



Inclusive Health Care Call for Proposals Frequently Asked Questions (FAQ) Session

General Questions

1. Is a different Letter of Intent and Proposal needed if applicants apply to develop deliverables for more than one of the four Program areas.

Applicants may apply for more than one of the four Program Areas. One Letter of Intent and Proposal (if invited) must be submitted for each Project Area. However, the applicant can submit one set of documents that provides proof that they meet the base line pre-screening requirements during the time they submit their full grant application if they submit more than one application (if invited). This includes documents such as incorporation/LLC status, financial viability, taxes paid, etc. Separate Application narratives (as outlined), workplans, scopes of work, budgets, budget justification, relevant samples/references are needed to evaluate the organization's capability to develop each of the four deliverables they are applying for during this Call for Proposals process. It is important that separate proposals stand alone for evaluation by the Review team(s).

2. Will there be a list of materials already created by DAAA to submit the application?

The items needed for submission of the Letter of Intent and Full Proposal (if invited to submit) appear on the Inclusive Health Care Taskforce webpage on the DAAA Website – <https://www.detroitseiorsolution.org/inclusive-health-care-taskforce/>. The LOI and Full Application guidelines and instructions, Round I and Round II outlines, budget form, Shared File access information, and other reference materials can be accessed by clicking on the links. Applicants may create their own Work Plan/Time line and Scope of Work in a MS Excel or MS Word document.

3. Does each team member for an organization need to create a separate profile when accessing DAAA’s Citrix secure Sharefile portal to upload their Letter of Intent and Full Proposal (if invited)?

To access the Detroit Area Agency on Aging’s Citrix Sharefile to submit the Letter of Intent or Full Application, simply email ContractMgt@daaa1a.org and request access by sharing the name of your organization as well as the email address of those who need access. Place Inclusive Health Care – Access to ShareFile in the subject area of the email. A profile is not needed for the team members who will be uploading documents. DAAA will review your message and set up a folder for your organization and notify each team member that access has been provided.

4. What deliverables are owned solely by DAAA if developed under this Call for Proposal?

The mobile app, retirement planning toolkit, curriculum developed for technology training, videos and program content of broadcast/online programming will be owned by the Detroit Area Agency on Aging. However, materials or platforms developed, trademarked, patented, or copyrighted by applicants remain under their organization's ownership. Applicants may also request permission to use technology curriculum or other items developed during the process from the DAAA in writing. If an existing trademarked platform is to be used or further enhanced, this must be disclosed to DAAA at the time of application submission.

5. How are applicants submitting Letters of Intent able to express their willingness to comply with the pre-screening requirements and provide proof when submitting the full grant proposal?

When submitting the Letter of Intent, applicants should note their genuine willingness to follow the pre-screening requirements and note their compliance. If invited to submit a full proposal, proof should be attached to the application and be clearly labeled as such.

Mobile App Development

1. What type of Mobile App does the Detroit Area Agency on Aging want a successful vendor to develop that will connect older people and caregivers to community resources?

The finished product, which must be beta tested prior to launch, must include state-of-the art graphics, a simple and modern UX/UI (user experience/user interface) design, appropriate communications, audio and video, sensors or GPS capabilities, simple language,

large fonts, and logical, step-by-step in-app navigation, with a user-friendly animated navigation assistant tool.

The Mobile App must support both Android and Apple iOS platforms and be listed in the appropriate app store. In addition, metrics should be captured and easily accessible to DAAA. The mobile app should have the capability to conduct a mini assessment on the user to determine their interest or need, search keywords entered by users and provide updated resources uploaded through an API interface with information about services closest to them.

The Applicant is responsible for partnering with organizations who have the needed Community Resource Information that can be imported into the Mobile App platform through an API interface and demonstrate an ability to maintain the platform and support users long term.

2. What is the source of the community resources to be included in the Mobile App?

The applicant must have the organizational capacity to work with such agencies as the DAAA, Michigan/United Way of Southeast Michigan 2-1-1, AARP Michigan or other sources to import community resource data that can be periodically refreshed for end users.

3. Is the Community Resource Information already available? Do we have permission to extract the information and import it into the DAAA Mobile App? Who will oversee the updates of the community resources?

