NEW YORK STATE DEPARTMENT OF HEALTH VITAL RECORDS

A Request for Proposal for:

Electronic Death Registration System

RFP Number

1002191052

WRITTEN ANSWERS TO QUESTIONS

NYS DOH Response to Written Questions, and Questions Received at Bidders Conference	Friday, October 15, 2010
Proposal Due Date	Friday, November 12, 2010, 3pm

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A General Inquiries

A.1 Miscellaneous

Q 1:   When are proposals due?

A: *Proposals must be submitted no later than Friday, November 12, 2010, 3pm Eastern Standard Time. It is the bidder's responsibility to see that bids are delivered to the stated address prior to the date and time of the bid due date. Late bids due to delay by the carrier or not received in the Department's mail room in time for transmission to the above address will not be considered. See section E.4 Submission of Proposals for proposal submission details.*

Q 2:   Do you expect many proposals for this RFP?

A: *Yes.*

Q 3:   How were the time and cost estimates in the RFP derived?

A: *That information is not available.*

Q 4:   How long does the authorization to do business with the State application process take? Does this process need to be completed before submission of the RFP?

A: *NYS DOH does not have a prescribed amount of time that would be required to register to do business in New York State. You do not need to be registered to do business with New York State to submit a proposal. You need to be registered to do business with New York State to be awarded the contract.*

Q 5:   Section B Background page 3 states: "Registered death certificates are also the basis for issuance of various paper documents and permits, for example disposition permits. Paper copies of certain documents and permits will continue to be used by select operations." Are there any regulations or laws requiring the retention of original "wet signature" documents? If yes, then what are the details of those regulations?

A: *NYS DOH has existing processes that address paper document retention schedules. These are not pertinent to the requirements of the RFP.*

Q 6:   Many times responses to questions lead to more questions. Would NYS DOH consider one additional round of questions based solely on responses to bidder questions?

A: *No.*

Q 7: Will use of the newly developed system be voluntary, or will the stakeholders be mandated to use it? Is EDRS system mandatory or voluntary for all users?

A: *NYS DOH does not at this time have a legislative mandate for the use of the system.*

Q 8: Section C.1.1.1 Project strategic goals page 5 states: "Improve the efficiency and timeliness of death registration for all stakeholders involved in the death registration process." Does the Department have goals in mind for efficiency and timeliness?

Q 9: Section B Background page 3 states: "facilitate more timely availability of data". What is the time goal for making data available?

A: *The Department seeks to have 100% of all deaths submitted and registered electronically, and available for reporting purposes within three days of the death.*

Q 10: On page3 of the RFP, it states "the dept seeks to have 100% pf all deaths submitted and registered electronically, and available for reporting purposes within 3 days of the death." What is the time that this process takes now?

A: *The vast majority of death certificates are registered at a local registration district office within the 72-hour constraint; however, some percentage take longer because medical cause of death information is dependent on the result of medical testing, which may take weeks or months. Once certificates are registered, they must be mailed to the New York State Department of Health, where they follow various processes that ultimately result in electronic data that is available for statistical analysis and reporting. These processes require several weeks or months to complete.*

Q 11: Will the vendors have access to voided copy of DOH-1961 in order to review the items on the certificate and answer certain questions related to the certificate completely?

A: *A voided DOH-1961 is available as Attachment 32 DOH-1961 Certificate of Death.pdf published with the RFP.*

Q 12: Is CMA restricted from response and award of these contracts?

Q 13: Is CMA prohibited from responding to the opportunity as the Prime or Subcontractor?

A: *Yes.*

Q 14: Will the Bidders conference attendee list be published?

Q 15: Will the attendee list be published and posted on the NYS DOH website?

A: *Yes. The bidder conference attendee list as well as bidder conference presentation are available on the NYS DOH public website at* *http://www.health.ny.gov/funding/rfp/1002191052/index.htm*

A.2   Budget and Funding

Q 16:   Is the budget for this project approved and available? Or is the NYS DOH required to obtain OSC approval before an award is made?

Q 17:   The current fiscal deficit facing New York State is impacting numerous procurement opportunities. Has a budget and the funds been approved for this project? Is yes, has the budget been approved in FY 2010-11 or FY 2011-12?

A: *The NYS DOH awards the contract by naming the winning bidder. OSC is required to review, approve and execute the final contract. Excepting the "not to exceed" amount specified in the RFP, further budget information will not be disclosed at this time.*

Q 18:   Has the NYS DOH received a SSA or other federal grant and/or a state appropriation for the EDRS?

A: *The NYS DOH has not received SSA or federal grant money.*

A.3   Previous Procurement Activities

Q 19:   We have reviewed the previous release of the RFP for the EDRS. What are the circumstances leading to this RFP being reissued?

Q 20:   What were the primary reasons the previous RFP was not awarded?

Q 21:   Being that this project was previously out for Bid and then cancelled, can you tell us why the original bids were not accepted and the RFP was cancelled?

A: *All finalist bid prices exceeded the allocated budget for the project.*

Q 22:   Who were the firms that previously submitted a bid for this project? Can these companies bid again or no?

A: *The names of previous bidders are not relevant to this procurement. Previous bidder information may be obtained through FOIL. Previous bidders are eligible to re-bid.*

Q 23:   It is our understanding that the original bids received for this project were bid at a much higher cost than the stated budget dollars of around 6 million. Can you tell us why DOH has capped the budget for this project at around 6million even though previous bids received reflected pricing much higher? What has changed in the scope to reflect a much lower price?

A: *Solution requirements, project requirements, and proposal submission requirements were altered and reduced to an extent achievable within the prescribed not to exceed amount. A summary of scope changes is available in the Bidder Conference Presentation document posted on the NYS DOH public website at http://www.health.ny.gov/funding/rfp/1002191052/index.htm.*

B Legal Contract Issues

B.1 Liability

Q 24: Page 22: Will the State please cap bidder liability to equal the total amount that the customer has paid the bidder in the 12 months prior to the incident in dispute?

Q 25: Page 72: Will the State consider limiting vendor liability to actual damages directly resulting from bidder's own negligent acts or omissions?

A: *No. See section E.6 Additional Contract Items for the NYS DOH's limitation of liability terms.*

Q 26: Page 72: Will the State consider recovery of unamortized costs and reasonable wind-down costs in the event of a termination for convenience?

A: *No.*

Q 27: Will the State consider reimbursing <vendor> for any costs incurred by delay of the program due to acts or omissions of the State?

