New York State Department of Health
Division of Family Health, Bureau of Administration,
Bureau of Women, Infant & Adolescent Health

Perinatal and Infant Community Health Collaborative Data Management Information System

Request for Proposals
RFP No. 20053

Questions and Responses
September 24, 2021

Program-Specific Questions:

1. **Question**: Where is the location of the RFA as referenced in Section 2.1 Introductory Background; "...a competitive Request for Applications (RFA) was released on 7/28/21... "
Response: Under RFA - Request for Applications Located: https://www.health.ny.gov/funding/index.htm

2. **Question**: Can we submit the proposals via email?
Response: Yes. See Section 7.0 Proposal Submission of this RFP.

3. **Question**: What is the current Data Management Information System (DMIS) that is in place?
Response: The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the best approach.

4. **Question**: Is the State replacing the current DMIS with this solicitation? If so, what are the weaknesses of and reasons why the State is making the replacement?
Response: The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the best approach.

5. **Question**: Is the current contractor bidding for the new contract?
Response: Any vendor that meets the minimum qualifications as stated in this RFP may bid.

6. **Question**: Can the current DMIS solution provider compete for this new RFP?
Response: Any vendor that meets the minimum qualifications as stated in this RFP may bid.

7. **Question**: What's the estimated patient population over the 5-year term?
Response: Bidders should estimate a population of 6,000 client cases with at least 15,000 visits per year during the 5-year contract term.

8. **Question**: Please list the language and other technical components that the DMIS was/is developed with.
Response: The PICHC system is a web forms application, programmed in the ASP.NET framework using the Visual Basic programming language and utilizing Microsoft Visual Studio as the IDE.
The current Vendor utilizes a team approach to designing and programming web applications. Each programmer would need the following software and hardware to duplicate the other programmers developing the web application. This includes: Visual Studio Professional; SQL Server Management Studio; Github Account for version control; SQL RedGate software for both

database version control and deployment; Developers Express Reporting software; ZoHo Support Desk Subscription to integrate tech support; Access to Azure Cloud for testing and production; A desktop or laptop running Windows 10 64 bit OS w/Internet Access; SQL Server Management Studio; and SQL Database. The latest version of SQL Server is utilized. Information transfers and connections to the web-based application utilizes 256 bit encryption via SSL. Access to the Azure hosted servers operating the data system is limited to the current Vendor's programmers through encryption and IP address restriction.

9. **Question**: Where is the current DMIS housed? Cloud? State servers?
   Response: The current DMIS is housed in the Cloud.

10. **Question**: Who developed the current system, and where is it hosted?
    Response: The Center for Human Services Research, University at Albany developed the system. Azure DNS is the host service for PICHC.

11. **Question**: Is DMIS seeking vendors who can provide a cloud-hosted solution for the DMIS and who can manage the cloud-hosted solution once the DMIS goes into production?
    Response: Any vendor that meets the minimum qualifications as stated in this RFP may bid.

12. **Question:** Are the expectations that vendor/contractor will own and host the hardware for proposed solution or DOH will provide the hardware to host application?
    Response: The vendor/contractor is expected to own/host the hardware.

13. **Question**: Is the current system, custom developed or COTS?
    Response: The current system is custom developed.

14. **Question**: If COTS what is the product vendor and system information?
    Response: Not applicable

15. **Question**: Would the State be interested in a Commercially Available Off-the-Shelf (COTS) solution that can be configured based on the provided requirements?
    Response: Bidders may submit a proposal that meets the requirements specified in this RFP.

16. **Question**: Is the current system a COTS or a custom developed solution?
    Response: The current system is custom developed.

17. **Question**: If current implementation is a COTS solution, is it a SAAS based solution?
    Response: Not applicable.

18. **Question**: What workflow processes does the DMIS require to provide case management services?
    Response: The DMIS workflow is as follows:
    1. Design-After DOH has determined changes necessary to the application, a meeting is setup to discuss the changes necessary to application;
    2. Implementation-The changes are then programmed using a dedicated repository branch to keep any changes from affecting the master (e.g. production) branch;
    3. Testing-Testing is done to ensure the implementation was done correctly. If errors are found the process reverts back to the implementation stage;
    4. Deployment-Once testing is completed, a date for deployment is set, and the application changes are placed in a 'Staging' location for a quick swap at the deployment date/time; 5. Data Collection-Users are required to have access to the Internet and a computer running a modern

and updated web browser. Users will log into the web application using the application login page which authenticates the users role and program affiliation. Forms are then entered or edited by finding the appropriate case and entering the appropriate form. If all validations are met on the web form, the form data is then submitted to the database and stored.

