

Attachment L – Medicaid Technical Advisory Services (TAS) Facility Requirements and Specifications

Please read all requirements before final selection of site.

Facility Requirements
<p>1. The Contractor must identify and provide a suitable location where Department staff and the TAS Team will perform their functions 24 hours per day, 7 days per week, 365 days per year alongside a variety of Department permanent and temporary staff. The Department reserves the right to inspect all facilities at any time.</p>
<p>2. The Contractor shall locate a facility within a 10 (ten) mile radius of the New York State Capitol building. The location must be approved by the Department. The current offices are located 431 Broadway, Menands, NY.</p>
<p>3. The Contractor shall allow for adequate time for the Department to review and approve the lease agreements.</p>
<p>4. The Contractor shall identify a site and location with at least seven-thousand-five hundred (7,500) square feet of office space, accessible to authorized Department staff and other Department authorized consultant staff, twenty-four (24) hours per day, seven (7) days per week without prior notice, admission, escort, or other requirements. The Contractor will provide this facility space to house its own staff, Department staff and Department consultant and contractor staff. It is anticipated that the Department and its consultant and contractor staff will be collocated with the TAS Team in this facility for the term of the contract.</p>
<p>5. The contractor’s facility shall include:</p> <ul style="list-style-type: none"> • A separate suite for Department, its consultant staff, and visitor or growth • A separate suite for TAS Team • Shared space for both Department staff and the TAS team for collaboration and meetings • Training room • Conference rooms and meeting rooms • Break/Lunchroom or equivalent services • Private nursing room • Inviting entry area with security desk and physical security controls, seats for visitor waiting, coat closet, etc. • General purpose room for mail processing, IT equipment, and IT work activities • Storage space for office supplies, janitorial supplies, IT supplies, etc. <p>It is anticipated that the Department staff will include:</p> <p style="padding-left: 40px;">25 Department staff and Department consultant & contractor staff 10 Visitors / Growth 35 total DOH Staff</p> <p>The site shall allow for the following activities to be performed:</p> <ul style="list-style-type: none"> a. Contract administration and work location for Department and TAS personnel b. Project coordination c. Requirement’s definition and review sessions, collaboration sessions and meetings d. Discussion and presentations deliverable walkthroughs

Facility Requirements

- e. Technical and user support helpdesk functions to support and maintain office equipment such as laptops, printers, projectors, etc.
- f. Transition management support
- g. Training sessions

6. The Contractor is responsible for all equipment, installation, and office needs of the site for both the Department, its contractors, and TAS Team, including:

Department Suite

One (1) office (approximately 250 square feet) with digital speaker phones, appropriate size table, desks and chairs, 4'x 6' white boards or wall-adhesive whiteboards appropriate for the wall size and office layout and appropriate digital presentation screens, personal printer and printer supplies.

Three (3) offices (approximately 150 square feet each) with digital speaker phones, appropriate size table, desks and chairs and 4'x 6' white boards or wall-adhesive whiteboards appropriate for the wall size and office layout, printer located nearby.

Flexible, integrated cubicles (approximately 64 square feet each) designed to accommodate a minimum of twenty-one (21) permanent and/or long-term and ten (10) visitor or future employees (growth). Cubicles shall include one (1) locking 2-drawer file cabinet and one (1) 3-drawer cabinet which slide under the desk area of the cubicle, equipment for laptop, multiple screens, electrical.

Phones, furniture, layout design and other workspace essentials must be flexible to accommodate additional staff as business needs require.

The contractor shall supply rolling ergonomic chairs, extra ergonomic chairs, whiteboard supplies, wall clocks, coat hangers, portable projectors, surge protected extension cords, trash and recycle bins.

The contractor shall supply general use file cabinets and bookshelves, a separate secured room/closet for office supplies, IT equipment, equipment such as janitorial, masks, hand sanitizer, tissues, soap, toilet paper, first aid kits/supplies, and other health and safety equipment.

Conference rooms:

- One (1) conference room with table seating for twenty-five (25) staff with overflow seating for a minimum of fifteen (15) staff.
- One (1) conference room with table seating for ten (10) staff with overflow seating for a minimum of five (5) staff.
- A minimum of three (3) additional small conference rooms with table seating for 10 staff.

