

Town of North Hempstead
Department of Service for the Aging
(DOSA)
Request for Information (RFI)
Project Independence Technology
Enhancement
TNH086-2013



RELEASE DATE: June 17, 2013
DUE DATE: July 8, 2013, 4pm

contracts@northhempsteadny.gov

220 PLANDOME ROAD
MANHASSET, NY 11030
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Please Print

Company
Address
Address
Telephone
Fax

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Introduction

The Town of North Hempstead is a suburban community of about 222,000 people, with its western border located roughly 14.5 miles from Manhattan. The Town of North Hempstead website is <http://www.northhempsteadny.gov/>.

The Town of North Hempstead, New York, referred to herein as “Town”, is seeking proposals from those organizations, referred to herein as “Vendor” for technology and professional services related to the Town’s current Project Independence initiative.

The specific nature of the scope of work for the project is outlined in the following Request for Information (RFI). Such proposals shall be submitted to Purchasing-Administrative Services, 220 Plandome Road, Manhasset, NY, 11030, by 4:00 p.m. on **July 8, 2013**. Proposals will be labeled externally with the following statement: “PROJECT INDEPENDENCE TECHNOLOGY ENHANCEMENT RFI ENCLOSED.”

Objectives

The objective is to provide necessary technology and services to enhance the Town’s Project Independence initiative, including automating service request functionality for subcontractor services and providing population wide scheduling and management.

Requirements

1. Provide an overview of the proposed technology.
2. Conduct an assessment of the applicability of the proposed technology to the Town and to Project Independence.
3. Set out the approach and steps involved in deploying the technology, including customization, integration, training, and support.
4. Provide a detailed description of the proposed technology’s key functionality and feature sets, including a breakdown by user role.
5. Draft an assessment of needs specific to the Town and to Project Independence and how the technology may be customized to meet those needs.
6. Detail the individual phases of deployment for the proposed technology.

7. Provide a detailed breakdown of costs to the Town associated with licensing, deploying, and maintaining the proposed technology.

Project Background

The Town runs the Project Independence program to assist and enable aging residents of the Town (age 60 and older) to remain in their own homes and familiar surroundings as they grow older. Project Independence began in 2005 with a small area in New Hyde Park. In 2009 the Town expanded its aging in place services across seven designated regions – Great Neck, Manhasset, Port Washington, New Hyde Park, Roslyn, Westbury and Mineola. As of the end of 2012, Project Independence had opened offices in each region, usually co-located with a senior center, and staffed each office with a part time social worker and registered nurse.

PI's most popular programs are its transportation taxi service for food shopping and non-emergency medical visits, and its Help at Home minor household repair program. Nursing services include screening for chronic conditions like high blood pressure and diabetes, health education seminars and immunization programs. Social workers offer support groups for caregivers and others, help accessing benefits, case management and individual counseling. PI also offers fitness programs, social/recreational activities, volunteer opportunities and referrals to other sources of support. Partners for Project Independence include North Shore/LIJ Health System, FEGS Health and Human Services System, JASA (Jewish Association for Services to the Aged), Family and Children's Association, North Shore Child and Family Guidance, Sid Jacobson JCC, EAC, Rebuilding Together/LI, The United Way of LI, RSVP/Community Computer Connections Program, Hofstra University, Adelphi University, Delux Transportation, Taxi Hispano Express, Long Island Checker Cab, All Island Transportation, and other providers in the community. An important objective for Project Independence is to connect the providers of services for aging residents with the aging residents who require those services.

Presently, requests from aging residents are coordinated using the 311 call system. The Town is looking at add-on technologies that would provide aging residents and their family members with Internet-based alternatives for ordering services, placing requests, and tracking relevant data and also provide the Town and its subcontractors with Internet-based alternatives for providing event information, sharing media, and coordinating calendars for aging residents and their family members.

The Town wishes to put in place an Internet-based technology and associated service platform that would work together with its 311 system and call center workflows. The technology must have the following features:

- HIPAA-compliant web-based application with SSL security and 128-bit AES encryption of data
- Separate user roles, including disparate portals for the aging resident, the family member, the administrator, and the care coordinator
- Rules-based permissions and multi-language support
- Functionality for ordering services directly from service providers, including transportation, nutritional meals, housekeeping, and home care
- Customizable templates that can be configured to reflect the specific offerings of individual service providers
- Ability to order services by authorized users on another user's behalf and track order history
- Proven integration with both FDA-approved and non-approved telehealth devices and real-time graphical charting of data feeds
- Logging of all user actions irrespective of role
- Built-in secure messaging and videoconferencing
- Capability for sharing and viewing videos, images, and text files across users
- Integrated user calendars that enable certain users to send out group events and view and modify other users' calendars
- Access to local weather and news information
- Graphical user interface designed with the aging user in mind
- Cross-browser compatibility, including older versions of Internet Explorer
- Generation of emails based on service requests and orders placed by users
- Offsite data hosting and back-up

Format of RFI Response

Vendors are required to provide the following information in hard copy format (5 copies) as well as electronically (PDF format preferred):

Cover Letter

Provide a letter of interest signed by a qualified representative of the vendor. The letter should include highlights of the vendor's experience, and contain the name, phone number, and email address of the person in the respondent's organization who will respond to questions about the submission.

Company Overview

Provide the following information about the firm:

- Firms' name and address.
- The year the firm was established and former names if applicable.
- The type of ownership and parent company, if applicable.
- An indication of the firm's licensing to do business in New York State.
- The location of the office that will provide the services.

Describe your firm's administrative and programming history

Describe your firm's administrative, programming and instructional capabilities. Items covered should include, but not be limited to the following:

- Descriptions and locations of existing programs governed by your organization (a minimum of five is required), including
 - Location
 - Program Size
 - Administrative approach
 - Scheduling timetable
 - Program highlights
- Experience administering program components
- Professional credentials of the administrative team
- Awards or other recognition won for prior work
- Scheduling timeline(s)

Existing Customers

If available please provide the following with regards to existing customers:

- Location Name
- Operation Size
- Approach taken
- Dates of Operation
- Time Period to Implement
- Potential issues

References

If available please provide contact information for customers of comparable size to the Town of North Hempstead that have implemented the solution or a solution similar to the one proposed by your firm. Please include name, address, telephone number, and email address.

Other Relevant Material

Please provide any other material(s), including professional affiliations, press clippings, and customer letters which illuminate your administrative history, philosophy, and successes.

Pricing

Your pricing schedule for all elements services, including on-site consultations, and public meetings.

Evaluation Process

The Town will make every attempt to evaluate the RFI's quickly. RFI's will be reviewed in a multi-step process.

Step 1: RFI's will be reviewed for completion and clarity by the Town's DOSA and IT departments. Supplemental and clarifying information may be requested from the Vendor at this time.

Step 2: The Town's DOSA and IT departments will make a formal recommendation to the Town Supervisor and refer the matter to the full Town Board members for final recommendations and actions.

General Criteria for Evaluating RFI's.

Understanding the Needs: This refers to the Vendor's understanding of the Town's needs as detailed in this RFI, and the nature and scope of the work involved.

Existing Technology: This refers to the quality, reliability, and functionality of the Vendor's existing technology.

RFI Response Date

Responses to the RFI are due **July 8, 2013** by 4pm. Please submit all response to the following:

Purchasing Division
Administrative Services
Town of North Hempstead
220 Plandome Road
Manhasset, NY 11030

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