Allegheny County
Department of Human Services
Request for Proposals Q&A
Software-Based Tool, and Related Support, for Scheduling, Coordinating and Managing Transportation Services for Children and Youth in Care of Child Welfare

July 7, 2015

43.) What specific government or other information security requirements will need to be met other than HIPPA (which is already a requirement, correct)?

The vendor must comply with the requirements of the HIPAA Security Rule and the HITECH Act. Please review DHS Contract Specifications Manual at http://www.alleghenycounty.us/dhs/contracting.aspx and www.hhs.gov for DHS and federal regulations around information security.

42.) Is there a data model / entity diagram available which describes the current paper based system?

See Appendix.

41.) Aside from Case Aides and Case Aide Schedulers will there be any other key stakeholders (including DHS agencies) who need to be granted access to the system?

Yes. DHS would expect that caseworkers, supervisors, administrators and leadership would have read-only access.

40.) Should the system automatically notify anyone when certain conditions occur, and if so - who and when?

Yes. If appointments are modified, safety alerts issued, or new trips assigned or made available, Case Aides should be aware.

39.) Does DHS anticipate having its own in-house capacity to administer and configure the tool over the long-term?

Yes.

38.) Who will create the base set of records in the new system? Has DHS accounted for this human resource requirement in its plans and budget?

DHS staff would create the base set of records in the new system. DHS has accounted for this human resource requirement in its plans and budget.

37.) Has DHS accounted for the use of its own staff in estimating the full cost of implementing the system including both time to transfer hard copy data into the system and training?

Yes.

36.) What other IT systems and desktop software are staff using on a regular basis which might be considered for integration to the cloud based system?

DHS uses a variety of IT systems and desktop software that we would consider integrating with the cloud based system; however, we have not identified any specific systems or software at this time.

35.) How will case aides access the system? (laptops, desktops, mobile devices or a combination? Are they using iOS or Windows based devices?

Case Aides will most often access calendars from their smartphones but should have the ability to also access calendars from tablets, desktops or netbooks. DHS is open to using iOS or Android.

34.) How many independent/unique to/from location points will need to be tracked?

The number of locations is infinite.

33. How many trips per week will be scheduled? Per year? (Is 700 per month the figure)?

Each month about 1,000 trips are *scheduled* to occur; however, due to a high rate of cancellations, the average number of trips completed each month is currently around 770.

32. Where is this information on vehicle capacity stored?

Currently, this information is not stored anywhere, but this information would be helpful to the schedulers. Vehicle capacity will vary based on the make/model of the Case Aide's personal vehicle.

31. Should calendars integrate with other systems such as Google or Outlook?

Calendars should integrate with Office 365.

30. Are any reporting examples available for our review?

See Appendix.

29. How many total individuals will be tracked? Including children, youth, Families, providers...etc?

At any given point in time, there are approximately 1300 children in CYF placement. The number of parents, guardians and providers associated with each child varies. Please indicate if there is a limit on the number of individuals that can be tracked in your Proposal.

28. Do DHS Vehicles currently utilize a GPS tracking technology?

No. Case Aides use their personal vehicles.

27. Will GPS and related real-time geo-location information be required for this project?

It is not required but is preferred.

26. Will there need to be an integration between a camera/digital photo device and the cloud based system to upload photographs?

No. Photographs will be uploaded through KIDS.

25. Will the (child's) photograph need to be accessible via a mobile device?

Yes.

24. Does KIDS have an API?

KIDS is a custom solution and does not have an API. In the past, we have customized KIDS to integrate with other products.

23. Specifically what technology is KIDS built on? Software? Version?

Microsoft .Net 4.0

22. What objects make up KIDS? Can you share the data model?

KIDS has many modules and over 900 database tables. Building the functionality to capture the information relevant to this scheduling tool (i.e. the information in question #3) is in progress.

21. What key information does CYF envision passing from KIDS into the new system and under what conditions would the information exchange occur?

Please see question #3.

20. What portion of this budget is to be used / allocated to recurring software user licenses?

DHS has not designated a set amount of the budget for this purpose. Please include and clearly describe what is included in this cost (i.e. upgrades, technical assistance) in your Proposal.

19. Mobile tech assumes real-time, all the time internet access. Has DHS considered this in their plan as recurring costs(?) and if so what portion of the budget is to be used?

DHS will support the cost of mobile phone internet access outside of the proposed budget in the RFP.

18. Is DHS anticipating an on-going annual cost of licensing in perpetuity for the system?

Yes. Please outline these costs in your proposed budget.

June 29, 2015

17. How frequently do you need to be notified of the location of the Case Aides - real time or a few minutes lapse?

We would prefer real time.

16. Do you have any standards for phone models or operating systems? If so, please describe them.

iPhone 5s (iOS) or LG Samsung (Android)

15. Regarding the application hosting, do you have the infrastructure (i.e. application and database servers) to host it or are you looking for third party hosting (i.e. Amazon Web Services)?

Either will be considered.

14. About the "costs for years 2 and 3": is the suggested limit (less than $60,000) meant to apply to both years or to each year?.

The suggested limit is less than $60,000 each year in years 2 and 3.