19. **Question**: Does the State require Community Health Workers to have mobile access to the DMIS, and if so what functionality is desired?
Response: Mobile access to the DMIS is not required at this time. Vendors are free to present solutions of their choice.

20. **Question**: What additional system(s) does the DMIS need to interface with (e.g., Electronic Health Record (EHR) systems, Health Information Exchanges (HIEs), Community Health Centers), what are the systems, and what types of data will be exchanged?
Response: Development and implementation of a function to import data from PICHCs that use case management software or electronic health records to capture their data internally is required within the first year of the contract (systems as yet to be determined); development and implementation of functionality for DOH and PICHCs to extract data must be completed within the first six months of the contract. Exchange of data to and from other sources is not required.

21. **Question**: It will be critical to have the requirements fully aligned for the 25 PICHC organizations in order to meet the timelines as defined in Section 4.1. Will the State have a single point of contact who will consolidate requirements across the 25 PICHC organizations?
Response: Workflow requirements are consistent across all PICHC organizations.

22. **Question**: IS the DMIS currently using dashboards for providing information to program managers?
Response: Yes, please refer to Section 4.1.b of the RFP, and Attachment B.

23. **Question**: The rfp request an implementation plan within 2 weeks and a 2-month implementation (transition). Is this a firm requirement or negotiable?
Response: An implementation plan is required within 2 weeks and a partial implementation within 2 months, as outlined in the timeline, Section 4.1.b of the RFP, and Attachment B.

24. **Question**: How many programs does PICHC have?
Response: We anticipate contracting with approximately 25 PICHC organizations.

25. **Question**: What size is the data?
Response: Estimated data storage size is a minimum of 100 megabytes annually.

26. **Question**: What format will data be provided?
Response: The data will be provided in a standard format, such as .xlsx or .xml, depending on selected vendor requirement

27. **Question**: Will a data dictionary be provided?
Response: Yes, a data dictionary will be provided upon contract start date.

28. **Question**: The rfp references 6000 clients. What is the anticipated number of "active" cases that would be transitioned?
Response: Bidders should estimate up to 6,000 active clients would be transitioned.

29. **Question**: Please clarify what you mean by: special programming requests and systems modifications
Response: The system may require occasional programmatic and / or functional enhancements/updates, as well as additional dashboards/reports depending on changes in the PICHC program needs and policies/protocols, etc.

30. **Question**: What is the backend of the current system?
Response: SQL Database.

31. **Question**: What technology was used to develop the app (Java, .net, C#...)?
Response: The PICHC system is a web forms application, programmed in the ASP.NET framework using the Visual Basic programming language and utilizing Microsoft Visual Studio as the IDE.

32. **Question**: Who currently maintains the system? Existing vendor vs. the IT department?
Response: The existing vendor maintains the system.

33. **Question**: Is the system maintained in the cloud and if yes which vendor i.e., MS Azure or AWS?
Response: The current vendor maintains the PICHC DMIS in the Microsoft Azure Cloud.

34. **Question**: What department is the functional owner of the application?
Response: The NYS Department of Health is the functional owner of the PICHC DMIS.

35. **Question**: Will you be able to share initial BRD and FRD that were used to design the system?
Response: See Attachment C in the RFP, and newly added Attachment F: Logic Model Data Flow document

36. **Question**: What are the MWBE, SDVOB requirements?
Response: Section 5.5 outlines the Minority & Woman-Owned Business Enterprise Requirements.
Section 5.20 outlines the Participation Opportunities for NYS Certified Service-Disabled Veteran-Owned Businesses (For use when no SDVOB Goals Exist)

37. **Question**: Will the incumbent vendor be bidding on this new requirement?
Response: Vendors that meet the minimum qualifications may bid.

38. **Question**: How open are you to using Robotic Process Automation solutions to automate repetitive activity?
Response: Vendors are free to present solutions of their choice.

39. **Question:** Will the current system's data structure, documentation, and data system manual be made available to prospective bidders by the end of September?
Response: No. The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the best approach.

40. **Question**: Given that the current system just came online in April of 2021, why is it being replaced so quickly?
Response: The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the best approach.

