

Ohio Public Health Technology Enablement Project System Integration Services

Pre-Proposal Conference for Procurement #0A1318

7/14/2021

This procurement is a partnership between DAS and ODH for the benefit of the public health of Ohioans

General Reminder

The discussion today is designed to provide an opportunity to hear from state leadership about content contained in the RFP; however, **all questions asked during this conference need to be submitted in the formal inquiry process** to ensure accuracy of answers and consistent information for all potential offerors.

Our Mission

Advancing the health and well-being of all Ohioans
by transforming the state's public health system
through unique partnerships and funding streams;
addressing the community conditions and inequities that
lead to disparities in health outcomes; and
implementing data-driven, evidence-based solutions

Our mission is enabled by strategies defined in the State Health Improvement Plan (SHIP) found here:
<https://odh.ohio.gov/wps/portal/gov/odh/about-us/sha-ship>

Our Programs & Offices

Bureaus

- Bureau of Environmental Health and Radiation Protection
- Bureau of Health Preparedness
- Bureau of Infectious Disease
- Bureau of Maternal, Child, and Family Health
- Bureau of Public Health Laboratory
- Bureau of Regulatory Operations
- Bureau of Survey and Certification
- Bureau of Vital Statistics

Offices

- Health Equity Section
- Office of Communications
- Office of Financial Affairs
- Office of General Counsel
- Office of Government Affairs
- Office of Health Improvement and Wellness
- Office of Informatics
- Office of Management Information Systems
- Office of Medical Director

Our Stakeholders (Non-Exhaustive)

- Federal Funding Partners, such as CDC
- Ohio Department of Administrative Services, including IOP
- Innovate Ohio
- Ohio Department of Medicaid
- Ohio Department of Job & Family Services
- 113 County and City Health Departments
- Ohio Hospitals & Health Care Providers
- Area Agencies on Aging
- Alcohol, drug, mental health boards
- Boards of developmental disabilities
- Community behavioral health providers
- Employers and workforce development
- Housing organizations
- Medicaid managed care plans
- Philanthropy
- Regional health information organizations
- Schools
- Other local agencies and organizations

Purpose of This RFP

- **Establish a price agreement with a single Contractor** in anticipation of future work orders to obtain system integration services
- The Contractor will assist with **developing strategies and plans for a series of investments in ODH IT systems** to better support the mission critical programs the Department operates

Firms Must Demonstrate Qualifications in 8 Areas

Category of Service	Description
Enterprise Architecture & Application Architecture Services	Establish enterprise integration strategy, architecture assessment & performance optimization, application architecture standards across tech platforms
Definition & Design Services	Business process modeling, requirements gathering, systems analysis, level of effort, cost, schedule analysis and validation, system design, and UI/UX design
Application Modernization Services	User experience/human-centered design, custom application development/cloud native solutions, lift-n-shift legacy apps to cloud, rehost/refactor legacy apps to cloud
Testing Services	Unit testing, system integration testing, performance & load testing, support for user acceptance testing
Data Management Services	Data strategy and architecture, database design & development, database operations & maintenance, data conversion & retention, data privacy and security, master data management services, machine learning/data science, data engineering
Service Enablement – Data Integration Services	Implement APIs, implement microservices, implement web services, support ESB or other interoperability engines
Organizational Change Management Services	Provide analysis, recommendations, and development related to future state organization; identifying and document the impact of system and business process changes on impacted offices and bureaus
Transition Planning & Support Services	Document a plan to transition system integration services to a new contractor, execute transition services

Our Five Point Modernization Plan

- 1. Improve quality of stakeholder engagement** by implementing customer relationship platform/capabilities to transform key public and workforce journeys.
- 2. Empower stakeholders to leverage data** by implementing user-friendly data analytics to support data-driven decision-making.
- 3. Leverage data fully by implementing stronger data integration** across programs, departments, and public/private partnerships.
- 4. Digitize data and processes** by implementing solutions to digitize existing paper, adapt processes to systematically capture more data.
- 5. Modernize technology capabilities by consolidating, rationalizing, and standardizing the application stack** to increase speed of delivery, open opportunities to deploy leading technologies, while remediating audit findings by providing modern cloud-based resiliency and disaster recovery capabilities.

Our Initial Priorities for Work Orders Include

- 1) development of the **strategy, reference architecture, system and data transition plans** in support of a customer-relationship-management solution to enable implementation of high priority use cases to improve public health data & infrastructure, and
- 2) connecting **relevant public health data sets** into a single source of information currently housed in the Innovate Ohio Platform.

Potential Funding Sources

The following funding sources are likely to enable investments in core IT and data needs as relates to public health and COVID-19:

- ELC funding for 2021 (~\$670M)
- CARES Act (~\$117M), and
- American Rescue Plan Act (~\$11.01B)

Illustrative Potential Use Cases

The following are potential use cases the State is considering prioritizing as an illustrative example of the kinds of work orders that may follow:

- Standardizing data collection and management (e.g., building out data dictionaries, standardizing the definition of key variables across Bureaus/ programs)
- Uploading relevant datasets to IOP, ensuring adequate linkage between ODH and external datasets to permit analyses.
- Implementing data governance technology solutions that ensure greater data quality (e.g., data validation when data is first being collected)
- Implementing Enterprise Master Person Index to assign unique identifiers to each individual to ensure trackability across programs and completeness of data

Anticipated Benefits and ROI on these Investments

- **Enable the ongoing battle against COVID-19** the next 18 months and beyond
- **Mitigate the risk of future public health emergencies** through improved prevention and preparation
- Empower Ohioans to lead fulfilling and productive lives by **improving critical health outcomes** and especially for prioritized populations
- **Improve citizen experience and satisfaction with state and local government** enabling improved civic participation and relations
- **Realize greater government efficiency / cost savings** to enable ongoing investment in public health

Questions for the State

Note: Please identify your name and your firm
when asking your question

Additional Procurement Information/Reminders

1. Please be aware: The successful Contractor from this procurement **will be precluded** from providing implementation services on any projects that are undertaken as part of the system integrator services contract.
2. Please submit questions through the formal inquiry process (see page 8 of the RFP)