13. About "Insurance requirements" under Exhibit "C". Are we required to have the described insurance in order to be eligible or is this required only if our proposal is accepted?

This is required if your proposal is accepted.

12. Requested budget is for three years. How do you envision that the application/service will be maintained and supported after those three years?

This will depend upon many factors. If the product and service is successful, renewal will be considered at the end of the 3 years.

11.) It is not clear to us if, in order to be eligible, we need to be considered a M/W/DBE or just express our willingness to subcontract a M/W/DBE during the contract period. Could you please clarify?

You do not need to be considered a M/W/DBE to be eligible. There is also no penalization for not using MWDBE subcontractors. Please review the M/W/DBE participation waiver request form if you are not an M/W/DBE and do not intend to subcontract with an M/W/DBE.

June 26, 2015

10.) In the RFP, you mention a budgetary figure of $60,000.00 per year for 3 years. We would propose a solution that utilizes Microsoft Dynamics CRM as the foundation. The price of licensing for 500 users would far surpass that figure. Do you by chance have access to Dynamics CRM use from another need/management service, or is there any chance that software licensing could be purchased over and above the budgetary figure cited in the RFP?

We do not currently use Dynamics CRM. Proposers may submit budgets that exceed this amount but should include a justification for higher costs in their Proposal.

June 17, 2015

9.) How many users will be performing the actual scheduling?

5-6 users

8.) How many users will need "read-only" or "view only" access to the information?

500-600 users

7.) What resources will be needed for scheduling? Do you have equipment, facilities or other entities that need to be scheduled as well, outside of manual resources?

Additional resources needed for scheduling include visitation rooms and car seats. Currently, each Case Aide is assigned their own infant seat, 5-point toddler seat, and backless booster; however, sometimes there may be a need for more than one of the same seat type, or for a special car seat.

6.) Will mobile access be from a smart phone or tablet?

Case Aides will most often access calendars from their smartphones but should have the ability to also access calendars from tablets, desktops or netbooks.

5.) What methods does KIDS support for transferring information? Does KIDS post to web services? Does KIDS upload a CSV via FTP?

If the Proposer is using web services, then KIDS can use that to perform the data transfer. Otherwise, KIDS can use CSV format. Web services are preferable.

4.) Is the only requirement for mobile access the ability to access schedules any time, from anywhere?

Mobile users should have the ability to view all details associated with scheduled trips. The ability for mobile users to receive alerts and messaging features is preferred.

3.) What information is being captured outside of scheduling information (resource, date, time, location)?

Information included in the OCYF110 Case Aide Request form will be captured and must be visible to the assigned Case Aide. The form is currently being revised; however, the following is a list of some items that we intend to include:

- Whether or not a trip is for a provider home, court ordered and/or a supervised or unsupervised visit
- The nature of the trip (i.e. school, camp, daycare, medical)
- Date, time and location of the trip
- If the trip is a supervised visit, who is providing supervision, why supervision is necessary and any specific instructions for supervision
- If the trip is a visit, a list of participants in the visit, a list of those approved and excluded from participating in visits and a list of unapproved activities, topics of discussion and risks of disruption

- Contact information, including the phone numbers of parents
- Child-specific info by categories: Physical (i.e. medication, allergies, disabilities, medical equipment); Behavioral Health (behavioral health concerns of the child); General (i.e. feeding, toilet training); and Environmental/Safety Concerns
- KIDS # (by case)
- If the trip is to a medical/dental appointment, necessary medical/dental insurance information
- Restrictions around Case Aides assigned to the trip
- Date 110 is submitted
- Person/Facility responsible to complete pick up/drop off
- If the trip is to a provider agency, the name of the provider and provider staff members

June 12, 2015

2.) The Scope of Services Requested section on page 5 of the RFP states "The proposed tool should be an existing commercially-available product that can be tailored to meet DHS's needs." Would DHS accept a proposal for a custom solution designed for DHS that was not a product, if it met DHS technical, timeline, and budget requirements?

Yes.

1.) We are a courier company – we have a software system that we use for our transportation movement. We would be willing to handle the coordination of the transportation of CYF through our system. We would do the scheduling and be able to have your people access our website to see the schedules. Could you please let me know if this is something that could fit into this RFP?

We would be willing to explore this option.

APPENDIX

Casework staff hand-delivers completed OCYF110 to Admin. Assistant

Admin. determines: Should a Provider be transporting on this case?

Yes

OCYF110 sent to ROD for review/discussion with CW or CWS

ROD determines: Should OCYF transport?

No

Provider agency must transport.

Yes

No

OCYF110 returned to Admin. with approval from ROD to assign to CAs

Admin. determines: Can trips be completed during the CAs' normal work hours?

No

Admin. emails details of any after-hours trips to Larry at LFCO for assignment to shift CAs

Larry determines: Are any shift CAs available during their normal working hours?

No

Can any shift CAs' schedules be flexed to accommodate the trips?

No

Yes

Larry assigns trips, as appropriate & informs office of origin of assignments

Yes

Larry assigns trips, as appropriate & informs office of origin of assignments

Yes

Are any CAs available during their normal working hours?