Each conference room shall be equipped with:

- Audio visual (AV) projection equipment with one (1) workstation that has secure connectivity to the Internet
- Department and Contractor LANs
- Digital speaker phone with conference call capability
- Video conferencing
- A minimum size of 4'x 6' white boards or wall-adhesive whiteboards appropriate for the wall size and conference room layout
- An appropriate-sized digital presentation screen and ceiling mounted projector

Facility Requirements

7. The Contractor is responsible for all costs related to securing and maintaining the site including, but not limited to:
 - a. Leasehold requirements including improvements
 - b. Utilities
 - c. Telephone and data service (lines will terminate at the point of demarcation on the Department's network)
 - d. Office equipment and supplies
 - e. Janitorial services throughout the entire site and supplies
 - f. Security including physical security and access
 - g. Storage, transportation, shredding, and HIPAA compliant disposal of confidential documents and other media
 - h. Insurance
 - i. Maintenance of all necessary telecommunications circuits between the Department offices and the Contractor's facilities
 - j. Sufficient electrical outlets, electrical power, and distribution system
 - k. Hardware and software acquisition and maintenance
 - l. Installation and maintenance of data lines for the PC network
8. For any MES activities approved by the Department to be performed at a location other than at the Contractor's site, the Contractor must provide toll-free communications (i.e., WI-FI, VPN, VOIP) for Department staff to conduct the work. These communications will require coordination with the Department as well as the NYS Office for Information Technology.
9. The Contractor must prepare a Facility Management Plan and submit it the Department for review and approval. The initial plan must be submitted within 30 days of occupying the office facility.

The plan must include at a minimum, but not limited be to, the following details:

 - a. Facility description and build-out plan
 - b. Floor plan layout (including square footage)
 - c. Seating chart
 - d. Electrical specifications
 - e. Telecommunications specifications
 - f. Internet specifications
 - g. Fire and smoke detection specifications
 - h. Fire exit routes
 - i. Office, conference rooms, meeting rooms, break/lunchroom layout
 - j. Lactation room or other private location meeting NYS Labor regulations
 - k. List of all Department assets (Asset Inventory), such as IT equipment, office supplies, etc.
 - l. Security system for facility and operation
 - m. Location of automatic external defibrillators (AEDs)
 - n. Number and names of staff trained in CPR and use of AEDs
 - o. Parking plans, numbering, assignments
 - p. All meeting rooms with a description that includes:
 - i. Number and type of meeting rooms
 - ii. Seating capacity of each meeting room
 - iii. Equipment to be contained in each meeting room

Facility Requirements

10. The Contractor will equip a training room for classroom training to accommodate stand-up instructor-led sessions and a classroom size of 20 staff, which shall include:
 - a. Furnish and maintain appropriate hardware, software and telecommunications to support the development, maintenance and presentation of training program(s)
 - b. Use approved training media including, but not limited to, teleconferencing, web-based and computer-based training. Furnish and maintain appropriate hardware, software telecommunications to ensure a seamless training experience.
 - c. Equip the training facility for an effective learning environment with desks, ergonomic chairs, computers, tables, whiteboards, flip charts, digital display devices, and access to electronic information, ceiling projector, network printer or access to a nearby printer, coat hangers or coat closet (near training room), trash and recycle bins, wall clock .
11. The Contractor shall provide secure and adequately sized break/lunchroom. The break/lunchroom must have microwaves, coffee, utensils, coffee machines or Keurig machines, coffee and tea supplies, refrigerators with freezers, trash containers, water dispensers with hot and cold water, toaster, counter space, toasters, toaster ovens, kitchen supply storage, sink, dish drying rack, dish detergent, paper towels, and vending machines. The Department will consider suitable alternatives, such as food services providers within the facility.
12. The contractor shall supply file cabinet storage for printing supplies, digital telephone service, three color multi-function printers, with ability to print, copy, scan, email, fax, Wi-Fi connectivity, network connectivity, automatic and manual paper feed, duplex scan, copy and print, stapling, print paper sizes of 8.5 x 11, 8.5 x 14, and 11 x 17- inch paper, ink, toner, paper for printing, etc., as well as maintenance of the printers.
13. The Contractor shall ensure that a minimum of forty-two (42) reserved parking spaces for Department use, including twenty-five (25) reserved employee, ten (10) visitors or growth, plus two (2) handicap spaces. Department parking space will be designated and will be immediately outside the office space or within a 5-minute walk to the office space/facility.

Parking for both the Contractor and Department staff will be designated and reserved. Handicap parking must meet all local, State and Federal requirements for number and design. If parking is mixed with other tenants, the Department spaces must be reserved and numbered. This parking shall be available throughout the entire contract period and at no additional cost to the State.

If possible, provide covered parking space or garage space with security-controlled access card entry.

Provide lighting and cameras to record all parking areas, to avoid blind-spots or dark areas.
14. The Contractor must provide courier service to Department specified sites with local (Albany) pickup and delivery service two (2) times each business day. One (1) run shall be in the morning and one (1) run in the afternoon.

