

Request for Proposal: Archive Digitalization & Records Management System

Issued: October 5, 2020
Questions Due: October 26, 2020
Deadline (received by ACA): January 4, 2021



Anderson Center for Autism
4885 Rt. 9 P.O. Box 367
Staatsburg, NY 12580
Point of Contact: Joe Naughton
Phone: (845) 889-9251
Fax: (845) 889-9951
Email:
jnaughton@andersoncares.org

Anderson Center for Autism

Request for Proposal

10/05/2020

To Whom It May Concern:

About Anderson Center for Autism

The Anderson Center for Autism (ACA) story begins in 1924 and progresses through decades of adaptation and transformation. For over 90 years, our sole purpose has been to support people with special needs by offering a complete array of specialized services designed to enrich the lives of children and adults with autism. ACA provides educational, residential, clinical, consultation, life skills, and support services to children and adults on the autism spectrum and their families. ACA supports individuals through our rapidly expanding core residential and day programs. We are proud to be New York State's exceptional "go to" agency for addressing people presenting with some of the most challenging issues related to autism.

Children's Program serves 138 students (124 residential and 14 day students from local school districts) at our Staatsburg campus. Student educational services mirror New York State curriculum and includes clinical services (behavioral, OT, PT, and Speech), discrete trial, prevocational, vocational, and transition services for children and teens with a primary diagnosis of autism and who require a high level of care. Student residential services focus on fostering self-advocacy and personal independence. Through an innovative year-round day and residential children's programs, we are committed to providing a comprehensive array of LIFELONG LEARNINGSM opportunities while meeting the unique educational, social, emotional and communicative needs of each student we serve. Programs are designed to build independence by teaching activities across home, school and community settings.

Adult Program serves 104 adults with 25 locations in the Hudson Valley providing day and residential services offering a complete array of specialized services designed to enrich the lives of adults with autism. Residentially, this unique program supports an adult's continued development and growth toward the achievement of a well-rounded lifestyle and integration into the community. Through the LIFELONG LEARNINGSM Centers, adults with autism are presented with a wide array of skill-building opportunities which foster individual independence and productivity and enhance each person's overall quality of life.

Anderson Consulting offers community-based training, intervention assistance, environmental design, and other expertise to school districts, businesses, and agencies that work with individuals on the spectrum.

Family Support Services offers behavioral support and training funded by the NYS Office for People with Developmental Disabilities (OPWDD). The program provides mobile behavioral support to individuals experiencing behavioral challenges and their families.

Professional Development/Workshops offers workshops for families, therapists and professionals and can be tailored to suit any audience. Custom designed trainings can be created to meet the unique needs of school districts, community agencies or other groups.

In-School provides school districts and other service providers a range of consultation services that include individual consultation, training, program design, problem solving, and professional development. All consultants work closely with families, team members, and faculty to provide

hands-on training, support, and feedback. The focus is to support the needs of classroom and agency staff and individual students with Autism Spectrum Disorder (ASD) and related disabilities.

Anderson Center Clinic supports a growing population through a myriad of service options, including evaluation and treatment, within the Hudson Valley. Studies have shown that early diagnosis can help families and health professionals choose the right treatment strategies to improve outcomes for your child. Autism Diagnostic Evaluation is a comprehensive service assessing an individual's functioning and needs using a variety of methodologies and tools.

Anderson International provides service, training, and information exchange to individuals and organizations from around the world. As experts in the field of education and care of individuals on the autism spectrum, we are proud to be a culturally diverse organization.

Anderson Supportive Environment is a community partnership designed to assist business, government and the not-for-profit community in understanding, serving and supporting individuals with ASD and their families. Many times families of individuals with ASD find themselves isolated from their communities and unable to participate in activities we take for granted such as dining out, running errands, enjoying community events or recreation activities. By becoming an Autism Supportive Environment, enterprises are recognized as bridges of acceptance and support, a beacon of hope and a true community partner.

Anderson Center for Autism employs approximately 900 employees.

