

**REQUEST FOR INFORMATION**

**For**

**Long Term Care  
Information System**

**by the**

**DELAWARE VETERANS HOME**

**August 05, 2010**

## 1.0 INTRODUCTION

The Delaware Veterans Home (hereinafter referred to as the "DVH") is issuing this Request For Information (RFI) inviting Vendors to submit their capabilities and interests relative to the implementation of a Long Term Care Information System that is compliant with State and Federal regulations. These submissions will be referred to in this document as Vendor Information Packages. The DVH may reference this material as indicative of industry capabilities and interests, in the event the DVH determines in the future to issue a Request For Proposals (RFP).

The material provided as the result of this RFI will not constitute any type of bidding process by the DVH but may be used for informational purposes only, in the development of a RFP, which may or may not be issued in the future.

In the event of a future RFP and subsequent award, the DVH intends that all proposed systems, software, and services be delivered, installed, implemented, acceptance tested, and in operation no later than June, 2011.

The purpose of this RFI is for planning purposes and to collect pertinent vendor-supplied information as solicited by this RFI. The DVH will provide the Vendors wide latitude in preparing the Vendor Information Packages and invites the submission of a broad range of creative solutions.

This RFI is not intended to conflict with or usurp any existing contractual relationships between the DVH and any Vendor.

## 1.1 BACKGROUND

The DVH has the following objectives for issuing this RFI, with respect to the implementation of Long Term Care Information System:

- To enable preparation of a RFP for a fully integrated Long Term Care Information System that will meet the needs of the DVH for at least six (6) years following June, 2011;
- To obtain information on computer equipment, supporting systems, and services that are operationally sound, incorporate the highest level of integrity and security, and minimize risk for the DVH, while leading to high customer satisfaction for quality and performance;
- To obtain information on ways in which the proposed Long Term Care Information System can be open and flexible to meet evolving needs and requirements;

- To obtain information on ways that a cooperative partnership may exist between the DVH, the awarded Vendor(s), and external health care affiliates;
- To obtain information showing the capabilities of integrated Long Term Care products offered.
- To obtain industry specific information to facilitate an informed and successful RFP process, to encourage a competitive process among Vendors.

## 1.2 VENDORS

This RFI is addressed broadly to Vendors serving the Long Term Care industry. Vendors that provide comprehensive, fully integrated service solutions are invited to provide Vendor Information Packages.

The DVH has not developed a RFP for a Long Term Care Information System. The DVH reserves any and all rights to solicit additional information, research relevant industry information and or discuss industry trends as it may determine is in the best interest of the DVH and the State. This RFI in no way limits any future RFI or RFP's related to a Long Term Care Information System. Further, the DVH reserves the right to withdraw this RFI at any time and makes no representation with respect to any potential future engagements.

## 1.3 RFI OBLIGATIONS

The RFI is a request for information only, and is not a solicitation to provide goods and services to the DVH. There will be no contract awarded as a result of the RFI. Nothing in the Vendor Information Packages, or in the DVH's remarks or responses to the Vendor Information Packages or any individual Vendor, will be considered to be an offer, nor result in a binding obligation on behalf of the DVH to engage the Vendor should the DVH subsequently determine to adopt the approach or recommendations of the Vendor contained in a RFI.

Nothing in this RFI shall preclude the DVH from purchasing other services, equipment, etc., for use as an integral part of its Long Term Care Information System resulting from the procurement of a Long Term Care Information System.

## 1.4 CONTACT PERSON

The DVH is the sole point of contact with regard to all matters relating to this RFI. The designated contact person ("Contact Person") is designated below. Please note that the DVH hereby reserves the right to clarify, modify, amend, alter or withdraw the specifications of this RFI.

All communications concerning this solicitation must be addressed to the Contact Person below:

Mr. Kevin Wright

Application Project Leader  
Department of State  
401 Federal Street  
Dover, Delaware 19904

Email: Kevin.Wright@state.de.us  
Tel: (302) 857-3035  
Fax: (302) 739-3815

#### 1.5 RESTRICTIONS ON COMMUNICATIONS WITH DVH STAFF

Interested Vendors are to make no unsolicited contact with any DVH personnel or agency designee regarding this RFI. A Contractor currently doing business with the DVH may continue to do so, however any communication regarding this RFI is prohibited, unless the communication is made to the Contact Person designated in the RFI.

