless and underserved populations with historical identity confirmation.

The Bureau of HIV, STI, and Hepatitis at the Agency is the legal entity responsible for providing disease investigation and partner notification (as described in Iowa Code 139A and 141A; Iowa Administrative Code 641, Chapters 1 and 11.) The program utilizes the records search system to verify identities, verify contact information, and search for missing contact information.

The Center for Acute Disease Epidemiology at the Agency is the legal entity responsible

for conducting surveillance for common and emerging infectious diseases, agents of bioterrorism, disease outbreaks, and rare and unusual acute diseases (as described in Iowa Code [139A](#) and Iowa Administrative Code 641, [Chapter 1](#)). The program utilizes the records search system to find contact information for Iowans who are exposed to diseases but have no address or phone number, determine incarceration status, and determine vital status. In addition, this program also utilizes the system to find businesses and their associated contact information.

### 1.3 Relevant Dates

Event	Date
Issue RFI	September 20, 2023
RFI Responses Due	October 20, 2023
RFI Demonstrations	Week of October 30, 2023
Issue RFP (Tentative date)	January 22, 2024
RFP Decision to Award Contract (Tentative date)	April 19, 2024
Contractor Begins Implementation (Tentative date)	June 1, 2024

### 1.4 Submission of Response

This request requires any interested party wishing to submit information to respond to this Request for Information (RFI) by 4:00 p.m., local Iowa time, on **Friday, October 20, 2023**.

The interested party's response may be e-mailed to the Agency. Responses will not be accepted over the telephone. However, the Agency reserves the right to make telephone contacts or follow up on information submitted in any manner deemed appropriate by the Agency.

In addition, vendors may demonstrate their software and explain their technology **the week of October 30, 2023** via a virtual meeting. Requests to schedule presentations are also due by 4:00 p.m., Central Time, on **Friday, October 20, 2023**.

### 1.5 Contact Information

The contact at the Agency for technical questions and submission of responses will be:

Name of HHS Contact:	Katie Herting
Agency Address:	Division of Public Health Information Technology Iowa Department of Health and Human Services 321 East 12 <sup>th</sup> Street Des Moines, IA 50319
Email Address:	Katie.Herting@idph.iowa.gov

Fax Number:	None
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## **1.6 Administrative Matters**

1.6.1 This RFI is designed to provide interested parties with the information necessary for the preparation of an appropriate response. It is not intended to be comprehensive, and each interest party is responsible for determining all factors necessary for submission of a comprehensive response.

1.6.2 The Agency reserves the right to modify this RFI at any time.

1.6.3 Responses should be based on the material contained in this RFI or any other relevant information the interested party thinks is appropriate.

1.6.4 By submitting a response each interested party agrees that it will not bring any claim or have any cause of action against the Agency, the State of Iowa, or any employee of the Agency or the State, based on any misunderstanding concerning the information provided or concerning the Agency's failure, negligent or otherwise, to provide the interested party with pertinent information as intended by this RFI.

## **1.7 Review and Rejection of RFI Responses**

1.7.1 The Agency reserves the right to reject any and all responses, in whole and in part, received in response to this RFI at any time.

1.7.2 An RFI response may be rejected outright and not reviewed for failure of the interested party to deliver the response by the due date. Therefore interested parties are asked to make every effort to meet the RFI timelines and to include the requested information.

1.7.3 An RFI response will not be subject to an RFP type of evaluation but only a review of information in the RFI.

## **1.8 Public Records and Requests for Confidentiality**

1.8.1 The release of information by the Agency to the public is subject to Iowa Code Chapter 22 and other applicable provisions of law relating to the release of records in the possession of a State agency. Interested parties are encouraged to familiarize themselves with these provisions prior to submitting a RFI response. All information submitted by an interested party may be treated as

public information by the Agency unless the interested party properly requests that information be treated as confidential at the time of submitting the response.

1.8.2 Any requests for confidential treatment of information must be included in a cover letter with the interested party's RFI response and must enumerate the specific grounds in Iowa Code Chapter 22 or other legal reasons which support treatment of the material as confidential and must indicate why disclosure is not in the best interests of the public. The request must also include the name, address and telephone number of the person authorized by the interested party to respond to any inquiries by the Agency concerning the confidential status of the materials.

1.8.3 Any documents submitted which contain confidential information must be marked on the outside as containing confidential information, and each page upon which confidential information appears must be marked as containing confidential information. The confidential information must be clearly identifiable to the reader wherever it appears. All copies of the proposal submitted, as well as the original proposal, must be marked in this manner.