To meet the deadline for the initial approval, **all responses to this RFP must be received electronically by 5:00 PM (EDT) on 01/04/2020**. All vendors intending to submit a response are requested to submit a letter of intent along with any questions they may have by 10/26/2020. All questions from all vendors will be consolidated and answered in writing by 5:00 PM (EDT) on 11/02/2020. Vendors will review the information posted and communicate any requested changes or updates in writing. Questions and completed responses should be sent to:

Joe Naughton
Information Systems Business Analyst, Anderson Center for Autism
jnaughton@andersoncares.org

Terms and Instructions:

Timeline	
Process	Deadline
Issue RFP	10/05/2020
Intent to Respond Due	10/26/2020
Written Questions Due	10/26/2020
Responses Posted	11/02/2020
RFP Responses Due	01/04/2021
Candidates for Examination Selected	01/15/2021

Letter of Intent to Respond

Anderson Center for Autism asks that all vendors email a letter of intent declaring their intention to respond to this RFI by the given deadline. The e-mail should be sent to jnaughton@andersoncares.org and received no later than 10/26/2020. Please include the words "**RFP: Intent to Respond**" in the subject line.

Inquiries

We encourage inquiries regarding this RFI and welcome the opportunity to answer questions from potential applicants. Please direct your questions to jnaughton@andersoncares.org. Please include the words "**RFP: Inquiry**" in the subject line.

Deadline for Response

Interested vendors must submit an electronic copy of their proposed solution to jnaughton@andersoncares.org by 01/04/2021 at 5:00pm EST. Submissions will be confirmed by reply email. Late proposals will not be evaluated.

Submission Process and Requirements

Responses shall be submitted in PDF format and sent using electronic mail. Please submit a single document. Send your response to: jnaughton@andersoncares.org by the date and time specified above. Receipt will be acknowledged via email. Please include the words "**RFP: Vendor Response**" in the subject line.

Vendors should organize their proposals as defined below to ensure consistency and to facilitate the evaluation of all responses. All the sections listed below must be included in the proposal, in the order presented, with the Section Number listed. The responses shall be submitted in the following format:

- **Section 1** – Executive Summary (provide a concise summary of the services proposed)
- **Section 2** – Vendor Profile
 - Name, address, headquarters, main telephone, website
 - Publicly traded or privately held
 - Parent company (if applicable)
 - Years in business
 - Main contact (name, title, address, telephone/fax, email)
 - Description of your team
 - Customer references, preferably in the not-for-profit and healthcare spaces
 - Any key differentiators about you?
- **Section 3** – Scope of your work (research, design, development, and post-launch error correction, etc.).
- **Section 4** – Explanation of your RMS choice. For any software applications, include the following:

For any software applications, include the following:	
Software Name	
Software Version	
Software License	

General

Name	Click here to enter text.
Address (Headquarters)	Click here to enter text.
Address Continued	Click here to enter text.
Main Telephone Number	Click here to enter text.
Website	Click here to enter text.
Publicly Traded or Privately Held	Click here to enter text.

Parent Company (if applicable)

Name	Click here to enter text.
Address	Click here to enter text.
Address Continued	Click here to enter text.
Telephone Number	Click here to enter text.
Main Contact	
Name	Click here to enter text.
Title	Click here to enter text.
Address	Click here to enter text.
Address Continued	Click here to enter text.
Telephone Number	Click here to enter text.
Fax Number	Click here to enter text.
Email Address	Click here to enter text.
Market Data	
Number of years in the market	Click here to enter text.
Number of live sites	Click here to enter text.
Number of new installations over the last 3 years?	Click here to enter text.
What is the percentage of vendor-provided installs vs. outsourced to 3rd party companies?	Click here to enter text.
Size of existing user base	Click here to enter text.
Does the product have a New York State presence?	Click here to enter text.
If so, # of install sites by specialty and size; list of New York reference sites.	
What is the current implementation timeframe when using only vendor-supplied resources?	Click here to enter text.
Number and percentage of practices in 2019 that did not get installed four (4) months after signing contract?	Click here to enter text.
How many organizations have de-installed any vendor systems over the past two (2) years? Please specify which systems and why.	Click here to enter text.
What is your customer retention for the years 2017, 2018, and 2019?	Click here to enter text.
Total FTEs Last Year	Click here to enter text.
Total FTEs This Year	Click here to enter text.
Explain how your company is planning to meet the increase in demand for your product (including implementation, training, and support) over the next five (5) years.	Click here to enter text.
Product Information	
Product name and version#	Click here to enter text.
When is your next version release?	Click here to enter text.
Is it a Client Server, ASP or Hosted model?	Click here to enter text.
Was the product (or any of its significant functionality) acquired from another company?	Click here to enter text.
<p>If yes, please answer the following:</p> <ul style="list-style-type: none"> What was the original company's name that developed the product or functionality? What was the original product's name? What version did you purchase? 	<p>Click here to enter text.</p> <p>Click here to enter text.</p> <p>Click here to enter text.</p>
Is the product comprehensive or modular?	Click here to enter text.

