



Department of Health

Request for Proposals

RFP# 20053

Perinatal and Infant Community Health Collaborative Data Management Information System

Issued: August 13, 2021

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1.0 CALENDAR OF EVENTS

RFP 20053 – PERINATAL AND INFANT COMMUNITY HEALTH COLLABORATIVE – DATA MANAGEMENT INFORMATION SYSTEM (PICHC-DMIS)	
<u>EVENT</u>	<u>DATE</u>
Issuance of Request for Proposals	8/13/21
Deadline for Submission of Written Questions	Questions Due By 9/2/21 4:00 p.m. ET
Responses to Written Questions Posted by DOH	On or About Responses Posted By 9/23/21
Deadline for Submission of Proposals	Proposals Due On Or Before 10/14/21 4:00 p.m. ET
<i>Anticipated</i> Contract Start Date	9/1/22

2.0 OVERVIEW

Through this Request for Proposals (“RFP”), the New York State (“State”) Department of Health (“DOH”) is seeking competitive proposals from Information Technology (IT) vendors to provide and administer automated, client specific data management and information system services for its Perinatal and Infant Community Health Collaboratives (PICHC) as further detailed in [Section 4.0](#) (Scope of Work). It is the Department’s intent to award one (1) contract from this procurement.

2.1 Introductory Background

Currently, the State DOH funds the Maternal and Infant Community Health Collaboratives (MICHC) Initiative, that works to improve perinatal and infant health outcomes and eliminate racial, ethnic, and economic disparities in those outcomes. Utilizing collaborative community-based strategies, MICHC programs work to improve the health and well-being of individuals of reproductive age (15-44 years old) and their families, with a focus on serving individuals in the prenatal, postpartum, and inter-conception periods, to improve specific perinatal and infant health outcomes including preterm birth, low birth weight, infant mortality, and maternal mortality. The MICHC Initiative supports 23 programs funded through 9/30/22. It is anticipated that in the summer of 2021, a competitive Request for Applications (RFA) was released on 07/28/21 for a new five-year cycle, beginning 7/1/22-6/30/27, that will contractually support approximately 25 programs across the State. **In the new RFA the MICHC program will be renamed to Perinatal and Infant Community Health Collaboratives (PICHC).**

It is anticipated that funded PICHC programs resulting from the competitive RFA will implement individual-level strategies to address perinatal and infant health behaviors, and community-level strategies using a collective impact approach, to address the social determinants that impact health outcomes. The core individual-level strategy is the use of community health workers (CHWs) to outreach, assess needs, and provide supports to high-need, low-income, Medicaid-eligible individuals of reproductive age who are most vulnerable to, or with a previous history of, adverse birth outcomes. Additional community-level strategies will involve collaboration with diverse community partners, including community residents, to mobilize community action to address the social determinants impacting perinatal and infant health outcomes.

As of April 1, 2021 a Data Management Information System (DMIS) was implemented to support current MICHC programs’ progress toward achieving program objectives, by capturing both program and client-level data, and serving as a client management system to notify CHWs of screening, education and other client-specific services

that are due and also track referrals. The client-level data captures demographic and other information related to CHW client encounters in a web-based data collection and reporting system. In addition to its data entry and access capability, the DMIS application stores program and client-specific data in a centralized relational database and includes search, edit and alert functions. All MICHC programs are required to use the system to submit monthly data throughout the calendar year to document CHW client demographics and services provided including medical, educational, counseling and other services (See Attachment C). In contract year 2018-2019, CHWs provided services to 3,582 prenatal and postpartum women and infants, including 7,643 home visits. An additional 2,115 inter-conception women were served during 7,973 client visits. A client visit can include several assessments, education, and or referrals. A home visit or client visit is equivalent to a CHW encounter and will result in an encounter record. The system also supports generation of monthly, quarterly, and annual progress reports.

The DMIS allows the DOH and MICHC programs to have access to reports on performance measures and outcomes, use data to assess and inform program practice and improvement, and better meet the needs of clients and communities. Program data will also be used by DOH to monitor outcomes and report on MICHC program performance measures for the federal Title V Maternal and Child Health Services Block Grant (https://www.health.ny.gov/community/infants_children/maternal_and_child_health_services) and the New York State (NYS) Prevention Agenda. As stated, the MICHC program will be renamed to Perinatal and Infant Community Health Collaboratives (PICHC).

