

State of Nebraska
REQUEST FOR INFORMATION FORM

RETURN TO:
 State Unit on Aging
 Division of Medicaid and Long-Term Care
 Department of Health and Human Services
 Lincoln, NE 68509
 Phone: (402) 471-4781
 Fax: (402) 742-8388

SOLICITATION NUMBER	RELEASE DATE
RFI SUA-01	December 18, 2015
OPENING DATE AND TIME	PROCUREMENT CONTACT
January 28, 2016, 2:00PM, Central Time	Amy Hochstetler

This form is part of the specification package and must be signed in ink and returned, along with information documents, by the opening date and time specified.

PLEASE READ CAREFULLY!

SCOPE OF SERVICE

The State of Nebraska, Department of Health and Human Services, State Unit on Aging, is issuing this Request for Information, RFI SUA-01 for the purpose of gathering information about software for statewide aging services.

Written questions are due no later than Friday, January 8, 2016 at 4:00PM, and should be submitted via e-mail to dhhs.aging@nebraska.gov. Written questions may also be sent by facsimile to (402)742-8388.

Sealed information must be received in the Department of Health and Human Services, State Unit on Aging on or before January 7, 2016, 11:00 am, Central Time, at which time information will be publicly opened.

Bidder should submit one (1) original of the entire RFI response. RFI responses must be submitted by the information due date and time.

RFI RESPONSE MUST MEET THE FOLLOWING REQUIREMENTS TO BE CONSIDERED VALID. RFI RESPONSE WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

1. Sealed RFI response must be received by the date and time of RFI opening indicated above. No late information will be accepted. No electronic, e-mail, fax, voice, or telephone information will be accepted.
2. RFI response must meet all specifications of the RFI
3. This form "REQUEST FOR INFORMATION" MUST be manually signed, in ink, and returned by the information opening date and time along with your information and any other requirements as specified in the RFI.
4. It is understood by the parties that in the State of Nebraska's opinion, any limitation on the contractor's liability is unconstitutional under the Nebraska State Constitution, Article XIII, Section

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request For Information form, the bidder guarantees compliance with the provisions stated in this Request for Information.

FIRM: _____

COMPLETE ADDRESS: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

SIGNATURE: _____ DATE: _____

TYPED NAME & TITLE OF SIGNER: _____

3, and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied with the contractor's bid or in the final contract.

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I. SCOPE OF THE REQUEST FOR INFORMATION

The State of Nebraska, Department of Health and Human Services, State Unit on Aging, is issuing this Request for Information, RFI SUA-01 for the purpose of gathering information about software for statewide aging services.

ALL INFORMATION PERTINENT TO THIS REQUEST FOR INFORMATION CAN BE FOUND ON THE INTERNET AT: http://dhhs.ne.gov/Pages/grants_loans.aspx

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

ACTIVITY		DATE/TIME
1	Release Request for Information	December 18, 2015
2	Last day to submit written questions	Friday, January 8, 2016 4:00PM
3	State responds to written questions through Request for Information "Addendum" and/or "Amendment" to be posted to the internet at: http://dhhs.ne.gov/Pages/grants_loans.aspx	January 15, 2016
4	RFI Opening Location: Nebraska Department of Health and Human Services Division of Medicaid & Long-Term Care State Unit on Aging 301 Centennial Mall South, 4 th floor PO Box 95026 Lincoln, NE 68509	January 28, 2016 2:00PM Central Time
5	Conduct oral interviews/presentations and/or demonstrations. Five sessions are scheduled.	February 16, 2016 (AM or PM) February 17, 2016 (AM only) February 18, 2016 (AM or PM)

II. RFI RESPONSE PROCEDURES

A. OFFICE AND CONTACT PERSON

Responsibilities related to this Request for Information reside with the State Unit on Aging, Division of Medicaid and Long-Term Care, Department of Health and Human Services. The point of contact for the procurement is as follows:

Name: Amy Hochstetler
Agency: State Unit on Aging,
Division of Medicaid and Long-Term Care,
Department of Health and Human Services
Address: 301 Centennial Mall South, 4th floor
Lincoln, NE 68509

OR

Address: PO Box 95026
Lincoln, NE 68509
Telephone: (402) 471-4781
Facsimile: (402) 742-8388
E-Mail: dhhs.aging@nebraska.gov

B. GENERAL INFORMATION

A subsequent Request for Proposal (RFP) may not be issued as a result of this RFI. There will not be a contract as a result of this RFI and the State is not liable for any cost incurred by vendors in replying to this RFI. If an RFP is issued, the information provided will assist the State of Nebraska in developing the Request for Proposal. This RFI does not obligate the State to reply to the RFI responses, to issue an RFP, or to include any RFI provisions or responses provided by vendors in any RFP.

