



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Services for Aging and Adults with Physical Disabilities

Request for Information (RFI)
HSS-16-034

Pilot Sensory Technology Program

RESPONSES DUE DATE/TIME:

July 29, 2016 11:00 a.m.

(Local time)

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Section 1 – Background Information

A. DSAAPD’s Mission Statement

The mission of the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) is to improve or maintain the quality of life for Delawareans who are at least 18 years of age with physical disabilities or who are elderly. The Division is committed to the development and delivery of consumer-driven services which maximize independence through individual choice, enable individuals to continue living active and productive lives and protect those who may be vulnerable and at risk.

As we move into the future, Delaware Health and Social Services' Division of Services for Aging and Adults with Physical Disabilities will continue to focus on our core mission, and at the same time, plan for meeting the challenges that lie ahead. We must prepare to serve succeeding generations of diverse populations, whose needs may require uniquely different strategies and resources. We will focus on innovative approaches to advocacy, education, partnering, service delivery and technology. These approaches will enhance our capacity to: support customers and their caregivers; encourage healthy lifestyles; teach skills necessary for making informed life choices; facilitate greater community integration and participation; promote self-determination; and foster independence.

B. Goal

DSAAPD would like to improve the health and safety of persons with Alzheimer’s disease and related disorders (ADRD) who live alone through sensory technology. This program should be affordable, convenient, and easily accessible for those living throughout the state of Delaware. Sensory technology can be enormously valuable in providing remote monitoring of the safety of an individual with ADRD who does not have a caregiver in the home.

C. Purpose

The purpose of this Request for Information (RFI) is to solicit comments, ideas and suggestions from those capable of providing this type of service as to how this service should be structured and operated. To assist all interested parties, a description of services is included below.

Section 2 – RFI Information

A. Overview

1. The issuance of this RFI does not constitute a commitment to issue a request for bids/proposals, award a contract, or pay any costs incurred in preparation of a response to the RFI.
2. Any information received in response to this RFI will assist DSAAPD’s Planning Unit in finalizing the scope of work and requirements, if at a future date an RFP is issued. Submitting a response to this RFI is not a guarantee in any way that a responder will be

selected for any subsequent RFP, nor does it preclude any responder from responding to future procurement opportunities.

3. DSAAPD reserves the right to amend or supplement this RFI, giving equal information and cooperation by way of an issued addendum to all interested vendors as a result of any such amendment.
4. Liability of Errors – While DSAAPD has used considerable efforts to ensure an accurate representation of information in this RFI, the information contained in this RFI is supplied solely as a guidelines for vendors.
5. Vendors acknowledge and understand that it is their responsibility to obtain clarifications concerning this RFI if needed.
6. Nothing in this RFI is intended to relieve vendors from forming their own opinions and conclusions with respect to the matters addressed in tis RFI.

B. Description of Services

Alzheimer’s disease and related disorders (ARD) make aspects of day-to-day life more difficult for the individuals living with the condition, and in some cases it may also put them at risk, especially if they are living alone. Around the home, things like repeatedly misplacing items can be frustrating, while others like leaving the stove on can be dangerous. Sensory technologies are helping the individuals and their caretakers live safely in the home longer.

Sensory technology refers to devices or systems that support a person to maintain or improve their independence, safety and wellbeing. Many of the devices and systems are electronic and smartphones and tablets, coupled with widespread internet coverage, are making technology more accessible to many. Technology can be used in a variety of ways, and for a variety of purposes. It can support people in carrying out everyday tasks and activities, enhance a person's safety, support their social participation, and monitor their health. Sensory technology can help people who have problems with:

- speech
- hearing and eyesight
- safe walking
- finding their way around
- memory and cognition
- daily living activities, such as bathing and cooking meals
- socializing and leisure.

Technology can give people with dementia help and support to remain independent, safe and socially involved. Caretakers may find it offers them support and reassurance as well.

The Alzheimer's disease Initiative (ADI) through the Delaware Health and Social Services' Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) is seeking to pilot a program aimed at keeping living with ADRD in their homes longer. Sensory technology is one identified way that ADI will do this.

There are many different technologies that can be adapted to the needs of someone with dementia. While the below list explores some technologies, it is not exhaustive. Through this RFI, DSAAPD hopes to learn about more available technologies.