No

Can any CAs' schedules be flexed to accommodate the trips?

No

Yes

Admin. assigns trips, as appropriate

Yes

Admin. assigns trips, as appropriate

Admin. emails trip details to all other Admins. to determine CA availability

Are any CAs available during their normal working hours?

No

Can any CAs' schedules be flexed to accommodate the trips?

No

Yes

Yes

Admins. inform the Admin. at office of origin of staff availability

Admin. assigns trips, as appropriate & informs offices of assignments

Remaining trips returned to the office of origin to be offered as voluntary OT

Admin. informs CAs via email of trips available for OT

How many Case Aides respond?

Many

Trip assigned as OT to most senior Case Aide who responds

One

Trip assigned as OT to responding CA

None

Remaining trips emailed to Admins. at all offices to be offered as voluntary OT

Do any Case Aides bid on the trips?

Yes

Admins. inform the Admin. at office of origin of volunteers for OT

Admin. assigns trips, based on seniority and informs offices of assignments

No

Remaining trips emailed to Coleen at LIO for draft assignment

October 2014

Statistical Summary

Office of Origin		
CRO	145	14%
ERO	33	3%
LAO/LFCO	58	5%
LIO	10	1%
MVRO	109	10%
NRO	270	25%
SRO	445	42%
	1070	

Day of the Week		
Sunday	97	9%
Monday	95	9%
Tuesday	142	13%
Wednesday	243	23%
Thursday	185	17%
Friday	185	17%
Saturday	123	11%
	1070	

Court Ordered?		
Yes	304	28%
No	142	13%
Unknown	624	58%
	1070	

Active Families (from Report Portal)		
CRO	198	11%
ERO	327	19%
LAO/LFCO	66	4%
LIO	18	1%
MVRO	312	18%
NRO	475	27%
SRO	350	20%
	1746	

Active Children/Children in Placement (from Report Portal)				
CRO	399	11%	159	12%
ERO	686	18%	206	15%
LAO/LFCO	109	3%	99	7%
LIO	55	1%	0	0%
MVRO	744	20%	250	18%
NRO	1026	27%	377	28%
SRO	729	19%	277	20%
	3748 active children		**1368** children in placement	

Nature of Trip				
Supervised Visit			**362**	34%
Office (OCYF or Provider)	225	62%		
Home	54	15%		
Community	41	11%		
Inpatient Facility	33	9%		
Supervision only - no transport	9	2%		
Unsupervised Visit			**255**	24%
Agency Business			**17**	2%
Camp			**0**	0%
Court			**9**	1%
Evaluation (Interactional, Forensic, etc.)			**8**	1%
Jail			**20**	2%
ACJ	11	55%		
SCI	9	45%		
Medical/Dental/Therapy			**28**	3%
Meeting (C&T, etc.)			**5**	> 1%
Parenting Program			**7**	1%
School/Daycare			**350**	33%
Unknown			**0**	0%
Other			**9**	> 1%
			1070	

Trips Assigned Within Office of Origin vs. Assigned to Other Offices				
CRO	41	28%	104	72%
ERO	17	52%	16	48%
LAO/LFCO	46	79%	12	21%
LIO	10	100%	0	0%
MVRO	66	61%	43	39%
NRO	108	40%	162	60%
SRO	136	31%	309	69%
	424	40%	646	60%

Confirmation Required?		
Yes	50	5%
No	403	38%
Unknown	617	58%
	1070	

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Time of Day		
Weekday AM - Entire trip occurs before business hours	185	17%
Weekday AM - Trip begins before business hours	19	2%
Weekday Business Hours - Entire trip occurs during bus hrs	436	41%
Weekday PM - Trip ends after business hours	90	8%
Weekday PM - Entire trip occurs after business hours	120	11%
Saturday - AM (before 11:00)	34	3%
Saturday - Mid-Day (11:00 - 5:00)	78	7%
Saturday - Mid-Day, extending into evening hours	2	< 1%
Saturday - PM (after 5:00)	9	1%
Sunday - AM (before 11:00)	12	1%
Sunday - Mid-Day (11:00 - 5:00)	53	5%
Sunday - PM (after 5:00)	32	3%
	1070	

Who Is Being Transported?		
1 Adult	40	4%
1 Adult + children	10	1%
2 Adults	14	1%
2 Adults + children	5	< 1%
No passengers (agency business, missing passenger info.)	20	2%
1 Child	674	63%
2 Children	268	25%
3 Children	33	3%
4 Children	6	1%
	1070	

Age Breakdown		
Trips involving transport of one or more **children under 2**		203
Trips involving transport of one or more **children ages 2-4**		291
Trips involving transport of one or more **children ages 5-12**		519
Trips involving transport of one or more **children ages 13 and up**		132
Supervised Visit	50	
Unsupervised Visit	38	
Camp	0	
Court	7	
Evaluation (Interactional, Forensic, etc.)	4	
Jail Visit	9	
Medical/Dental/Therapy	4	
Meetings (C&T, etc)	2	
School/Daycare	13	
Unknown	0	
Other	5	
College Tours, Pickup Bus Pass, etc.		