Request for Proposals

In home technology and software for rural remote support

GoodLife Innovations Inc. | October 15, 2026

1 Purpose and project scope

GoodLife Innovations, Inc. seeks proposals to supply and configure in-home technology and associated software for approximately 100 installations at participating rural Kansas provider locations. The solution must support individualized assistance for people with disabilities, aging adults, and other people with support needs, and work with GoodLife's existing technology and Remote Support Center (RSC).

The project is funded through a grant. The grant period is October 1, 2026 through September 30, 2027. The planning allocation for hardware and nine months of software licensing is $310,850. Proposers must itemize all costs and explain any proposed amount above this allocation.

This procurement covers home technology, associated software, configuration, testing, and the vendor support needed to make the technology operational. GoodLife intends to provide the staffed RSC service. Proposers must identify any separate installation, training, integration, or support charges and clearly state which services GoodLife or participating providers must perform.

2 Solicitation schedule and contact

Milestone	Date or contact
RFP number and issue date	GL0001 |October 15, 2026
Proposals due	October 30, 2026 - 5:00pm
Demonstrations and anticipated award	November 6, 2026
Submission and questions contact	Ariel Nichols, Development Associate, arielnichols@mygoodlife.org

Submit one searchable PDF proposal and an editable pricing schedule by email to the contact above. RFP will be posted on GoodLife's website during the two week period and will be posted twice per week on GoodLife's social media platform. No late submissions will be accepted.

3 Functional requirements and deliverables

Each proposer must respond to every requirement, identify what is included, describe any exception, and provide supporting documentation. Equipment quantities and configurations will be finalized through individual and site assessments. The requirements below describe intended functions; equivalent technical approaches will be considered when they meet the published requirements.

Individualized home technology

- Assess each location's connectivity and support needs and provide a documented equipment configuration, installation responsibilities, and acceptance plan.
- Provide configurable sensing for appropriate home events, such as door activity and motion, with additional devices proposed according to individual needs. Identify available communication equipment, cameras where authorized, and optional stove or other safety support.
- Support individualized alerts, notification routing, and privacy settings. Describe how settings reflect a person's support plan and informed consent, and how authorized staff change those settings.
- Explain how authorized RSC staff receive and act on alerts, communicate with individuals, access permitted information, and document responses. Describe how events are linked to the correct home and individual.

Operational reliability and support

- State bandwidth, network, power, and equipment requirements for each proposed configuration. Describe offline alerts, outage behavior, recovery, and backup options, including costs and limitations.
- Provide warranty terms, maintenance responsibilities, replacement procedures, software updates, support hours, escalation contacts, and proposed response and restoration commitments.
- Provide an implementation schedule with deliveries, configuration, training, testing, and go-live milestones that fit within the grant period. Identify dependencies and lead times.

Privacy and data protection

- Describe encryption in transit and at rest, role-based access, authentication, access logging, hosting locations, third-party services, and incident reporting. Identify applicable privacy obligations and willingness to execute a business associate agreement where required.
- State data ownership, retention and deletion options, authorized access to recordings, export capabilities, and the procedures for ending service. Identify limits on exporting or transferring data.
- Provide plain-language consent and privacy materials or technical information that GoodLife can use to prepare them. Cameras and monitoring must follow each individual's authorized support and consent arrangements.

Acceptance and handoff

Deliver an inventory by location, configuration records, user documentation, training materials, and test results. GoodLife will accept an installation after the published acceptance tests and agreed site-specific configuration checks are completed. Connected detectors or safety devices must be described accurately, including whether they supplement a separate primary safety system.

4 Connection to GoodLife systems

GoodLife operates an existing RSC using iLINK ASSIST and iLINK CONNECT. The objective is to allow GoodLife's authorized RSC staff to support the new installations through the required workflow without compromising response coordination, privacy, or system reliability.

A proposer may meet the connection requirements through a supported native connection, an approved interface, or another documented approach that passes the same published acceptance tests. Identify all third-party permissions, licenses, development work, equipment, fees, and ongoing maintenance required. Do not assume that GoodLife or iLink will provide an unpublished interface or permission.