C. COMMUNICATION WITH STATE STAFF

From the date the Request for Information is issued and until RFI opening (as shown in the Schedule of Events), contact regarding this RFI between potential vendors and individuals employed by the State is restricted to written communication with the staff designated above as the point of contact for this Request for Information.

The following exceptions to these restrictions are permitted:

1. Written communication with the person(s) designated as the point(s) of contact for this Request for Information;
2. Contacts made pursuant to any pre-existing contracts or obligations; and
3. State-requested presentations, key personnel interviews, clarification sessions or discussions.

Violations of these conditions may be considered sufficient cause to reject a vendor's response to the RFI. No individual member of the State, employee of the State, or member of the Interview Committee is empowered to make binding statements regarding this RFI. The State of Nebraska will issue any clarifications or opinions regarding this RFI in writing.

D. WRITTEN QUESTIONS AND ANSWERS

Any explanation desired by a vendor regarding the meaning or interpretation of any Request for Information provision must be submitted in writing to the "Agency" and clearly marked "RFI Number SUA-01; about software for statewide aging services Questions". It is

preferred that questions be sent via e-mail to dhhs.aging@nebraska.gov. Questions may also be sent by facsimile to 402-742-8388, but must include a cover sheet clearly indicating that the transmission is to the attention of Amy Hochstetler, showing the total number of pages transmitted, and clearly marked "RFI Number SUA-01; Aging Software Questions".

It is recommended that Bidders submit questions sequentially numbered, include the RFI reference and page number using the following format.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>

Written answers will be provided through an addendum to be posted on the Internet at http://dhhs.ne.gov/Pages/grants_loans.aspx on or before the date shown in the Schedule of Events.

E. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS

The State reserves the right to conduct oral interviews/presentations and/or demonstrations if required at the sole invitation of the State.

Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the vendor and will not be compensated by the State. Web enabled participation in oral presentations is preferred. Area Agencies on Aging staff outside of Lincoln are interested in seeing the presentations. This would allow their participation without traveling to Lincoln.

F. SUBMISSION OF RESPONSE

The following describes the requirements related to the RFI submission, handling and review by the State.

To facilitate the response review process, one (1) original of the entire RFI response should be submitted. RFI responses must be submitted by the RFI due date and time.

A separate sheet must be provided that clearly states which sections have been submitted as proprietary or have copyrighted materials. RFI responses should reference the request for information number and be sent to the specified address. Please note that the address label should appear as specified on the face of each container. Rejected late responses will be returned to the bidder unopened, if requested, at vendor's expense. If a recipient phone number is required for delivery purposes, 402-471-4781 should be used. The Request for Information number must be included in all correspondence.

G. PROPRIETARY INFORMATION

Data contained in the response and all documentation provided therein, become the property of the State of Nebraska and the data become public information upon opening the response. If the vendor wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. All proprietary information the vendor wishes the state to withhold must be submitted in a sealed package, which is separate from the remainder of the response. The separate package must be clearly marked PROPRIETARY on the outside of the package. Vendor may not mark their entire Request for Information as proprietary. Failure of the vendor to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other vendors and

the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, vendors submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

H. REQUEST FOR INFORMATION OPENING

The sealed responses will be publicly opened and the responding entities announced on the date, time, and location shown in the Schedule of Events. Responses will be available for viewing by those present after the opening. Vendors may also contact the state to schedule an appointment for viewing RFI responses.

I. LATE REQUEST FOR INFORMATION RESPONSES

RFI responses received after the time and date of the RFI opening will be considered late responses. Rejected late responses will be returned to the bidder unopened, if requested, at bidder's expense. The State is not responsible for responses that are late or lost due to mail service inadequacies, traffic, or any other reason(s).

III. PROJECT DESCRIPTION AND SCOPE OF WORK

The State Unit on Aging is within the Nebraska Department of Health and Human Services (DHHS), Division of Medicaid and Long-Term Care.

