



NEW YORK
STATE OF
OPPORTUNITY™

**Office for People With
Developmental Disabilities**

Request for Information (RFI) #2022-10

Health Assessment and Coordination Services

Issued:	12/16/2022
Questions Due:	1/9/2023
Answers to Questions:	1/20/2023
Responses Due By:	11:00 a.m., 2/3/2023

1.0 INTRODUCTION

The Office for People With Developmental Disabilities (OPWDD) has a large network of community residences, non-residential services and supports people in their own or family home. OPWDD provides services directly and through approximately 500 nonprofit service providing agencies in both urban and rural localities across the State. The OPWDD Comprehensive Home and Community Based Services (HCBS) Medicaid Waiver now supports more than 100,000 people with intellectual and developmental disabilities (I/DD).

The initiation of OPWDD's Comprehensive HCBS Waiver in 1991 was the foundation that propelled tremendous growth in community-based service options and enabled the system to develop capacity to serve people in their own homes in the community.

The Contract Procurement Unit (CPU) for OPWDD is seeking information from vendors that are qualified to provide Health Assessment and Coordination (HAC) Services designed for individuals with I/DD, who live in both non-certified and certified residential settings.

2.0 PURPOSE

The purpose of this RFI is to acquire information regarding the interest and capabilities of vendors or others with expertise in applicable industry offerings to provide HAC Services, designed for individuals with I/DD, who receive HCBS Waiver services. Health Assessment and Coordination Services are a consultative telemedicine service that provides advice on when best to seek additional or in-person treatment, to coordinate care with local emergency departments, urgent care centers, and primary care physicians to enable real time support, consultation, and coordination on health issues; and to assist individuals, families and support providers to understand presenting health symptoms and to identify the most appropriate next steps, twenty-four hours a day, seven days a week.

Interested entities experienced and capable in providing HAC Services, as described above, for OPWDD HCBS Waiver participants with I/DD, should respond to this by sending the information requested in Section 4 (4.1-4.5 and Attachment A).

3.0 Qualified Entities

Entities qualified for the provision of HAC Services are expected to meet the following requirements:

- a. Operate a participant support call center that is staffed 24 hours a day, 7 days a week;
- b. Be staffed by board certified or board eligible physicians (MD/DO) who can be supplemented by licensed mid-level providers, including physician assistants or nurse practitioners;
- c. Be staffed by physicians who are licensed by the American Board of Medical Specialties (ABMS);
- d. Medical and nursing staff must be licensed in the State of New York, or have appropriate reciprocity;

- e. Assure that all clinicians regardless of license type have completed basic training in management of behavioral health crises including de-escalation techniques and implementation of psychiatry crisis care management plans when available;
- f. Meet technological and privacy requirements as set forth by the state.

The provider must also have a minimum of four years' experience in serving individuals with developmental disabilities in their own homes, family homes, Individualized Residential Alternatives (IRAs), Intermediate Care Facilities (ICFs), and other certified residential settings, as well as other types of long-term supports and services. The provider must have demonstrated evidence of positive outcomes for individuals served.

This RFI is an inquiry only. No contract or agreement will be made from the results of this RFI.

Responding to this RFI is entirely voluntary and will in no way affect OPWDD's consideration of any proposal submitted in response to a subsequent solicitation.

4.0 INQUIRIES

All inquiries should be sent via email to the following address: Contracts@opwdd.ny.gov.

Please include **HACS RFI 2022-10** in the subject line of your email. Inquiries are due by **1/9/2023**.

This is not a bid. Please do not request bid documents.

5.0 INFORMATION REQUESTED

OPWDD is seeking information from vendors experienced and capable of providing HAC Services, as previously described.

Responses should include the following requested information:

5.1 Description of System Functionality: Documentation should be provided that is descriptive of the functions supported by the telehealth system. Existing service and product literature and prepared marketing materials may be included; however, this information is less useful than a more detailed user and technical document. Please include information on the following, where applicable:

- a) Types of medical or clinical services and informational resources available;
- b) Description of system functionality;
- c) Data security protocols in place, for the communication platform and for the Electronic Medical Record System should you use one;
- d) Network requirements including internet connectivity;
- e) Electronic mail communications;
- f) Telephonic communication options available to Facility Doctors, Facility Nurses, and Facility Staff;
- g) Language translation.

