



Part 1: Business and Contact Information

Provide business information and a primary point of contact for this Request for Information (RFI).

Business Information	
Business Name	
Business Address	
Telephone Number	
Website	
Main Products / Services Offered	
Primary Contact Information	
Name	
Title	
Telephone Number	
Email address	

Part 2: Experience

Provide information to indicate your success supporting solutions for the I/DD community in the United States, with no less than five years of experience. *

Experience #1	
Name of Client	
Size and complexity of services provided including the number of sites and users.	
Start Date and End Date	
Description of services provided	
Additional Information	

Experience #2

Name of Client	
Size and complexity of services provided including the number of sites and users.	
Start Date and End Date	
Description of services provided	
Additional Information	

Part 3: Estimated Costs / Fees

As this document is an RFI, costs can only be estimated. Information on charges will be used for planning and budgeting purpose only.

Solution Implementation Costs
Provide information on cost structure such as license model and/or consumption model.
Annual Costs
Provide information on costs to maintain and support the solution following implementation.
1. Perpetual costs such as the data store and licensing costs.
2. Cost of tiered storage over time. How many years of records stay in the production system as opposed to being archived?
3. Annual maintenance costs for change requests and / or modifications.
Customizations
Provide information on hourly rates.
What is the average level of effort for:
small change requests?
medium change requests?
large change requests

Part 4: Recommended Solution

Provide any information for solutions that have the following requirements. *

a) Health Insurance Portability and Accountability Act (HIPPA) compliant.
b) Able to support Self-Direction budgets and process flow, consistent with changing to NY regulations.
c) Have an open data platform with an accessible data dictionary.
d) Allow the data to be interactive with other applications through a secure Application Program Interface (API).

e) Able to facilitate a person-centered approach to planning and budgeting.

f) Able to satisfy all Federal and State requirements as it relates to Protected Health Information (PHI), Personally Identifiable Information (PII) and other sensitive data that could be captured by the system.

g) Provides basic reporting/analysis for Fiscal, Regional Field Office (RFO), Fiscal Intermediary, and Brokers.

h) Able to automate email, texting, and other tools to ensure FI, Brokers, and Care Managers are aware of status and current self-direction budget for people they are supporting.

i) Able to support users roles for: provider agencies, Fls, Brokers, OPWDD staff and Care Managers as described in RFI section 5.0, 1./i., i.-v.

j) Able to handle a minimum of 1,500 concurrent users, with an annual growth rate of eight percent.

k) To preform full audit capabilities on all transactions.

l) Shall demonstrate a seamless experience for the end user with a desired average response time of 100 Milliseconds or less to the end user.

m) Shall demonstrate ADA compliance with the American with Disabilities Act (ADA) and Section 508.

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Part 5: Other

Provide information for a solution that can interface with multiple internal and external systems. (See RFI section 5.0,2/ a.-g.)

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Based off current NY Regulations, provide information on how much effort would be required to customize the solution.

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If requested, can a demonstration be provided as described in RFI, Section 6.0?

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**Submit additional sheets if necessary.*