A: *No.*

B.2 Contract Language

Q 28: Would the State consider the addition of force majeure language such as the following? "Neither party shall be liable for any failure or delay in its performance under this Agreement due to causes beyond its reasonable control and that occur without its fault or negligence, including without limitation, Acts of God (such as earthquake, fire, flood, hurricane, storm, epidemic, pandemic, quarantine, or other natural disaster or public health emergency); humanly-caused disasters such as riot, civil war, rebellion, revolution, insurrection, war, invasion, hostilities (whether war is declared or not), terrorist activity, sabotage, or arson; failures or absence of electrical, telecommunications, Internet, or other infrastructure; the acts of civil, military, or other governmental authorities, such as judicial decisions, nationalization, government sanction, blockage, embargo, the declaration of martial law, or any other action or inaction of any government; labor dispute, strike, or lockout; or the errors, omissions, or defaults of third parties."

A: *No.*

Q 29: Page 71: Is the State amenable to considering alternative contract language during contract negotiations?

A: *No.*

B.3 Ownership

Q 30: Pages 9, 28, 29; General Specification L: Will the State please confirm that all intellectual property developed prior to or independently of this project shall continue to be owned by the bidder or any relevant third parties?

A: *Confirmed. Per section C.9.2 Ownership: "For any technology previously created and owned by the selected vendor, which will be included, extended, or otherwise modified to meet the requirements of this RFP, the State will obtain ownership rights for that technology as delivered to the State, and grants the selected vendor retention of ownership rights to said technology as created and owned by the selected vendor prior to the project."*

Q 31: Background: C.9.2 states: All software, source code, databases, data, hardware or firmware, reports, documents, training materials of all types, and other materials developed or purchased in the course of the project are the sole property of the State. For any technology previously created and owned by the selected vendor, which will be included, extended, or otherwise modified to meet the requirements of this RFP, the State will obtain ownership rights for that technology as delivered to the State, and grants the selected vendor retention of ownership rights to said technology as created and owned by the selected vendor prior to the project. **Question:** Regarding the ownership sections detailed above, does the term "State" refer to the entire New York State (NYS) Government or just or just NYS Department of Health?

A: *The reference in this context is to the Department of Health as an extension of New York State government. Any property of the Department of Health is, subsequently, property of the government of New York State.*

Q 32: Ownership: "All software, source code, databases, data, hardware or firmware, reports, documents, training materials of all types, and other materials developed or purchased in the course of the project are the sole property of the State." Please clarify about the system purchased for development purpose will be the property of the State? If Yes should our cost proposal include the cost of these system?

A: *Any item purchased for the sole purpose of delivery to the NYS DOH as part of this project, and which needs to be obtained by the NYS DOH in order to facilitate effective ownership, maintenance, enhancement, etc. by the NYS DOH will be NYS DOH property. However, items purchased by the vendor to facilitate development and delivery of the solution to the NYS DOH, but once the solution is delivered to the NYS DOH will not be needed by the NYS DOH to own and operate the solution, NYS DOH has no interest in owning. As one example: if you purchase a laptop to facilitate your project manager's ability to function on-site at NYS DOH premises (per project requirements), the NYS DOH is not interested in owning that laptop at the conclusion of the project.*

Q 33: C.1.1.7 Please clarify that this means the state wants to own any software licenses for purposes of local support and DOH project succession planning.

A: *Confirmed.*

Q 34: Our response will be the modification of a "COTS" product which has patents pending. We do expect some "invention" to occur as part of this project. As long as you have uncompiled code, are we prohibited from using new code in future releases of our COTS product?

A: *Yes.*

B.4 Technology Stack and 3rd Party Licenses

Q 35: Do you want vendors to include cost of FileNet licenses or assume DOH either a) has requisite licenses, or b) will procure them off contract separately, or c) some combination of a) and b)?

A: *The NYS DOH has existing licenses for all technologies listed in section C.1.3.2 NYS DOH Technology Stack. If a proposed and accepted solution requires the NYS DOH to obtain additional licenses for these technologies in order to operate the proposed and accepted solution, the NYS DOH will obtain those licenses separately from this procurement. No additional license costs need to be identified by proposing vendors for these technologies.*

Q 36: RFP Section C.9.3 'Software Licensing' (page 29): Please clarify whether 3rd party software with an annual maintenance fee paid to the software vendor will be acceptable to NYS DOH?

A: *Proposed solutions that include 3rd party technologies or components, which include annual fees, will be acceptable. However, proposing vendors must identify the cost of those fees and include those costs in their proposals, via the Cost Proposal Form.*

C Project Organization

C.1 Project Management

Q 37: Page 5 of the Project Management Field Guide states that project deliverables are based on project size (s, m, l) and that the size is identified in the procurement document. What is the size of the EDRS project?

A: *Per section C.1.1.5 Project Management Methodology, #3: "The selected vendor will be required to comply with project reporting standards as outlined in Section 1.4 of Attachment 21 DOH PM Field Guide Contractor Edition 1.pdf for a _Large (L)_ sized project."*

Q 38: Is acceptance by DOH of iteration deliverables to be considered part of that iteration? Does or should the iteration plan include time for DOH acceptance? If so, how much time (estimated)?

A: *Yes. Time for NYS DOH to verify and validate the content of each iterative deliverable must be included in the iteration. The time to be devoted to these activities will be determined in the project and will vary per iteration content.*

C.2 Development Lifecycle

Q 39: RFP Section C.1.2.1 'Development Lifecycle' (page 11): If the users/reviewers come up with new requirements during the final candidate cycle (FCC) that were not identified earlier, will this be handled as a change request?

A: *Yes.*

Q 40: Does the state have any preference for the length of iterations?

Q 41: "The State expects that the selected vendor will plan and execute an iterative development cycle that will deliver a production and pilot-ready system. The State expects to follow this general plan:" How many iterative development cycles State is considering for EDRS?

A: *The NYS DOH has no explicit expectations for the number of iterative cycles in the project, and is allowing leeway for proposing vendors to identify an iterative cycle that makes sense, is realistic, is cost effective, and adheres to the underlining principal of an iterative development cycle as stated on p. 11: "The intent behind following an iterative model is to enable the State to plan for and measurably verify project progress and solution quality throughout the project." Note, as also stated on page 11: "The proposed iteration schedule may be modified by the State and will be subject to the State's approval."*

Q 42: Is there already any idea of a planned implementation date set by the state?

A: *Based on the expected contract execution date of May, 2011, a final solution will be in place May, 2013, and the live pilot will conclude in November, 2013.*

C.3 Quality and Acceptance of Work Product

Q 43: C.1.2.1 Development Lifecycle #3, p11: How will payment reductions be determined and assessed?

A: *See section C.1.4 New York State Acceptance of Work Products for indication of how quality and acceptance of work products will be conducted by the NYS DOH. See section E.9 Payment Schedule for information on payment reduction.*

Q 44:   C.1.4.1 Iterative and Final Candidate Validation, p17: Does the statement "However, the results of such testing will not be used as the basis for rejecting and iterative deliverable, but may result in rejecting the final candidate without payment penalty" imply that the vendor will be paid for the final candidate even though the ad-hoc testing failed? Please clarify.

