## INTENT TO SOLE SOURCE

The South Carolina Department of Health & Environmental Control (DHEC) is seeking a qualified vendor to provide a 5-year contract for maintenance and cloud hosting support of our Laboratory Information Management System (LIMS) that specifically operates on OpenELIS software as DHEC's clinical Laboratory Information Management System currently utilizes this software. The maintenance and cloud hosting support **must** provide and address **all** of the following agency needs/requirements:

**Technical/System Requirements**
1. Must provide support hours will be normal business day hours; Monday through Friday
2. Must provide cloud hosted environment installation code and updates, to include a "test" and "prod" environment structure
3. Must maintain OpenELIS software and provide upgrades and patches to application code
4. Shall generally provide quarterly updates by the contractor
5. Shall provide OpenELIS support hours for each software update
6. Must work with the Client LIMS Administrator on when updates will be performed
7. Must be compliant with CLIA and HIPPA standards
8. OpenELIS "bug fixes" shall be classified and handled in two categories: Major and Minor
    a. Major "bug fixes"
        i. Shall have a defined response time of 4 hour or less
        ii. Major "bug fixes" are prioritized and handle first
    b. Minor "bug fixes"
        i. Shall have a defined response time of 8 hours or less
        ii. Resolution shall not exceed 120 calendar days
9. Must work with Laboratory Staff, when needed to resolve problem where their knowledge is required
10. Must provide, monitor, upgrade, and patch the server(s), operating system, database system, data encryption software, and will backup the database (structure and tables)
11. Must support instrument interfacing
12. Must provide general support of the following:
    a. OpenELIS Application
    b. OpenELIS Configuration
    c. Support phone calls and emails
    d. New releases
    e. Limited trainings
    f. Technical questions about application and database performance
    g. Peripheral devices, such as printers and scanner used for the system
13. Shall allow the Client to participate in the OpenELIS Change Management Committee to define and prioritize change to the system

**Vendor Requirements:**
1. Vendor must have configured and implemented at least one (1) State Public Health/Environmental Laboratory using OpenELIS
2. Vendor must have configured system dictionary to support test matrix; test matrix must include the following requirements:
    a. Must have configured tests that utilize LOINCS codes
    b. Must have  configured parameters/Analytes using LOINC codes where applicable
    c. Must have configured results using SNOMED codes where applicable
3. Vendor must have contributed to the base source code of OpenELIS
4. Vendor must have experience with messaging public health/laboratory data e.g. LRN, ELR, PHLIP
5. Vendor must have understanding of LDAP and Active Directory systems
6. Vendor must have system admin experience with Linux, Windows Shares (SAMBA), CUPS, HylaFAX
7. Vendor must have experience configuring JBOSS 7.1 or later
8. Vendor must have experience training PHL laboratory end users, super users, and training of trainers
9. Vendor must have experience with bar code readers, scanners, and printers
10. Vendor must have following specific laboratory experience:
    a. Experience with public health laboratory domains: clinical, environmental, animal, and newborn screening

b.  Good understanding of various laboratory sections (Serology, Bacteriology, Chemistry, HPLC, Metals, Environmental Micro, etc.) and programs (SDWIS, Newborn Screening, Food Testing, etc.)
c.  Experience with laboratory quality assurance and quality control
d.  Understanding of messaging public health/laboratory data e.g. LRN, ELR,

**Purpose:**  The primary intent or purpose is to maintain a LIMS system and support cloud hosting that specially utilizes OpenELIS software to oversee the Agency's Microbiology, Chemical, Viral, Food, Bio-Terrorism Chemical and Bio-Terrorism Biological testing and reporting.  This system will also be required to support the Agency's Electronic Lab Report extracts that are sent to Orion Rhapsody for transformation of the HL7 formatted reports to the Agency's Public Health Office and the CDC.  This system must also contain extracts for many other CDC reports in various formats using Orion Rhapsody for formatting.  In addition, this system will also be required to support and enhance DHEC's Public Health Laboratory, the state's public health laboratory, and have the capabilities and capacities to analyze and validate chemical terrorism/warfare agents in the occurrence of a chemical or biological terrorism event.

The estimated cost of the 5-year contract is $1,100,000.

Qualified vendors should contact Rebecca Nichols via email at NICHOLRJ@dhec.sc.gov by Midnight, March 10, 2022, for additional information.

**PROTESTS:**  If you are aggrieved in connection with the intended award or award of the contract, you may be entitled to protest, but only as provided in Section 11-35-4210. To protest an award, you must (i) submit notice of your intent to protest within five (5) business days of the date this notice is posted, and (ii) submit your actual protest within fifteen days of the date this notice is posted. Days are calculated as provided in Section 11-35-310(13). Both protests and notices of intent to protest must be in writing and must be received by the appropriate Chief Procurement Officer within the time provided. The grounds of the protest and the relief requested must be set forth with enough particularity to give notice of the issues to be decided. Any protest or notice of intent to protest must be addressed to the Chief Procurement Officer, Information Technology Management Office, and submitted in writing (a) by email to: protest-itmo@itmo.sc.gov or (b) by post or delivery to: 1201 Main Street, Suite 600, Columbia, SC 29201.