NEW YORK STATE OF OPPORTUNITY. | Office for People With Developmental Disabilities

Issuance of Responses to Questions / Clarifications OPD-2023-12

Date: October 4, 2023

PLEASE ADDRESS INQUIRIES TO:
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Request for Information (RFI) #: OPD-2023-12

Title: Self-Direction System Solution

RFI Due Date: Wednesday, October 18, 2023

Subject: Issuance of Responses to Questions / Clarifications

In reference to the RFI cited above, the forty-seven (47) questions/clarifications were submitted. The Office for People With Developmental Disabilities (OPWDD) response to each question/clarification received is below.

1. Question: If this RFI greenlights a solicitation, what is the estimated timeframe for procurement?
   Response: **There is no estimated timeframe for a procurement. The Office for People With Developmental Disabilities (OPWDD) is collecting information under this Request for Information (RFI) for a possible future solicitation.**

2. Question: What is the anticipated contract value?
   Response: **OPWDD does not have an anticipated contract value.**

3. Question: Is there a current vendor providing these services? If so, how may I obtain copies of any incumbent contract documents?
   Response: **There are no current vendors providing these services. There may be vendors working with FI providers directly to support the current Self-Direction budget. There isn't any incumbent contract documents.**

4. Question:2.0 Purpose and Current State Paragraph 1: You state that you are looking for a “managed commercial off-the shelf cloud solution…”. Our experience suggests that such a solution does not exist and will need to be custom developed or heavily customized to meet the likely needs of your intended audience. Do you have examples of specific packages or types of applications that you feel might be appropriate for your use cases?
   Response: **OPWDD does not have specific examples to share. If contractor does not have an off-the shelf application, but has a base application that can be partially customized to meet OPWDD needs, please provide examples in the RFI response submission.**

5. Question:2.0 Purpose and Current State Paragraph 3: You describe a broad mandate of “all the needs” and “all the captured information”. Do you have a list of use cases or data objects to be handled beyond your description of the specified roles? (examples might include budgets templates, budget approvals, budget amendments, summary notes, SEMP approvals, etc.)
   Response: **Yes, a Business Requirements Document (BRD) is available that details our needs to compliment any possible future Request for Proposal (RFP). This document is not available for this RFI but is expected to be made available to bidders on any prospective solicitation.**

6. Question:2.0 Purpose and Current State Paragraph 3: Is the intent of this system to provide a management system to distribute data from OPWDD to the various users or to receive data from the users to OPWDD or both?
   Response: **The intent of the system is to distribute and receive information from various users.**

7. Question:5.0 Information Requested 5.0.2.a-f: What can we learn about these external systems?
   Response: **If a prospective solicitation, the data elements needed for inclusion in the product will be provide in the project scope for these external systems. These items will either be handled through a secure Application Programming Interface (API), Simple Object Access Protocol (SOAP) and/or require a batch process within a specified timeframe.**

8. Question:5.0 Information Requested 5.0.2.a-f: Are there specific integrations or interfaces that you can specify?
   Response: **System integrations or interfaces would be those but not limited to listed in Section 5, 2. a-f. These systems Interface with the following users:**
   - **Broker(s)**
   - **Care Coordination Organization-Care Manager (CCO-CM)**
   - **Fiscal Intermediaries (FI)**
   - **Partners Health Plan (PHP)**
   - **Traditional Providers**
   - **OPWDD Admin/Staff**
   - **Central Office – Program Implementation**
   - **Capacity Management (Housing Subsidy Liaison)**
   - **Central Office – Central Contracting**
   - **Central Office – Division of Fiscal Policy Management (DFPM)**
   - **Central Operations / Community Funding**
   - **Front Door (FD) Facilitators**
   - **Quality Review Team (QRT) Committee**
   - **Self-Direction (SD) Liaisons**

9. Question:5.0 Information Requested 5.0.2.a-f: Are there public API specifications available for these systems?
   Response: **The API interface used is SOAP.**

10. Question:5.0 Information Requested 5.0.3-5.0.6: Is OPWDD looking to own or license (SAAS) the system / application?
    Response: **OPWDD is looking for a hosted solution or a hybrid solution not an on-prem solution.**

