



Request for Proposals

I. BASIC INFORMATION

Application Release Date:	June 9 th , 2026
Application Due Date & Time (Extended):	July 15 th , 2026, 5:00 PM
Anticipated Contract Term:	36 Months
Anticipated Award:	\$661,000
Announcement Date:	July 29 th , 2026
Maximum Number of Contracts Awarded:	1
Maximum Funding Amount:	\$661,000

Questions: Questions regarding this application must be sent to Mayorsfundtoadvancenyc@mayorsfund.nyc.gov, and join us for the Q&A scheduled on Monday June 15th from 11:00 – 11:30.

Register Here for the Q&A:

Answers will be posted on www.nyc.gov/fund after the live session.

II. APPLICATION SUBMISSION INSTRUCTIONS

General Guidelines:

- DSS highly encourages individual consultants to apply.
- All Proposals must be submitted through this link <https://wkf.ms/4veAhWE>.
- Proposals received after the Proposal Due Date and Time are late and shall not be accepted, except as provided under New York City's Procurement Policy Board Rules, Section 3-16(o)(5).
- Please allow sufficient time to complete and submit Proposals, which include entering information, uploading documents, and entering log-in credentials. The system will only allow Providers to submit Proposals prior to the Proposal Due Date and Time.
- Providers are responsible for the timely electronic submission of proposals. It is strongly recommended that Providers complete and submit their Proposals at least 24 hours in advance of the Proposal Due Date and Time.



Required Documents (incomplete applications will not be considered):

- ☐ Application Cover Sheet
- ☐ Responses to Application Questions
- ☐ Budget: Project Budget
- ☐ Resumes: Resumes and Description of Qualifications
- ☐ [Doing Business Data Form](#)
- ☐ W9 Form
- ☐ Proof of 501(c)(3) if applicable
- ☐ Malpractice Insurance

Technical Requirements

- Application documents must be combined into a single PDF.
- Formatting requirements:
 - 12pt font, 1-inch margins
 - Page numbers
 - Name of applying consultant at the top of every document

III. PROGRAM BACKGROUND & RATIONALE

The Mayor's Fund to Advance New York City, in collaboration with the NYC Department of Social Services (DSS) and Department of Homeless Services (DHS), is advancing the development of a secure, HIPAA-compliant data exchange system to support care coordination and discharge planning for individuals experiencing homelessness.

DHS is implementing REDCap (Research Electronic Data Capture) to replace fragmented, email- and PDF-based workflows with a centralized, secure platform that enables real-time coordination with health care providers. This system will support multiple DHS health programs, including Institutional Referral Program (IRP), Complex Care Coordination, and Harm Reduction initiatives.

To ensure sustainability, security, and performance, DHS seeks a qualified consultant to support the deployment, maintenance, and optimization of a REDCap environment hosted in the DSS Amazon Web Services (AWS) tenant with integrations into agency systems.



IV. PROGRAM DESCRIPTION

The Mayor's Fund seeks proposals from qualified consultants to provide REDCap infrastructure and application support services.

Yearly award amount for the duration of the project.

- 1.) Year 1: \$190,000
- 2.) Year 2: \$235,500
- 3.) Year 3: \$235,500
- 4.) Total: \$661,000

This initiative aims to:

- A. Establish and maintain a secure, HIPAA-compliant REDCap environment on AWS
- B. Support cross-agency personal and secure health information data exchange and care coordination workflows
- C. Ensure system reliability, scalability, and integration with agency systems (e.g., CARES)

With these goals in mind, the selected consultant is expected to work either a remote or hybrid full time (35 hour a week, Monday – Friday) schedule to provide ongoing technical support, system administration, security management, and optimization of the REDCap platform.

The Mayor's Fund will contract with the selected consultant, with DSS/DHS serving as project manager. The consultant will work closely with agency IT teams to ensure alignment and compliance with City infrastructure and long-term sustainability.

