BOSWELL REGIONAL CENTER
PURCHASE REVERSE AUCTION #BRC20190071

CLIENT INFORMATION SYSTEM & AUGMENTATIVE & ALTERNATIVE COMMUNICATION SYSTEM

Sealed proposals will be received in the business office of Boswell Regional Center for the purchase of **Client Information System / Augmentative & Alternative Communication System** to establish the base for a Reverse Auction. Deadline for receiving proposals is 10:00 a.m., Thursday, November 29. 2018. Tentative date for the reverse auction will be held on December 13, 2018 at 10:00 A.M. Boswell reserves the right to extend this time to a later date if needed in order to complete the pre-qualify prospective Bidders. All items must be f.o.b. institution. All items must meet the specifications. All proposal prices must stand firm for the duration of the contract period. All items must be proposal on to be a responsive bidder. No award will automatically result from the reverse auction, and Boswell will review the results of the reverse auction and make a determination in a timely manner.

INSTALLATION REQUIREMENTS

Hosting / Cloud Based
- o The proposed solution may be a cloud-based Software as a Service (SaaS).
- o T he Vendor must describe the hosting environment and provide verification that the proposed solution is compliant with the Federal Risk and Authorization Management Program (FedRAMP) standards.
- o The Vendor must list and describe any other standards the proposed solution is compliant with.
- o The Vendor must provide the maximum number of concurrent users for the proposed solution
- o The Vendor must provide a detailed description of the backup and failover procedures for the proposed solution. The Vendor must provide a detailed description of the system uptime guarantee policies.
- o The vendor will provide methods for management of user sign on capabilities.

On-Premise
- o The solution must be able to run in a VMware or Citrix environment.
- o The solution must be able to run on Microsoft Windows Server 2012 / 2016.
- o Ability to leverage Active Directory for single sign-on.

System Requirements

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- o The system should contain a centralized depository for client information such as demographic information, surrogate/family information, client supports, and assessment data. Refer to DMH Uniform Data Standards (Attached).   Reports should be able to be generated for this information in full or part.
- o The system should contain a centralized depository for Staff Information Reports should be able to be generated for this information in full or part. Refer to Staff Data Element (Attached). Each client should have an event log which will allow for professionals on the clients care team to document significant events/occurrences according to identified categories. Reports should be generated by client, category, and date range.
- o A people tracking system should be developed that can be customized based on a particular schedule and identified codes. The system should have the capability for staff to document the whereabouts of clients based on the schedule and codes approved for them. The system should generate a report of this information according to client and/or date range.
- o Each client should have a profile identifying his/her approved objectives. Electronic data collection and or progress reporting should be available for the objectives. Reports should be generated for each of these reports (objectives and progress review documents). Graphs and/or progress calculations should also be generated for reporting.
- o The recording of maladaptive behaviors should be done electronically. Reports should be generated based on various fields to allow for complete analysis of the events/occurrences

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Access Requirements

- o The proposed solution must be compatible with the current version and two preceding versions of common browsers including Chrome, Internet Explorer, Microsoft Edge, Firefox, and Safari The proposed solution must be compatible with Microsoft tablet, Android tablet, IOS and related devices for the current and two immediately preceding versions
- o Solution must be compatible with 32 and 64 Bit operating systems.
- o Vendor must specify any downloads, plug-ins or additional software (add-ons) (e.g. Java, Flash, etc.) required to access the proposed solution.
- o For any necessary downloads, plug-ins or add-ons, instructions for access and installation must be easily accessible to participants as a part of the proposed solution. Vendor must describe how the additional software is presented to the user and detail the process for download and installation of the software. Vendor should include a sample screen shot or sample instructions with Vendor's response to this requirement.
- o For any necessary downloads, plug-ins or add-ons, Vendor must describe the process for educating users on installation and maintenance, including new users as they are added.

Reports and Dashboards

- o Vendor must provide a list of system defined reports inherent to the proposed solution. If it is not evident from the title of a report, give a brief description of its purpose. This list should include reports common to permitting applications of similar size and scope.
- o Solution must include standard reports that show statistics of permits, inspections and other variables as defined by DMR.
- o Solution must accommodate the creation and modification of standard reporting templates for each using and/or authorizing entity as defined by BRC.
- o Solution must accommodate user defined reporting for the purpose of creating custom reports from any and all data elements for which DMR requires tracking and/or reporting.
- o User defined reporting tool must be intuitive and easy for the user to comprehend.
- o Solution must provide configurable reporting of all system activity, including but not limited to open applications, customer history, parcel history, neighboring parcels, applicant data elements, etc., as required by DMR.
- o Solution must be able to display certain types of reporting data on maps.
- o Solution must provide the ability to save user-generated reports under user profiles.
- o Solution must allow authorized BRC Staff to create their own reports using an online interface that does not require specialized knowledge of a third party tool such as Crystal Reports.
- o Solution must allow BRC Staff to create and save customized reports and queries.
- o Solution must be capable of exporting reports into several file formats including, but not limited to PDF, MS Excel, and MS Word.