2.2 Important Information

The bidder is required to review, and is requested to have legal counsel review, [Attachment 8](#), the DOH Agreement as the bidder must be willing to enter into an Agreement in accordance with the terms of [Attachment 8](#) should the bidder be selected for contract award. Please note that this RFP and the awarded bidder's proposal will become part of the contract as Appendix B and C, respectively.

It should be noted that Appendix A of [Attachment 8](#), "Standard Clauses for New York State Contracts", contains important information related to the contract to be entered into as a result of this RFP and will be incorporated, without change or amendment, into the contract entered into between DOH and the successful bidder. By submitting a response to the RFP, the bidder agrees to comply with all the provisions of Appendix A. Note, [Attachment 7](#), the Bidder's Certifications/Acknowledgements, should be submitted and includes a statement that the bidder accepts, without any added conditions, qualifications or exceptions, the contract terms and conditions contained in this RFP including any exhibits and attachments. It also includes a statement that the bidder acknowledges that any alternative proposals or extraneous terms that are submitted with the proposal will not be evaluated by the DOH.

Any qualifications or exceptions proposed by a bidder to this RFP should be submitted in writing using the process set forth in [Section 5.2](#) (Questions) prior to the deadline for submission of written questions indicated in [Section 1.0](#) (Calendar of Events). Any amendments DOH makes to the RFP as a result of questions and answers will be publicized on the DOH web site.

2.3 Term of the Agreement

This contract term is expected to be for a period of 5 years commencing on the date shown on the Calendar of Events in [Section 1.0](#), subject to the availability of sufficient funding, successful Contractor performance, and approvals from the New York State Attorney General (AG) and the Office of the State Comptroller (OSC).

The pricing for years four (4) and five (5) of the contract is subject to an annual increase or decrease as described in [Section 5.4](#).

3.0 BIDDERS QUALIFICATIONS TO PROPOSE

3.1 Minimum Qualifications

NYSDOH will accept proposals from organizations with the following types and levels of experience as a prime Contractor.

- A minimum of three (3) years' corporate experience developing, implementing, and operating an online case and data management and information system that processes approximately 20,000 records on an annual basis, with built in field editing upon entry or import, client listing, reporting, and data extraction functionality.

Evidence of experience must at a minimum include:

- a statement explaining previous qualifying experience/exposure that qualifies the bidder and, if applicable, its subcontractor(s) to undertake the functions and activities required in this RFP;
- narrative descriptions of
 - (a) the bidder's organization, including the parent and all subsidizing companies;
 - (b) description of the bidder's corporate experience in developing, implementing, and operating applications comparable in size, scope, and functionality to the PICHC DMIS; and a complete staffing plan identifying all key professional personnel and person(s) to be responsible for the various required components and functions of the PICHC DMIS, along with their qualifying resumes if available. If resumes are not available at the time of bid, proposed staff titles, qualifications and job descriptions should be included in the staffing plan, and resumes submitted when/if the positions are filled.

Experience acquired concurrently is considered acceptable.

For the purposes of this RFP, a prime Contractor is defined as one who has the contract with the owner of a project or job and has full responsibility for its completion. A prime Contractor undertakes responsibility to perform a complete contract and may employ (and manage) one or more subcontractors to carry out specific parts of the contract.

Failure to meet these Minimum Qualifications will result in a proposal being found non-responsive and eliminated from consideration.

3.2 Preferred Qualifications

Bidders that demonstrate the following experience are preferred:

A minimum five (5) years' experience developing, implementing, and operating a statewide healthcare-related case and data management and information system that meets all of the minimum qualifications as described in Section 3.1 above.

4.0 SCOPE OF WORK

This Section describes the Perinatal and Infant Community Health Collaboratives Data Management and Information System (PICHC DMIS) services that are required to be provided by the selected bidder. The selected bidder must be able to provide all services throughout the contract term.

PLEASE NOTE: Bidders will be requested to provide responses that address all requirements of this RFP as part of its Technical Proposal.

The terms “bidders”, “vendors” and “proposers” are also used interchangeably. For purposes of this RFP, the use of the terms “shall”, “must” and “will” are used interchangeably when describing the contractor’s/bidder’s duties.

4.1 Tasks/Deliverables

The scope of work for the DOH Perinatal and Infant Community Health Collaboratives Data Management and Information System (PICHC DMIS) involves the development, implementation, and complete operation of the PICHC DMIS Web-based application, including complete data system lifecycle management (e.g., data collection, retrieval, and editing, data processing and control, data reporting and transmission, data storage and archiving), and any related programming to transition/implement/maintain, manage, upgrade and/or enhance the data processing and information system, as well as provide training and technical support to the funded PICHC programs. The Contractor will provide the following:

4.1.a. Data Collection, Retrieval, and Editing

The selected Contractor will be responsible for all aspects of data collection, retrieval, and editing of the PICHC DMIS, including providing training and technical support of PICHC program staff in the collection and entry of CHW encounter data. (Refer to section 4.2 Training and Technical Support Details for further specifications).

