

New York State Department of Health
Division of Family Health, Bureau of Administration, Bureau of Early Intervention

New York State Early Intervention System (NYEIS) End User Support Services
RFP #17108

AMENDMENT #1
May 15, 2017

Section 6.0 Proposal Content, 6.2 Technical Proposal, D. Technical Proposal Narrative, D.2: Tasks and Deliverables (on page 21) of the above referenced RFP is hereby deleted in its entirety and replaced with the following:

D.2. Tasks and Deliverables:

Describe the approach the Bidder will take to meet the tasks described in Section 4.1 of this RFP.

In addition, Bidder should:

D.2.1 State the proposed software it aims to use, what data elements it reports, and its ability to be customized to meet the Department's needs.

D.2.2 Describe its plan to establish the toll-free phone numbers and how they plan to access an email address being provided by DOH.

D.2.3 Describe what measure they will be taking to ensure all NYEIS End-User Support Service Personnel take the required NYSDOH provided security courses related to privacy and confidentiality of information.

D.2.4 Describe the processes and procedures it will use to receive, log and triage calls, as well as its issue resolution process.

D.2.5 Describe its experience creating and maintaining a Knowledgebase to assist with future resolution of similar issues.

D.2.6 Provide a transition plan to relinquish ownership of the toll-free phone number, as well as all component data for each ticket submitted, and all documents created for and related to this project, upon termination of this contract.