41. **Question**: Will this be a single migration of data?
    Response: Yes, this will be a single migration of data.

42. **Question**: Do you require any integrations?
    Response: Integration of data from other than PICHC sources is not required; development and implementation of a function to import data from PICHCs must be completed within the first year of the contract.

43. **Question**: What are the data sources if you need integrations?
    Response: Some PICHCs will use case management software or electronic health records (systems as yet to be determined) to capture their data internally.

44. **Question:** Will this become the system of record?
    Response: Yes, insofar as data are accurately submitted by PICHCs (i.e., the sources of CHW information).

45. **Question**: What specifically are you looking for in data validation?: Capture/process/validate the data; Patient roster, adt etc…
    Response: Data validation should include but not be limited to: assessing: data accuracy by applying record-level and field-specific editing specifications (e.g., standard type, code, range, format checks, cross-validations, and duplications) and assessing overall data submission timeliness, completeness, and data processing results, such as acceptance/rejection/maintenance, etc.

46. **Question**: Do these programs all have the same workflow or are they different?
    Response: Workflow requirements are consistent across all PICHC organizations.

47. **Question**: Approx how many patient records will be ingested, including plans under PICHC and any additional programs?
    Response: Bidders should assume ingesting up to 12,000 client records. Each client record includes multiple CHW client visits, with each visit having multiple assessments (up to 10 each).

48. **Question**: Of the 40,000 chw how many patients make up this number?
    Response: The 40,000 CHW client visits includes multiple client visits for up to 12,000 clients.

49. **Question**: Provide training and technical support directly to PICHC program staff for collection and entry of CHW: How many CHW's will need training?
    Response: We anticipate funding up to 25 PICHC organizations with approximately 150 CHW staff, and 25 supervisory staff.

50. **Question**: Whether we need to come over there for meetings?
    Response: At the discretion of DOH, at least one (1) of the four (4) meetings may be conducted in person in Albany, New York.

51. **Question**: Can you further describe "performance measures" under the section 4.3 of rfp?
    Response: Performance measures, such as those shown in the Performance Measures report in Attachment E., use data to assess and inform program practice and improvement to better meet the needs of clients and communities.

52. **Question**: Are there any requirements for specific data reporting tools?
    Response: Vendors are free to present solutions of their choice.

53. **Question**: Provide training and technical support directly to PICHC program staff: How many program staff do you have
Response: We anticipate funding up to 25 PICHC organizations with approximately 150 CHW staff, and 25 supervisory staff.

54. **Question**: Due to Covid conditions are you still requiring in person meetings quarterly meetings?
Response: As stated in the RFP, at the discretion of DOH, at least one (1) of the four (4) meetings may be conducted in person in Albany, New York.

55. **Question**: What is the problem that you are facing with the current system/ implementation?
Response: The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the best approach.

56. **Question**: Does the scope of services entails enhancing the current system, or the vendor is expected to create an entirely new application?
Response: Vendors are free to present solutions of their choice.

57. **Question**: If vendor/contractor is expected to propose a new solution, is there any preference that it should be on specific technology?
Response: Vendors are free to present solutions of their choice.

58. **Question**: What is the technology stack of existing system?
Response: The PICHC system is a web forms application, programmed in the ASP.NET framework using the Visual Basic programming language and utilizing Microsoft Visual Studio as the IDE.
The programming team uses the following software and hardware: Visual Studio Professional; SQL Server Management Studio; Github Account for version control; SQL RedGate software for both database version control and deployment; Developers Express Reporting software; ZoHo Support Desk Subscription to integrate tech support; Access to Azure Cloud for testing and production; A desktop or laptop running Windows 10 64 bit OS w/Internet Access; SQL Server Management Studio; and SQL Database. Information transfers and connections to the web-based application utilizes 256-bit encryption via SSL. Access to the Azure hosted servers operating the data system is limited to the current Vendor's programmers through encryption and IP address restriction.

59. **Question**: What would be an ideal solution and what benefits is DOH seeking from this ideal solution?
Response: Vendors are free to present solutions of their choice.

60. **Question**: How many reports have already been developed in the current implementation and how many new reports need to be created and enhanced?
Response: The 12 currently existing reports are listed in Section 4.3 and shown in attachment E; additional reports creation and enhancement are yet to be determined.