Augmentative & Alternative Communication Application (Optional)

- Application is basically an app that is like a deck of electronic cards. These decks would include sections where the cards were divided for communication purposes, a visual schedule (and tied to a calendar, could be tied to a person's electronic health record.
- Data can be exported into an EXCEL spreadsheet, Access database, or other electronic health record database.
- For example, training objectives can have "cards" noting each training session and linked to the visual schedule but that data is then either synced to another app or an outside program/database so that it is massaged into various reports or to be part of the individual's in the record.
- Where before individuals being served might need to have hard copy lists, notebooks of charts and checklists, calendars, and communication board/pictures for daily routines, etc., these can be kept in the various "apps" of on a device.
- App designated for communication purposes. It works as stated above – with dynamic pages that can have tiles which take the user to another page or set of tiles (cards) for a variety of educational and independent living purposes.
- App can have various voices, sounds, selections from the photo gallery, etc. applied to the various tiles. One example would be to have a set of tiles for options to pick from several local restaurants, have another page come up with possible food choices at that restaurant, and then have a page of tiles with drink choices. If there were dietary changes that the individual needed to have adjustments for, these might be changed on the page tiles, if all acceptable permissions were obtained, etc. This scenario has the possibility to give individual residents/clients the opportunity to make their choices known, increasing their independence. The same would go for someone who had a medication change and needed to have specific timing on taking the meds, drinking water, or not having food for a certain amount of time afterward, etc.
- Some assessments may be able to be done utilizing the app, such as visuals used to help determine knowledge. (Note: At the time I was working with the program, it could not shuffle tiles within a page but were static so to ensure full knowledge, tiles may need to be printed out and done manually, for full assessment or training objective purposes, with staff recording the selection on the device for data collection, etc.)
- Depending on the memory available on the device – some video modeling may be tied to certain tiles – helping with independent living skills, problem solving, and training objectives. These might also be used in conjunction with visual tiles to show short videos using sign language for those who would benefit from that multimedia communication tool.
- Want someone to do some chair aerobics or other form of physical therapy at a specific time? That could be in their master schedule and the tile for that could bring up a video or youtube offering for a specific type of exercise. The same could go for a reward for doing a job, completing a training objective, etc. A music selection or video could be played, or a card announcing a choice of positive reinforcers could come up.
- Multiple tiles in a master record could be utilized for multiple clients – such as videos for either sign language or for video modelling could be utilized for multiple individuals or even on multiple pages for a single client. That way tiles would be static and stable – but other pages could be built that could tie in with other ones already built.
- For example: having a visual schedule with either a video and/or cards regarding testing blood glucose could be utilized by multiple people who all use the same type of meter. This video and/or set of cards could be brought up multiple times a day, depending on how much medical staff/the physician orders it done. When the orders change or things are managed well, then the visual schedule can be changed and those pages dealing with it for that client could be changed and staff at the individual's site or the individual themselves could be told to resync the device to get the new pages and changed schedule.
- One requirement to specific data collection would be that each individual/client would have to have their own username for the data collected to only be for them and their choices.

Selection of the successful Vendor

- o   On-site Demonstrations and Interviews
- o   At the discretion of the State, evaluators may request interviews, on-site presentations, demonstrations or discussions with any and all Vendors for the purpose of system overview and/or clarification or amplification of information presented in any part of the proposal.
- o   If requested, Vendors must be prepared to make on-site demonstrations of system functionality and/or proposal clarifications to the evaluation team and its affiliates within seven calendar days of notification. Each presentation must be made by the project manager being proposed by the Vendor to oversee implementation of this project.
- o   Proposed key team members must be present at the on-site demonstration. The evaluation team reserves the right to interview the proposed key team members during this onsite visit.
- o   Although on-site demonstrations may be requested, the demonstration will not be allowed in lieu of a written proposal.
- o   At the State's option, Vendors that remain within a competitive range must be prepared to provide a reference site within seven calendar days of notification. If possible, the reference site should be in the Southeastern region of the United States.   Vendor must list potential reference sites in the proposal.
- o   Final Quantitative Evaluation - Following any requested presentations, demonstrations, and/or site visits, the Evaluation Team will re-evaluate any technical/functional scores as necessary. The technical/functional and cost scores will then be combined to determine the Vendor's final score.