Any Vendor causing or attempting to cause a violation or circumvention of this ethical standard may, in the sole discretion of the DVH, be disqualified from further solicitations of the Long Term Care Information System and Associated Services.

#### 1.6 SCHEDULE

The following dates are set forth for informational and planning purposes. The DVH reserves the right to change any of the dates. If changes are made, those Vendors receiving the original RFI will be contacted.

#### EVENT

	<u>DATE</u>
RFI Issued	August 16, 2010
Oral/Web Conference Presentations	August 30 - September 10, 2010
Vendor Information Packages (by 3:00 P.M. Eastern Standard Time)	September 13, 2010

#### 1.7 SUBMISSION FORM

The DVH invites Vendors to provide a Long Term Care Information System Package that will fit into a three (3) inch binder (or less) or onto a CD, including attachments and brochures. Six (6) complete copies of the material, all of which may be submitted in a single package, are desired.

The DVH is not soliciting a formal proposal from any Vendor with this RFI. The RFI does not provide detailed specifications or state explicit requirements. The Vendor has many options regarding responses, and Vendor Information Packages will not be rejected if they avoid high levels of detail.

In addition to the Vendor Information Package, the DVH is making available the opportunity for interested Vendors to make both an oral and web conference presentation. These presentations

may last up to two hours each and are being scheduled during the week of August 30 - September 10, 2010. The DVH audience will consist of senior management and support staff. They will be held at the DVH Office, 100 Veterans Boulevard, Milford, Delaware 19963.

If your company would like to make a presentation, please make arrangements with the Contact Person before the close of business on August 30, 2010 to arrange for a time. Scheduling will be conducted on a first come, first served basis.

#### 1.8 DEMONSTRABILITY

It is not required that every software and hardware item identified in the Vendor Information Package already be operational in some Long Term Care setting, nonetheless the DVH requests that all equipment and software identified by the Vendor, at a minimum be at the working prototype stage, and not merely reflect long range planning or design. The DVH wishes to base any future RFP on technology that will be demonstrable as of the expected proposal submission date and available as of the implementation time.

#### 1.9 COSTS ASSOCIATED WITH SUBMISSION

Neither the DVH nor the State of Delaware shall be liable for any of the costs incurred by a Vendor in preparing or submitting a Vendor Information Package, including, but not limited to preparation, copying, postage and delivery fees, and expenses associated with any demonstrations or presentations which may be offered or accepted as a result of the RFI.

Each Vendor Information Package should be prepared simply and economically, providing a straightforward, concise description of the Vendor's ability. Emphasis should be on completeness and clarity of content.

#### 1.10 DISCLOSURE OF VENDOR INFORMATION PACKAGE CONTENTS

The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 Del. C. ch. 100. Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person.

All information submitted by a Vendor may be treated as public information by the DVH. If the proposal contains confidential or proprietary information the Vendor wishes to remain confidential the Vendor must submit the "confidential" information in a separate, sealed envelope labeled "Proprietary Information". 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 a "public record" as defined by 29 Del. C sec. 10002(d), and briefly stating the reasons that each document meets the said definitions. Merely, designating a Vendor Package as "confidential and/or proprietary information" shall not automatically make the information contained in the Vendor Information Package exempt from FOIA. All requests for treatment of material as exempt from FOIA will be reviewed subject to

the relevant statutory language and application of law. Notwithstanding the above, prior to the release of any information designated as confidential by the DVH, notification will be provided to the Vendor. Vendors are encouraged to familiarize themselves with the provisions of the relevant laws and administrative rules governing the release of information by the DVH to the public.

#### 1.11 MULTIPLE VENDOR INFORMATION PACKAGES NOT ALLOWED

A Vendor may submit a single Vendor Information Package only. Within the single Vendor Information Package the Vendor may identify a wide range of solicited and unsolicited products, services, features, options, and substitutions that the Vendor believes may be appealing and useful to the DVH.

#### 1.12 VENDOR STANDING FOR ANY SUBSEQUENT RFP

An RFI response is not mandatory for a Vendor to later receive an RFP and to bid on the DVH Long Term Care Information System contract. **Nonetheless, as a result of the RFI submission, Vendors may jeopardize their qualifications to receive an RFP and participate in the DVH Long Term Care Information System bidding process if the Vendor furnishes any statement, representation, warranty, or certification in connection with this RFI or the contract resulting from a RFP that is materially false.**

#### 1.13 OWNERSHIP OF MATERIALS

Ownership of all documentary material originated and prepared for the DVH pursuant to this RFI shall belong exclusively to the DVH. Thus any and all documents submitted may be returned only at the option of the DVH. The DVH reserves the right to use any and all information contained in a Vendor Information Package to the extent permitted by law.

