NEW YORK STATE OF OPPORTUNITY. | **Department of Health**

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HOWARD A. ZUCKER, M.D., J.D.
Commissioner

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Executive Deputy Commissioner

Request for Information (RFI)

New York State of Health (NYSOH) Request for Information (RFI) for Recommended Approaches to System Takeover, Enhancement and Operations

Responses to Vendor Questions
January 31, 2020

Q#	Question	RFI Section	Page #	Response
1	Work_Streams Will the State please provide clarification around the concept of "takeover?" With the work potentially being divided into four work streams, does the State want a "takeover strategy" for each work stream independently?	A - Purpose of the RFI	1	**No. One objective envisioned for the RFP is taking over the operational functionality of the existing NYSOH system. The four work streams are additional work efforts that the state may, or may not, pursue with the successful bidder.**
2	Work_Streams Are the four separate work streams to be competed separately or are they part of an overall RFP for one vendor?	A - Purpose of the RFI	1	**It is envisioned that the four work streams will be included as optional, at the state's discretion, for the successful bidder.**
3	CRM With regard to CRM automation, is this a replacement of the current tool or tighter integration?	C - Future Contract Provisions	3	**It is envisioned that the state would deploy a different CRM solution.**
4	Datacenter Are there any requirements for the datacenter to be located in NY?	E.2.7 - Takeover	8	**Per Federal regulation, all data must be in the continental US and the data center should be in NY. The RFP will further detail requirements in this area.**
5	Datacenter Are there any requirements for the datacenter to be located in or in proximity to Albany?	E.2.7 - Takeover	8	**Per Federal regulation, all data must be in the continental US and the data center should be in NY. The RFP will further detail requirements in this area.**

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6	Datacenter With regard to potentially housing all NYSOH infrastructure within a DOH leased datacenter, is DOH envisioning that the State will provide the infrastructure support (OS, storage, networks, etc.) or will the winning vendor(s) provide that support?	E.2.7 - Takeover	8	**If the state were to pursue the direction of the datacenter being deployed in a DOH leased or assigned lease datacenter, it is not the state's intention to provide infrastructure support. This would be the responsibility of the successful bidder.**
7	Non-MAGI Requirements There are no specific requirements for non-MAGI. Are there specifics that can be shared to respond to the request to support that population?	E.4.1 - Non-MAGI	9	**There are no specific requirements to share for the purposes of this RFI.**
8	The RFI states "Please send responses in electronic format (such as MS Word, MS Excel, MS PowerPoint and PDF) to the questions posed in Section F: Questions." The RFI does not contain Section F. Could the State please confirm that the Questions to be answered are contained in Section E.	D.5.2 - RFI Response Format and Submission Requirements	6	**It was a typographical error and should, in fact, be Section E, not Section F. Please see Addendum.**
9	What is the current technical architecture across NYSOH including the Marketplace software? Please provide a technical schematic of the entire system showing the components and how they interconnect, including Interfaces.	General Question	N/A	**The technical architecture is not available for this RFI.**
10	Is NY DOH open to considering migration to the Cloud and/or using SaaS or PaaS services?	General Question	N/A	**The Department will consider all options for future solutions.**
11	What major improvements are planned or expected during the next contract period?	General Question	N/A	**The major improvements are outlined in section C of the RFI.**
12	Percentage of applications which require no intervention by a Case Worker for Exchange and MAGI cases. These are "no-touch" applications.	General Question	N/A	**The majority (greater than 50%) of eligibility determinations and enrollments in the NYSOH are "no-touch" applications.**

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13	Average number of applications received in month.	General Question	N/A	**Over the course of the 2019 Open Enrollment Period (11/1/2018 to 1/31/2019), more than 1.4 million applications from new and returning consumers were submitted to the NY State of Health.**
14	Number of vendor resources supporting current system and their roles.	General Question	N/A	**Information is not available for the RFI.**
15	Will the current vendor be excluded from responding to the new RFP?	C	3	**No.**
16	What is the current annual budget for the current contract? Is NYDOH expecting the new contract to be about the same or less?	C	3	**The Department's contract value(s) is available for public consumption on the Office of State Comptroller's (OSC) website. NY DOH has not projected anticipated annual expenditures in the to-be-issued RFP at this time.**
17	What is the average amount of customization per year on current contract? In person-hours and $.	C	3	**This information is not available to the public.**
18	The RFI states "Please send responses…….to questions posed in Section F: Questions". There is no Section F. Please clarify.	D.5.1.2 - Response Submissions	6	**It was a typographical error and should, in fact, be Section E, not Section F. Please see Addendum.**
19	Section E.2 Take Over – "The Department is considering requiring that all or part of the NYSOH physical infrastructure be located within a DOH leased data center". Does the state currently possess all required hardware and software? Who maintains the hardware and system software currently? If the state maintains it, will the state continue to maintain it in the new contract?	D.5.1.2 - Response Submissions	6	**No. GDIT. Not applicable.**

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20	Question #2 in E.2 states, "Please describe your high-level approach to the knowledge transfer and retention process for a takeover" Is the intent of Q2 for vendor to describe what approach it will take to ensure a smooth transition of KT and specifically the mitigation of business disruptions during the takeover process?	E.2 - Takeover Questions	8	Yes. We're looking for approaches that have proven to be efficient, accurate and successful based upon already completed engagement of comparable scope and budget.
21	**Incumbency** It is our understanding that GDIT is the incumbent vendor supporting the NYSOH. Can you provide the list of subcontractors and/or 3rd party vendors for planning that support the NYSOH independently? In making recommendations to the NYS DOH it is key to understand all incumbents that are currently supporting NYSOH projects.	E.1.4	7	This information is not available for sharing for the purposes of this RFI.
22	For the Marketplace what is the solution being used to shop for a QHP	B	2	NY DOH interprets this question to mean what tool, software etc that is in production that allows consumers to compare QHP plans based on various criteria in order to reach their decision for coverage. The solution is custom developed for the NYSOH Marketplace.
23	Are you open to multiple vendors for the proposed workstreams?	General - Workstreams	3	NY DOH is both open to and will likely encourage multiple vendor bids when the RFP is issued.

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24	**General - Goals** **In the Project Background, you mention 6 successful OEPs. What are some of the key pain points associated with the exchange and MAGI/Non-MAGI eligibility systems at the moment? What key improvements would NYSOH be looking for as a result of the take over and in the new solution?**	**B - Project Background**	2	**NY DOH is always focused on providing an easy to use consumer experience, includnig navigators, brokers and assistors to aid New Yorkers to shop for affordable coverage. Our focus will be on improving the ease of use of the system, improving the ease of use for our "back office" customer service providers, insuring accurate eligibility determinations and enrollment and making changes which can help increasing the insured rate of New Yorkers.**