- Automated prompts and reminders
 - Based on a motion sensory, a pre-recorded voice prompts when there is movement nearby. For example, a sensory placed near the front door could remind someone to lock the door, or one in the kitchen could remind someone to turn the oven off.
 - Set for a certain time, a reminder message is played. For example, someone may record a message reminding them to take their medication or telling them that they have an appointment.
- Medication aids
 - Automatic pill dispensers are pre-filled and then locked. When the medication needs to be taken, the dispenser sets off an alarm and the right compartment opens, allowing the person to access their medication. The alarm may continue until the pills are removed from the dispenser.
 - There are also devices that can send an alert to a friend or relative to notify them if the medication hasn't been taken, or if the device isn't working, has low battery or needs refilling.
- Locator devices and solutions
 - These can be used to help someone find things they regularly misplace, such as keys or a wallet. A small electronic tag is attached to each item.
 - In one system, the person has a dedicated locator device and, if they misplace the item, they can click a button on the locator device to make the tag beep.
 - An alternative approach is to attach a small tile to each item and link these to a smartphone using a simple app. One system like this stores the last place your phone 'saw' the tile. This location can then be displayed on the phone's map function.
- Communication aids
 - Adapted telephones that are pre-programmed with frequently used numbers.
 - Talking mats help people communicate how they feel, or who they want to spend time with - for example, by selecting the picture or symbol from the options offered. Talking mats is increasingly used to engage people with dementia living in care homes.
- Safety
 - Automatic lights that come on when the person is moving around. They can help to prevent trips and falls.
 - Automated shut-off devices that can stop the gas supply if the gas has been left on, or turn off a cooker if it's been left on.
 - Water isolation devices that can turn off a tap if it's left running, preventing flooding.

- Special plugs that allow users to choose a certain water depth in a sink or bath. If the water goes above that level, the plug opens and the water drains. They can also include a heat sensor that changes the color of the plug when it reaches a certain temperature. This can help prevent floods and scalds
- Fall sensors that can register if a person has fallen.
- An alarm system - This provides an alert when someone has moved outside a set boundary (e.g. the front lawn). These devices cannot locate a person if they get lost while walking outside.
- Tracking devices or location monitoring services - These use satellite or mobile phone technology to locate and track the person. The types of devices include watch-based devices, smartphone apps, key rings and pendants. These are generally used when there is a particular risk of the person getting lost or going missing.
- Telecare systems - Telecare usually refers to a system or devices that remotely monitor people living in their own home, enabling them to access support or response services when necessary. The various pieces of technology are connected via a telephone line or over the internet. Telecare systems can include community alarms, sensors and movement detectors, and video conferencing.
- Devices to monitor daily activity - These are unobtrusive movement sensors that can oversee a person's activity in their home over a period of time. They can sometimes help relatives or community services get a better idea of a person's activity during the day and night. This can allay fears that the person with dementia is not coping well, and may help others to step back and not become too closely involved. Alternatively, it may show that the person needs more assistance and can be used to start discussions about the type of support that may help. An alert can easily be set to tell the person monitoring if something unexpected happens, such as a visitor at an odd time or the person leaving their home in the middle of the night

DSAAPD recognizes that one form of sensory technology will not be suitable for all of the participants in its pilot program. Therefore, the Division is seeking multiple technologies so that the most amount of participants will be supported.

C. Pertinent Dates

1. Questions may be asked in writing until Friday, July 22, 2016. All inquiries concerning this RFI must be submitted via e-mail to: Frank Jones at Franklin.Jones@state.de.us.
2. Responses to all questions received will be posted by July 27, 2016.
3. Submissions Deadline: **Friday, July 29, 2016 no later than 11:00 a.m. (local time)**

Note: Submissions will be accepted in PDF format via email. Please email RFI responses to Kieran.mohammed@state.de.us with a subject line of "HSS-16-034 *Name of Vendor Response*"

Or as hardcopy documents mailed to:

Kieran Mohammed
Procurement Unit
Room 257
Main Administration Building
Herman Holloway Campus
1901 N DuPont Hwy
New Castle DE 19720

Clearly mark the outside of the package with the Vendor Name, HSS-16-034 and RFI title.