61. **Question**: What are different user roles that will access this system?
Response: Aside from the vendor's data base management role, there is a hierarchy of five user-assigned roles, including contract administrator (DOH), program manager, supervisor, CHW, and data entry user roles.

62. **Question**: For how many PICHC programs we need to import data?
    Response: There will be up to 25 organizations entering data into the PICHC DMIS. A data import function must be developed, tested and deployed within the first year of the contract.

63. **Question**: What is the current team size supporting the PICHC Data Management Information System?
    Response: Staffing requirements by the current vendor include a senior programmer, a programmer, a technical support agent, security officer and administrative staff.

64. **Question**: Please clarify if the vendor needs to support the application post Implementation up to a period of 5 years.
    Response: Yes, the contract is for development, implementation, support, maintenance, and management for a period of up to five years.

65. **Question**: Please let us know the support window expected (8*5, 24*7, on-call etc.).
    Response: Help desk / toll free phone support is required during standard business hours 8-5 ET.

66. **Question** a): Is there a data collection workflow in place that mirrors the DMIS?
    Response a): The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the best approach.

    Question b): Do additional fields or logic needs to be added to the DMIS to mirror the data collection workflow?
    Response b): The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the best approach.

67. **Question**: "Where signatures are required, the proposal should have a handwritten signature and be signed in blue ink."
    Due to the pandemic, would electronic signatures, such as DocuSign, be acceptable?
    Response: Handwritten signatures in blue ink or signatures executed via ipen are acceptable.

68. **Question**: The use of New York Businesses - What is the percentage of subcontractors, suppliers, protégés, or other supporting roles required to indicate the intent to use New York Businesses in the performance of this contract according to Attachment 6?
    Response: The bidder should include the confirmation of their intent and if yes, those they intent to use for the procurement for Attachment 6. Please note, this contract has a 30% Minority or Women owned business requirement.

69. **Question**: What is the current planned budget for this project in years 1 through 5?
    Response: Available funding is $600,000 ($120,000 annually).

70. **Question**: Will the State consider modifications to the timelines provided in Section 4.1 and Attachment B?
    Response: Applicants are required to adhere to the timelines as outlined in Section 4.1.b. of the RFP, and also in Attachment B.

71. **Question**: Dashboards - What are the minimum requirements for user role-specific agency and client level dashboards and listings?

Response: See Attachment E for dashboard examples.

72. **Question**: Data Collection - How does data get collected currently and what tool(s) are being used?
    Response: Data are entered directly into a custom-built web application; see Attachment E for examples of data collection tools.

73. **Question**: Can we perform the tasks (related to RFP) outside USA?
    (like, from India or Canada)
    Response: No, per Attachment 8, Appendix F: D. Data Location and Related Restrictions: All Data shall remain in the Continental United States (CONUS). Any Data stored, or acted upon, must be located solely in Data Centers in CONUS. Services which directly or indirectly access data may only be performed from locations within CONUS.

74. **Question**: Is the current PICHC DMIS system going to be transition to new contractor or is the state requesting the use of new contractor's PICHC DMIS?
    Response: The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the best approach.

75. **Question**: Please explain the following: The plan must include detail about how they will turn over all files and proprietary and non-proprietary programming developed for this system, along with its complete and comprehensive documentation.
    Response: The work plan and timeline required at contract termination must include, but not be limited to, such detail as responsible parties, media to be used for transferring the data, programming, method of degaussing and certifying data and programming deletion, etc.

76. **Question**: Whether companies from Outside USA can apply for this? (like, from India or Canada)
    Response: No, per Attachment 8, Appendix F: D. Data Location and Related Restrictions: All Data shall remain in the Continental United States (CONUS). Any Data stored, or acted upon, must be located solely in Data Centers in CONUS. Services which directly or indirectly access data may only be performed from locations within CONUS.

77. **Question**: "Self-Insured Retention/Deductibles. Certificates of Insurance must indicate the applicable deductible/self-insured retentions above $100,000.00, which are subject to approval from the DEPARTMENT. Additional surety/security may be required in certain circumstances." Please elaborate what is meant here with additional surety /security?
    Response: The Department may approve insurance coverage provided by the successful bidder which contains a deductible or self-retention amount greater than $100,000, for example, on the condition that the successful bidder provides a letter of credit or a third-party comfort letter or guarantee of all or a portion of the potential liability of the Contractor that exceeds $100,000.