1.8.4 In addition to marking the material as confidential material where it appears, the interested party must submit one copy of the RFI response from which the confidential information has been excised. The confidential material must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the document as possible. These pages must be submitted with the cover letter and will be made available for public inspection.

1.8.5 The interested party's failure to request in the RFI response confidential treatment of material pursuant to this Section and the relevant laws and administrative rules will be deemed by the Agency as a waiver of any right to confidentiality which the interested party may have had.

## **1.9 Copyrights**

By submitting a response the interested party agrees that the Agency may copy the response for purposes of facilitating the internal review of the information or to respond to requests for public records. The interested party represents that such copying will not violate any copyrights in the materials submitted.

## **1.10 Restrictions on Gifts and Activities**

Iowa Code chapter 68B contains laws which restrict gifts which may be given or

received by state employees and requires certain individuals to disclose information concerning their activities with state government. Interested parties are responsible for determining the applicability of this chapter to their activities and for complying with these requirements. In addition, Iowa Code chapter 722.1 provides that it is a felony offense to bribe a public official.

### **1.11 Cost to Interested Party**

The Agency is not responsible for any costs incurred by an interested party which are related to the preparation or delivery of the response, any on-site inspection that may be required, or any other activities related to this RFI.

### **1.12 Responses Property of Agency**

All printed information used in the interested party's response becomes the property of the Agency. The Agency will have the right to use ideas or adaptations of ideas that are presented in the responses.

### **1.13 Sources of Information Used by the Agency in Addition to the Responses**

The Agency reserves the right to contact interested parties after the submission of responses for the purpose of clarification and to ensure mutual understanding.

### **1.14 No Obligation to Issue Request for Proposal (RFP) or Request for Bid (RFB)**

The issuance of this RFI in no way constitutes a commitment by the Agency to issue an RFP, RFB or contract for the project described in this RFI.

### **1.15 Interested Party Responses Identifying Information**

1.15.1 State the name and principal place of business or residence of the interested party.

1.15.2 Identify the interested party's type of business organization/entity such as a corporation, partnership or educational institution.

1.15.3 State the interested party's state of incorporation, if applicable

1.15.4 State the name, address, email address, telephone number and FAX number of the interested party representative to contact regarding all technical matters concerning this RFI.

### **1.16 Interested Party References**

Lists all jurisdictions for which the vendor has implemented a record search system for a public health program, and indicate the date each contract began and ended. Please include any applicable references.

## **SECTION 2: INFORMATION SOUGHT**

Please describe how your system, service and/or product would meet any or all of the following items. The Agency is interested in new and innovative methods of providing service to our customers. Please feel free to include both existing functionality and systems under development.

1. Please describe how your system, service, and/or product would achieve the following. Note that search results should return both past and current data points:
  - a. Search for demographic and contact information including, but not limited to, name, aliases, date of birth, vital status, date of death, social security number, drivers license number, address, phone numbers, including cell phones, email addresses, etc.
  - b. Search for relatives, associates, neighbors, and family members.
  - c. Search for vehicle information.
  - d. Search for real-time and historical incarceration information, criminal records, and court records, including photos.
  - e. Search for marriage information.
  - f. Search for associated businesses and their contact information.
  - g. Search for employment history and associated employer contact information.
  - h. Search for web and social media information.
  - i. Property searches (owner history, selling dates, etc.)
2. Please describe the search variables your system allows (e.g., search by name, phone number, date of birth, etc.).
3. Please describe how your system allows users to set alerts on specified individuals when new information is available.

4. Please describe how your system identifies potentially invalid social security numbers and/or social security numbers matching multiple individuals.
5. Please describe your background and experience providing record search system services.
6. Please describe your experience migrating confidential data.
7. Please describe other experience and system capabilities including but not limited to:
  - a. Auditing and logging.
  - b. Access management.
  - c. User administrative system, including turnaround time for adding/editing users.
  - d. Ability to save search results, import and export data to analytic and reporting systems and or built in reporting, analytics, and visualization functionality.
8. Please describe your pricing model. The Agency is interested in the following cost projections/estimates:
  - a. Include any additional support options and associated costs.
  - b. Provide the annual cost for 41 users, if it is a tiered system please provide a table with all tiers and their respective costs per user.
  - c. Describe the process for adding and removing users and how pricing is affected.
9. Please describe your system's security features, including:
  - a. Tracking of users.
  - b. How misuse of the system by users is identified and handled.
  - c. Managing confidential data access uses both internal and external to your organization, including health information privacy and security.
  - d. Multi-factor authentication.

### **SECTION 3: OTHER FEATURES**

Is there any other feature, service or option you believe the Agency should be aware of in preparation of an RFP? If so, please describe the feature, service product or option and explain how it would improve the program served as identified in this RFI.