



Corrections and Community Supervision

Request for Information (RFI) #2022-21 Wellness Mobile Applications

Issued:	September 14, 2022
Questions Due:	October 4, 2022 by 3pm
Answers to Questions:	on or about October 10, 2022
Response Due Date:	October 25, 2022 by 3pm

1.0 INTRODUCTION

The New York State Department of Corrections and Community Supervision (NYS DOCCS) employs over 24,000 staff, of which approximately 17,000 hold a security title, thereby making NYS DOCCS a large law enforcement agency. Research has indicated adverse outcomes associated with careers in the field of corrections for all personnel regardless of job duty if adequate wellness-related resources and services are not provided.

The Contract Procurement Unit (CPU) for NYS DOCCS is seeking information from vendors who provide mobile applications geared toward promoting and enhancing the mental, emotional and physical well-being of all corrections professionals to provide such services to NYS DOCCS' staff.

2.0 PURPOSE

The purpose of this RFI is to acquire information regarding the interest and capabilities of vendors that can create a customizable mobile application geared toward enhancing NYS DOCCS employee's wellness. The need for such service stems from the necessity to preserve the health and well-being of all employees in the most streamlined and efficient manner.

This app should be comprehensive enough to allow staff to access a variety of services independently while maintaining confidentiality. Features requested should include but not limited to; anonymous self-assessment tools, wellness toolkit, suicide prevention, therapist finder specific to NYS, vetted providers, peer and chaplain support, telehealth capabilities, physical fitness, online trainings and webinars, live 24/7 tech support for emergencies as well as content updates as needed. Proposed wellness program and services should be based on evidence-based practice and research data that has proven to show positive results of such mobile app when utilized by correctional staff.

Interested entities experienced and capable of providing an all-encompassing wellness mobile application geared specifically for corrections should respond to this RFI by sending the information requested in Section 4 and Attachment A. Data from other correctional agencies showing efficacy may be included.

This RFI is an inquiry only. No contract or agreement will be made from the results of this RFI. Responding to this RFI is entirely voluntary and will in no way affect NYS DOCCS' consideration of any proposal submitted in response to a subsequent solicitation.

3.0 INQUIRIES

All inquiries shall be sent via email to the following address: DOCCScontracts@doccs.ny.gov, please include "RFI #2022-21" in the subject line of your email. **Inquiries are due by 3pm on October 4, 2022.**

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

4.0 INFORMATION REQUESTED

NYS DOCCS is seeking a comprehensive mobile application specifically geared toward promoting and enhancing the well-being of correctional staff, with a focus on confidentiality, wellness training, crisis mitigation, vetted therapist finder, connections to peer support, and self-assessments to be made available to all staff, retirees and their families state-wide. The mobile application will be customizable to meet the needs of the Department and its staff with capabilities for the on-going addition of new content and wellness solutions specific to NYS DOCCS. Responses should include the following requested information:

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

- a) Overview of the overall set-up and customization process. Services offered
- b) User & Administrator training before roll-out
- c) System Support options
- d) Maintenance and update

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

- a) Hardware Requirements for NYS DOCCS vs provider manages remotely
- b) Operating system/software. Technology and platform used (iOS, Android)
- c) Acquisition of necessary Apple Developer Account (App store vs enterprise)
- d) Cyber security features and data, privacy protocols
- e) Detailed network requirements and protocols for app installation and usage
- f) Data collection. Most used resources and services. Anonymity
- g) Enhancement, updates and bug fix process

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

- a) Manual
- b) Offsite/ Online training, webinars
- c) Helpdesk Operations. Use of first responders for user support
- d) Frequency and acquisition of upgrades
- e) User feedback procedures
- f) 24/7 and 365 support procedures
- g) Warranty, cancellation and request for specific content updates
- h) Push notification features for NYS DOCCS uploaded content
- i) Languages offered by app and multilingual providers (English, Spanish...)

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

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

- a) How long does the app development take?
- b) How soon after does the system become available to NYS DOCCS staff?

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

- Part 1 – Business Information
- Part 2 – Experience
- Part 3 – Specific Questions
 - a) Reports
 - b) System Administration
 - c) Security and privacy
 - d) Data collection
 - e) Content updates by DOCCS and subject matter experts
 - f) Platform used and Software Updates
 - g) Maintenance and Support
 - h) Vetting process of providers
 - i) Distinguishing Characteristics from other vendors

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

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5.0 INDUSTRY DAY

NYS DOCCS may host an Industry Day meeting for vendors that have an interest in having their products considered for use. The date and time of this meeting will be announced later based on the responses received from this RFI.

6.0 SUBMISSION OF RESPONSE

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

Responses can be emailed or mailed.

Emailed responses should be labeled as "RFI #2022-21" NYS DOCCS WELLNESS MOBILE APPLICATION " in the subject line of the email and sent to: DOCCSContracts@doccs.ny.gov

Mailed Responses should be labeled as "RFI #2022-21" NYS DOCCS WELLNESS MOBILE APPLICATION" and addressed to:

NYS Department of Corrections and Community Supervision
Support Operations – Contract Procurement Unit
Attn: Andria Piliari-White

550 Broadway
Menands, NY 12204

Responses are due by 3:00 pm on October 25, 2022.

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

7.0 RFI RESPONSE CLARIFICATIONS

NYS DOCCS may seek additional information (clarifying or otherwise) regarding any of the respondents' services following the receipt of the RFI responses. Information may be sought via telephone or email communication.

8.0 DISCLAIMER

This RFI is not a contract offer and it is not an open solicitation for any services but rather an informational inquiry by NYS DOCCS. This RFI does not commit NYS DOCCS to award a contract, pay any costs incurred in preparing a response, or to procure or contract for services or supplies. Qualified entities are encouraged to respond to this RFI; however, failure to submit a response will not impact a respondent's ability to submit a response to any future competitive solicitation process (if any) for projects. Respondents are advised that all costs associated with responding to this RFI will be solely at their expense. There are no representations or warranties regarding the accuracy or completeness of the information contained in this RFI. Respondents are responsible for making their own evaluation of information and data contained in this RFI and for preparing and submitting responses to this RFI.

10.0 PROCUREMENT LAW

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