78. **Question** a): Suggested deviations to Attachment 8, DOH Agreement (Standard Contract), of this RFP. Section IV: Contract Insurance Requirements: Clause 3. Certificates of Insurance/Notices: Unless otherwise agreed, policies shall be written so as to include a provision that the policy will not be cancelled, materially changed, or not renewed without at least 30 days prior written notice except for non-payment as required by law to the DEPARTMENT at the address specified above in this paragraph. In addition, if required by the DEPARTMENT, the CONTRACTOR shall deliver to the DEPARTMENT within forty-

five (45) days of such request a copy of any or all policies of insurance not previously provided, certified by the insurance carrier as true and complete.

Response a): The Department will require that policies delivered by the successful bidder pursuant to the terms of the Final Contract entered into pursuant to the RFP will contain a provision that the policy will not be cancelled, materially changed or not renewed without at least 30 days prior written notice to the Department.

Question b): Suggested deviations to Attachment 8, Clause 6. Self-Insured Retention/Deductibles. Certificates of Insurance must indicate the applicable deductible/self-insured retentions above $100,000.00, which are subject to approval from the DEPARTMENT. Additional surety/security may be required in certain circumstances. The CONTRACTOR shall be solely responsible for all claim expenses and loss payments within the deductible or self-insured retention.

Response b): The deletion of the last two sentences of the Self-Insured Retention/Deductibles paragraph in advance of the negotiation of the final Contract to be entered into by the Department with the successful bidder under this RFP would not be acceptable to the Department.

Question c): Suggested deviations to Attachment 8, Section IV – C (3) Commercial General Liability. Coverage shall include, if applicable, the following:
a. premises liability;
b. independent contractors/subcontractors;
c. blanket Contractual liability, including tort liability of another assumed in a Contract;
d. defense and/or indemnification obligations, including obligations assumed under this Contract;
e. cross liability for additional insureds;
f. products/completed operations for a term of no less than 3 years, commencing upon acceptance of the work, as required by this Contract;
g. explosion, collapse, and underground hazards;
h. CONTRACTOR means and methods;
i. liability resulting from Section 240 or Section 241 of the New York State Labor Law; and
j. Cybersecurity Liability.

Response c): The deletion of clauses c. and e. of Section IV.C.(3) in advance of the negotiation of the final Contract to be entered into by the Department with the successful bidder under this RFP would not be
acceptable to the Department.

Question d): Suggested deviations to Attachment 8, Section IV – C (4) . Commercial Automobile Liability. Commercial Auto Liability insurance covering liability arising out of the use of any motor vehicle in connection with the work, including owned (if any), leased, hired and non-owned vehicles bearing or, under the circumstances under which they are being used, required by the Motor Vehicle Laws of the State of New York to bear, license plates. Such policy shall have a combined single limit for Bodily Injury and Property Damage of at least one million dollars and shall name the State of New York as additional insured. The limits may be provided through a combination of primary and umbrella/excess liability policies. If this Contract involves the removal of hazardous waste from the project site or otherwise transporting hazardous materials, pollution liability coverage for covered autos shall be provided by form CA 99 48 03 06 or CA 00 12 03 06 and the Motor Carrier Act Endorsement (MCS90) shall be attached.

Response d): The requested clarification to this provision is considered to be unnecessary, as the words "(if any)" are implied in this provision regarding required Commercial Automobile Liability insurance.

Question e): Suggested deviations to Attachment 8, Section IX: General Specifications (K) Indemnification Relating to the Third Party Rights. The CONTRACTOR will also indemnify and hold the DEPARTMENT harmless from and against any and all damages, expenses (including reasonable attorneys' fees), claims, judgments, liabilities and costs that may be finally assessed against the DEPARTMENT in any action for infringement of a United States Letter Patent, or of any copyright, trademark, trade secret or other third party proprietary right except to the extent such claims arise from the DEPARTMENT'S gross negligence or willful misconduct, provided that the DEPARTMENT shall give CONTRACTOR: (a) prompt written notice of any action, claim or threat of infringement suit, or other suit, (b) the opportunity to take over, settle or defend such action, claim or suit at CONTRACTOR'S sole expense, and (c) assistance in the defense of any such action at the expense of CONTRACTOR.

Response e): The RFP requires all prospective bidders to certify and agree that they will accept the terms of the RFP and Contract without exception or reservation.