REQUEST FOR QUOTES FOR SUPPORT AND MAINTENANCE OF empowerlinePRO, A WEB BAESD RESOURCE DATA MANAGEMENT APPLICATION

Overview

ARC operates the aging and disability regional information and referral network and has developed an existing resource database application, empowerlinePRO. ARC wishes to acquire a vendor to provide ongoing maintenance and support

ARC is soliciting quotes for the ongoing maintenance and support of empowerlinePRO.

Background: Current Data Resource Management Application

EmpowerlinePRO is a vital tool for ARC counselors and third-party subscribers. The current system contains over 25,000 resources.

empowerlinePRO has three major user roles:

1. User – internal area agency on aging staff members who use the system daily to identify service providers and refer customers to appropriate services. Users do not recommend providers; only refer.   Administrators are also grouped into this category; however, they have additional rights for data update and management.
2. Subscribers – third party agencies that utilize empowerlinePRO to identify services and providers for their customer base. Subscribers normally pay a fee to access empowerlinePRO and its provider database.
3. Customers – Outside customers that utilize the referral services or third-party subscribers or access some basic resource information from a website tool. A web-based consumer facing version is in development now with an expected completion date of June 1.

System Technology Overview:

The API server was developed using Node.js, Express, and TypeScript. The UI server was developed using Node.js, Express, and React. The database is PostgreSQL and is owned by ARC on Amazon RDS.

Scope

This scope would be for the contractor to maintain and support the current system technology. ARC estimates that it will require 20 to 30 hours a month of work.

Vendor expected to:

*   Be accessible 8AM to 6 PM Monday to Friday
*   To respond within 4 hours of reported issue with an identification of the issue and ETA to resolve

Responses should include detail cost information

*   Pricing based on a yearly cost
*   Qualifications/experience of staff

Respondents must provide information about relevant background and skills of company included bios of key personnel and their responsibilities for this project, and examples of similar projects the company has done. Respondents must provide 2 to 3 references.

Evaluation Criteria:

*   Related experience, qualifications and references of the firm or project team
*   Technical Approach
*   Proposed Cost

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At a minimum, but not limited to, Contractors will be required to adhere to the following:

- General Financial Requirements and Assurances
- Assurance of Compliance with Title VI of the Civil Rights Act of 1964
- Assurance of Compliance with Section 504 of the Rehabilitation Act of 1973, as Amended, and the Americans with Disabilities Act of 1990
- Disclosure of Lobbying Activities Form
- Certifications Regarding Debarment, Suspension and Other Responsibility Matters; Drug-Free Workplace Requirements and Lobbying
- Health Insurance Portability and Accountability Act (HIPAA Business Associate Agreement)

These forms are not to be submitted as part of the proposal but will be required as a part of the contract documents for successful awardees.

Quotes are due by 5:00 PM on April 24, 2020 and can be sent to:

Jennifer Beamer
Atlanta Regional Commission
229 Peachtree Street NE, Suite 100
Atlanta, GA 30303
jbeamer@atlantaregional.org
470.378.1529