A: *The NYS DOH is using the term "ad-hoc" to mean "testing that is not included in the test plan and goal for an iterative milestone or the final candidate"(p.17), not to mean "any testing" or "planned testing." If the NYS DOH discovers a defect outside of planned activities, the selected vendor will not be penalized. However, the NYS DOH reserves the right to incorporate the case/plan that identified the defect in future verification and validation activities and acceptance procedures.*

Q 45:   C.3 Software Quality Assurance Requirements #7, p22: "The selected vendor will be required to take reasonable action to correct incidents identified by the State". Can DOH provide an example of an inappropriate "works as designed" system incident resolution?

A: *The NYS DOH expects that all identified issues will receive prompt corrective action or other active response from the selected vendor. A final issue resolution of "works as designed" could be appropriate and satisfactory, but the NYS DOH reserves the right to make that determination.*

Q 46:   "The State and/or its delegate will define detailed quality and acceptance criteria, as well as inspection and acceptance/rejection procedures, that will be applied to each iteration and the final candidate. Note: The State is unable to define these criteria in detail prior to vendor selection due to the variability in technical solution proposals." When will the acceptance process and criteria be defined and what constitutes "unacceptable content"? OR Has the State developed any criteria it intends to use to evaluate a deliverable, system iteration or system version

A: *See section C.1.4 New York State Acceptance of Work Products for a high-level perspective of work product acceptance and quality expectations. During the first iteration, quality and acceptance information will be defined to a greater extent; explicit details for quality and acceptance will be defined per iteration. "Unacceptable content" will be content that prevents the achievement of quality goals and/or criteria defined per iteration.*

Q 47:   A basic tenet of an agile or iterative development methodology is to have frequent input from the end users. To the extent that a feature is approved or accepted during an iteration, is there any promise that this feature will be accepted during the final candidate cycle, assuming it has not changed?

A: *The NYS DOH does not make such promise. The NYS DOH makes no assumption that a feature that worked properly in iteration 3 will be working properly in the final candidate. Per section C.1.2.1 Development Lifecycle, #4, bullet 3: "Approval of all individual iterative milestones does not constitute final candidate approval or acceptance of the entire solution."*

Q 48:   Why is the bar set so low for minimum raw technical score (60%)?

A: *The NYS DOH believes this mark is reasonable for eliminating the highest risk vendors while still retaining a competitive field of competence. This mark does not represent the NYS DOH's expectations for solution quality as delivered to the NYS DOH per iteration or in the final candidate.*

C.4   Asset Management Tools

Q 49:   C.1.1.6 Software Asset Management Tools, p9: Is it the state's intent to provide remote access to project members for connection to the tools mentioned in the Software Asset/Tool table? Or would the state require a regular download of project artifacts from the vendor site to the DOH repository?

A: *Regular download of project artifacts is preferred.*

Q 50:   C.1.1.6 Software Asset Management Tools: Background: C.1.162 states: The State uses the following products; all Rational products are version 7.0. Are IBM's Rational Suite, version 7.0, still the current and anticipated software asset management tools that will be in place during the execution of the EDRS development?

A: *Yes.*

Q 51:   Will use of all of the IBM Rational products be required?

A: *Yes, with a few exceptions as identified in section C.1.1.6 Software Asset Management Tools. Please review this section carefully.*

Q 52:   RFP Section C.1.1.6 'Software Asset Management Tools' (page 9): Can we use NYS DOH licenses for IBM Rational Performance Tester, IBM Rational AppScan v7.8 in addition to Fortify360 v2.5.?

Q 53:   Does NYS DOH have infrastructure for running the Performance Tester and AppScan products? Would it be possible to leverage this infrastructure to conduct performance testing and application security scanning for EDRS. In particular, using the NYS DOH installation of AppScan will facilitate adherence to NYS DOH CISO standards and requirements.

A: *IBM Performance Tester: The NYS DOH has infrastructure for running IBM Rational Performance Tester. The NYS DOH expects final performance analysis to be conducted in its environment using its licenses. If system performance is being analyzed by the selected vendor in their own environment, that vendor must provide their own licenses for their environment.*

A: *IBM AppScan: The NYS DOH will be able to run AppScan on the application in a NYS DOH environment. The selected Vendor must use their own license to scan the*

application in their own environment. The NYS DOH CISO reserves the right to review the scan at any time.

A: *Fortify360: The selected vendor can 1) periodically request the code to be scanned internally at the NYS DOH using NYS DOH's licensed copy of Fortify 360; 2) purchase their own limited license of Fortify 360 for the duration of the contract; 3) purchase OnDemand services from Fortify to scan the application.*

Q 54: Software Asset Management tools: Item 2: "The State requires the selected vendor to use the above-stated tools in the course of this project. Note: The selected vendor will be required to provide their own client licenses for all tools." Does DOH licenses used for development will be transferred to DOH at the conclusion of the project?

A: *Any instances of NYS DOH licenses temporarily used by the selected vendor will remain licenses of NYS DOH and will be returned to NYS DOH at the conclusion of the project. All other licenses must be obtained, and will be retained, by the selected vendor.*

Q 55: Beta / User Acceptance Program Requirements: "The selected vendor will be required to use the appropriate tools for documenting and tracking corrective actions in response to issues identified in the beta. Issues will be governed and prioritized by the State; completion of corrections will be subject to the State's approval." Is there any specific tool that NYSDOH owns and would like to use for documenting and tracking the corrective actions?

A: *See section C.1.1.6 Software Asset Management Tools pertaining to appropriate tools for the project. See section C.1.1.5 Project Management Methodology pertaining to delivery of project artifacts to the NYS DOH.*

Q 56: Will a bid which proposes Software Asset Management tools of equivalent functionality and standards compliance to the IBM Rational products be deemed non-responsive?

A: *Failure to meet requirements as specified in the RFP may result in your proposal not being considered. The selected vendor will be required to adhere to and meet all of the requirements specified in the RFP.*

Q 57: C1.1.6 Software Asset Management Tools, p9: "For proposed JEE solutions, the selected vendor may use NYS DOH Fortify360 licenses; license must be returned to NYS DOH upon completion of the project and remains property of NYS DOH at all times. For proposed ECM (Enterprise Content Management) solutions, another appropriate tool should be proposed." If the JEE solution vendors can use the DOH Fortify360 licenses and the ECM solutions vendors cannot, is that unfair from a fixed price standpoint? Would DOH consider another option that equals the playing field; i.e. ECM solution vendors should submit the cost of an appropriate tool separately from their fixed price total. If an ECM solution vendor is selected, the costs of the appropriate tool will then be added into the total fixed price.

A: *No.*

C.5   Technology Environments

Q 58:   State has mentioned the requirement for support in setting up environments for the EDRS system. Will State require the vendor's system administrator(s) to set up the environments, including production, or will the vendor's system administrator(s) need to support DOH system administrators in setting up the environments?

