

New York State Department of Corrections and Community Supervision

RFI 2022-21 – Wellness Mobile Applications

Questions and Answers Posted 11-01-22

All responses are incorporated into RFI 2022-21.

Question #	Corresponding RFI Section	Bidder's Question	Answer
1	Contracting Mechanism	Does NYS DOCCS utilize contracting mechanisms such as the General Services Administration (GSA) Multiple Award Schedule?	NYS DOCCS does not utilize the General Services Administration (GSA) Multiple Award Schedule.
2	Self-Assessment Tools	<ol style="list-style-type: none"> 1. Does NYS DOCCS have preferred self-assessment tools? 2. If so, which ones? 	<ol style="list-style-type: none"> 1. No 2. NYS DOCCS is open to reviewing, and potentially utilizing, any such tools identified as best practice.
3	Therapists	<p>The RFI indicates a desire for a "therapist finder specific to NYS".</p> <ol style="list-style-type: none"> 1. Does NYS DOCCS maintain a roster of approved/vetted providers that can be incorporated into the app, 2. or is the vendor providing the app expected to identify and vet providers? 	<ol style="list-style-type: none"> 1. No 2. Yes
4	Telehealth Capabilities	<ol style="list-style-type: none"> 1. Please elaborate on what is desired. 2. Is the telehealth capability using the app for users to engage NYS DOCCS resources.... 3. civilian providers? 	<ol style="list-style-type: none"> 1. See information requested in section 2.0 of the RFI. 2. No 3. Any vetted provider

5	Confidentiality & Anonymity	<p>Some of the desired features such as telehealth likely require some type of credential or account. As such, it creates a mechanism and a digital trail that can be contrary to the goals of anonymity. Given that reality,</p> <ol style="list-style-type: none"> 1. is NYS DOCCS open to solutions that do not have telehealth or two-way data flow for the express purpose of maximizing anonymous access to resources? 	<p>It would be preferable to have the app link users to telehealth portals during self-identified emergent situations (crisis) in a manner external to the app itself.</p>
6	Physical Fitness	<ol style="list-style-type: none"> 1. With the emphasis on anonymity and confidentiality please elaborate on what is desired for physical fitness content. 2. Does NYS DOCCS have any physical fitness guidelines or curriculum that a vendor can incorporate into the mobile app? 	<ol style="list-style-type: none"> 1. Corrections professionals are at an increased risk for stress-related physical health ailments including obesity, heart disease and diabetes. The physical fitness component would include generalized resources and tips pertaining to physical fitness. 2. Currently, NYS DOCCS has no standardized physical fitness guidelines.
7	Content Updates	<ol style="list-style-type: none"> 1. Is NYS DOCCS open to solutions that place your staff in complete control of content updates, 2. or do you expressly desire a managed service where this function is performed by the solution provider? 	<p>DOCCS is interested in all vendor offerings through this RFI.</p>
8	Enterprise License Population	<p>Paragraph 1.0 indicates the expected user population is over 24,000 employees. Paragraph 4.0 indicates the app will be made available to, "all staff, retirees and their families state-wide".</p> <ol style="list-style-type: none"> 1. Can you provide a revised estimated user population that includes numbers of retirees and numbers of family members expected to have access to the app? 	<p>No historical data is available at this time.</p>

9	Authorized Users	<p>Since the intent is to make the app available to user (retirees and family members) who likely do not have an official NYS email account or credentials,</p> <ol style="list-style-type: none"> 1. what mechanism does NYS DOCCS envision a vendor using to ensure that a user is allowed to download and activate the mobile app? 	<p>NYSDOCCS is currently looking to have one generic login/credential for all users to access the app but would be open to explore other avenues pertaining to credentialing with respect to anonymity.</p>
10	Training	<ol style="list-style-type: none"> 1. Please provide an overview of existing health, wellness, and resilience training that can be incorporated into the mobile app 2. and/or used as a mechanism for onboarding training. 	<ol style="list-style-type: none"> 1. NYSDOCCS has partnered with Desert Waters Correctional Outreach to deliver a training to all staff geared specifically toward staff wellness. DOCCS also provides yearly suicide prevention training with staff wellness components, including resiliency. 2. CISM and EAP services are also available and used in onboarding.
11	Languages	<p>Is Spanish and other language versions a desired or require capability?</p>	<p>DOCCS is interested in all vendor offerings through this RFI.</p>
12		<p>Please confirm that Attachment A in and of itself would be an acceptable response to this request?</p>	<p>Responses should include required information as outlined in section 4.0 of the RFI and Attachment A.</p>
13		<p>When you reference use of a “Helpdesk” we assume you are referencing a user/participant support function. Is that a correct assumption?</p>	<p>Yes, NYS DOCCS is looking to have continued vendor support for any troubleshooting needs or generic app-related questions.</p>
14		<p>We understand that DOCC employs 24,000. For the purposes of estimating budget, please confirm that this is the number of eligible we should use.</p>	<p>See response to question #8 above.</p>