Modular	
<ul style="list-style-type: none"> List all modules available, their current version, and provide additional documents with all technical specifications, requirements, and dependencies for each module to operate fully with the "core" product. 	Click here to enter text.
Will there ever be a charge to copy, move, or retrieve data from the product should a customer decide to change vendors?	Click here to enter text.
List all ways that a practitioner could import data into the product:	Click here to enter text.
<ul style="list-style-type: none"> CD/DVD 	Click here to enter text.
<ul style="list-style-type: none"> Flash Drive 	Click here to enter text.
<ul style="list-style-type: none"> PDF Format 	Click here to enter text.
<ul style="list-style-type: none"> Paper Copies 	Click here to enter text.
Reporting Capabilities	
Does the product allow custom reports to be created?	
Ad hoc reporting by users an option? If yes, how much training is required?	
Provide a list of standard reports (no customization) which the customer may run at Go Live.	
Can this report information be exported to in CSV or comma text delimited format?	
Additional Information	
Timeframe to receive demonstration of product	
Is a demo copy available prior to purchasing?	
Onsite implementation or remote?	
Training sites	
Training options (train-the-trainer, # hours all staff)	
Has your company acquired, been acquired, merged with other organizations, or had any "change in control" events within the last five (5) years? (If yes, please provide details.)	
Is your company planning to acquire, be acquired, merge with other organizations, or have any "change in control" events within the next five (5) years? (If yes, please provide details.)	
Does your company use resellers to distribute your product(s)?	
If yes, please answer the following: <ul style="list-style-type: none"> What is your reseller structure? Who are your resellers who are authorized to sell within New York? 	
If no, please answer the following: <ul style="list-style-type: none"> What is your distribution and sales structure? 	
Please provide information on any outstanding lawsuits or judgments within the last five (5) years. Please indicate any cases that you cannot respond to as they were settled with a non-disclosure clause.	
Security and Security Features	
Describe how the product meets all HIPAA, HITECH, and other security requirements.	
Does the product provide different levels of security based on User Role, Site, and/or Enterprise settings?	
Describe the audit process within the product.	

List the security reports the product provides at Go-Live to meet all auditing needs.	
Describe any remote tools you offer the provider to access data (e.g. iPhone) and how these devices/data may be secured if the provider loses their device or a breach is suspected.	
Describe the product's ability to terminate user connections/sessions by an administrator (remotely) if a breach is suspected.	
Describe the product's ability to lockout users (for upgrades, security breaches, employee terminations, etc).	
Describe the product's ability to create new security rights/roles based on new workflows or enhancements (e.g., customer-developed content).	

Data Protection

Describe how the data is secured at all times and in all modules of the product (e.g., strong password protection or other user authentication, data encrypted at rest, data encrypted in motion).	
Describe how the data is secured when accessed via handheld devices (e.g., secured through SSL web sites, iPhone apps, etc).	

Licensing

How is the product licensed?	
Are licenses purchased per user?	
Define 'user' if it relates to the licensing model (i.e., FTE, concurrent users, etc).	
<ul style="list-style-type: none"> – Can user licenses be reassigned when a workforce member leaves? 	
If licensing is determined per workstation, do handheld devices count towards this licensing?	
Is system access based on individual licensing, concurrent, or both?	
What does each license actually provide?	
For modular systems, does each module require a unique license?	
In concurrent licensing systems, when are licenses released by the system (i.e., when the workstation is idle, locked, or only when user logs off)?	