5.2 Description of Technical Design: Respondents should provide information about overall system design including, as applicable, the following:

- a) Equipment (e.g., audio/visual) requirements and specifications;
- b) Operating system / software environment;
- c) Physical security features, including background check requirements of all individuals with access to your solution, including hardware and data center;
- d) Detailed network requirements and protocols;
- e) Data security protocols, including protection of Personal Health Information (PHI);
- f) Database environment and storage;
- g) Description of the user interface, including browser-based screens for all functions of the system;
- h) Description of the installation process;
- i) Description of application security and auditing features;
- j) Detailed interface requirements.

5.3 Description of Service, Product Support and Maintenance: Respondents are requested to comment on the following where applicable:

- a) Manuals;
- b) Onsite and offsite training;
- c) Helpdesk operations;
- d) User feedback procedures;
- e) 24/7 and 365 support procedures;
- f) Warranty returns and exchanges.

5.4 Estimated Charges - Pricing: As this document is an RFI, cost can only be estimated. Information on charges will be used for budgeting and planning purposes only – this is not a bid opportunity. All pricing assumptions should be identified including any initial costs, yearly costs, quarterly costs, hourly costs and recurring costs.

5.5 Delivery of Service: Respondents are requested to comment on the following, where applicable:

- a) What is the maximum number of individuals who can be served?
- b) Applicable caseload ratios (e.g., individuals able to be served in relation to available medical professionals)?
- c) How do you assess current capacity of service provision?
- d) How long after completion of enrollment application and information sharing consent is the service available to individuals?

Responses should also include the completion of Attachment A, which requests specific information regarding the following:

- Part 1 – Business Information (description of how the applicant meets the expectations described in section 3)
- Part 2 – Experience (description of how the applicant meets the years of experience described in section 3)
- Part 3 – Specific Questions
 - a) Is there capacity to provide service statewide?

- b) If no, which regions serviced?
- c) Is there capacity to provide education training to individuals and caregivers through videoconference?
- d) Is audio/visual/electronic equipment needed?
- e) If yes, what equipment and is it provided?
- f) Is there capacity to provide service 24 hours a day, 7 days a week?
- g) Is there capacity to provide immediate evaluations?
- h) Is there capacity to provide video-assisted examinations?
- i) Is your business located in NYS?
- j) Is your business licensed in NYS?
- k) Is Wi-Fi a requirement?
- l) Are there alternatives to Wi-Fi?
- m) Is there capacity to provide treatment plans and discussion and coordination with individuals and/or caregivers by professionals with extensive expertise supporting individuals with I/DD?
- n) Is there capacity to assist in directing individuals and/or caregivers in procedures?
- o) Is there capacity to provide input on mode of transport needed to local emergency department?
- p) Is there capacity to meet the following Telehealth Platform Requirements:
 - 1. Provide HIPAA compliance;
 - 2. Provide access timelines (e.g., amount of time between service requests and delivery of service);
 - 3. Secure communications to individuals, families, and caregivers?
- q) Is there capacity to provide a comprehensive quality review program and provide a report via secure email of their aggregated findings at the end of each month, as well as one time annually, to the state agency, which must include, at a minimum, a summary of each of the following:
 - 1. Data analysis;
 - 2. Number of service encounters;
 - 3. Service outcomes;
 - 4. Individual, family and/or caregivers of individuals, and provider satisfaction;
 - 5. Complaints and resolution;
 - 6. Evaluation of the performance of individual clinicians and the provider organization overall;
 - 7. Identification of all performance gaps and improvement opportunities and a quality improvement strategy for each?

This RFI invites input and ideas on such services as well as rough cost estimates. Interested entities experienced and capable in providing such product/services should respond to this RFI by sending the information requested in this section and completing Attachment A.

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6.0 INDUSTRY DAY

OPWDD may host an Industry Day meeting for vendors that have an interest in having their products considered for use in its non-certified residential settings and certified residential settings. The date and time of this meeting, if held, will be announced later based on the responses received from this RFI.

7.0 SUBMISSION OF RESPONSE

A point of contact for each respondent should be provided, including name, address, email, and phone number. Responses should contain the information requested in Section 4 and submission of Attachment A is required.

Responses can be emailed or mailed.

Emailed responses should be labeled as **HACS RFI 2022-10** in the subject line of the email and sent to: Contracts@opwdd.ny.gov.

Mailed Responses should be labeled as **HACS RFI 2022-10** and addressed to:

Office for People With Developmental Disabilities
Contract Procurement Unit
Attn: James Keil
44 Holland Avenue
Albany, NY 12229

Responses are due by 11:00 a.m. on February 3, 2023.

Responders to this RFI will not be precluded from responding to a future solicitation.

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. Information may be sought via telephone or email communication.

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 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.

10.0 PROCUREMENT LAW

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