The Nebraska State Unit on Aging ensures that Nebraska's elders have access to the supportive services necessary to live with dignity, security, and independence. Funded by the Older Americans Act Competitive Federal grants, The Nebraska Community Aging Services Act (CASA) and the Nebraska Department of Health and Human Services, the State Unit on Aging has broad responsibilities for addressing the concerns of aging Nebraskans. Headed by an Administrator and guided by a twelve-person, governor-appointed advisory committee, the Unit is responsible for the planning, development, and administration of programs as outlined in the Older Americans Act (OAA), including the Long-Term Care Ombudsman Program, for older persons in Nebraska. In doing so, the Unit administers OAA programs for supportive services (in-home services, access services), legal services (fraud prevention, financial advice), and nutrition services (home delivered meals, congregate meals, education). It also administers programs that provide senior community employment, legal services, and respite care for caregivers. In accordance with the OAA, the Unit developed a four (4) year State Plan on Aging, which can be found online:

<http://dhhs.ne.gov/medicaid/Aging/Documents/AgingServicesStatePlanFY2015-FY2019.pdf>

For more information please visit the Department's website at

<http://dhhs.ne.gov/medicaid/Aging/Pages/AgingHome.aspx>

The State Unit on Aging grants state and federal funds to the 8 Area Agencies on Aging in Nebraska to support local programs and services. Additional competitive grants are also awarded to other non-profit agencies. With the assistance of community partners and advisory groups, each Area Agency on Aging determines needs and develops a plan to provide an appropriate array of services for its aging population. The State Unit on Aging works closely with the aging network to provide these services. Partners include Nebraska's area agencies on aging, senior centers, Medicaid, the State Long-Term Care Ombudsman, the Office of the Public Guardian, and many others who provide services to older adults.

With the Aging and Disability Resource Center demonstration projects, the State Unit on Aging is expanding its collaborative efforts with the disability network.

Mission: The mission of the State Unit on Aging is to promote the Dignity, Independence, and Freedom of Choice for persons 60 and over, and individuals with disabilities of all ages.

Knowledge: We envision older adults, and individuals with disabilities of all ages, families, and caregivers who are well-informed about available resources.

Advocacy: We envision older adults, and individuals with disabilities of all ages, families, and caregivers who are educated self-advocates. We envision a community of compassionate aging professionals who advocate on behalf of those who cannot.

Respect: We envision older adults and individuals with disabilities of all ages who are valued in our communities and treated with deference and compassion.

Collaboration: We envision a collaborative network of service providers who work together to use resources for the maximum benefit of older adults and for individuals with disabilities of all ages.

With the Aging and Disability Resource Center demonstration projects, in FY2016-FY2018 the State Unit on Aging is expanding its collaborative efforts with the disability network.

There is no means testing for Aging programs. Programs are open to persons primarily 60+ and their caregivers. Additionally, employment programs are available to those 55+.

The ADRC will increase the client base and service array from everyone 60+ to people age 0+ with disabilities. This increases the fiscal effort and program management and expertise needed.

The OAA promotes the well-being of older individuals by providing services and programs designed to help them live independently in their homes and communities. These programs help seniors age in place.

1. Older American's Act: Title III-B, III-C, III-D, III-E, and Title VII
2. Older American's Act: Title IV – competitive grants

At the Federal level, the Administration for Community Living (ACL), Administration on Aging (AoA), awards funds for nutrition and supportive home and community-based services to 56 SUAs, 629 Area Agencies on Aging, 244 Tribal organizations, and 2 Native Hawaiian organizations. In addition, funds are awarded for disease prevention/health promotion services, elder rights programs (long-term care ombudsman program, legal services, and elder abuse prevention efforts), the National Family Caregiver Support Program (NFCSP) and the Native American Caregiver Support Program (NACSP).

OAA funding for programs is allocated to each SUA based primarily on the number of persons 60 years of age and over (70 years of age and older for the NFCSP – National Family Caregiver Support Program) in the state.

In Nebraska, the SUA grants funds to the Area Agency on Aging (AAA) designated for each PSA. The AAA determines the needs of older persons in the PSA and works to address those needs through the funding of local services and through advocacy. The ACL/AoA grants funds directly to Federally Recognized Tribal Organizations based on the number of Tribal elders who are 60 years of age and older. (See AAA map).