Infrastructure and Technology

If product is a client/server model, please respond to questions below:

What type of hardware is required?	
What are the recommended workstation requirements?	
What are the recommended server specifications?	
Recommended Manufacturer/Model?	
How many servers and server roles?	
<ul style="list-style-type: none"> • Application Server • Web Server <ul style="list-style-type: none"> – IIS (version) – Apache (version) 	
<ul style="list-style-type: none"> • Other 	
<ul style="list-style-type: none"> • Database Server 	
<ul style="list-style-type: none"> • MS SQL (version) 	
<ul style="list-style-type: none"> • Oracle (version) 	
<ul style="list-style-type: none"> • Other 	

• Test Server	
• Operating system (Windows, Unix/Linux, Other)	□
• Processor (number of processors and processor speed)?	
• Memory/RAM requirements?	
• Storage Space Requirements?	
• SANs Connectivity (Yes/No)	
– If yes, SANs requirements?	
• Network Card Speeds	
Dual NICs required?	
Other Components Required?	
What other applications are required for server?	
• Server Management Tools	
• Bandwidth Monitors	
• Database Management Suite	
Can systems be virtualized?	
– Will the product run on virtualized servers?	
– If yes, what virtualization and remote access software is required on server?	
• Citrix	
• BMC	
• Other	
– If no, are you moving toward certifying virtualized environments?	
Are we required to purchase hardware from your company?	
Do you have a recommended vendor with discount pricing to purchase equipment?	
What type of support is available if equipment purchased from your company?	
What are the recommended scanner manufacturers/models?	
Do you require Internet access for your product?	
– For remote connection/maintenance?	
– If so, please detail security setup required for this access.	
– Remote Support?	
– If so, please detail security setup and access rules governing when connections are created and what type of work can be performed on the live system during normal business hours.	
– Access System/Application Remotely?	
What are the minimum network infrastructure requirements?	
– Firewall/VPN Appliance?	
– Switches/Routers	
– Other Devices	
Will your product operate on Windows Terminal Services or Citrix?	
– If no, are there plans to certify in these environments?	

What are the backup requirements?	
<ul style="list-style-type: none"> – Do you require a separate server for backup services? (Tape, SANs) 	
Are 3rd party backup solutions supported?	
Does product provide database software (Yes/No)?	
<ul style="list-style-type: none"> – If no, what database application is required? (MS SQL, Oracle, MySQL, Other) 	
Can data be exported?	
<ul style="list-style-type: none"> – What format? (CSV, Text/Comma delimited, Other) 	
Infrastructure and Technology	
If product is an ASP model, please respond to questions below:	
Do you provide ASP solutions or require 3rd party vendor participation?	
What is the 3rd party vendor's involvement?	
How are support issues handled?	
Does the ASP model require a server at the customer location?	
<ul style="list-style-type: none"> – If yes, what are the system requirements? 	
<ul style="list-style-type: none"> • Number of Server(s)? 	
<ul style="list-style-type: none"> • Processor 	
<ul style="list-style-type: none"> • Storage and Fault Tolerance Requirements? 	
<ul style="list-style-type: none"> • Memory? <ul style="list-style-type: none"> – <25 concurrent users – >25 concurrent users 	
<ul style="list-style-type: none"> • Bandwidth Requirements? 	
<ul style="list-style-type: none"> • System Backup Requirements? 	
<ul style="list-style-type: none"> – Types of Server(s) 	
<ul style="list-style-type: none"> • Database Servers 	
<ul style="list-style-type: none"> • Web Servers 	
<ul style="list-style-type: none"> • Interface Servers 	
<ul style="list-style-type: none"> • Scanning Servers 	
Is virtualization supported or required (VMWare, XenApp, etc.)?	
<ul style="list-style-type: none"> – If so, on which servers and in what configuration? 	
Are Citrix and/or Terminal Services supported?	
<ul style="list-style-type: none"> – If so, are there any application modules not supported or recommended for use in a virtualized environment? 	
Does your product require or recommend a firewall?	
<ul style="list-style-type: none"> – If yes, what is the recommended manufacturer/model? 	
<ul style="list-style-type: none"> – Do you recommend VPN access? 	
Do you provide all CALs (client access licenses) for database and system access or does the customer purchase these?	
<ul style="list-style-type: none"> – If customer must purchase, how many need to be purchased based on expected number of users on the product? 	
List all security enhancements which must be accommodated on workstations (e.g., Internet sites trusted, active x controls enabled, Dot Net versions supported, registry modifications, etc).	