A: *The vendor's system administrator(s) will be expected to work with NYS DOH staff to set up the necessary environments on NYS DOH equipment.*

Q 59:   RFP Section C.1.3 'Technology Environments' (page 14): Will NYS DOH grant us operating system level access to the EDRS servers (We understand that this will not be available for the HCS servers)?

Q 60:   On page 14 of the RFP bullet 4 states "…the selected vendor will be required to resolve any and all interoperability or portability issues in the State's environments (build, test, beta, production)". The next bullet states "Application developers should not assume they will have any direct access to the host that is running the web server….". Bullet 7 further states the "The selected vendor will have no capacity to view logs and look at directories on the HCS evaluation and production machines". Furthermore, on the same page C.1.3.1 states the "The selected vendor will be required to establish, configure, and maintain the application within the NY DOH's following environments – development, testing, beta/training, pilot/live (production)"   How is the vendor expected to perform all this work without direct access and without being able to view logs? Will the State provide a dedicated resource to work with the vendor who will have direct access, who can view logs, and that the vendor can utilize to resolve any issues?

A: *The NYS DOH will either grant operating system level access or make available appropriate staff to assist and/or oversee. The specific interaction will be determined at the start of the project. The vendor will be provided access to information such as logs etc. as needed to support the development, testing and deployment of the application under the supervision of NYS DOH staff.*

Q 61:   RFP Section C.1.3 'Technology Environments' (page 14): What hardware, operating system, database and application server monitoring infrastructure does NYS DOH have in place?

A: *Hardware and operating system monitoring are handled with in-house developed systems and scripts. Database monitoring of Oracle databases is handled by Oracle Grid Control and supplemented by other monitoring tools (e.g. DB Artisan as well as custom developed tools). Application server monitoring is handled by CA Wily Introscope.*

Q 62: RFP Section C.1.3 'Technology Environments' (page 14): Will NYS DOH have multiple testing environments – system testing, UAT, Performance testing environments, or does all testing need to be done on a single testing environment?

A: *The expected environments are identified in section C.1.3 Technology Environments. Specific details pertaining to performance testing and beta/training activities will be discussed at the start of the project.*

Q 63: RFP Section C.1.3.3 'NYS DOH Technology Architecture' (page 15): Will NYS DOH use existing Hardware servers to host the EDRS applications or database, or is NYS DOH planning on acquiring new hardware for hosting EDRS?

A: *The NYS DOH will either use existing hardware or will acquire the hardware required to host and operate the EDRS. Do not include server hardware in your cost proposals.*

Q 64: RFP Section C.1.3.1 'Configuration of Solution Environments' (point #8, page 23): Please clarify whether the "testing" environments will be on NYS DOH hardware or whether we are required to host it. Please clarify which environments need to be hosted by the vendor and which will be on State hardware: a. Development b. Testing c. Beta/Training d. Pilot/live (production).

A: *The selected vendor's development and testing activities will take place in the selected vendor's own environments. Iterative and final candidate acceptance activities, as well as beta and live pilot activities will take place in NYS DOH-hosted environments.*

Q 65: Please also provide the number of environments (including DEV, SIT, UAT, Pseudo, Prod, etc.), and specifically clarify access to and procedures for setting up the production environment.

A: *See section C.1.3.1 Configuration of Solution Environments for the expected environments.*

C.6 Available State Staff

Q 66: Please briefly describe the process and the staff that will be available to the vendor's Business Analyst.

A: *The NYS DOH will make available subject matter experts experienced in vital records and death certificate registration, and technical experts involved in all aspects of NYS DOH information security and information technology.*

Q 67: Who is the DOH program manager and DOH IT manager that will be responsible for working with the vendor that receives this award?

A: *The names of the specific persons who will be involved at this level of the project are not available at this time.*

Q 68: On Page 8 of the RFP in bullet 4 it states "The vendor's assigned project manager… will be required to have a presence at the NYS DOH". It then states later in the bullet "The extent and frequency of involvement … will be made by the NYS DOH and will be binding to the selected vendor". This is a firm fixed price contract, and on site costs need to be included in the price submitted, however the State at it's sole discretion is making decisions about how much on site a vendor will have to be. If one vendor prices minimal on site costs and another vendor prices full time on site costs into their proposal the State will receive varying prices based on an unknown/unpredictable variable. Can the State be more specific on the requirement of on site, with the consideration that various web collaboration tools exist can be used in place of on an site presence?

A: *See section C.1.2.3 On site Presence for information pertaining to on-site presence requirements.*

C.7 Delegation of State Work Activities

Q 69: Could you please let me know if the DOH is planning to seek quality assurance or IVV type services for this project?

A: *The NYS DOH may, at its discretion, seek to obtain additional staffing or services to contribute to planning, verification, and validation activities. These services would be pursued via a separate procurement vehicle.*

Q 70: If the DOH seeks quality assurances or IVV services, do you know what contract vehicle would be used and approximately when a solicitation might be released?

A: *That information is not available at this time.*

Q 71: C.1.1 Project Overview, p5: "The State reserves the right to delegate any of its identified responsibilities as it deems appropriate." Please provide an example of what responsibilities could be delegated and to whom. Please confirm that the State will continue to be available to the Contractor should such responsibilities not be performed in a timely manner.

A: *For example, the NYS DOH may delegate verification and validation of iterative deliverables or the final candidate. For any instance of delegated responsibility, the NYS DOH will be available to govern interactions and resolve issues.*

C.8 Offshore Resources

Q 72: Pages 13 and 14: May any work of any kind be performed outside of the United States?

A: *No. Per section C.1.2.4 Location of the Development Team and Development Environment, #1: " The selected vendor may conduct development and testing activities at a location convenient to them, <u>but within the United States and its territories</u>."*

Q 73: C.1.2.4 Off-shore development and testing activities are prohibited. Can the vendor use off-shore resources for preparing the documentation (user manuals, training materials)?

A: *No. The NYS DOH's use of the term "development" was intended to apply to the creation of any work product: programming code, documentation, training materials, test plans, reports, project plans, project schedules, etc.*

C.9   System Evolution and Change Orders

Q 74: C.1.1.7 Transition of Ownership and System Evolution, p10: "System evolution activities may include but not be limited to providing technical and system administration support, updates to meet browser and operating system changes, upgrades, fixes, patches, security and exploit vulnerability fixes, corrections to any discovered problems, bugs, defects, failures in the software or documentation, and extensions of the system to accommodate new requirements." Is a regular and/or necessary COTS upgrade or enhanced functionality considered a System Evolution project or a change order?