Warranty/Maintenance

- The Vendor must specify warranty period for the proposed software products during which time maintenance need not be paid. The State mandates a minimum of a one year warranty after acceptance of the product. If the system fails during warranty due to a bug, the Vendor will offer a workaround solution within 24 hours and a full fix within 5 working days.
- Vendor must fully describe other features offered by the proposed warranty plan.
- Warranty coverage must also include provision for enhancements, fixes, and upgrades at no cost. Vendor must acknowledge the inclusion of all requested warranty features.
- Support for the system should be proposed at two levels. Support must be available during normal business hours via 800 number and email from 7 AM through 6 PM Central Standard Time.
- First line support should be proposed for the initial year after system implementation. This cost will be valid for the remainder of the six-year contract. At this level, the Vendor will take all support calls from State, Regional, and local levels. All support calls must be logged and documented. These logs are to be provided to the State Trauma Coordinator monthly.
- Second line support should be proposed at a yearly cost valid for six years. At this level, the Vendor will provide support to the MSDH Administrator and their staff. Initial support calls will be taken by personnel and forwarded to the Vendor, if necessary. In both situations, documented resolution of support issues will be provided to the MSDH Administrator for future reference.
- Vendor must identify the cost to provide ongoing software support after the warranty period. At minimum, support must be provided Monday through Friday, 7 AM through 7 PM Central Standard Time and must include provision of enhancements, fixes, and upgrades. If field devices are used, Vendor must provide 7 x 24 support for critical calls and also a response to a critical call within 30 minutes. Vendor must fully describe the proposed software support.
- Vendor must provide support necessary to assist customers with recovering from a crash or down time situation.
- Vendor must specify costs to provide the proposed software support on an annual basis, for up to 6 years. Vendor must include the following support avenues, if available:
- Toll-free telephone support (specify number); and
- Online Web support (specify address)
- Vendor must describe its standard update/enhancement cycle. Vendor must detail how often the product is updated and how the updates are distributed.
- Vendor must specify the annual support increase ceiling to which Vendor is willing to agree. Vendor must understand that at no time can maintenance/support increase more than the lesser of 5% increase or an increase consistent with the percent increase in the consumer price index, all Urban Consumer US City Average (C.P.I. –u) for the preceding year.
- Vendors must also identify any other support offerings available to MSDH for optional consideration. Briefly describe the plan.
- Online help must be included with the proposed system.
- Support must be available by phone, fax, email, and the Internet.
- Support calls must be tracked via the Internet.
- Support knowledge base must be available via the Internet.
- Support metrics must be available via the Internet.
- Software support must be provided internally by the Vendor.
- Vendor must specify the number of support personnel on staff for the proposed product.
- Software support for Vendor customizations must be provided internally by Vendor.
- Customer must be able to establish support call priority.
- Monthly reports must be sent to the customer to document support usage frequency.
- Vendor must explain how go-live issues are supported.

- o Vendor must specify their escalation policy for support calls deemed unresolved or unsatisfactorily resolved by the customer.
- o Vendor must notify customers in advance when software updates are to be released to allow for upgrade/update planning.
- o Customers must be notified via email or mail when software updates are available.
- o Product updates must be available for downloading via the Internet.

Training and Documentation

- o Solution must provide thorough online tutorial/training geared toward infrequent users.
- o Vendor must provide training documentation and keep it updated as appropriate. Web-accessible format is acceptable to DMR.
- o Prior to go-live, Vendor must agree to adequately train DMR staff users, administrators, and inspectors in how to use the system to successfully perform their respective tasks and workflows.
- o Vendor must agree to train DMR staff users and administrators in the effective use of the document management system.
- o As stated in the project background, multiple authorizing entities that operate outside of DMR are involved in permitting approvals during the process of issuing a permit. Vendor must agree to adequately train users from authorizing entities outside DMR in all facets necessary for the completion of their responsibilities as well as in the use of the Document Manager.
- o Vendor must train the primary system administrators in all facets of system use, including but not limited to oversight, administering payments, reporting, security, workflow, archival and audit trail functions.
- o Solution must provide context sensitive help for users throughout the permitting process from origination to archival.

NOTE ANY DEVIATION FROM SPECIFICATIONS BELOW

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APPROXIMATE DELIVERY SCHEDULE

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PROPOSAL TO BE TYPEWRITTEN OR IN PEN & INK
PROPOSAL ACCEPTED ONLY WHEN SUBMITTED ON THIS FORM

MAILING ADDRESS	PHYSICAL ADDRESS
P.O. BOX 128	1049 SIMPSON HIGHWAY 149
MAGEE, MS 39111	MAGEE, MS 39111

VENDOR: _____

ADDRESS: _____

TELEPHONE: _____

FAX: _____

PROPOSAL TOTAL $: _____

DATE: _____

SIGNATURE (SIGN AND PRINT): _____

Purchase Orders will be written as needed by Boswell Regional Center.