Technical appendix to complete before publication

Information	Required detail
Current operating environment	The proposed system will be hosted on AWS, with separate TEST, ACCEPTANCE and PRODUCTION environments and a manual deployment process. There must be a webapp to support 24/7/365 usage with supporting API's, SQL Server databases, and supporting background services for communications, notifications, sensor ingestion, camera status and alert processing. Assessed integrations include Ezlo, EagleEye, Firebase and Twilio. Google Auth must be supported with options for MFA to include SMS or Email. Home installations include smart-home sensors connected through compatible gateways; the supported Z-Wave and Zigbee devices, gateway models and firmware must be confirmed against the deployed inventory. RSC staff use browser-based workstations to access the system. Before publication, the purchaser shall provide the supported browser and workstation specifications, deployed software versions, AWS/network topology, home connectivity arrangements, device inventory and relevant service dependencies.
Required information exchange	The solution shall exchange supported sensor events, device and gateway connectivity status, alerts, acknowledgments, escalation updates, incident records and authorized communication requests. Each event shall carry sufficient information to identify the organization, home, relevant individual where applicable, device, event type, source timestamp, receipt timestamp and priority. Alert routing shall use the purchaser's approved responsibility and escalation rules. Records shall distinguish event receipt, alert creation, notification attempt, provider acceptance, delivery confirmation where available, staff acknowledgment and incident resolution. Failed attempts shall not be recorded as successful delivery, and failed sensor imports shall not imply fresh data. Video or audio access shall require authenticated users with explicit permission for the relevant organization, home, individual and session. Bidders shall document data mappings, duplicate handling, ordering, timestamps, retention, audit records and supported delivery evidence.
Connection methods	Integration shall use documented application APIs, gateway/vendor interfaces and existing communication services appropriate to the deployed system. Browser-to-API connections shall use HTTPS with authenticated requests and enforced authorization. Z-Wave and Zigbee sensors shall connect through compatible home gateways; bidders shall identify the supported gateway interfaces and any device, firmware or vendor limitations. Camera and communication connections shall support the existing authorized workflows, including Twilio video, Firebase notifications and applicable EagleEye or streaming

Information	Required detail
	interfaces, subject to confirmed deployment details. Direct database access, if required, shall be documented and restricted to approved service accounts and operations. Bidders shall identify required licenses, subscriptions, API permissions, network rules and browser permissions. All bidders shall receive the same sanitized architecture diagrams, interface specifications, sample payloads, supported-device list, workflow descriptions and test-access arrangements. Production credentials and personal data shall not be included in bidder documentation.
Performance requirements	**Proposed targets:** for supported priority alerts, at least 98% shall appear on the RSC console within 5 seconds, and 99% within 12 seconds, measured from receipt by the API endpoint ingestion interface under the agreed peak workload. Sensor-to-gateway and external-provider delays shall be measured separately so that the complete event path remains visible. Routine console actions shall complete within 3 seconds at the 95th percentile; long-running operations shall display progress or a clear pending state. Proposed monthly availability is 99.9% for core event ingestion, alert processing and RSC access, with maintenance exclusions expressly defined. Proposed recovery objectives are restoration within 4 hours and no more than 15 minutes of loss of persisted operational data; bidders shall explain how queued and in-flight events are recovered. The purchaser shall confirm home, device, concurrent-user, event-volume, burst and concurrent-call assumptions before publication. Bidders shall justify achievable targets, identify external dependencies, demonstrate capacity at those volumes, and describe outage detection, retries, duplicate prevention, backlog recovery and degraded operation.
Workflow requirements	Authorized RSC staff shall be able to receive and prioritize alerts, identify the relevant home and individual, review event and device status, acknowledge responsibility, initiate permitted communications, record actions, escalate unresolved incidents and close incidents with an outcome. The workflow shall show who owns an incident and distinguish acknowledgment from resolution. Shift handover shall preserve outstanding incidents, ownership and escalation history. Loss of device connectivity, stale sensor data, failed notification delivery and unavailable media shall be visible to staff with an actionable status. A single console is preferred for routine work. Additional consoles are acceptable only where justified by a vendor capability or operational requirement; bidders shall explain authentication, navigation, duplicated entry and audit implications. These workflows are required to maintain clear staff responsibility, prevent missed or duplicated responses, and preserve a traceable incident history.
Acceptance tests	Testing shall use isolated TEST infrastructure, sanitized or synthetic records, designated test devices and controlled notification/media recipients. Database startup routines, seeding, jobs and external connections shall be verified as isolated before execution. Tests shall cover: valid event-to-alert processing and correct routing; acknowledgment, escalation, handover and closure; duplicate and out-of-order events; gateway or provider outages and backlog recovery; stale-device detection; failed saves and API errors; authorized and unauthorized video/audio access; and load, availability and recovery requirements. **Pass criteria:** every defined functional scenario produces the expected routing, state changes and audit records; unauthorized and cross-organization requests are rejected

Information	Required detail
	without side effects; failed operations produce no false success, delivery or freshness status; queued work recovers without unexplained loss or duplicate operational actions; and approved numerical performance targets are met at the agreed workload. Notification acceptance shall verify worker/provider evidence and controlled recipient receipt where supported; API success alone is insufficient. Video-call completion shall verify participant state and notification effects. Independent acceptance tests shall be maintained separately from supplier development tests. The purchaser's nominated RSC/domain representative shall approve workflows, the technical lead shall approve application and integration results, and the DBA shall approve database integrity and recovery evidence.
Permissions	Access shall be controlled by organization membership and assigned role. Users shall access only the homes, individuals, devices, alerts, records and communication functions authorized within their organization. Permissions shall distinguish viewing, creating, editing, acknowledging, escalating, closing incidents, initiating video/audio sessions, exporting records and administering users. Authorized organization administrators shall manage membership and roles within their permitted scope and shall not grant privileges beyond their own authority. Organization restrictions shall be enforced by the APIs and relevant data-access operations, including background processing; hiding controls in the browser is insufficient. Access shall be denied by default and revoked promptly when membership or permissions are removed. Membership changes, permission changes and privileged actions shall be audited with the acting user, organization, timestamp and outcome. Bidders shall provide a role-and-permission matrix and demonstrate that unauthorized and cross-organization requests are rejected without disclosing data or changing records.