15		Regarding Question 4.1.c., please further describe what is meant by “System Support Options.”	NYS DOCCS would like to ensure that users from all platforms (Apple, Android, etc.) will be able to access the application.
16		Regarding Question 4.2.c and “Acquisition of necessary Apple Developer Account” <ol style="list-style-type: none"> 1. please clarify your request. 2. We license a SaaS-based solution to clients that is already built and customized for each client. In this model, you would not need a developer account. Please help us better understand your intent. 	<ol style="list-style-type: none"> 1. NYS DOCCS would like to ensure that users from all platforms (Apple, Android, etc.) will be able to access the application. 2. DOCCS is interested in all vendor offerings through this RFI.
17		Regarding Question 4.2.e, you ask for “Detailed network requirements and protocols for app installation and usage.” <ol style="list-style-type: none"> 1. Are you asking us to discuss the implementation process or looking for some other information? 	NYS DOCCS would like to ensure that users from all platforms (Apple, Android, etc.) will be able to access the application and the steps needed to download the app. and use it.
18		Regarding Question 4.3.g, “Warranty, cancellation and request for specific content updates.” We’re not sure what you intend. <ol style="list-style-type: none"> 1. What would be warrantied? 2. What is meant by cancellation? 3. And for content updates, are you asking if content can be specifically customized for DOCC? 	<ol style="list-style-type: none"> 1. If this is applicable to your vendor offerings, please include in your response. 2. If this is applicable to your vendor offerings, please include in your response. 3. DOCCS is interested in all vendor offerings through this RFI.
19		Regarding Questions 4.3.c and 4.3.f., are you referencing support for users/participants, for DOCC, or for both?	NYS DOCCS would be interested in learning more about any help desk and support procedures available to both users and DOCCS.
20		In Attachment A, line 20, what is meant by “internet monitoring”?	Basic data, ie. # of users that access the app and engage in the app.

21		In Attachment A, lines 63 and 66 seem to be asking the same question. If this is intended, please further differentiate what you are asking us to respond to for each question.	Services offered vs. your company achievements. What distinguishing characteristics do you offer above and beyond what is available in the industry. What distinguishes your company, ie, are you a Fortune 500 company, have prior contracts with Corrections, etc.
22		Do you have an approximate timeframe for the RFP release?	Should DOCCS decide to issue an RFP, It will be posted on the NYS Contract Reporter https://nyscr.ny.gov/ and DOCCS website: https://doccs.ny.gov/procurement-opportunities
23		What is the expected launch date for the new app?	Would be dictated by NYS procurement process and DOCCS needs.
24		What are your top behavioral health goals and priorities for the Corrections Staff?	DOCCS is looking to give employees the tools to engage in healthy coping strategies and seek help when needed to mitigate the impacts of experienced and vicarious trauma.
25		Are there any specific measures or metrics that determine app success?	There are no current metrics in place to measure app success.
26		Can you provide specific NYS DOCCS regulatory guidance related to employee wellness Privacy and security for this user group?	Federal and State laws may apply and regulate the collection and/or use of employee health information.
27		How will the app be promoted/distributed for use amongst employees?	NYS DOCCS is looking to promote the usage of the app through a variety of

			methods including flyers, emails, memos, and trainings.
28		Will the app be available to only employees or to family members as well?	See information requested in section 4.0 of the RFI and response to question #8 above.
29		Is this app meant to go beyond basic wellbeing to more involved health coaching and care?	NYS DOCCS is looking for an application that is flexible and will be compatible with the growth of the agency's staff wellness department.
30		You inquired about administrator training, what role do you see an administrator serving related to the mobile application?	Allowing the administrators to update content and updates to the app as needed.
31		<ol style="list-style-type: none"> 1. What are your behavioral health provider network needs? 2. Do you have concerns with your members not accessing behavioral health? 3. Are you interested in adding new behavioral health providers to your network? 	<ol style="list-style-type: none"> 1. NYS DOCCS is looking for a quick, user-friendly and anonymous way for Law Enforcement and Corrections staff to access any help they may need. 2. DOCCS is also looking for in-network providers to limit barriers to treatment. 3. DOCCS is also looking for in-network providers to limit barriers to treatment.
32		Beyond the digital program would you be interested in an identification and engagement functionality for corrections officers?	DOCCS is interested in all vendor offerings through this RFI.

