

## **APPENDIX B: Computer Hardware and System Requirements**

Applicants are required to have high speed internet access (minimum DSL and/or cable modem) to enable connection via the internet to the home52 provided computer software. The software currently utilized by home52 for client registration and invoicing is Windows-based. Applicant's computer operating system must run Microsoft Windows 10 or above with at least the minimum recommended RAM, disk space and processor for that operating system. Recommended browser is Edge Chromium.

### **Access and Security Requirements**

Users connect via the internet to the software through a security firewall to access the system. It is the Applicant's responsibility to ensure they can connect to the internet. All transmission and handling of EPHI sensitive data must comply with all requirements set forth in the BAA.

### **Account License Fees**

home52 Transportation will utilize NovusMed TripSpark Transportation Management System (TMS). Applicants are financially responsible for the cost of the NovusMed TripSpark license(s) for each device to be used by dedicated and/or non-dedicated vehicles. The current license fee is \$750 annually, subject to changes made by TripSpark during the contract period. Should this fee change during the contract period, home52 will notify providers as soon as possible. This fee will be paid directly to home52 on an annual or monthly basis, as preferred by the transportation provider.

Additional account connections can be added but may be subject to additional charges at the Provider's expense. This fee will be used to purchase additional licensing.

### **Printers**

If necessary, users will be printing from a standard web-publication therefore support for printing issues will not be offered.

### **Vehicle Device Needs**

All vehicles, dedicated and non-dedicated, will be required to have an in-vehicle Android smart device that is Wi-Fi ready on which to operate NovusMed TripSpark:

- Android Smart Phone – Minimum of 8GB memory with an adequate data plan OR
- Android Tablet – Minimum of 32GB memory and must have a SIMM card and data plan

### **Technical Support and Computer/Communication Problems**

Personnel are available to handle the administrative needs of the computer system, such as assigning users and passwords. We cannot provide support for the Applicant's computer

equipment or connectivity to the internet. Questions regarding user ID or password problems or to obtain additional information regarding system, application, or problems please contact:

**Computer Help Desk Phone: (513) 345-3303**

**E-mail: [helpdesk@help4seniors.org](mailto:helpdesk@help4seniors.org)**

### **Computer Help Desk Coverage and Service**

home52 technical support will be provided by COA, which will provide support Monday - Friday between the hours of 8:00 am – 5:00 pm EST. The **Computer Help Desk number is (513) 345-3303** and will be staffed during these hours. In the event your call goes to Voicemail, please leave a message and the call will be returned quickly, usually within the hour, but no longer than four (4) business hours. It is important to leave a message because the person administering the Computer Help Desk will be paged from the message. We strive to serve you with the best and most courteous customer service available. If, after contacting the Computer Help Desk, you feel a problem and concern hasn't been addressed to your satisfaction, please feel free to call the COA Director, Technology Innovation and Service, at (513) 721-1025.

***\* In addition to the requirements above home52 is requiring winning bidders to be flexible. Contracted Providers must be able to enter notifications into the software systems home52 may use. home52 will provide additional information on the systems, as needed.***