11. Question:5.0 Information Requested 5.0.3-5.0.6: Will OPWDD or vendor be responsible for the cloud hosting costs and services?
    Response: **The vendor will be responsible for the cloud hosting costs, integration of their solution, maintenance and change requests.**

12. Question:5.0 Information Requested 5.0.3-5.0.6: Will OPWDD or vendor be responsible for system support (DEV OPS and SEC OPS)?
    Response: **The vendor will be responsible for system support for this cloud solution. OPWDD expect DEV, TEST, PROD and other environments needed to ensure a safe and effective SDLC to be managed by the vendor.**

13. Question:5.0 Information Requested 5.0.3-5.0.6: Will OPWDD or vendor be responsible for user support?
    Response: **Being a COTS solution, the vendor will be responsible for the initial help desk. OPWDD will deploy a train-the-trainer model, and the vendor will provide training materials to train designated OPWDD staff to be the first line of support. The vendor will still maintain the need for expert-level troubleshooting, as they are managing the solution.**

14. Question:6.0 Demonstrations Given the need for significant customization and implementation of such a solution, can you advise what sorts of details or processes you would like to see demonstrated on a production system?
    Response: **Demonstrations may or may not occur. If any demonstrations are necessary, OPWDD will reach out within four weeks as mentioned in 6.0 of the RFI. Bidders who submit a response will be provided any specifics relating to what details or processes to be shown on a production system.**

15. Question:6.0 Demonstrations Can you specify the goal or goal(s) for the demonstration?
    Response: **Demonstrations may or may not occur. If any demonstrations are necessary, OPWDD will reach out within four weeks as mentioned in 6.0 of the RFI. Bidders who submit a response will be provided any goal or goal(s).**

16. Question:7.0 Submission of Response How should the response be formatted?
    Response: **The response can be formatted in Microsoft Word or PDF, using the provided Attachment A - Response. Additional attachments can be submitted along with the Attachment A as well.**

17. Question:7.0 Submission of Response You mention …"using Attachment A – Response". Is this attachment available as an example?
    Response: **The Attachment A - Response was provided to be used to submit a response to this RFI . Additional attachments can be submitted along with the Attachment A as well.**

18. Question: Is OPWDD only seeking COTS solutions or will OPWDD also explore low-code solutions that can be configured to meet NYS regulations?
    Response: **OPWDD is looking for a COTS hosted solution that allows OPWDD to modify certain aspects of the solution to meet NYS needs and regulations.**

19. Question:2.0 Purpose and Current State In reference to 2.0 Purpose and Current State detailed on page 2 of the RFI solicitation document, what forms are currently being used and how are they stored? For example, are the forms completed on the web, email, mail, fax or a combination of all these methods? Additionally, where are the forms stored? Is data entered from the forms into a separate system or repository?
    Response: **The form currently being used is the Self-Direction budget template (individualized data spreadsheets). The individualized data spreadsheets are completed via excel and emailed to OPWDD. The information from the individualized data spreadsheets are stored in an OPWDD SharePoint database.**

20. Question: Has OPWDD performed any evaluations of providers and reviewed demos? If yes, which providers and systems were reviewed?
    Response: **No, OPWDD has not performed any evaluations of providers or reviewed demos.**

21. Question: When does OPWDD project RFI evaluations to be completed?
    Response: **OPWDD projects review of any RFI submissions to be completed within four (4) weeks of RFI submission due date.**

22. Question: Will there be a RFP phase after the RFI?
    Response: **OPWDD is collecting information under this RFI for a possible future solicitation. More details are mentioned in 9.0 of the RFI.**

23. Question: Has the Self-Direction System for OPWDD been budgeted?
    Response: **OPWDD does not have an anticipated budget at this time.**

24. Question: What is the percentage of iOS and Android users who will be using the Self-Direction system? We were wondering if OPWDD had an estimate of the % of users that are using Android and iOS.
    Response: **The system should work with iOS and Android mobile platforms as well as modern dektop browsers. The number of self direction users OPWDD has currently is approximately 28,000 participants and grows at approximatley 10% annualy. OPWDD prefers that this system be accessible online with industry acceptable lag and throughput regardless of the mobile platform the end user is using. OPWDD strongly urges that any solution adhere to ADA-Compliance and any chosen vendor will report on that compliance on a bi-annual basis to OPWDD using a method approved by OPWDD.**