33		Would a program supporting multiple co-morbidities and unaddressed behavioral health be of value for the corrections officers?	Yes.
34		<ol style="list-style-type: none"> 1. Is there an incumbent for this contract? 2. If so, please provide the incumbent name, current contract number, duration, historical level of effort and value of the contract. 	<ol style="list-style-type: none"> 1. No 2. NA
35		Does NYS DOCCS have any specific preference for Operating systems, Technology and Database for the development of Mobile App?	DOCCS is interested in hearing about all options presented by vendors through this RFI.
36		What are the accessibility requirements for the Mobile App?	Availability to download on all mobile platforms as well as static content for devices without internet connection.
37		What are the security requirements for the App?	See response to question #26 above.
38		<ol style="list-style-type: none"> 1. Does NYS DOCCS expect the Mobile App to be maintained by the selected vendor? 2. If so, for what period? 3. Is there a need for a Help Desk 4. and 24/7 Coverage? 	<ol style="list-style-type: none"> 1. NYS DOCCS would prefer the vendor work with designated DOCCS personnel and maintain the application. 2. This question is not relevant to the development of a proposal under this RFI. 3. It is expected that the vendor would provide a help desk. 4. Preferably 24/7.

39		<ol style="list-style-type: none"> 1. What type of information will involve PHI or PII or other confidential information? 2. How do you expect Users to submit their confidential information? 	<ol style="list-style-type: none"> 1. No personal information will be disclosed. 2. DOCCS preference is to have all users access under the same account.
40		Apart from English and Spanish or there any other languages which need to be supported by the Mobile App?	See response to question #11 above.
41		What type of devices will the mobile app need to support (Mobiles, Tablets, Watches?)	Mobile devices and tablets.
42		Will the information in the Mobile App be static or dynamic text?	Static. User may not have the ability to change content, but DOCCS is interested in all vendor offerings through this RFI.
43		Are there any specific internal or external integration requirements with the proposed Mobile App?	DOCCS is interested in hearing about all options presented by vendors through this RFI.
44		Is there a timeline dependency for launching the Mobile App?	Would be dictated by NYS procurement process and DOCCS needs.
45		What would be the number of working days required by the NYS DOCCS to turn over documents submitted for review?	This question is not relevant to the development of a proposal under this RFI.
46		Can the work be performed remotely?	Yes.

47		<ol style="list-style-type: none"> 1. Would the NYS DOCCS allow for reimbursement of travel and associated expenses for any in-person meetings? 2. If so, how many trips and meetings do we need to plan for? 3. Which roles/personnel need to attend these meetings? 4. Please provide guidelines for expense reimbursement. 	Would be dictated by NYS procurement process and DOCCS needs.
48		Apart from Attachment A can the offeror responds in word format?	Yes.
49		<ol style="list-style-type: none"> 1. In 2.0 PURPOSE of the RFI: Would it be acceptable some of the features to be integrated with already existing and proven services and solutions? 2. For example can the suicide prevention feature be covered by adding an info screen and a call button to the 988 Suicide and Crisis Lifeline of US (https://988lifeline.org/)? 	<ol style="list-style-type: none"> 1. Yes. 2. The incorporation of 988 could be one component of the suicide prevention feature but may not suffice as an all-encompassing aspect of such feature.
50	2.0 PURPOSE	<p>Can you provide more clarity on the Peer and Chaplain Support. There are various forms, types and definitions of Peer and Chaplain Support.</p> <ol style="list-style-type: none"> 1. Could you provide an example or further explanation of your expectations regarding this feature? 	DOCCS is looking to add in Chaplain support whether internally or externally.