Does the product support any of the following external devices:	
<ul style="list-style-type: none"> • USB devices • Scanners (manufacturer/model) • Flatbed • Handheld (i.e., Barcode, PDA, BlackBerry Devices, etc.) • Card Readers (i.e. smart card, security) • Other Input Devices 	
What are the bandwidth requirements per user?	
What are the workstation requirements?	
Manufacturer/Model	
<ul style="list-style-type: none"> • Processor • Storage • Memory • Operating System 	
Does the product require any type of client (i.e. Citrix, clientware, Cisco VPN, etc.)?	
What applications are supported and/or need to be installed on the workstation?	
<ul style="list-style-type: none"> • Java • Flash • Adobe Reader • Microsoft Office (i.e., Word, Excel, etc.) • Antivirus • Which folders/files must be excluded from active scanning? • Crystal Reports • Open Office • Remote Access Software (WinVNC, RDP, GoToMyPC, etc.) 	
for support	
Require ODBC driver or SQL application on workstations?	
Any other applications required?	
Can the product be securely accessed from any location with an Internet/broadband connection?	
How is data saved at the ASP location?	
How often is routine maintenance performed on remote system?	
<ul style="list-style-type: none"> • Backups? • Updates? • Performance Monitoring and Enhancements 	
Since we would be dependent on Internet connection, what is our strategy if the Internet connection goes down and cannot use your system?	
Infrastructure and Technology	
If product is a SaaS model, please respond to questions below:	
Do you provide direct SaaS solutions or require 3rd party vendor participation?	
How are support issues handled?	
Does a 3rd party vendor host any part of your product and/or data?	

Does your product require or recommend a firewall on the client side?	
– If yes, what is the recommended manufacturer/model?	
Can the product be securely accessed from any location with an Internet/broadband connection?	
– What are the security requirements for remote users (non-office users)?	
What are the minimum bandwidth requirements?	
List all security enhancements which must be accommodated on client workstations (e.g., Internet sites trusted, active x controls enabled, Dot Net versions supported, registry modifications, etc.).	
Does the product support any of the following external devices:	
<ul style="list-style-type: none"> • USB Devices • Scanners (Manufacturer/Model) • Flatbed • Handheld (i.e., Barcode, PDA, BlackBerry Devices, etc.) • Card Readers (i.e., Smart Card, Security) • Other Input Devices 	
What are the workstation requirements?	
Manufacturer/Model	
<ul style="list-style-type: none"> • Processor • Storage • Memory • Operating System 	
Does the product require any type of client (i.e. Citrix, clientware, Cisco VPN, etc.)?	
What applications are supported and/or need to be installed on the workstations?	
<ul style="list-style-type: none"> • Java • Flash • Adobe Reader • Microsoft Office (i.e., Word, Excel, etc.) • Antivirus • Which folders/files must be excluded from active scanning? • Crystal Reports • Open Office • Remote Access Software (WinVNC, RDP, GoToMyPC, etc.) 	
for support	
Require ODBC driver or SQL application on workstations?	
Any other applications required?	
How is data saved and stored?	
Can information be exported to CD/DVD in CSV or comma text delimited format?	
Does product allow reports be created?	
– Ad hoc reporting option?	
– Provide a list of standard reports (no customization)	

