



COLORADO

Governor's Office of Information Technology

Request For Information EGBA 2026000004

Identity Cross-Resolution Services and Solution

All questions and inquiries regarding this solicitation must be sent to:

Mike Whalen,

303.881.0995

Mike.whalen@state.co.us

Schedule of Activities

Activity	Time	Date
<i>Solicitation Publication (VSS)</i>	1:30pm	9/3/2025
Vendor Response Submission Deadline	1:30pm	9/25/2025
<i>Please submit to the following address: http://www.bidnetdirect.com//oit</i>		

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Section 1 Request for Information

1.1. Market Research Only

This is a Request for Information (RFI) and is intended only for market research purposes. In accordance with §24-103-201.5, C.R.S and the associated Colorado Procurement Rules, this is not a solicitation. No award will result from any response to any vendor responding to this RFI. This RFI is considered formal market research for the purposes of §24-37-302(1) (a.5), C.R.S., if applicable.

1.2. Confidentiality

- a. All responses to this RFI shall be considered confidential until after an award based on a subsequent solicitation has been made or until the procurement official from the issuing agency determines that the state will not pursue a solicitation based on this RFI. After such time, the responses to this RFI shall be open to public inspection in accordance with the provisions of the Colorado Open Records Act. Reference §24-103-201.5(4), C.R.S.
- b. The State reserves the right to have information submitted in response to this RFI be reviewed by other entities within the State for purposes of compiling and analyzing possible options.

1.3. Introduction

The State of Colorado’s Office of Information Technology (OIT) is statutorily responsible for providing IT resources to Executive branch agencies and other State government entities. This includes: technology infrastructure, software, hardware, storage, telecommunication, public safety radio, cyber security and related professionals services. This Request for Information (RFI) has been issued for the purposes of seeking information from qualified vendors regarding potential solutions comparable to our existing Interoperability Data Cross Reference Service (IDX). IDX provides identity interoperability resolution, matching, and duplicate identification services including the respective reporting. This RFI aims to gather information to assist in understanding available options and planning for future modernization efforts,

including options to retain IDX and utilize different algorithmic vendors is also under consideration.

1.4. Background, Current State and Goals

a. Current State

Our current IDX system performs:

- Identity/Entity Resolution
- Identity Matching
- Duplicate Identification
 - Source systems provide demographic data to IDX.
 - IDX enables Source Systems to identify the same member across state and external data systems.
 - IDX enables matching members across different systems.
- Utilizes application programming interfaces (APIs) to facilitate data ingestion and return of matching results.

b. Out of Scope

- Provide for Master Data Management (MDM) functionality.

Examples:

- Master or Golden Record
- Pub/Sub Architecture
- Manage demographic data (data managed by Source Systems)
- Perform Business Logic (business logic managed Source Systems)

Section 2 Vendor Response Criteria [Requirements]

2.1. Responses to Requirements

At a minimum, vendors are required to respond to this solicitation with the following information about the proposing organization and proposed solution. However, the State in its sole discretion, may choose which organizations to hold demos and clarification sessions with.

a. Company Overview

- Brief description of your company, including size, years in business, core industries and relevant experience.
- Overview of your company's experience providing identity resolution and matching solutions
- What is your long-term vision for identity resolution and your product roadmap for the next 12-24 months
- Solution Overview:
 - Description of your solution, including its key features and functionalities.
 - How your solution performs entity resolution of identities, matching, and duplicate identification.
 - Describe if you use primarily deterministic, probabilistic, or a hybrid approach to identity matching? Please elaborate on your methodology for each.
 - Describe the algorithm utilized with supporting examples.
 - Describe how you validate the accuracy of your matches.
 - Describe if your solution currently uses AI and for what purpose?
 - Can you please detail any fuzzy logic and/or probabilistic matching in your solution?
- Describe how the algorithm works for edge cases like twins, children, homeless population, etc. Include the minimum set of required fields to support these cases. Do any of these edge cases involve a reference database?
- Do you offer Household Services? Which identities are part of a household? What demographics are associated with a household?
- How does your solution utilize data in support of the Colorado population?
- How does your solution integrate with existing systems and data sources and what are the advantages/disadvantages to your proposed solution of utilizing existing CO data sources? How would you engage (e.g. contract /acquire/data use agreements) with these other data sources?"
- Do you own or license your referential data? What are your sources?