Links related to Regulations, State Plan, and website:

- | | |
|--|---|
| 1. Federal Regulations, Aging | Older Americans Act
http://www.aoa.gov/AOA_programs/OAA/index.aspx |
| 2. Aging State Statutes | Nebraska Community Aging Services Act (CASA) (Neb. Rev. Stat. 81-2201 – 2228)
Nebraska Care Management Act (Neb. Rev. Stat. 81-2229 – 2235)
http://www.nebraskalegislature.gov/laws/search_range_statute.php?begin_section=81-2201&end_section=81-2235 |
| 3. Aging Services State Plan | http://dhhs.ne.gov/medicaid/Aging/Documents/AgingServicesStatePlanFY2015-FY2019.pdf |
| 4. Website orientation, general & program specific | Aging pages within DHHS, SUA site
http://DHHS, SUA.ne.gov/medicaid/Aging/Pages/AgingHome.aspx |
| 5. Nebraska, DHHS, SUA regulations | DHHS, SUA Regulations http://DHHS, SUA.ne.gov/Pages/reg_regs.aspx
Title 15: Aging Services
Title 175: Health Care Facilities and Services Licensure
Title 202: Operations Within Facilities and Community-Based Services for Persons with Mental Illness or Developmental Disabilities |

Title 404: Community-Based Services for Individuals with Developmental Disabilities
Title 467 -- Title V Services for Medically Handicapped Children, Genetically Handicapped Persons' Program, and Supplemental Security Income
Disabled Children's Program
Title 469 -- Assistance to the Aged, Blind, or Disabled and State Disability Program
Title 472 -- The Disabled Persons and Family Support Program
Title 473 -- Social Services for Aged and Disabled Adults
Title 480 -- Home and Community-Based Waiver Services and Optional Targeted Case Management Services

1.1 Nebraska's 8 Area Agencies on Aging

1. Area Agencies on Aging
 - a) provide services to more than 35,000 seniors in all 93 counties,
 - b) provide services to caregivers in all 93 counties,
 - c) through programs at almost 200 Senior Centers in 93 counties, and
 - d) provide about 2,000,000 congregate and home delivered meals,
2. Structure:
 - a) Six (6) of the AAAs are non-profits;
 - b) Lincoln Area Agency on Aging, dba Aging Partners (acronym is LAAA or AP), in Lincoln, is part of the City of Lincoln; and
 - c) Eastern Nebraska Area Agency on Aging (ENOA), in Omaha, is part of Eastern Nebraska Health Services Agency (ENHSA) is a nonprofit consisting of Cass, Sarpy, Douglas, Dodge and Washington.
3. AAAs submit annual plans to the State Unit on Aging by April 1. State Unit Staff review program content, descriptions, & budgets. Additional information is requested as needed. Approvals are issued in June.
4. AAAs submit 5-year plans, by June 1, the most recent plans were due in 2015. State Unit staff review program content, descriptions. Additional information is requested as needed. Approvals are issued in July.
5. Funding oversight by the State of the AAAs is a combination of Federal and State appropriations. A funding formula is applied to Federal and State funds, based on Older Americans Act guidelines & priorities. The basics include: persons over 60, and over 75, incorporating Poverty, and Minority statistics by service area.
6. Local funding includes a wide variety of City, County, Department of Roads, Medicaid Waiver, grants, donations, and more.

The bidder should provide the following information in response to this Request for Information.

A. PURPOSE AND BACKGROUND

This RFI is designed to gather information to assist the State Unit on Aging, Medicaid and Long-Term Care; and the Division of Developmental Disabilities, Department of Health and Human Services, in issuing a Request for Proposals (RFP) for aging services software to serve the State Unit on Aging and the Area Agencies on Aging. The existing software is no longer supported and must be replaced.

B. CURRENT BUSINESS PRACTICES

The State Unit on Aging provides access to NAMIS (Nebraska Aging Management Information System), and manages user IDs for Area Agency on Aging Staff. DHHS, IS&T maintains NAMIS. All Area Agencies on Aging are required to report services in NAMIS. If an AAA uses another system, they enter the information again into NAMIS in order to provide data for federal and state reports. At this time, the Lincoln Area Agency on Aging uses Mediware's Harmony SAMS Case Management system at this time.

The Division of Medicaid and Long-Term Care - Waiver programs utilize in-house developed systems (either MMIS or N-FOCUS).