A: *COTS solutions that include the prospect of "regular and/or necessary upgrades or enhanced functionality" imply an ownership model and business relationship different than the NYS DOH's expectations and requirements for ownership (i.e. it implies a license model with ongoing costs for which the NYS DOH would receive said "regular and/or necessary upgrades"). The NYS DOH's intention is to own a final solution that performs reliably and meets all of the NYS DOH's business and functional needs. If the NYS DOH deems it necessary to react to heretofore unforeseen requirements, such reaction will be a change order if it occurs prior to the conclusion of the live pilot, or a system evolution item if it occurs after the conclusion of the live pilot.*

Q 75: Attachment 4 Cost Proposal Form: 3,000 hours are budgeted for change orders. 1,500 hours are budgeted for system evolution. What occurs if DOH exceeds these budgeted hours?

Q 76: Is the 3,000 hours allocated for change orders a maximum amount only and not a guaranteed amount?

Q 77: Page 12 of the RFP in the first bullet of C.1.2.2 indicates that the change order activity is to be priced inclusive of travel expense, but the second paragraph states that the price of the Change Order Effort is based on average hourly rate multiplied by 3000 hours. Please clarify the change order price with respect to travel costs.

A: *The number of hours indicated on the cost proposal form (and referenced in the RFP) serve the purpose of generating a dollar amount that will be set aside within the contract for use in the project for the specified activities, as elected. The total number of hours actually incurred may be greater or fewer than the number specified (3,000 / 1,500), and will depend on the nature of the items and the cost of the labor categories required to achieve them. The total dollar cost incurred for all elected items will not exceed the dollar amounts set aside for these activities. Any item that exceeds the budgeted dollar amount will not be elected. The amounts set aside in the contract for change orders and system evolution are not guaranteed as the NYS DOH may elect no changes or evolution items. Further, travel costs associated with change orders or system evolution items will not be reimbursed.*

C.10 **Beta and Pilot**

Q 78: The vendor is required to provide user support and produce periodic reports of all calls received. Will the state provide a call tracking software application to facilitate this requirement?

A: *No.*

Q 79: Does the state require in person training for Vital Records Staff or can the use of internet technologies such as "go to meeting" or WebEx be utilized to provide training?

A: *The NYS DOH requires in-person training of Vital Records and NYS DOH staff. The number of persons to be trained is detailed in section C.13.4 Vital Records Staff.*

Q 80: In what locations will training need to be conducted for Vital Records Staff and System Administrators? (e.g., one location in Albany or multiple locations in the Capital District)

A: *The NYS DOH anticipates training for Vital Records and NYS DOH system administrators to take place in Albany, NY and/or Menands, NY.*

Q 81: We assume there are no requirements for statewide training. Please confirm our assumption. If our assumption is not correct please clarify.

A: *Confirmed. Per section C.12 Beta / User Acceptance Program Requirements, #6: "The selected vendor will be required to distribute professionally developed electronic self-paced training materials to beta audience participants prior to and during the beta program." Per section C.13.3 Pilot Implementation General Requirements, #7: "The selected vendor will be required to provide professionally developed self-paced training materials to be distributed to pilot audience participants prior to and during the pilot implementation." Beyond beta and live pilot activities, the NYS DOH has no requirements for the selected vendor pertaining to broader state-wide rollout of the system.*

Q 82: RFP Section C.12 'Beta/User Acceptance Program Requirements' (page 51, point #1 page 52): Please clarify whether Beta/UAT will include 1 county or 3 counties?

A: *Beta and Pilot activities will take place in not more than three counties in close proximity to Albany. Both activities will consist of a limited exposure of the solution to a limited external audience. The final decision of which county or counties will be made during the project; vendors can safely assume that the beta and live pilot will consist of users in three counties in close proximity to Albany.*

Q 83: RFP Section C.13.3 'Pilot Implementation General Requirements' (point #3, page 55): Please clarify who will conduct the final candidate evaluation – State workers, county users, or a combined group?

A: *The NYS DOH or its designee will conduct final candidate evaluation. No external system users (e.g. funeral directors, medical examiners, etc.) will be involved in final candidate cycle activities.*

C.11 Payment

Q 84: Can you please confirm that the "payment reductions" term is applicable to final candidate only and it is on 10% of the bid price?

A: *Payment reductions are applicable <u>only</u> to rejected final candidates. The total amount allocated to the final candidate cycle (i.e. susceptible to payment reduction) is 10% of the Base Bid Price as identified on the Cost proposal Form (i.e. not the total bid price identified on the Bid Form).*

Q 85: Pages 74 and 75: Will the State please confirm that it will pay all invoices within net 30 days of receipt?

A: *The NYS DOH will adhere to all governmental guidelines regarding payment of invoices.*

D Functional Requirements

D.1 General

Q 86: A.1 General Requirements, p1: "register appropriate certificates; issue appropriate permits; generate documents." Please provide additional information around what EDRS requirements are for registering appropriate certificates, issuing appropriate permits, and generating documents.

A: *In this context the term "appropriate" is used generically to mean complete. A complete certificate is one that contains personal information and a signature attesting to the accuracy and legitimacy of that information, and medical cause of death information and a signature attesting to the prescription of that information. An appropriate permit is one that pertains to a registered certificate and is requested by someone with the authority to request permits.*

Q 87: C.10.1 DOH-1961 #1, p30 : "The EDRS solution must allow simultaneous editing of Personal Information and Medical Information sections by different users." Can the State please clarify what is meant by "simultaneous editing"?

A: *The Personal Information section of a death certificate is typically completed by a funeral director; the Medical Cause of Death section of a death certificate is typically completed by a physician. The solution must allow both participants to perform their work on their separates parts of the certificate at the same time.*

Q 88: C.11.12 Searching, p40: We assume the search capabilities pertain to registered and non-registered certification enter via the EDRS. Please confirm our assumption. If not, clarify.

A: *Confirmed.*

D.2   National Use Case Model

Q 89: RFP Section C.11.1 'National Use Case Model' (page 33 and Attachment 35): NYS DOH has only provided 13 EDRS related use cases labeled as "EDRS_UC_<use case name>", however, the EDRS USE CASE TO ACTOR MATRIX includes additional use cases labeled "MVRS_UC_<use case name>" (14 use cases) and "POS_UC_<use case name>" (4 use cases). Does NYS DOH require only the 13 "EDRS_" use cases to be implemented or do you require all 31 use cases to be implemented. If all 31 use cases need to be implemented, can you provide us the documentation for the missing 18 use cases?

A: *The National Use Case Model and additionally referenced MVRS (model vital records re-engineered system) documents have been provided as a courtesy to enable vendors to have a <u>general sense</u> of the functional operation of a death registration system. The full set of cases may be obtained from NAPHSIS. The additional 18 MVRS use cases (referenced above) have been deemed either not required or not pertinent, or have been captured elsewhere in the RFP to more explicitly reflect the NYS DOH's needs, or have been identified as requiring further analysis (e.g. section C.11.15 Actionable Capabilities, #1: "The selected vendor will be required to work with the State to capture the business rules related to and governing each actionable capability.")*

Q 90: RFP Section C.11.1 'National Use Case Model' (page 33 and Attachment 35): as per general estimates from NAPHSIS, does the national use case model represent about 80% of NYS DOH requirements?