- Describe the technical architecture and scalability of your solution.
- Data security and privacy measures implemented.
 - If this is a hosted solution, provide the latest SOC1 report.
- Does your solution include an interface?
- What standard reports/dashboards are available to monitor performance and data quality?
- Does your solution have recommended feedback on demographic record values? (The most updated contact information for example)
 - Integration Capabilities (describe):
 - Details on supported integration methods (APIs, web services, etc.).
 - Ability to integrate with various data formats and systems.
 - Experience integrating with a variety of platforms.
 - How do you handle data quality issues during ingestion?
 - Data Management:
 - How your solution handles demographic data.
 - Describe capabilities for data validation and quality checks for example address verification, validation against verified data
 - Scalability and Performance:
 - Details on the scalability of your solution to handle a large volume of data and transactions.
 - Information on the performance and response times of your solution.
 - To what extent does your solution support real-time identity/entity resolution? Describe typical latency for new data ingestion and resolution.
 - Support and Maintenance:
 - Description of your support and maintenance services.
 - Service Level Agreements (SLAs) offered.
 - Implementation Description:
 - Describe a typical project tasks and timeline to implement your resolution solution.
 - Cost Information:
 - Provide a high-level overview of potential pricing models (e.g., subscription, licensing).
 - Include any relevant information on implementation costs.
 - Do you offer a POC (proof of concept) to measure potential performance and accuracy with our data?
 - What unique features or capabilities does your solution offer that were not covered in the above questions?
 - References:
 - Provide a list of 2-3 customer references with similar requirements.

Section 3 Response Submission Information

- 3.1.** Respondents are asked to submit responses via email to the procurement point of contact identified above (Mike.whalen@state.co.us). The response submission email should include the subject line: “Response submission from (Organization’s Name) for (RFI 2026000004), [Identity Cross Resolution Services]”.
- 3.2.** Responses should be included as one or more attachments of commonly accessible file types.

Section 4 General Administrative Information

4.1. Colorado Vendor Self Service

This RFI is being published on the Colorado Vendor Self Service page (Colorado VSS) at www.colorado.gov/vss, so that Respondents who have an interest may submit a response in accordance with the terms of this RFI.

4.2. News Releases and Announcements

Respondents shall not issue any news releases, communications or announcements of any kind pertaining to this solicitation, without prior written approval by the State.

4.3. Response Material Ownership

All material submitted in response to this RFI becomes the property of the State.

4.4. Submission of Pricing information

In order to assist the state in gathering information, this RFI may request that Respondents submit pricing information. Submission of pricing information is not mandatory and such information may be voluntarily included in a response.

4.5. Submission of Confidential or Proprietary Information

- a. As per §24-103-201.5, C.R.S, all responses to requests for information are confidential until after an award based on a subsequent solicitation has been made or until the procurement official determines that the state will not pursue a solicitation based on the RFI. After such time, the responses to a RFI shall be open to public inspection in accordance with the provisions of the “Colorado Open Records Act”, part 2 of the article 72 of this title 24.
- b. A Respondent may submit, as a part of its Response, a written request for classification of certain portions of the response as a trade secret or other confidential or proprietary information. Material for which the Respondent is requesting confidentiality shall be readily identifiable and separated from other portions of the response to facilitate public inspection of the non-confidential portion of the response. Commingling of confidential and

- non-confidential information is not acceptable. Neither price information nor any information that will be included in a resulting Contract or purchase order will be considered confidential.
- c. The Respondent must include the rationale for any request to classify portions as a trade secret or confidential or proprietary, including references to the authority that allows for such treatment.
 - d. A complete redacted response should also be included along with an unredacted Response and confidentiality justification.
 - e. Except as provided in Section 1.2 above, in no event shall an entire response be classified as confidential. The Procurement Official or his or her designee shall determine if the information identified in the Respondent's request is exempt from disclosure in accordance with §24-72-204, C.R.S., and shall inform the Respondent in writing of his or her determination. If the Respondent does not agree with the determination, the Respondent may protest the determination in accordance with article 109 of the Colorado Procurement Code and the terms of this solicitation. Reference Procurement Rule R-24-101-401-03.