

Aging & Disability

Workflow Efficiency Consultant RFP Questions and Answers

Q: Is there a target amount or limit on the amount that can be spent on this contract? Is there a budget allocated for this amount that bidders can't exceed? Is there a budget for this project?

A: This project can be funded up to \$75,000.

Q: If the vendor typically uses weighted hourly rates that include labor, overhead, other direct costs and profit, can this be used in place of lines 1, 2, 3, and 6 (on Exhibit B)?

A: Yes, but please indicate all that you include in your weighted hourly rates.

Q: Regarding the deliverable in Appendix A, "Create reporting mechanisms for ongoing program evaluation and management," is it anticipated that the contractor would make recommendations for performance metrics and quality management processes that can be incorporated into existing management information systems? If not, can the ARC provide more information about what its expectations are?

A: That is correct. It is anticipated that the contractor will make recommendations for performance metrics and quality management processes that can be incorporated into existing technology. It also speaks to recommendations for process improvement that may not be directly related to technology (i.e. – staffing structure which can include roles and responsibilities and internal protocols and processes).

Q: Please expand on the operational areas needing analysis and evaluation. What are the priorities and desired outcomes for the areas under review? When you say, 'workforce optimization', what do you mean?

A: A thorough review of ADRC (Aging & Disability Resource Connection) processes including technology; program compliance requirements; staffing roles, responsibilities, and performance objectives; reporting tools for management oversight; workflow; standard operating procedures; and manual tasks and processes that includes dissemination of tasks amongst team members. Following review, there is an expectation of improved operating procedures to manage ever increasing volume and quality of service delivery.

Q:

What considerations (resource skillsets, funding, desired timelines, etc.) are envisioned for implementing the project recommendations?

A:

We're approaching this with the idea of flexibility and willingness to restructure workflows and any necessary staffing resource adjustments. We anticipate that technology will be an area of focus to help improve efficiencies even without additional staffing.

Q:

What are the top pain points that impact the operations from achieving desired outcomes?

A:

We operate a very complex system due to the fact that across the broad ADRC we have to meet many different functions and requirements including technologies that are not integrated. This often leads to duplication of effort, inefficiency, and relying on manual processes (spreadsheets) for data we can't pull from WellSky. This complex operating system coupled with an unprecedented increase in volume is having a negative impact on clients (e.g., long wait times for responses, difficulty accessing critical services in a timely manner, community perceptions of poor customer service.)

Q:

Can you provide an overview of the approach to pre-pandemic organizational work followed by the current approach?

A:

We're experiencing a very high demand for ADRC services since COVID which identified a major concern that current business operations will likely become unsustainable and unmanageable. We have made smaller changes to workflow such as reducing initial data entry in WellSky until we connect with the client, as well as deleting duplicate calls from the Nice InContact system.

Q:

Can you provide an overview of the existing technology stack and network architecture? Can ARC provide information on the existing Management Information Systems(s) it uses? For example, is it using a product from WellSky and if so, which one?

A:

ARC's Aging & Disability Resource Connection uses:
WellSky Human Services for client management; Nice inContact as the phone platform; and EmpowerlinePro as the resource database.