C. CURRENT ENVIRONMENT

The existing data gathering and reporting software is a system built by Department of Health and Human Services, Information Systems & Technology (DHHS, IS&T) in the 1980's. NAMIS was built on a platform that is no longer supported by the vendor (Visual Basic 6). The maintenance at this time is primarily focused on keeping the software running. No backup system is available.

Systems are available as "off-the-shelf" that could replace the current system.

D. SYSTEM OVERVIEW

Nebraska's State Unit on Aging, and the Area Agencies on Aging, utilize multiple data collection and financial tracking methods.

1. NAMIS (Nebraska Aging Management Information System)
 - supplies state information to meet federal reporting requirements:
 - NAPIS – National Aging Program Information System –
 - SPR - State Program Reports (federal)
 - NSIP – Nutritional Services Incentive Program (Federal grant)
 - Federal Financial Reports (SF 425s) for Title III, IV, V, VII, NSIP Grants
 - Home Delivered Meal (HDM) routing and mapping

2. Non-NAMIS, off-line systems reporting:
 - Excel spreadsheets:
 - USDA Farmer's Market Nutrition Program – in conjunction with Nebraska Department of Agriculture
 - SCSEP (Senior Community Services Employment Program) – US Department of Labor grant. SCSEP Quarterly Progress Report (QPR) is generated on a federal web data collection system called SPARQ (SCSEP Performance and Results QPR) on participant activity and performance measures.
 - Elder Abuse, Neglect, Exploitation – Title IV competitive grants, Title VII, Title III-B Legal Services data on case types, closing codes, good stories and community education presentations is collected using the Nebraska Statewide Legal Assistance Uniform Reporting System.
 - Spreadsheet import abilities (internal notes: Some AAAs receive spreadsheets of information, and currently manually input (or in MAAAs case, utilize macros in excel to count meals, import capabilities mean a smoother transition.

- State Unit on Aging and Area Agency on Aging funding formula support.
- Off-line systems reporting: barcode, smart phone/tablet app capabilities, automation technologies
-
- 3. Ombudsman NORS Reporting:
 - NORS – National Ombudsman Reporting System
- 4. Home and Community Based Services:
 - HCBS / Medicaid Waiver is managed by Medicaid and Long-Term Care staff. Service Authorizations are issued through N-FOCUS. N-FOCUS is the state system for determining eligibility and issuing service authorizations.
 - Information regarding HCBS software is being requested as informational at this time.
- 5. Community based disability services, administered through the Division of Developmental Disability Services.
- 6. Direct services for individuals with developmental disabilities, operated by the Division of Developmental Disabilities.
- 7. Area Agencies on Aging use either QuickBooks™ or Altila's MIP Fund Accounting™ at the local level for financial tracking.

E. SCOPE OF WORK

Nebraska is gathering information regarding software systems to replace the described systems in the Systems Overview section.

Priorities are given to the items listed.

1. Nebraska Aging Management Information System (NAMIS), supporting the aging network
2. Non-NAMIS
3. Mediware's Harmony OmbudsManager™
4. Home and Community Based Services, administered through Medicaid and Long-Term Care.
5. Community based disability services, administered through the Division of Developmental Disability Services.
6. Direct services for individuals with developmental disabilities

As a part of this RFI, the State is requesting that the respondent identify the type of software solution being proposed. Please include a diagram of the system architecture along with a definition of the hosting solution and any software and hardware required to use with the system.

Interested respondents should submit information regarding products available, with pricing to meet Nebraska's needs. Please include an estimated range of all costs associated with the project, including but not limited to hardware, software licensing and maintenance, third party software and maintenance, implementation, conversion, and training.

Structure and Staffing:

The software proposed will need to support approximately 100 users.

- a. State Unit on Aging – 6 staff
- b. 8 Area Agencies on Aging – about 95 staff, supporting:
 - i. 93 Counties
 - ii. 200 Senior Centers (149 of HDM, 179 of Congregate meal sites)

- c. 20-50 Division of Medicaid and Long-Term Care staff
- d. 20-50 Division of Developmental Disabilities staff

Form A

Vendor Contact Sheet

Request for Information Number RFI SUA-01

Form A should be completed and submitted with each response to this solicitation document. This is intended to provide the State with information on the vendor's name and address, and the specific persons who are responsible for preparation of the vendor's response.

Preparation of Response Contact Information	
Vendor Name:	
Vendor Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	

Each vendor shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the vendor's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Vendor Name:	
Vendor Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	