The Vendor will retain ownership of all intellectual property and tangible goods associated with the Vendor's presentation of their product and service capabilities.

#### 1.14 VENDOR ETHICS AND INTEGRITY

The Vendor is obligated to meet high standards of ethics and integrity in order to be considered a qualified Vendor by the DVH. These standards can be violated according to the conditions identified below:

1. The Vendor and employees shall not offer or give any gift, gratuity, favor, entertainment, loan, or any other thing of material monetary value to any DVH employee or State Agent.
2. The Vendor and employees of the Vendor shall not disclose any business sensitive or confidential information gained by virtue of this RFI to any party without the consent of the Director of the DVH.

3. The Vendor and employees shall take no action to create an unfair, unethical, or illegal competitive advantage for itself or others.

## 2.0 PRODUCTS AND SERVICES

The Vendor is requested to provide information regarding the types of products and services they may offer the DVH incident to the issuance of a RFP and the award of a contract. Vendors should describe a comprehensive set of integrated products and services. Thus certain all sections to follow are required for the Vendor Information Packages.

### 2.1 SYSTEM

Delaware Veterans Home's long term care facility is looking for solutions that provide a fully integrated set of modules that include Census, Administrative, Clinical, Electronic Healthcare Records, Billing and Financial. Vendors are invited to discuss the architecture and technology of the system they provide that addresses the needs of the DVH.

### 2.2 EQUIPMENT

The DVH invites information on all the various forms of the latest state of the art equipment used at Long Term Care facilities.

The DVH requests that the Vendor address openness and flexibility of the identified products in coping with re-configuration due to changes in the Long Term Care industry. In particular the Vendor should discuss what device and protocol standards the Vendor has employed in engineering the products.

### 2.3 COMMUNICATIONS

The DVH Long Term Care Information System will require a high availability redundant communications network and the DVH's current Long Term Care Information System is located in Milford, Delaware. The Vendor is invited to address possible network solutions for the DVH, including protective redundancy by incorporating a second processing site.

A number of non-traditional network alternatives are available for possible use in networks, and the DVH is interested in hearing about these solutions as well as traditional solutions. Factors that may be addressed include security, reliability, maintainability, availability (of the service), performance, openness, and relative cost.

### 2.4 SOFTWARE SERVICES, CONTROLS, AND DATA MANAGEMENT

The Long Term Care Information System must be strictly controlled in order to provide a secure and manageable environment. The Vendor is invited to provide information on the software architecture, controls, and data management tools made available within their system.

## 2.6 FACILITIES

In order to provide the products and services identified, the Vendor may provide facilities in-state, or some facilities out-of-state. The Vendor may wish to provide information on facilities they may offer to support the DVH.

## 2.7 SERVICES

In order to provide the products and services identified, the Vendor may offer from a wide-ranging set, to a specialized set, of support services. Some of these may be provided in-state, and others out-of-state. The Vendor is invited to provide any relevant information on support services from computer and network operations to terminal maintenance and various management services.

## 2.8 OPERATIONS EXPERIENCE

The Vendor is requested to provide information relative to experience in supporting Long Term Care entities with Long Term Care systems, equipment, software, or delivery, support, or maintenance services. The last five years of experience are the most useful to the DVH.

## 2.9 IMPLEMENTATION

The DVH invites Vendor information on the implementation process, from schedules to key activities, equipment, operational needs, staffing requirements, IT support and interface and any other essential or incidental requirements necessary to implement the system.

## **ATTACHMENT A: Information about the Delaware Veterans Home**

On April 29, 2004, Governor Ruth Ann Minner signed into law HB 396 which appropriated funding to design and build a 150-bed veterans home. Dedication of the home was done on Delaware Day (December 7), 2006. The home opened to residents in June, 2007.

The Delaware Veterans Home features state of the art design and equipment. It houses a 30-bed dementia unit, in addition to the 90 beds reserved for skilled and/or intermediate care for the First State's veteran community.

The mission of the Delaware Veterans Home is to provide outstanding long-term care services to Delaware Veterans that uphold dignity & respect while sustaining and improving their quality of life.

Additional details may be found by visiting:

<http://bids.delaware.gov>

<http://vethome.delaware.gov/>