V. EXPECTED DELIVERABLES AND TIMELINE

The selected vendor will be responsible for the following:

1. AWS Infrastructure Management

- Establish and maintain REDCap environment using AWS services (EC2, S3, RDS, VPC, IAM)
- Maintain configuration of networking, access controls, and system architecture
- Ensure high availability and performance
- Develop related management tools and transfer this knowledge to relevant agency staff



2. REDCap Application Administration

- Maintain and upgrade REDCap as needed
- Manage user access, permissions, and integrations
- Participate in the REDCap Community to stay informed on release updates, ensuring a strong understanding of new features and adherence to latest security best practices of the application
- Develop related REDCap application maintenance tools and transfer this knowledge to relevant agency staff

3. Integration Design & Build

- Design and implement REDCap API integration to enable automatic data transfer between REDCap instances or between REDCap and existing agency systems as needed
- Build data mapping and transformation logic for each integration, including field-level mappings, validation rules, and any middleware or ETL components required to bridge system differences
- Implement integration monitoring and alerting to detect and respond to failed data transfers, errors, or broken connections in a timely manner
- Develop related tools and transfer this knowledge to relevant agency staff

4. Security & Compliance

- Ensure HIPAA-compliant architecture and operations
- Maintain and upgrade encryption, credential management, and monitoring
- Maintain and upgrade AWS security tools (e.g., IAM, WAF, KMS)
- Comply with all agency (DSS/DHS) and citywide (OTI/Office of Technology and Innovation) policies, with particular emphasis on data security requirements
- Develop related security tools and transfer this knowledge to relevant agency staff

5. Monitoring & Troubleshooting

- Implement system monitoring (CloudWatch, logging, alerts)
- Respond to and resolve incidents and performance issues
- Conduct routine maintenance and patching
- Develop related monitoring tools and transfer this knowledge to relevant agency staff

6. Automation & DevOps

- Develop infrastructure-as-code (CloudFormation/CDK)



- Automate deployments, updates, and backups
- Maintain disaster recovery protocols

7. Documentation & Knowledge Transfer

- Deliver multiple REDCap orientation session for ITS staff covering system architecture, AWS environment, and routine administrative tasks — ensuring they build capacity to handle day-to-day operations independently
- Document all institutional knowledge including environment-specific configurations, known issues, workarounds, and vendor contacts in a format accessible to the broader team
- Deliver hands-on training to ITS staff on all critical procedures, including user management, backup and restore, patching, and common troubleshooting scenarios
- Review and hand off all runbooks, architecture diagrams, and operational documentation to designated internal owners
- Shadow an internal ITS staff member through a full support cycle to validate readiness to manage system independently
- Flag any remaining skills gaps to management with recommendations for additional training or external support post-transition

8. End User Support and Requirement Gathering

- Support the development of REDCap data management standard operating procedures (SOPs)
- Train and support the program's REDCap administrator on best practices for delivering Level 1 user support
- Deliver end-user support for REDCap, as requested, including troubleshooting, project design consultation, and development of training or documentation
- Collaborate with program staff to translate REDCap projects into corresponding field-level change requests for other agency systems. This includes gathering requirements, documenting proposed changes, creating mock-ups, and preparing technical specifications for implementation

These responsibilities reflect required competencies in AWS administration, Linux systems, REDCap management, security, and automation.

Timeline

Date	Milestone
------	-----------



Month 1–2	Environment orientation and access Routine operations and monitoring
Month 3	Advanced troubleshooting and performance tuning Security, compliance, and incident response
Month 4	Change management, upgrades, and documentation
Ongoing	Full ownership, Well-Architected review, and continuous improvement Integration design and build as needed Knowledge Transfer & Transition to DSS ITS teams

VI. APPLICATION EVALUATION

Proposals will be evaluated against the criteria set out below. The process does not assign points to individual questions but instead awards a maximum score for each evaluation criterion.

Criteria 1	Technical Expertise	35
Criteria 2	Relevant Experience	30
Criteria 3	Implementation Approach & Work Plan	15
Criteria 4	Qualifications	10
Criteria 5	Professional Capabilities	10
	TOTAL	100



VII. APPLICATION MATERIALS & QUESTIONS

Applicants must describe:

1. What technical experience do you have supporting secure REDCap environments in AWS, including security best practices, risk mitigation, and ongoing maintenance?
2. What experience do you have supporting HIPAA-compliant REDCap environments in healthcare settings and collaborating with IT and business stakeholders?
3. What implementation and support approach would you propose for this project, including project management approach/methodology, timelines, and stakeholder coordination?
4. What professional qualifications, education, certifications, and years of experience do you have related to this work?
5. Please provide examples demonstrating your ability to independently manage complex projects, deliver user support and training, develop documentation and knowledge transfer materials, and collaborate effectively with stakeholders.

VIII. SELECTION PROCESS

Award will be made to the proposer whose application is deemed most advantageous based on technical merit and experience, and who demonstrates the ability to successfully deliver and sustain a secure REDCap environment supporting DHS program needs.