Facility Requirements

15. The Contractor shall obtain all permits, approvals, licenses, certifications, and similar authorizations required by any local, State or Federal entities for the site and maintain them throughout the duration of the contract.
16. The Contractor must observe all Occupational Safety and Health Administration (OSHA), environmental impact and fire code requirements, building codes and all handicapped accessibility regulations.
17. The Contractor is responsible for providing and maintaining all necessary network and telecommunications (i.e., WI-FI, VPN, VOIP) circuits between Department offices and the Contractor's facilities. These communications will require coordination with the Department as well as the NYS Office for Information Technology.
18. The Contractor must protect equipment from physical risks, including but not limited to power failures and other electrical anomalies. A suitable electrical supply shall be provided that:
 - a. Includes a dependable power supply with an uninterruptible power supply (UPS) and surge protection devices for equipment supporting critical business operation to support orderly shutdown or continuous running until operations may be transitioned to the hot site. Equipment must be regularly checked to ensure it has adequate capacity and be tested in accordance with the manufacturer's recommendations
 - b. Runs back-up generators in the event of a power outage
 - c. Includes multiple feeds to avoid a single point of failure in the power supply
 - d. Includes surge protection devices
19. The Contractor must conduct ongoing facilities management and day-to-day facility maintenance throughout the term of the contract, including, but not limited to:
 - a. Maintaining cleaning staff services, including on-call
 - b. Daily trash removal, recycle material pick up
 - c. Snow removal to ensure the safety of the staff, with carpets/mats at entry and exits
 - d. Maintenance of lighting, vacuuming, dusting, pest control, cleaning of all common areas, including bathrooms, kitchen, halls and conference and meeting rooms
 - e. Building maintenance (depending on terms of lease contract) including, but not limited to: plumbing, electrical, generators, air quality, HVAC, roof, and temperature controls

The Facilities Management Plan must be updated annually or and the request of the Department and include all items described in this Attachment as well as any records of improvements and services impacting the facility. The plan must clearly indicate responsibilities of the Contractor, its subcontractors, and the leasing entity.

Physical Security and Access to the Office Facility

1. The Contractor must designate one or more persons responsible for the security of the facility. Security personnel must be available from 7:00 am – 7:00 pm at a minimum. The Department reserves the right to modify these hours.

Physical Security and Access to the Office Facility

2. The Contractor must select a facility in a secure area, protected by a defined security perimeter, with appropriate security banners and entry controls to include, but not be limited to:
 - a. Physical access
 - b. Secure access-card reader
 - c. Access by visitors shall be recorded and supervised
 - d. Access rights regularly reviewed and updated
3. The Contractor must ensure that communication switches and network components receive the level of physical protection necessary to prevent unauthorized access.
4. The Contractor must ensure that power and telecommunications cabling carrying information or supporting information services must be protected from interception or damage. The Contractor must document what existing power and/or cabling is covered by this standard and must communicate that to the Department for appropriate protective action.
5. The Contractor shall ensure that wiring closets, communications, and service rooms are properly secure to protect information resources and to prevent unauthorized access to sensitive information.
6. The Contractor must obtain prior Department approval for the use of any equipment by the Contractor, its subcontractors, or others, working outside the Contractor's premises. The security provided must be equivalent to that for on-site equipment used for the same purpose, considering the risks of working outside the Contractor's premises. This equipment may include, but not be limited to, all forms of personal computers, cell phones or similar devices that are used for home working or are being transported away from the facility.
7. The Contractor shall ensure that any devices that will be connected to the Department/State Government network must be screened and approved by Department prior to connection.
8. Regardless of the device ownership, the contractor shall ensure that the use of any equipment outside the Contractor's premises for information processing of State business requires approval by the Department.
9. The Contractor must provide security and safeguards to protect the Department and its contract employees from harm and to protect all equipment from unauthorized access and harm. These measures must include, but are not limited to:
 - a. Sufficient lighting
 - b. Security patrols
 - c. Security Access Reader Card System with magnetic locks monitored by security personnel, Request to Exit Devices, Sounders, etc., to make the system complete
 - d. Outside surveillance cameras with recordings archived for fourteen (14) calendar days
 - e. Recorded and supervised visitor access
 - f. Regular review and updating of access rights to the project site
10. The Contractor must develop, implement, maintain, and submit a Physical Security Plan annually for review and approval by the Department. The Physical Security Plan must be submitted within 30 days of the occupying the facility. The Department reserves the right to request an updated Plan to be submitted at any time during the contract term.

Physical Security and Access to the Office Facility

11. Designated Security Staff must be properly trained to monitor and secure the site and parking areas, be prepared to respond to emergencies, and manage day-to-day issues.