Request for Information

System Navigation

Connecting individuals, families and caregivers living with intellectual, developmental, and physical disabilities to resources

Issue Date: November 15, 2016

Response Deadline: December 15, 2016

INTRODUCTION

ABOUT AWS FOUNDATION

AWS Foundation supports a wide range of organizations and service agencies in Northeast Indiana working to develop a community in which people with enduring intellectual, developmental and physical disabilities are engaged fully and meaningfully in all aspects of community life. For more information and a complete overview of foundation initiatives, please visit awsfoundation.org.

MISSION AND VISION

Our mission is to help children and adults with enduring intellectual, developmental and physical disabilities live as independently as possible, be included in the community and function at their highest potential.

SYSTEM NAVIGATION OBJECTIVES

The need for timely and accurate information is vital. Therefore, AWS Foundation has made system navigation a top initiative. We are engaging the community to establish a vibrant online and support staff presence that will guide people to resources and information expanding their awareness of and access to organizations, programs and services. In addition, we believe that a comprehensive system identifying all of the community's existing resources will reveal gaps in services creating new opportunities to help individuals with enduring disabilities.

FUNDING

In support of the System Navigation Initiative, AWS Foundation will grant up to one million dollars to further develop and strengthen Northeast Indiana's access to timely and accurate information.

WHAT ARE WE DOING AND WHY?

Through focus groups and ongoing interactions with non-profits, service agencies, families and caregivers, we continue to hear a prevailing theme of frustration and disappointment that access to information and missing information is limiting lives. From next steps after a diagnosis through life transitions and aging, individuals are continually challenged on what is next, where to go for information and what assistance is available. Simply put, understanding and navigating a disjointed system was identified as one of the biggest challenges faced by individuals and families.

To address this issue, the goal of the system navigation initiative is to make much needed information easy to locate, more accessible and understandable. We believe achieving this goal will greatly expand our community's ability to serve individuals with disabilities.

Over the last year, we have worked to learn more about the current process, where gaps exist and what is desired to improve system navigation - not only to better support individual needs - but to have a positive impact on early diagnosis and quality of life.

Using the information gleaned from this RFI, AWS Foundation expects to:
- Evaluate existing resources being provided by participants

- Identify potential partnership opportunities
- Explore areas to expand existing services and develop new services to effectively support the needs, wants and preferences for information as identified by those being served
- Provide funding

Your organization has been identified as a potential partner and is being invited to consider this opportunity by participating in the foundation's selection process. We will base our selection decision on numerous factors which include, but are not limited to, the following:

- History of experience working with individuals and families living with intellectual, developmental and physical disabilities
- Services offered and the ability to partner with other organizations
- Management team and experience
- Existing funding sources and financial stability
- Ability to support the foundation's System Navigation Initiative
- Willingness to maintain a strong market presence in Northeast Indiana.

RFI responses will be reviewed and the top two potential partners identified. A meeting and site visit will follow to address any questions either party may have prior to selecting a community partner.

ADDITIONAL INFORMATION

If you have further questions, please contact Vicki Lee Johnson, Manager of Marketing and Public Affairs, at (260) 207-5728 or vjohnson@awsfoundation.org. For general information about AWS Foundation, please visit our website at www.awsfoundation.org.

RFI SUBMISSION REQUIREMENTS

Your completed proposal, including all attachments, must be **received at AWS Foundation by 5:00 PM on December 15, 2016.** Submit the RFI questionnaire via email and mail five printed copies. Please send your completed proposal to:

E-Mail: vjohnson@awsfoundation.org   Mail: Attn: Vicki Lee Johnson
                                                          AWS Foundation, Inc.
                                                          8515 Bluffton Road
                                                          Fort Wayne, Indiana 46809

CONFIDENTIALITY

This RFI is a condition for consideration as a potential community partner on AWS Foundation's System Navigation Initiative. The information in this request is confidential.

November 15, 2016

BASIC INFORMATION

Date: _____

Legal Name: _____

Also Known As *(include any acronyms)*: _____

Mailing Address: _____

State: _____ Zip: _____

Physical Address *(if different):* _____

State: _____ Zip: _____

Phone Number: _____ Fax Number: _____

Web Site Address: _____

Executive Director / President: _____

Phone Number: _____ E-Mail Address: _____

Contact Person *(if different):* _____

Phone Number: _____ E-Mail Address: _____

Company's Legal Status: _____

Year Organization Established:
❒ 501(c)(3)   ❒ For-profit
❒ 501(c)(4)   ❒ Government
❒ Other _____

Please provide a list of key management positions and a brief biography of the individuals holding those positions.

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Include a list of board members with their affiliations and term of service.

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List the programs and services the organization provides and the number of clients served annually.

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November 15, 2016

Please list any company affiliates or subsidiaries.

Name: _____

Street: _____

     City: _____ State: _____ Zip: _____

List the programs and services the affiliate or subsidiary organization provides.

Name: _____

Street: _____

     City: _____ State: _____ Zip: _____

List the programs and services the affiliate or subsidiary organization provides.

Attached additional information as needed.

GENERAL QUESTIONS

1. Please explain why you believe your organization is best suited to partner with AWS Foundation to establish or expand an existing hub for resources and information designed to help individuals with enduring disabilities.

Methodology

2. Provide a description of the approach used to locate and gather information on community resources currently available *(e.g., organizations, programs, services, events, etc.)*.

3. Provide a description of the method and criteria used to evaluate each source before its publication *(e.g., organizations, programs, services, events, etc.)*.

4. Describe how information is shared with individuals, families, caregivers, other service providers, etc.

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5. Describe the method used to determine if and when updates to existing information are needed.

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6. State how the audience is notified when changes occur or new opportunities arise.

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Geographic and Demographic Information

7. Describe the area currently being served (*e.g., counties, tri state region, statewide, etc.*).

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8. Describe the type of disabilities and age ranges included.

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Collaboration Assessment

9. Indicate your experience working with federal and state government agencies *(e.g., FSSA, BDDS, DDRS, First Steps, etc.).*

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10. Describe other collaborative efforts applied to support system navigation objectives and operational processes.

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Technical Capabilities

11. Describe the organization's current technology capabilities.

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12. Identify the core software program(s) that make these capabilities possible *(e.g., SharePoint, ReferWeb, Basecamp, etc.).*

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13. State the technology's level of ADA compliancy.

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__Data Management__

14. Indicate how data and detailed information is documented and stored.

__Project Implementation and Completion Timeline__

15. State how quickly your organization would be able to begin working with AWS Foundation once approval is given *(e.g., process and system evaluation, resources acquisition, community marketing campaign, etc.)*.

16. Describe what methods would be used to develop a project implementation plan in partnership with the foundation.

17. Describe the involvement needed from AWS Foundation staff for completion of this project.

18. Should the project become delayed, please state what additional resources are available to bring it back on track. *(e.g., additional onsite staffing, preferred outsource vendors, etc.)*

__In Closing__

19. Please feel free to add any additional information to this RFI that pertains to the representation and possible selection of your organization for collaboration.

Thank you for your participation.

8515 Bluffton Road • Fort Wayne, Indiana 46809
(260) 222-5555 • FAX (260) 444-0006
awsfoundation.org