DAAA and key partners in the Inclusive Health Care Taskforce will work with the vendor to make the community resource information available for mobile app development. Ultimately, DAAA is lead in working with the selected vendor.

4. What if the timeline outlined in this Call for Proposal is unrealistic (from announcement of winners to app fully developed, tested, approved, and submitted to app stores)?

It is DAAA's desire to have the mobile app developed by September 30, 2024. However, it will be at the discretion of DAAA to decide if it can request an extension from its funding source.

5. Is my organization responsible for seeking legal counsel regarding the Mobile App deployment to protect the organization, DAAA and end users? This may include Terms & Conditions, Privacy Policy, Opt-out of Metrics/Statistics or Data collection, and HIPAA compliance?

The applicant should outline in its proposal the strategy it will use to address Terms & Conditions, Privacy Act, Opt-out of data collection, and HIPAA compliance. Cybersecurity policies and protections should also be addressed. This information will be reviewed by DAAA's legal counsel and technical review team.

6. Does this Mobile App need to be HIPAA compliant?

The mobile app must be HIPAA and Privacy Act compliant if end-user personal and health-related data is captured.

7. Does a similar Mobile App to be developed currently exist in app stores?

Initial searches of the Apple and Google Stores have not uncovered a similar app in the aging network. DAAA recommends that the mobile app developer identify best practices.

8. Are mobile app developers required to develop an App that can be used both on Apple iOS and Android devices? What is the company can only develop an Apple iOS platform or just an Android platform?

DAAA is seeking a vendor who can develop a mobile app platform that can be used both on Apple iOS and Android devices.

9. How do applicants address the long-term maintenance and tech support of the Mobile App for older adults?

Applicants are asked to outline what the short- and long-term maintenance of the Mobile app looks like, and the cost associated with it in the full proposal.

10. What is the expectation of vendors to obtain input while developing the Mobile app?

There is an expectation that the mobile app developers will engage users in the planning, development and marketing of the application, extraction of community resource information, and other features.

11. New - As we proceed with the preparation of our Letter of Intent (LOI) for the Inclusive Health Care Call for Proposals, we seek some clarification on the Mobile Application Idea. Could you kindly shed light on the main theme and purpose behind the application? Specifically, we would appreciate insights into the key features and functionalities you envision for the application?

The goal of the mobile app development under this Call for Proposals is to create an application that can be accessed on Android and iPhones that can help older residents, family caregivers and others to search for community resources needed by this targeted population. This mobile app will link users to health care, housing, transportation, basic needs, home care, life enrichment programs, benefits, caregiver support, jobs and volunteer programs, and other resources that can improve the quality of their lives. Linking older people to these social determinants of health can greatly improve their health status since about 70-80% of wellness is tied to people having access to these resources. The Mobile app developer will need to design the platform and work with DAAA, Michigan/United Way 2-1-1 and others to extract information through an API Interface that can be searchable on the mobile app.

Key features of the mobile app are outlined in the Call for Proposals found on the DAAA Website at [Inclusive Health Care Taskforce - Detroit Area Agency on Aging \(detroitseiorsolution.org\)](https://www.detroitseiorsolution.org) on pages 4-5 of the Call for Proposals as well as in the Technical Assistance Workshop MS Power Point Presentation shared on January 24, 2024. Key features include:

- Mobile app with state-of-the-art graphics, audio and video capabilities
- Simple and modern UX/UI (User Experience/User Interface) Design – Apple iOS and Android Devices
- Appropriate Communications, sensors or GPS capabilities.
- Mobile app with simple language along with large font with logical, step-by-step in-app navigation including a user-friendly animated navigation assistant tool
- Capability of translation of in-app text into other languages for end-user
- Inclusion of up-to-date Community Resources database that can be extracted through API Interface and Imported in the API for Initial and Subsequent Updates.
- Capability of Mini-Assessment of End User to support Personalized search for Community Resources and/or keyword searches with easy navigation.
- Capability of hosting or linkage to Calendar of Events and connectivity of users to social networks to reduce social isolation.

- Technical support via online information and Help Desk with ongoing maintenance including cyber-security protections and monitoring.
- Other practical, but cutting-edge features.

Retirement Planning Toolkit

No additional questions asked.

Senior-Directed Broadcast/Online Programming

No additional questions asked.

Pop Up/On-site Technology Training

No additional questions asked.