How often is routine maintenance performed on remote system?	
<ul style="list-style-type: none"> • Backups? • Updates? • Performance Monitoring and Enhancements 	
Can you provide a contingency strategy or disaster recovery plan in the event Internet service is lost and customer is unable to access your system and application?	
Do you have normal 'downtime' windows for system backup and maintenance?	
<ul style="list-style-type: none"> – Does this affect access to the product? 	
In the event access to your site is unavailable, what steps will you take to notify the customer of progress towards resolving the issue?	
<ul style="list-style-type: none"> – What steps should the customer take during this time? 	
In the past two (2) years, how many outages have you experienced due to your own infrastructure problems?	
Do you have redundant Internet providers?	
Is there a test environment for the customer to use?	
What are the network infrastructure requirements?	
What are your security requirements and recommendations for client workstations?	
Is your site secured with encryption and antivirus?	
<ul style="list-style-type: none"> – How often is access audited and by whom? 	
<ul style="list-style-type: none"> – Is there an off-site disaster recovery location for your server farm? 	
<ul style="list-style-type: none"> – How often is this tested? 	

Vendor Support

Do you offer multiple support programs? Please provide a detailed list of each with your standard SLA for each support program.	
What are your support statistics (# of Support Calls to the % of resolutions at each severity level)?	
Define the Support Structure (Tiered Approach, Client assigned 1 point of contact, etc.)	
When is customer support available?	
<ul style="list-style-type: none"> • Preferred method of contact (Phone call, e-mail, etc.)? • Where is your customer support staff located? Are they 'off-shore'? • What are your normal hours of support? • How is after hours support handled? • Will someone be on-call at all times? 	
Problem/Resolution Process	
<ul style="list-style-type: none"> • Response time expectations for all levels of severity • Average time to close tickets by severity level • Escalation Process • Severity Level System • Issue/Resolution Tracking System • Test System vs. Live System 	
Who has ownership of the following:	

<ul style="list-style-type: none"> • Data • Software • Enhancements or Customizations Paid for by Customer • Hardware • Servers • Workstations 	
What are your additional fee based services?	
Do you have online support (Knowledgebase, InfoCenter, etc.)?	
Is your support staff certified?	
Is remote assistance an option for workstation and server issues?	
Describe Enhancement Request Model	
Do you have a user forum for practices to seek help from peers and share ideas?	
On-going Maintenance	
Upgrade Process	
<ul style="list-style-type: none"> • Will customer get to choose which upgrades they want? • Frequency of Upgrades? • How long can a customer delay an upgrade without losing support? • Will training be provided for new functionality? 	
Testing	
<ul style="list-style-type: none"> • Will customer get a chance to test the product in a test environment? • Will customer get access to test scripts from vendor? • Will customer have an opportunity to parallel test with vendor or conduct Acceptance Testing? • End to End Testing? 	
Product Enhancement Requests	
<ul style="list-style-type: none"> • If customer wants to add an enhancement, what is the process? • Are there additional costs for an enhancement? • How soon will customer be able to view, test, and use enhancement? • How will upgrades work with new enhancement? • Will all other customers get the enhancement one company has paid for? • How will the company stay up-to-date on required meaningful use definition changes? 	
Training/Testing – All Phases (Selection through Post Go-Live)	
Development/Training Environment	
Specify if this will be provided before or after a contract is signed.	
Will access be granted to development/training environment for testing during upgrades and during training processes?	
What types of online training are available?	
Videos	
<ul style="list-style-type: none"> • Recorded Modules/Workflow Training Courses • Recorded Interactive "Many-to-One" Training Sessions 	