Evidence and demonstration

Explain the proposed connection architecture and distinguish existing capabilities from work that must be developed. Provide evidence such as interface documentation, test results, or a demonstration using synthetic data. Disclose limitations, security impacts, deployment risks, and any need to alter GoodLife's current system.

GoodLife will use the same demonstration scenarios and pass criteria for all proposers. Each proposer will receive the same access to relevant technical information, subject to reasonable confidentiality and security arrangements.

5 Proposal contents and pricing

Organize the proposal using the sections below. Explain exceptions explicitly rather than relying on general statements of compliance.

- Vendor identity: legal name, business address, authorized contact, proposed contracting entity, ownership or affiliation with GoodLife, and relevant subcontractors.
- Technical response: requirement-by-requirement response to Sections 3 and 4, equipment and software descriptions, connection architecture, security documentation, and supporting evidence.
- Implementation: deployment plan for approximately 100 installations, assessment and installation responsibilities, staffing, training, support commitments, and project risks.
- Experience: relevant remote support deployments, and experience with the populations served and rural connectivity.
- Pricing: completed schedule below, full project total, ongoing charges, proposed payment milestones, and all assumptions and exclusions.
- Contract terms: proposed agreement and service levels, warranty, termination, data rights, required third-party licenses, and exceptions to the RFP or grant contract conditions.

Planning quantities

The grant budget uses three configuration groups as planning estimates: 50 basic, 25 intermediate, and 25 higher-support installations. These descriptions are not vendor product names. Propose a comparable configuration and identify any revised grouping that better meets the stated needs.

Pricing item	Required response
Hardware by configuration group	Unit price, quantities, equipment list, warranty, and extended total
Software licensing	Unit basis, nine-month price, included users and features, start date, and total
Configuration and integration	One-time development, licenses, setup, testing, and ongoing maintenance
Installation and shipping	Charges, travel, shipping, dependencies, and work performed by GoodLife or providers
Training and support	Included services and all separate charges
Project total and future costs	Total through September 30, 2027; annual continuation costs; optional items shown separately

6 Evaluation and selection

GoodLife will evaluate responsive proposals using the published requirements and scoring criteria. A proposal that does not meet a published mandatory requirement may be rejected, with the reason documented.

Criterion	Points	What reviewers will assess
Connection and RSC workflow	30	Evidence of required information exchange, workable staff processes, demonstration results, and integration risk
Home functions and individualized support	20	Required functions, appropriate configurations, privacy controls, and usability
Total evaluated cost	20	Complete project cost, required integration and support costs, and disclosed continuation costs
Implementation and service support	15	Feasible schedule, responsibilities, training, reliability, warranty, and response commitments
Security and data management	10	Documented protections, access controls, incident response, data rights, and exit arrangements
Relevant experience	5	Comparable deployments, past performance, and reference evidence

Proposed scoring method: score each nonprice criterion from 0 to 5, then multiply by the criterion weight divided by 5. A score of 0 indicates no adequate evidence; 3 indicates the requirement is met with adequate evidence; 5 indicates documented benefits relevant to the project. Price points = 20 × lowest responsive evaluated price ÷ proposer's evaluated price.

GoodLife will document scores, material exceptions, the selection rationale, and the determination that the price is reasonable. Award will be based on the proposal most advantageous to the project considering price and the published criteria. GoodLife may request clarifications or negotiate with the selected proposer consistent with the published process. Material changes will be handled fairly through written notice or a revised solicitation.

7 Contract and award conditions

An award is subject to availability of grant funds, applicable GoodLife approvals, and grantor written approval where required by the subaward agreement. GoodLife may reject proposals or cancel the solicitation with a documented reason. Proposal preparation costs are the proposer's responsibility.

The final contract will specify deliverables, dates, itemized compensation, invoicing, acceptance, termination for cause and convenience, confidentiality, data access, and required grant clauses. The selected vendor must provide applicable eligibility and debarment certifications and comply with required federal contract provisions, restrictions on covered telecommunications equipment, and applicable domestic preference requirements.

GoodLife is the developer and parent company of iLink Technologies, which may submit a proposal. This relationship will be disclosed and managed under GoodLife's conflict of interest policy and applicable federal requirements. All proposals will be evaluated against the same published criteria.