A: *The NYS DOH cannot attest to the percentage of the national use case model that directly applies to its requirements.*

D.3   Data Conversion and Migration

Q 91: What is the nature of the data conversion requirements for the development vendor? Will it require conversion of existing paper based certificates to be loaded into EDR system for data availability? Is any data migration required from historical data?

Q 92: Will the EDRS contract have any conversion responsibilities for certificates processed before the EDRS goes live? If so, please provide the volume and other specifications necessary to estimate the effort.

Q 93: Will old (all existing) death certificates need to be entered into the system?

A: *There is no requirement to convert existing data, paper records, or other electronic records to populate the new EDRS database.*

D.4 User Access and Roles

Q 94: Location-Based Capabilities: "The EDRS solution must restrict users from creating death certificates for deaths that occur outside the New York State Vital Records jurisdiction. The New York City registration district (consisting of the five boroughs of New York City) is outside New York State Vital Records jurisdiction." Are these users and locations associations maintained as the part of HCS Role provisions or it needs to be maintained within EDRS solution?

Q 95: Institutional Facility Participation and Administration: "Death certificate participants may be associated with one or more facilities. Each specific facility retains the authority to specify which users may participate in death certificate cases on their behalf." Are these users and facilities associations maintained as the part of HCS Role provisions or it needs to be maintained within EDRS solution?

Q 96: C.11.10 Death Certificate Access Rules #1, p39: We assume DOH will assign the access codes to users. Please confirm. If our assumption is not correct please clarify.

A: *User-to-facility relationships and user-to-location relationships are established and maintained by the HCS but must be enforced by the EDRS.*

Q 97: RFP Section C.11.10 'Death Certificate Access Rules' (page 39): Please clarify whether access to data fields and system actions needs to be provided at the user role level only, or whether the solution should allow provisioning of this access to individual users as well?

A: *Access to certificates and data fields will be determined by a combination of user role and special privilege associated with specific user ID as established by the HCS. For example: we may define a role in the EDRS called "local registrar" to which we will grant authority to access all certificates and data fields, regardless of certificate registration status. However, a specific user (i.e. user ID) who has been assigned this role (in the HCS) will also be assigned (in the HCS) the special characteristic of a named registration district. The EDRS is required to then enforce that this specific user has authority to access every certificate and all data fields (per role) but only within the named district (per special privilege).*

D.5 Digital Signatures

Q 98: On page 42 of the RFP in bullet 2 it refers to "digital attestation". Please define how the State expects EDRS will include/implement digital attestation.

Q 99: On page 42 of the RFP in bullets 3 and 4 it refers to "digitally signed or certified". Please define how the State expects EDRS will digitally sign or certify a record, in particular with respect to digital/electronic signatures which imply ensuring the authenticity of the data?

A: *The NYS DOH is in the process of establishing its requirements and procedures for digitally signing documents. Final decision for this procedure is not yet available.*

D.6 Audit and Transaction Logging

Q 100: C.11.4 Audit and Transaction Logging Requirements #3, p35 : "The EDRS solution must retain previous values of data elements when those values have changed on a death certificate. The specific data elements where this applies will be identified at the start of the project." How many revisions of previous data values must be retained?

A: *All data changes to registered certificates must be retained indefinitely. Specific parameters for certificate revision retention for certificate data changes prior to registration will be established in the project.*

Q 101: RFP Section C.11.4 'Audit and Transaction Logging Requirements' (point #3, page 35): Please clarify whether previous values of data elements need to be saved for all death registration cases or only for registered death certificates that are updated?

A: *Per section C.11.4 Audit and Transaction Logging Requirements, select data must be captured per certificate prior to certificate registration. Many of the bulleted items identified in #4 occur prior to certificate registration. After a certificate is registered, any change to any field must be captured per the specifications of audit and transaction logging.*

Q 102: Will it meet your requirements to save old/historical data values via the audit logging facility?

A: *Yes, but these values must be presented to users in a user-friendly fashion.*

Q 103: Does the Audit and Transaction Logging service provide all of the auditing functionality needed in the proposed solution (e.g. field level previous value auditing)?

A: *No. Audit and transaction logging specific to the EDRS application must be handled by the EDRS application.*

D.7 Documentation

Q 104: Section C.5, list item number 5, Page 25: This section states: "The selected vendor will be required to deliver complete end user manuals and context-sensitive online help and instructions to appear on each screen." Does the State prefer hardcopies (printed) or soft copies of the user manuals?

A: *The NYS DOH prefers soft copies and may ask for no more than six master paper copies.*

Q 105: Section C.5, list item number 6, Page 25: This section states: "The EDRS solution must provide users with secure online access to reference documents and the ability to search these documents by topic." Is there a required format for online document presentation?

A: *The specific format for online information will be determined in the project.*

D.8   Configurability

Q 106: C.11 Core Functional Requirements, p33 : "The State must be able to add new data elements, change screens, develop new import or export formats, change business process flows, create new reports, and adapt the system to accommodate new SOA services as they become available with no assistance from the selected vendor and without the need for extensive database re-design or solution re-programming." We assume this requirement pertains to the period after DOH has taken possession of the EDRS. Please confirm. If our assumption is not correct please clarify.

Q 107: Please clarify "The State must be able to add new data elements, change screens" in C.11. Will the desired solution allow the State to redesign the layout of forms including adding data elements that were not previously in the database?

A: *Confirmed. The NYS DOH requires the ability to adapt the final solution to changes in business operation with minimal need to engage programming or database design staff once the final solution has been accepted and is owned by the NYS DOH. The NYS DOH recognizes this will not always be possible.*

D.9   Permits

Q 108: This is the first reference to "disposition permits". Please clarify requirements for disposition permits; i.e. are disposition permits possessed through the EDRS?

Q 109: This is the first reference to "disinterment permits". Please clarify requirements for disinterment permits; i.e. are disinterment permits possessed through the EDRS?

Q 110: This is the first reference to "transit permits". Please clarify requirements for transit permits; i.e. are transit permits possessed through the EDRS?

A: *The noted permits are issued by a registration district (i.e. local registrar). Data contained on the permits is obtained from registered certificates. Per section C.11.15 Actionable Capabilities, #1: "The selected vendor will be required to work with the State to capture the business rules related to and governing each actionable capability. This business analysis will take place per project iteration." This pertains to the business rules governing permit issuance also. In general terms, issued permits need to be printed locally (i.e. in a funeral director's office) from within the browser window.*

D.10 Printing

Q 111: C.11.15.6 Printing Certificates, Permits and Forums, p46: Will the EDRS be required to support printing of the official death certificates for public consumption or interface with another application that will print the official instance? If another application will be responsible for producing the official instance, how is EDRS expected to interface with that application?