51		What is the plan for creating on-going / new content after the system goes live?	Ongoing and continual communication between the vendor and designated DOCCS staff.
52		Would DOCC be interested in an existing mobile application solution that can be customized for DOCC and used as an accelerator?	DOCCS is interested in all vendor offerings through this RFI.
53		Does the mobile app need to collect data from wearables ?	While this is not necessary at this time, DOCCS is interested in all vendor offerings through this RFI.
54		<ol style="list-style-type: none"> 1. After the wellness and related data is collected, does it have to be provided to any other correctional systems 2. or other back office systems? 	<ol style="list-style-type: none"> 1. No. 2. No.
55		<ol style="list-style-type: none"> 1. Are there any specific security needs like HIPAA encryption 2. or other public safety confidentiality requirements? 	See response to question #26 above.
56		What are the expectations of on-boarding the staff on the wellness app?	Ongoing support from the vendor in terms of troubleshooting needs and training on how to use the application (via slide show, walkthroughs with designated DOCCS staff, etc.)
57		<ol style="list-style-type: none"> 1. Can you elaborate on the wellness toolkit, 2. suicide prevention 3. and physical fitness capabilities? 	NYS DOCCS is looking to provide tips and best practices for individuals working within correctional settings across the realms of overall wellness, suicide prevention, and physical fitness. This may include, but is not limited to, self-assessments, testimonials,

			publications by established professionals in the fields, and available resources.
58		Will the mobile apps be developed for iOS and Android?	Yes.
59		Should the mobile apps be developed for phones only, or phones and tablets?	See response to question #41 above.
60		Would you like there to be a website that has all the same functionality as on the mobile apps, in case some employees prefer to use a desktop or laptop instead of a phone for all their interaction with the tools that you will offer?	DOCCS is interested in all vendor offerings through this RFI.
61		<ol style="list-style-type: none"> 1. Do you have any technology preference for the mobile apps? 2. In other words, would you like the mobile apps to be developed using a cross-platform technology such as React Native that has one single codebase (quicker to build)? 3. Or do you prefer to build native apps using Swift for iOS and Java/Kotlin for Android (more scalable and better from a long-term maintenance perspective)? 	<ol style="list-style-type: none"> 1. DOCCS is interested in all vendor offerings through this RFI. 2. DOCCS is interested in all vendor offerings through this RFI. 3. DOCCS is interested in all vendor offerings through this RFI.
62		You mentioned several features to be included in your mobile apps, such as self-assessment tools, wellness toolkit, suicide prevention, therapist finder, vetted providers finder,	

		<p>connections to peer support, chaplain support, telehealth capabilities (video/audio), physical fitness, online trainings and webinars, live 24/7 tech support.</p> <ol style="list-style-type: none"> 1. Would you like these features and functionality to be developed from scratch on your app, 2. or would you prefer third-party integrations with providers/companies/tools/APIs that offer these capabilities and information? 	<ol style="list-style-type: none"> 1. DOCCS is interested in all vendor offerings through this RFI. 2. DOCCS is interested in all vendor offerings through this RFI.
63		<p>Will the app serve all the regions of NYS Corrections under a single umbrella or do the users need to be divided by region or by another form of subdivision?</p>	<p>All regions should be represented under a single umbrella with potential features for the user to click on their specific region to locate resources.</p>
64		<p>What features are needed for the Peer and Chaplain Support?</p> <ol style="list-style-type: none"> 1. Directory 2. Calendar 3. Scheduling 4. Request for Contact Submission Form 	<p>DOCCS is interested in all vendor offerings through this RFI.</p>
65		<p>What current systems are being used to manage peer support?</p>	<p>Currently, each work location contains their own system of peer support.</p>
66		<p>What current systems are being used to manage chaplain support?</p>	<p>See response to question #65 above.</p>
67		<p>What level of access is needed via web platform (browser) vs. the mobile application?</p> <ol style="list-style-type: none"> 1. Do all features present in the mobile application need to have a web presence as well? 	<p>See response to question #60 above.</p>

68		How many administrators do you plan on having manage the app?	Unknown at this time- would be dependent on solution proposed.
69		<p>Do you have pre-defined groups that you would like to show specific information to, that other groups may not have access to?</p> <p>(Ex: peer support group sees certain documents that others who are not in the peer support group don't see)</p>	Yes, there should be a mechanism in place to ensure peer supporters are notified of any scheduled appointments.
70		<p>Content for the app –</p> <ol style="list-style-type: none"> 1. is it already developed? 2. Or is that still needing to be completed? 3. Are you needing assistance with developing that content? 	<ol style="list-style-type: none"> 1. No. 2. Yes. 3. Yes.