25. Question: Does OPWD expect to include Employer Authority (F/EA) as an option for those self -directing in the new statewide solution?
Response: **Yes, OPWDD expect to include Employer Authority (F/EA) as an option for those self-directing with Budget Authority in the new statewide solution. All self-direction budgets will be included in this platform.**

26. Question: Will the statewide solution include a fully integrated 21st Century Cures act compliant Electronic Visit Verification solution?
Response: **OPWDD is looking for the statewide solution to include a fully integrated 21st Century Cures act compliant Electronic Visit Verification solution.**

27. Question:5.0 Information Requested In addition to the statistics provided in section 5.0 i., approximately how many individuals are expected to self-direct using the statewide solution.
Response: **Approximately 28,000 people are currently self-directing. We would like to know what the licensing will look like as we grow. Suggest an annual growth rate of 10% , ten (10) years of retention, and four (4) years of active accounts.**

28. Question: What is the projected timeframe for this project? Anticipated start date?
Response: **OPWDD is collecting information under this RFI for a possible future solicitation. If a RFP results in the future, upon any award, the vendor would have a one (1) month discovery period, one (1) month to implement a test solution, one (1) month to conduct a gap analysis with the test solution, three (3) months to build and test the solution, and on the six (6) month go-live with V.1 of the solution. There is no anticipated start date.**

29. Question:5.0 Information Requested The RFI instructs respondents, “Responses, including the information requested in Section 5.0, are to be submitted using Attachment A – Response.” Attachment A footnotes (denoted by an *) indicate that additional pages may be added to Parts 2 and 4. To allow for a sufficient and thorough response, we will likely need to add additional pages to Parts 1, 3 and/or 5. Please confirm that doing so is permissible.
Response: **Confirming, additional attachments can be submitted along with the Attachment A as well.**

30. Question: Will all the questions and responses be posted publicly or via direct email?
Response: **Yes, all the questions and responses will be posted publicly on the OPWDD website at https://opwdd.ny.gov/procurement-opportunities/rfi-self-direction-system-solution, as well as in the NYS Contract Reporter at https://www.nyscr.ny.gov/agency/adsView.cfm?numID=2101008&page=Open%20Ad and emailed to those who submitted questions.**

31. Question: What is the vision of the scope of the CCO providers in the state self-direction system?
Response: **CCOs as the care coordination arm for individuals self-directing, will help support the goals of the life plan, connected to the self-direction budget. CCOs/care managers will have a viewer/read only role. The CCO-CM**

users will have read and upload rights to the system. CCO-CMs can only access and view records to the individuals that they are specifically assigned-to/working-with. CCO-CM user shall have create/edit rights only for SD Termination forms.

32. Question: Do current state systems support API's? If yes, which current state systems should integrate with the state self-direction system?
    Response: **There is no self-direction system, yes, our other apps have a variety of interfaces.**
33. Question: We are a Medicaid Self-Direction provider with over 20 years of experience providing Consumer Directed Personal Assistance to over 1,800 Medicaid, EISEP, and Respite consumers. We utilize software customized to meet the needs of consumers with disabilities and seniors to remain in their homes and control their care, ensuring they remain independent. Would this type of experience be considered "supporting solutions for the I/DD community"?
    Response: **It is OPWDD's expectation that any solution suggested, at a minimum, meet all requirements outlined in Section 5 of the RFI.**

34. Question: We are developing proprietary software for self-direction that combines the Electronic Visit Verification (EVV) platform, billing software, budget management, and document repositories into one platform that all users can access, with an anticipated go-live of November 2023. If this was something that the OPWDD could utilize, would there be interest in potentially purchasing the software from us?
    Response: **Software that is currently developed that meets OPWDD's expectations and requirements or has ability to be partially customized is what we are interested in reviewing. OPWDD is looking for a proven COTS platform not something in development or untested.**

35. Question: If OPWDD would not purchase the software from the contracted vendor, would OPWDD pay a licensing fee per month to the contracted vendor for the use of our proprietary software?
    Response: **OPWDD is looking for a hosted solution, not an on-prem solution. The vendor will be responsible for Service Level Agreements (SLAs) and maintenance as well as change requests that may come up from time to time. The pricing model can be a variety of methodologies.**

