

**New York State Department of Health  
Bureau of Emergency Medical Services and Trauma Systems Workflow &  
Data Management Solution  
RFP #: 20028**

*Questions and Answers November 19, 2019*

<b>Question Number</b>	<b>Corresponding RFP Section</b>	<b>Bidder's Question</b>	<b>Answer</b>
1	General	<p>Please kindly provide the numbers for following.</p> <ul style="list-style-type: none"> <li>• Number of employees Access Data repository, workflow process management tool, EPCR, reporting tools:</li> <li>• Estimated number of users accessing web portal for reporting and data:</li> <li>• Number of workstations/laptop:</li> </ul>	<ul style="list-style-type: none"> <li>• 45 Employees</li> <li>• User web portal estimate 60,000 providers will need front-end access; reporting access is unknown</li> <li>• No workstations/laptops to support</li> </ul>
2	General	<p>What database system department is using, as mentioned its Sybase, is there any other internal database e.g. oracle sql etc. as per following quote</p> <p>The repository (and other aspects of the solution) shall be able to link with internal databases (DOH and NYS owned/operated) and external (DOH and NYS contracted) third-party systems; and provide for routine automated multidirectional querying, sharing, importing, exporting, processing, validating, and general management of data in various standard file formats.</p>	The Department utilizes Sybase and Oracle 19.20 SQL Developer.
3	General	Is there any ETL tool department is using to transform and cleanse the data?	No
4	General	Is there any government compliance need to be take care for Data repository?	As required by Appendix A, the Contractor shall comply with the provisions of the New York State Information Security Breach and Notification Act (General Business Law § 899-aa and State

			Technology Law § 208) and commencing March 21, 2020 shall also comply with General Business Law § 899-bb. New York State Office of Information Technology.
5	General	What database, reporting tool and Workflow tool is the department using, if not legacy?	No current workflow tool is being used.
6	General	How many machines are there, that need Backup/recovery software to be installed, or it needs to be provide along with the tools (i.e. Data repository backup, recovery components, Workflow management own data backup process etc.)	None.
7	General	Would the bidder need to be present for meetings?	Yes.
8	General	Can proposals be submitted via email?	No.
9	General	What has the State spent on the initial implementation, annual support, hosting, enhancements and change orders for the current system(s) the Bureau is utilizing?	This is a new product with no previous versions.
10	General	Given the comprehensive and complex nature of this RFP, will the State please consider an extension of all RFP related deadlines, including the final RFP submission deadline?	No.
11	General	Can the State elaborate upon the current system, vendor(s) and why they are seeking a new system, including what factors are driving this effort?	See question 5. Our internal database is no longer being supported.
12	General	What is the number of points available in total and per specific category / item to be evaluated as referenced in section 8.1 of RFP? And, what amount of points are tied to the preferred qualifications listed in section 3.2?	The department does not disclose this information.
13	2.2	Section 5.3 and other sections of RFP and attachments seem to imply that vendors will have no opportunity to take exceptions to specific contract language and will have to wholly accept the terms and conditions as provided by the State. Is this accurate, and will there be any mechanism within the RFP response or opportunity during contract negotiations to present and address any items that the offeror takes exception to?	The bidder must be willing to enter into an Agreement substantially in accordance with the terms of Attachment 8 should the bidder be selected for contract award. Please note this RFP becomes section B of this agreement.

14	3.2	Section 3.2 outlines some preferred qualifications that seem geared towards specific vendor(s) in the market. What vendor(s) has the department interacted with, received presentations, demonstrations and/or pricing related to this project prior to this RFP?	This is currently supported by the New York State Office of Information Technology.
15	4.0-4.5	Section 4.1 D The repository shall be fully integrated with all other aspects of the solution – being accessed and manipulated through: I. a web-portal interface built within the solution [See Section 4.2]; II. An electronic Prehospital Care Reporting (e-PCR) system [See Section 4.3.A.]; III. An electronic Trauma Patient Registry system [See Section 4.3.B.]; IV. Inclusive of all data, new and historical [See Section 4.1.B]; V. a linked third-party system [See Section 4.1.C.]; and VI. Workflow processes built within the solution [See Section 4.5].  Does this above description means that Data repository should able to extract/load the data to/from all above six components? For example an electronic Trauma Patient Registry system data need to be pulled and transform in Data repository. Or is there any other means of integration.	Yes, all components must interact and be able to be queried simultaneously.
16	4.1	Department need a SaaS/Cloud based EPCR system which supports ETPR system. Will contractor provide both or will need to provide EPCR system which will connect to department existing ETPR.	Yes, the Contractor will have to import legacy data into their hosted system.
17	4.1	What is the size of existing data, type(s) and format(s) that will need to be migrated into the new system?	See section 4.1 which provides legacy data and file layout demographics.
18	4.6	Section 4.6 User Accounts/Permission Groups Does the detail provided in this section, should imply to all the components contractor will provide or to workstations as well?	The information provided in this section applies to all components the Contractor will provide. There are no workstations.

19	4.8	Should Reporting tool provide the data visualization?	Yes.
20	4.12	Can companies from Outside USA apply for this RFP? (Perform work in India or Canada)	Yes, bidders must host all data in the Continental United States.
21	4.15	Section 4.15 B • Secure Internal Messaging and External to the Solution E-Mail Does this relate to ability of workflow process, Data repository, EMS, reporting tools executing emails on success, failure delivery and automated emails? Or department need an email solution. If so what department currently using for email	The solution should push information via email addresses. An email solution is not needed.
22	5.4	Regarding item 5.4 Payments, what funding does the State have to put towards the initial system implementation, ongoing system maintenance, hosting, future enhancements and support beyond the implementation project? And what, if any, amount of these funds may be subject to expiration and by what date(s)?	This information is not relevant to submit a bid.
23	6.2 D.15	To provide a realistic project plan, as required within section 6.2 Technical Proposal, sub item D.15, what is the estimated contract execution date and/or desired Go-Live (completion) date for the new system?	The solution should be fully implemented within one (1) year of contract signing. See also, the calendar of events located in section 1.0 of RFP.