Q 112: C.11.15.6 Printing Certificates, permits and Forms, p46: Please provide more detail about how the certificates need to be printed; i.e. raised print, watermark and seal. What

is the current process for printing? Would DOH consider a .pdf download and then the person printing determine the certificate stock?

A:　*The EDRS is required to enable local printing of "certified" copies of certificates from within the browser window; the fact of it being a "certified" copy is in part a function of it being a registered certificate (versus a working draft or not yet registered certificate), and also a function of the paper on which it is printed—which is controlled by the NYS DOH and not a requirement of the project or the EDRS. The EDRS is also required to enable local printing of "working" copies of certificates from within the browser window; a "working" copy must include a printed watermark. Copies produced by the NYS DOH will be produced from a separate system; see C.11.14 Data Export to NYS DOH Central Content Repository (Central Database) for related requirements. See section C.11.15 Actionable Capabilities, #1: "The selected vendor will be required to work with the State to capture the business rules related to and governing each actionable capability." This pertains to the business rules governing printing copies also.*

D.11 Data Sets

Q 113:　On page 38 of the RFP in the first bullet 4 it states "The EDRS solution must be aware of district adjacency…and enforce the rules…for the bordering districts accordingly". Please elaborate on how the EDRS will be aware of district adjacency (will that information be contained in the Gazetteer data set?) and what rules would need to be applied based on adjacency.

A:　*New York State Gazetteer data prescribes the registration districts in New York State; however, the Gazetteer data does not describe which districts are adjacent to each other—this characteristic will need to be derived to support New York State law. New York State law allows the person in charge of the body (i.e. a funeral director) to register a death which occurred in one district in an adjacent district if the local registrar of the district in which the death occurred is not available and the certificate is at risk of not being registered within the 72 hour time constraint.*

Q 114:　C.10.3 Data Requirements #16, p33 : "The solution must provide spelling and medical terminology checks (i.e. a medical dictionary) on causes of death as they are entered by a user so the user may provide correctly spelled literal data prior to certifying. The State requires spell checking and terminology checks using the SuperMICAR dictionary provided by NCHS." We assume access to the SuperMICAR is provided by DOH through an interface. Please confirm our assumption. If this not correct please provide more details.

A:　*Not confirmed. The NYS DOH requires that the EDRS provide medical terminology spelling check capabilities within the EDRS as literal cause of death information is being entered, and that such spelling check capabilities use the same dictionary that the SuperMICAR application uses. The NYS DOH has no interface with the SuperMICAR application.*

Q 115: Data Requirements: "The solution must incorporate known state and national data sets (see C.10.2 Pre-defined Data Sets). Where possible, these data sets should be presented to the user as selectable items, drop down lists, or other easy and accurate methods that ensure accurate data creation. The solution should also restrict data selection options based on data the user has already selected, where applicable" These State and national datasets are to be provided to the system as web-services or they are scheduled data extracts? Please clarify?

A: *The NYS DOH believes these will be data extracts, however cannot rule out the possibility that some data sets will be or become available prior to or during the project as services. Vendors may safely assume that these data sets will be extracts that will be used to populate EDRS database tables.*

Q 116: C.10.3 Data Requirements, p31: Is a diagnosis code required? If yes, is DOH using ICD-9 or ICD-10? If DOH is using ICD-9 what if any requirements does the contractor have to consider for the conversion to ICD-10?

A: *ICD diagnosis coding is not required for the EDRS. See section C.11.16.3 Medical Information Data Entry and Coding for details pertaining to medical coding.*

Q 117: On page 37 of the RFP under C.11.7 bullet 1 (and in other sections of the RFP) it states "…must include New York Gazetteer Data, which defines New York State registration districts". Can you please define the data elements that are needed to support Gazetteer information?

A: *Gazetteer data consists of six data elements: 1) a 4-digit district code, 2) an alpha-indicator for locality type (e.g. village, city, hamlet, etc.), 3) a text name of the locality, 4) an alpha-indicator of the locality type in which the district resides, 5) a text name of the locality in which the district resides, 6) the county in which the district resides.*

D.12 Import and Export Capabilities

Q 118: "The selected vendor must provide a facility to import electronic death certificate data, which exists in a pre-defined format, into the EDRS repository, applying that data to the correct EDRS death records where appropriate." Please provide the specifications, and sample if possible, of the existing pre-dined format layout.

A: *The specification for the electronic data to be imported into the EDRS will be made available to the selected vendor in the project.*

Q 119: RFP Section C.11.14 'Data Export to NYS DOH Central Content Repository' (page 43): Upon completion, will all information for a death certificate be sent to the central database (via the NYS DOH provided service), or will a subset of the information in EDRS be sent to the Central Database?

A: *All of the data on the certificate will be used to populate the central content repository.*

Q 120: Medical Information Data Entry and Coding: "The EDRS solution must be able to integrate with a future real-time WebMICAR process when available from NCHS allowing the immediate exchange of literals from the entry of cause of death information in the system at the State and the returned codes from the NCHS server." Is it possible to get more information about WebMICAR as requested in this RFP, proposed solution must be built using open standards?

A: *Vendors may be able to obtain information pertaining to the development of WebMICAR from the National Center for Health Statistics. The NYS DOH does not have further details at this time.*

Q 121: What is the interface the EDRS system will use for the Master Death File?

A: *The EDRS does not require an interface or data export to the Master Death File.*

D.13 Browsers

Q 122: What is the browser (vendor and versions) requirement for EDRS application?

Q 123: With what web browsers and versions will the EDRS require compatibility?

A: *Per section C.9.1 Technology Considerations, the target browsers include the current and one major version back of Internet Explorer, Firefox (i.e. the delimiter to the left of the decimal point).*

E Architecture and Technology

E.1 Solution Architecture

Q 124: Can a Bidder propose a solution based upon a system implemented for another state and be successful in winning the contract?

Q 125: Are there any existing systems you've seen that you would like to emulate?

A: *NYS DOH does not have a preference for pre-existing or entirely new systems. Vendor proposals must meet the proposal and technology requirements stated in the RFP. All proposals will be evaluated equally.*

Q 126: Is a solution that is based upon the IBM FileNet P8 Platform more desirable?

Q 127: Does NYS DOH have a preference for a solution based on JEE, IBM FileNet, or a mixture of the two?

A: *The NYS DOH does not have a preference for Java or FileNet solutions. All proposals will be evaluated equally.*

Q 128: Our system ships with an embedded ECM system that integrates with FileNet. Is this acceptable architecturally?