36. Question: Attachment A - Response Form In Attachment A, page 4, section "Customizations," the State asks "What is the average level of effort for – small change requests, medium change requests, large change requests?" Can the State please define in hours what is meant by small/medium/large?
    Response: **Any changes under $10K in total for Time and Materials would be considered a small change, $10K-$50K would be a medium change, $50-$100K would be a large change, and anything over $100K would be considered extra-large change. The hourly rate would dictate the time in hours required for changes.**

37. Question: What data does the state want to be stored in or collected by the system?
Response: **At a minimum, OPWDD would want the following to be stored in or collected by the system: individualized data spreadsheets, Request for Service Authorization (RSA), Waiver Application, Service Amendment Request Form (SARF), LifePlan, Broker Agreement, Affiliated Broker Agreement, Notice of Decision (NOD), other supporting documents. Additional details will be outlined in the BRD that will be provided should an RFP be pursued.**

38. Question: What information will be accessed or transmitted via API from third-party or state systems?
Response: **All information supplied to the system will be injected through Bulk load or API call and all information in the system will be continually available to the state at all times at no charge with no consulting or access fees by API. The system needs to have a reporting layer with clearly articulated Data dictionary and secure interface for data transfer and reporting tools. The vendor shall be required to establish a tutorial on reporting and provide the state free of charge 20 reports using the State's preferred solution.**

39. Question: What data does the state want the system to generate, such as self-directed budgets?
Response: **At a minimum, OPWDD expects reports that demonstrate the number of budgets rejected or returned per month, by user group, the number of brokers with rejected or returned budgets per month, the number of budgets submitted by budget type (start-up, initial, amendment, cost-neutral budget amendment) per month. Additionally strategic information on services and supports budgeted for and utilized by category type inclusive of all funding models and demographic information. In addition the State expects the system to allow the generation of Ad hoc reports on demand at no cost and with no vendor intervention and allow all data to be extracted in a format of its choosing at all times.**

40. Question: Can the state provide examples of the information that would be input or stored in the system?
Response: **Some examples are the self-direction budget requests/templates, state funded price sheets, utilization forms, and self-direction termination forms. payment voucher for state paid items.**

41. Question: Can the state provide examples of reports or provide a list of reports it would like generated from the system?
Response: **OPWDD's specified reports are further detailed in the BRD. At a minimum, OPWDD expects reports that demonstrate the number of budgets rejected or returned per month, by user group, the number of brokers with rejected or returned budgets per month, the number of budgets submitted by budget type (start-up, initial, amendment, cost-neutral budget amendment) per month. Additionally, a full extract of the system with a data dictionary, this system will feed a data warehouse.**

42. Question: How will the vendor be notified of authorized users who should have access to the system?
    Response: **The Vendor will receive a request to add a user through the Single point of contact on a standardized form to add or remove a user or to change user roles. The System should have a request form so that system users can submit such a change to State authorized personnel for review and approval.**

43. Question: Can the state provide examples of the items listed in section 2.0 (tracking information through various means such as various and individualized data spreadsheets to perform calculations outside of a singular/unified platform)?
    Response: **The form currently being used is the Self-Direction budget template (individualized data spreadsheets). The individualized data spreadsheets are completed via excel and emailed to OPWDD. The information from the individualized data spreadsheets are stored in an OPWDD share point database. [See Exhibit 1 –Self-Direction Budget Template Being Used by FIs and Brokers].**

44. Question: Can the state provide specific details or a list of which Self-Direction components it would like incorporated into the "Singular Platform"?
    Response: **Some examples are the self-direction budget requests/templates, state funded price sheets, utilization forms, and self-direction termination forms.**

45. Question:5.0 Information Requested Are there any other user roles that will use the system or need to produce reports from the system, aside from the roles listed in section 5.0?
    Response: **There are no other user roles that will use the system or need to produce reports from the system, aside from the roles listed in Section 5.0.**

46. Question:5.0 Information Requested For the systems listed in 5.0.2, what options are available to interface with these systems (API, file exchange, etc.)?
    Response: **The API interface used is SOAP. Vendors should plan on an initial bulk load then API or transfer as is most convenient to the State.**

47. Would an extension be provided for additional questions if needed?
    Response: **OPWDD at its discretion will send a follow up document if any additional quesitons are received prior to the submission due date.**