<ul style="list-style-type: none"> • Quick Reference or Tips & Tricks Videos 	
<p>Web Based Training</p> <ul style="list-style-type: none"> • Interactive training activity with screenshots & instructions to give clinic exposure of EHR selected before core training 	
<p>Facilitator/Consultant Led Training Sessions</p> <ul style="list-style-type: none"> • Module Training Sessions • Workflow Training Sessions • One-on-One Training Sessions with Consultant • Describe your training personnel (i.e., background, position, medical credentials). • Vendor-Directed Demo (i.e., Web Ex Training, On-Site, etc.) 	
<p>Training Documents (Identify format of documentation)</p> <ul style="list-style-type: none"> • Training Manuals • Quick reference guides that focus on specific tasks • On-line Printable Training Documentation • Upgraded Training Guide • Describe when these documents are modified and how quickly they are made available to the customer after product changes occur. <p>What is created by vendor vs. customer?</p> <ul style="list-style-type: none"> – Creating specialized templates for efficient documentation – Creating favorites/shortcuts within the product – Does the product have customizable preferences? 	
<p>Will a workflow assessment be completed by the vendor?</p> <ul style="list-style-type: none"> – Will a document be sent to be completed by agency? – Will vendor complete on-site workflow assessment? – Is there an additional cost for workflow assessment? 	
<p>Will recommendations be provided for abstracting or bulk loading data?</p>	
<p>Contractually, can users access the live system prior to Go-Live for build or 'pilot' purposes?</p>	
<p>Super User Training</p> <ul style="list-style-type: none"> – Will super users be trained by vendor? – Remote or on-site training provided? 	
<p>Cost of Training</p> <ul style="list-style-type: none"> – Describe training options included in contract agreement. – Will additional costs be incurred on clinic for training? 	
<p>On-Site Training</p> <ul style="list-style-type: none"> – How many days does vendor provide for on-site training? – Will Go-Live be scheduled shortly after initial staff training? – What is the consultant/provider ratio during training? – Will trainers complete a readiness assessment before Go-Live? – Will vendor provide agency with on-site demos before and after contract is signed? – Will office be trained on hardware if purchased through the vendor before Go-Live training? 	

Go-Live	
Will vendor staff be on-site during 'Go Live' timeframe?	
What will be their role during 'Go Live'?	
<ul style="list-style-type: none"> – Trainer – Technical 	
Post Go-Live Training and Support	
After 'Go-Live', who (i.e., support team, implementation manager, etc.) will be available to answer questions, issues, and/or training requests?	
<ul style="list-style-type: none"> – If original implementation team, how long before this level of service is transferred to "normal" support team? 	
Will a post Go-Live assessment be completed after a specified amount of time by the vendor?	
How will agency be notified of upgrades when they are released and who is responsible for installing these updates (dates, training, documentation, etc.)?	
Contract Terms and Vendor Guarantees	
Will the customer be allowed to perform acceptance testing of this product prior to "Go-Live"?	
Will the customer be allowed to make payments based upon milestones with a significant portion of the fees not payable until "Go-Live"?	
What is the vendor's responsibility when: <ul style="list-style-type: none"> – Problem resolution is not met by a certain time based on severity level of the problem or issue? – Meaningful use criteria are not met as promised? – Upgrades cause problems (causes meaningful use criteria to no longer be met or critical workflows to break)? – Training is not conducted in agreed upon timeframe and/or the training materials are not adequate or delivered per contract deliverables? – Implementation is not completed by vendor in the agreed upon timeframe due to issues related to the vendor (staffing conflicts, software problems, etc.)? – Incompatibility issues arise between hardware (which meets agreed upon specifications) and approved software? – Promised product functionality does not exist at time of Implementation? – Damages to hardware during transport if purchased through vendor or while vendor is on-site during installation? – Data is corrupted during the course of normal use and operation of the product? – SLAs are not met? 	
Will you allow the representations made in your response to this RFI to be incorporated into the contract?	
Will you agree to a cap on price increases? For how long?	
How long will you guarantee to provide maintenance (or other support) on this product?	
What is the process that you will follow when "sunsetting" this product?	
Will you escrow the source code for this product?	

Will you agree to the contract being governed by New York law (including the applicable provisions of the UCC)?

Other Vendor Services Offered

What other companies have you partnered with to provide services on your behalf and what are their contact information?

If their work is done on your behalf (implementation, upgrades, etc.), do you warranty their work as if it was your own?

- **Section 5** – Outline of your digitization strategy.
- **Section 6** – Complete list of all proposed subconsultants. All subconsultants listed must be provided a meaningful element of work within the defined scope of work. Changes to this subconsultant list will not be allowed without prior written approval from Anderson Center for Autism.

PROPOSED SUBCONSULTANTS		
Subconsultant Firm Name and Address	Scope of Work	Dollar Amount of Work

- **Section 7** – Cost Estimate (provide answers using the template below)

One time fees

One time implementation fees: [Click here to enter text.](#)

Training fees: [Click here to enter text.](#)

Consulting fees: [Click here to enter text.](#)

Initial year costs (include all fees for license, use, access, etc.)