Q 129: Will another ECM offering COTS functionality that interfaces with FileNet be acceptable?

A: *If the embedded or otherwise included ECM impinges on, or in any way restricts the NYS DOH from taking full advantage of current or future FileNet capabilities, then such an embedded or otherwise included ECM will not be acceptable. The NSY DOH does not want to be restricted by or otherwise obligated to an ECM system other than its chosen ECM technology (i.e. IBM FileNet).*

Q 130: C.9.1, Technology Considerations, Page 28: Will an embedded MySQL database used for configuration be acceptable?

A: *Any database queried at run-time by the EDRS application must be Oracle. All data and meta-data must be stored in Oracle.*

Q 131: RFP Section A.2 'Important Bidding Information' (page 1): Will NYS DOH consider a document-centric FileNet-based solution that implements the business processes, workflow and business logic on FileNet and has a Windows IIS-based presentation layer? Presentation components on Windows IIS would communicate with FileNet to provide EDRS functionality.

A: *No. Windows IIS is not identified in section C.9.1 Technology Considerations.*

Q 132: RFP Section A.2 'Important Bidding Information' (page 2): Please clarify "Proposals which include the use of federated services will not be considered". Please elaborate further on "federated services" within the context of the desired solution.

A: *Solutions that make use of IBM Content Federated Services will not be considered.*

Q 133: RFP Section C.1.3 'Technology Environments' (page 14): For a JEE solution, will the EDRS applications be deployed on a separate Application Server profile/instance, or will EDRS share an application server instance with other systems?

A: *The EDRS application will be deployed in its own application server instance or instances, depending on throughput needs.*

Q 134: NYSDOH Technology Stack As mentioned in the list of technology stack "WorkplaceXT 1.1.3 (custom development requires use of P8 API)": Is it required to use WorkPlaceXT or State is willing to consider any other custom developed front end?

A: *Use of WorkplaceXT is not required. A custom developed front end must use the P8 API and must adhere to C.9.1 Technology Considerations.*

Q 135: Are the Spring and Hibernate frameworks acceptable to the State as outlined in C.4 #4 as long as they meet all other requirements?

A: *Yes.*

Q 136: Does ColdFusion and a back-end Oracle database meet your guidelines?

A: *No. ColdFusion is not identified in section C.9.1 Technology Considerations. Proposals that include ColdFusion will be rejected as non-responsive.*

E.2   Health Commerce System (HCS)

Q 137: C.2.1 Vendor Obligations to System Security #3, p20: The solution must be "compatible with the NYS DOH Health Commerce System."   Please elaborate on the compatibility requirements (e.g., interfaces, data exchange, etc.).

A: *Please refer to section C.4 Architecture Requirements, #7. Specific details of the integration and interface requirements with the HCS will be established with the selected vendor during the project.*

E.3   SOA

Q 138: A.2 Important Bidding Information, p2: The RFP requires that the EDRS utilize SOA for communication with other state services which are listed later in the RFP (Section C.11.2) but there doesn't appear to be any mention of the additional applications that will interface with EDRS using SOA. Please specify which applications will interface with EDRS using SOA.

Q 139: "The State requires SOA capabilities for communicating with other State services and client applications. State services and client applications will communicate with internal applications and external constituents or applications." Please clarify the mode of communication with client application, whether these applications will provide web-services or any EDRS solution will need to write web-services for this purpose.

Q 140: C.4 Architecture Requirements, p23: Will the State please provide a list of all interfaces for the EDRS by name? Will the State provide the list of interfaces to systems outside of NY DOH? Will the State provide what types of applications interface(SOA, XML, Web Services, Flat Files, ODBC etc)

A: *The NYS DOH is moving increasingly toward a SOA and web services environment and requires assurance that the EDRS will be able to integrate with services the NYS DOH has implemented or will be implementing in the future. All services and client applications will be restricted to using web services for communication with the EDRS. All EDRS interfacing requirements have been identified in the RFP.*

Q 141: RFP Section C.11.2 'New York State Department of Health SOA Services' (page 34): Will the NYS DOH also provide a State File Number (SFN) service?

A: *Yes.*

Q 142: C.10.3 Data Requirements #4, p32: Has a service for State File #'s been identified? If so, please provide the technical specifications for interfacing with that system.

A: *Technical specifications for the state file number service will be made available in the project.*

Q 143: Are the services described in C.11.2 all SOAP web services?

Q 144: RFP Section C.11.2 'New York State Department of Health SOA Services' (page 34): Which of these services are XML based "web services"?

A: *The User Identification and Authorization and the Audit and Transaction Logging services are not web services. The Policy Management and Enforcement service is a web service. The FileNet P8 ECM Central Database Population service is/will be a web service. The specific implementation details for Digital Signatures are not available at this time, but the NYS DOH anticipates this will be a web service.*

E.4   System Performance

Q 145: C.7 System Performance, p26: Since the contractor is not hosting the EDRS we assume the contractor has no responsibility for the defined system performance. If we are incorrect please clarify.

A: *The contractor has responsibility for system performance as defined in section C.7 System Performance.*

Q 146: C.7 System Performance #1 & #2, p26: What metrics or standards were used to establish this requirement? Please clarify.

A: *Attachment 25 EDRS System Performance Stats.xls depicts one model that was developed to determine the levels of system performance and user load that would need to be achieved to ensure system viability under normal operation as well as under crisis circumstances. This model was augmented by actual data pertaining to real-time operating performance of comparable systems currently being managed by the NYS DOH with the HCS environment.*

E.5   Security

Q 147: C.2.1 Vendor Obligations to System Security #7, p21: Please provide a copy of the "Organizational Security and Use Policy" agreement and the "Individual Security and Use Policy" agreement.

A: *The referenced agreements will be made available to the selected vendor.*

Q 148: Does the data transmission between tiers (HTTP server and Weblogic or Weblogic and Oracle database) needs to be secured (encrypted)?

A: *No.*

F   Bid Submission

F.1   General

Q 149: Is there a minimal entry point in terms of size of organization that can bid?

A: *No.*

F.2   Technical Proposal

Q 150: Will lack of experience with all of the components of the NYS DOH stack (specifically IBM FileNet) disqualify the vendor from consideration for award?

A: *No.*

F.3   Cost Proposal

Q 151: Please clarify change order costs. Are they to be included in the total $5,895,000 project cost limit?

A: *Yes. Per section D.1.4 Cost Proposal Form, the Cost proposal Form consists of four line-item costs: 1) Base Bid Price, 2) Change Order Price, 3) System Evolution Price, 4) 3rd Party Technology Costs. The total of these four items must be less than $5,895,000.*

Q 152: Is the submittal of change order costs optional?

A: *No. If a proposing vendor chooses to not specify labor categories and labor category hourly rates in the Cost Proposal Form, the NYS DOH will reject the proposal as non-responsive.*