D. Confidentiality and Delaware Freedom of Information Act

1. Delaware Division of Services for Aging and Adults with Physical Disabilities is subject to the Delaware Freedom of Information Act, 29 Del. C. Ch. 100 (“FOIA”). Under the law, DSAAPD’s records are public records (unless otherwise declared by law to be exempt) and are subject to inspection and copying by any person.
2. If a Vendor(s) includes any information in its response that are trade secrets, commercial or financial information that is privileged or confidential in nature they must adhere to the following procedure:
 - a. Vendor(s) must submit such information in a separate, sealed envelope labeled “Proprietary Information” with RFI Name. The envelope must contain a letter from the Vendor’s legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not “public record” as defined by 29 Del. C. §10002(1), and briefly stating the reason that each document meets the said definition.
 - b. Upon receipt of a response accompanied by such a separate, sealed envelope, DSAAPD will open the envelope to determine whether the procedure described above has been followed.

E. Information Requested

1. **Letter of Transmittal (Cover Letter)**– A letter of transmittal signed in ink by a duly authorized officer of the Vendor’s company, containing, as a minimum, the following information:
 - a. Acknowledgment of receipt of all RFI addenda, if any.
 - b. Name, title, address, email address and telephone number of the Vendor’s contact person.
 - c. Signature of an authorized representative.

2. **Experience in providing Sensory Technology Services** – Describe the vendor’s previous experience in performing or brokering sensory technology services similar to that described in the RFI. Identify any federal, state, county or local government or commercial entities that have used your company’s services. Describe the type of technology and services, with start and end dates. Please provide in detail how DSAAPD can incorporate your technology into a successful pilot program.
3. **Program Potential Assessment** – Based upon the vendor’s experience and industry knowledge, provide an overall assessment of the potential for success of such a program for sensory technology to be used by those people with Alzheimer’s disease or related disorders in the state of Delaware. Include any significant opportunities and challenges that should be expected with such a program, as well the forecasted costs for the technology, including potential yearly service fees, and any other information that you believe to be helpful to understand the market.
4. **Qualifications and Availability of Personnel, Facilities and Equipment** – Describe your organization’s personnel structure, facilities and equipment that you believe would be necessary to provide the services outlined in this RFI.
5. **Implementation Plan** – Provide a schedule of implementation describing tasks and time frame that you believe would be necessary to provide the service outlined in this RFI.
6. **Technology Monitoring and Maintenance Procedure** – Describe your procedures for ensuring all technology used in this type of service are monitored and inspected for safety, potential issues, and upgrades. Please include and documentation outlining these procedures, including maintenance schedules and samples of maintenance reports.
7. **Capital Costs** – Provide costs for sensory technology used for this type of program, as described in this RFI, and process for purchasing such technology. Also describe any costs associated with maintaining the technology. Please include a detailed budget of such costs.
8. **Service Area** – It is anticipated this selected vendor(s) would provide service statewide. Please describe how your organization would be able to meet that need including installation and training of the selected sensory technology. If there is a particular part of the state where you would start, please include and the reasons why.
9. **Days/Hours of Operation** – Describe the parameters of the program’s operation. Days of the weeks, span of service per day, etc.
10. **Quality of Service** – Provide how the vendor would meet the customer’s needs while operating an efficient and cost effective service.

F. RFI Submission

1. For mailed in responses: Two (2) hard copies and three (3) electronic copies on CD or DVD media disk of the RFI response should be submitted.
2. You may submit your RFI response via PDF email to Kieran.mohammed@state.de.us by the deadline of 7/29/16, 11am. Any emails received after the date and time of the deadline may not be accepted.

Or

3. All properly sealed and marked responses are to be sent to the State of Delaware and received no later than 11:00 a.m. (local time) on July 29, 2016. The response may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

Kieran Mohammed
Department of Health and Social Services
Procurement Branch
Main Admin Bldg., Sullivan Street
2nd floor –Room #257
1901 N. DuPont Hwy
Herman Holloway Campus
New Castle, DE 19720

G. Clarifications

1. During the review of RFI submission DSAAPD may request further clarification of any submission. Notification of any request for clarification will be made by e-mail. Please include an email address for such communication.
2. Vendors shall be responsible for all costs associated with this RFI, and any clarification that by be requested by DSAAPD during the process.