Please provide the pricing algorithm used to calculate this cost. [Click here to enter text.](#)

Ongoing annual costs (include all fees for maintenance, support, use, access, etc.)

Please provide the pricing algorithm used to calculate this cost. Also, please provide your policy regarding price increases. [Click here to enter text.](#)

Five (5) year cost of ownership

Please indicate the estimated TCO ("total cost of ownership") for the product over a 5 year period. [Click here to enter text.](#)

Training fees: [Click here to enter text.](#)

- **Section 8** – Conflict of interest statement. Consultants and consultant firms submitting proposals in response to this RFP must disclose to Anderson Center for Autism any actual, apparent, perceived, or potential conflicts of interest that may exist relative to the services to be provided under Agreement for consultant services to be awarded pursuant to this RFP. If the consultant or firm has no conflict of interest, a statement to that effect shall be included in the proposal.

Scope of Work & Project Deliverables

The following provides details of the scope of services required. Respondents to this RFP should build on this general description by proposing a scope of work with specific sub-tasks as deemed appropriate. Additional tasks and work elements may be added or deleted during contract negotiations. Upon conclusion of the negotiation process, the selected consultant will be required to prepare a final work plan, schedule, and budget for inclusion into a final contract. If additional tasks are identified, the contract may be amended in the future.

Consultant shall provide a proposal to digitize multiple years of paper record archive into a searchable and accessible Records Management System (RMS). The proposed system must comply with all data protection requirements for HIPAA/HITECH and FERPA. Proposal will include explanation or instruction for disaster recovery of the digitized archive and secure destruction of paper records once completeness and accuracy of the digitized archive is confirmed by ACA.

Consultant will be required to sign a Business Associates Agreement.

A general viewing of the quantity of records is permitted before submission of a proposal. If a more detailed viewing of records is required to create a more responsive proposal, a confidentiality agreement can be signed with limited viewing of redacted records permitted.

Objectives

ACA has spent the past three years digitizing processes and moving data storage and management of records administration for its current charges to electronic solutions. For ACAs current charges' earlier records, and for former charges that are discharged, a very large paper record archive remains. That archive, stored in cardboard file boxes, is both inaccessible for audit or research purposes and susceptible to loss or damage due to fire, water, pests, etc.

ACA requests proposals that will:

- Devise a data structure for the archived records.
- Digitize the paper record and store within that structure.
- Meet the information security requirements of HIPAA/HITECH and FERPA in all stages of the project.
- Provide search and retrieval that will support audit requests from oversight agencies (OPWDD, NYSED, OCFC, etc.).
- Provide for records purging based on mandated documents retention requirements. Records retention may be over 50 years in some cases.
- Identify and, upon written confirmation by ACA, eliminate duplicate records.

Requirements

Consultant must provide substantive responses on how they would develop, manage the contract work deliverables, provide and manage qualified staff. Describe any additional tasks and deliverables they would deem appropriate to achieve the overall goals listed above in "Objectives" section. The following are minimum performance specifications. Your proposals may be more inclusive.

1. Develop a data storage structure for the digitized information as described above.
2. Perform digitization of the paper archive and secure destruction of the paper record once ACA has determined that the digital record is complete and accurate, and provided written confirmation.
3. Provide a designated account manager and dedicated technical support team.
4. Allow 10 working days for turnaround decisions/feedback/content/etc. from ACA staff.
5. Train ACA staff on the RMS.
6. Establish ACA Admin User Account for the ACA site and provide to the ACA project manager.

General Conditions

Anderson Center for Autism is not obligated to any course of action as the result of this RFP. Issuance of this RFP does not constitute a commitment by Anderson Center for Autism to award any contract.

Anderson Center for Autism is not responsible for any costs incurred by any vendor or their partners in the RFP response preparation or presentation.

Information submitted in response to this RFP will become the property of Anderson Center for Autism.

All responses will be kept private from other vendors.

Anderson Center for Autism reserves the right to modify this RFP at any time and reserves the right to reject any and all responses to this RFP, in whole or in part, at any time.