



# Office for People With Developmental Disabilities

## Request for Information (RFI) #OPD-2023-12 Self-Direction System Solution

EVENT	DATE
Date RFI Issued	Friday, August 25, 2023
Due Date for Questions and Request for Clarifications	4:00 p.m., Tuesday, September 5, 2023
Issuance of Responses to Questions / Clarifications	Tuesday, September 12, 2023
Due Date for Submission of RFI Response	4:00 p.m., Friday, September 22, 2023

Primary Contact	Secondary Contact
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## 1.0 INTRODUCTION

[Self-Direction](#) is a service model authorized in the Office for People With Developmental Disabilities (OPWDD) [1915c HCBS Waiver](#) that allows people with developmental disabilities to choose the mix of supports and services that work best for them, how and when they are provided, and the staff and/or organizations that provide them. People who self-direct their services exercise Budget and/or Employer Authority. With Budget Authority, the person receives services through a Fiscal Intermediary (FI) agency and works within an annual funding limit called a Personal Resource Account (PRA). Self-Direction is overseen by OPWDDs Developmental Disabilities Regional Offices (DDRO), with central coordination provided by OPWDDs Bureau of Program Implementation / Self-Direction Unit. Other divisions within OPWDD provide various levels of support with this program.

## 2.0 PURPOSE AND CURRENT STATE

OPWDD is issuing this Request for Information (RFI) to better understand the current industry and capabilities of vendors that can provide a managed commercial off-the shelf (COTS) cloud solution for financial support for individuals with Intellectual and/or Developmental Disabilities (I/DD).

The current business process and forms for the OPWDD DDROs are not captured/unified in one place and are currently handled manually. Users from DDROs, Brokers, and FIs have been performing their duties and tracking information through various means such as various and individualized data spreadsheets to perform calculations outside of a singular/unified platform.

OPWDDs goal for the future solution is to automate and streamline the Self-Direction process into one singular platform. The future solution must encompass all the needs to track all the captured information required and be the certainty of the approved budget templates and agreements for services for OPWDDs Self-Direction process. In addition, the solution should be role-based, allowing broker, FI, care managers, end-users, and others to have varying levels of access. The solution should be accessible online and work with a variety of secure browsers and apps that support Android and iOS.

## 3.0 QUALIFIED ENTITIES

OPWDD is seeking entities with proven success in supporting solutions for the I/DD community in the United States, with no less than five years of experience.

## 4.0 INQUIRIES

Questions and/or requests for clarification should be sent no later than **4:00 p.m., Friday, September 5, 2023**, to [contracts@opwdd.ny.gov](mailto:contracts@opwdd.ny.gov), with the subject line **“Questions for RFI #OPD-2023-12 Self-Direction System Solution [insert name of firm]”**.

## 5.0 INFORMATION REQUESTED

Responses **must** include the following required information:

1. Solution that is:
  - a. Health Insurance Portability and Accountability Act (HIPAA) compliant.
  - b. able to support Self-Direction customizable 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 Programming Interface (API).
  - e. able to facilitate a person center 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), FI, and Brokers.
  - h. able to automate email, texting, and other tools to ensure FI, Brokers, and Care Managers are aware of status and current SD Budget for people they are supporting.
  - i. able to provide user roles for:
    - i. provider agencies, (over 700 users)
    - ii. FI, (up to 1,100 users)
    - iii. Broker, (over 1,000 users)
    - iv. OPWDD staff, (150 users)
    - v. Care Managers (up to 30,000 users)
  - j. able to handle a minimum of 1,500 concurrent users, with an annual growth rate of eight percent.
  - k. to perform 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 Americans with Disabilities Act (ADA) and Section 508.
2. Provide a solution that can interface with multiple internal and external systems including but not limited to:
    - a. Choices – NYS OPWDD’s electronic Case record system including a secure portal for providers.
    - b. TABS – NYS OPWDDs tracking and billing system
    - c. RS – Rates and schedules of fees.
    - d. SFS – NYS Statewide Financial System – Oracle PeopleSoft
    - e. Capacity Management – Future system to manage capacity
    - f. DV - Currently an Access Database – to be replaced in the future
    - g. Electronic Medicaid System for NYS (eMedNY)
  3. Provide costs to implement the recommended solution.
    - a. Cost structure such as a license model and/or consumption model
  4. Based on NY Regulations – How much effort will be required to customize the recommended solution?
  5. Provide annual costs to maintain and support the recommended solution following implementation of the solution.
    - a. Perpetual costs such as the data store and licensing costs.
    - b. Cost of tiered storage over time. How many years of records stay in the production system as opposed to being archived?
    - c. Annual maintenance costs for change requests and/or modifications.
  6. Provide costs for customizations.
    - a. Hourly rates, and average level of effort for a small, medium, and large change requests.

## 6.0 DEMONSTRATIONS

OPWDD, within four weeks of the RFI due date, may contact entities that submit a response with a request to provide a demonstration of their recommended solution. This demonstration must be on production system with full functionality using test data.

## 7.0 SUBMISSION OF RESPONSE

A point of contact for each respondent should be provided, including name, address, email, and phone number. Responses including the information requested in Section 5.0 are to be submitted using Attachment A - Response.

Responses must be emailed and are due no later than **4:00 p.m., Friday, September 22, 2023**.

Emailed responses should be sent to [contracts@opwdd.ny.gov](mailto:contracts@opwdd.ny.gov) with the subject line **“Response for RFI #OPD-2023-12 Self-Direction System Solution** from [insert name of firm]”.

Responders to this RFI will not be precluded from responding to a future solicitation. This is not a bid; please do not request bid documents.

## 8.0 RFI RESPONSE CLARIFICATIONS

OPWDD may seek additional information (clarifying or otherwise) regarding any of the respondents' services following the receipt of the RFI responses. OPWDD reserves the right to meet with selected respondents to further explore ideas and concepts and to receive further detail on suggestions. These discussions will not be used to build specifications and will not disqualify bidders from participating in future procurements. Such **meetings will be requested by OPWDD only after a review of the RFI responses has taken place**.

## 9.0 DISCLAIMER

This RFI is not a contract offer and it is not an open solicitation for any services but rather an informational inquiry by OPWDD. This RFI does not commit OPWDD to conduct a procurement, award a contract, pay any costs incurred in preparing a response, or to procure or contract for services or supplies. Qualified entities are encouraged to respond to this RFI; however, failure to submit a response will not impact a respondent's ability to submit a response to any future competitive solicitation process (if any) for projects. Respondents are advised that all costs associated with responding to this RFI will be solely at their expense. There are no representations or warranties regarding the accuracy or completeness of the information contained in this RFI. Respondents are responsible for making their own evaluation of information and data contained in this RFI and for preparing and submitting responses to this RFI.

## 9.0 PROCUREMENT LAW

Since this is not a solicitation that will result in a contract, the procurement lobbying law does not apply; therefore, there is no restricted period.