Overall responsibilities will include:

- i. review, enhancement, and updating of CHW encounter data collection forms that PICHC programs use as tools for collecting essential data from clients (see current MICHC data collection forms in Attachment C). During the two-month transition period at the start of the contract, the selected Contractor will review current data collection forms and propose any needed changes in consultation with DOH staff to incorporate DOH priorities. These forms will also be reviewed at least annually and updated based on feedback from PICHC programs, and/or DOH requests. Any changes to the forms are subject to DOH approval. Once a form has been approved, no changes may be made without the express written permission of DOH via email.
- ii. development / revision and distribution of data collection guidelines (on the website or via email) to all participating programs, with detailed data field specifications that clearly and concisely describe the required information, including the data element name, definition, format and acceptable values. The data field specifications are subject to DOH approval, and once approved, no changes may be made without the express written permission of DOH.
- iii. the ability to retrieve data from individual participating PICHC programs via direct online entry as well as via online data importing functionality. The import file format will be specified by the bidder but must include all fields included in the online system as required by DOH as well as data validation capability. Data files must be importable for periods defined by client dates of enrollment, for a minimum time period of one month and a maximum time period not to exceed one calendar year.
- iv. ensuring data accuracy by applying field-specific editing specifications, and assessing overall submission quality, based on data quality metrics to be developed by the Contractor and approved by DOH. Any problems or disruptions arising in the Contractor’s ability to collect, store, and make available the CHW encounter data must be reported to the DOH within the next business day of the occurrence along with an assessment of causation, impact, and resolution; failure to do so may result in delayed payment of vouchers.

4.1.b. Implementation Plan

There will be a two-month transition period at the beginning of the contract cycle to allow for a smooth transition from the existing Contractor to the selected Contractor. The selected Contractor will be required to develop and submit to the DOH a transition and implementation/operation plan (Full System Support Plan) within 14 days of the contract start date, and to assume ownership of existing data and complete implementation of continued data collection/retrieval/processing functionality within the first 2 months of the contract. The plan also will describe the necessary steps for assuming the PICHC DMIS support activities, including a plan for full system support and a

project schedule reflecting all tasks, start to finish for the next 12-month period. The plan must be approved by DOH.

Using the Contractor's DOH approved Full System Support Plan, the Contractor will:

- Develop/test/deploy/retest the PICHC DMIS system;
- Establish and manage the secure website, including user role-specific agency and client level dashboards and listings, with search functionality;
- Provide training and technical support to DOH staff and end users;
- Capture/process/validate the data;
- Load/store/securely backup the data for currently active clients, e.g., those with services provided within the past five years, and develop a process for identifying and archiving and securely backing up data for clients inactive for more than five years;
- Develop/test/deploy standardized quarterly statistical summary reports, as well as ad hoc reporting functionality;
- Develop end-user data importing/exporting, and alert functionality; and
- Maintain/enhance/transition the PICHC DMIS system.

Within the first two (2) months of the contract, the Contractor will:

- undertake and complete all development, transition, and implementation activities for the PICHC DMIS so that the system, as detailed in this RFP, is fully operational for secure electronic data collection, storage and retrieval via a secure website, and real-time data processing (including development of data collection guidelines for users);
- Load data for current clients active during the past two years to ensure monitoring and management of ongoing services;
- ensure the secure website displays user role-specific dashboards of key summary information; and
- provide role-specific access to agency and client listings along with search functionality (examples in Attachment E).

Within four (4) months of the contract start date, the Contractor will:

- ensure standardized quarterly reporting is completed and operational.

Within six (6) months of the contract start date:

- Data extraction capability, user alerts, and any additional custom special-purpose as well as ad-hoc reporting capability (i.e., to monitor data trends, frequencies and stratifications for data elements such as gender, race, type of encounter, payment source and referrals) will be developed/tested/deployed, along with related user guides and training sessions approved by NYSDOH, and provided to program users.

All remaining functionalities must be completed and operational within twelve 12 months of the contract start date. The latter includes the ability to identify inactive client data for transition to archived legacy data, as well as development/testing/deployment of agency-level data import functionality. Estimated data storage size is a minimum of 100 megabytes annually.

The Contractor will also propose and provide a plan for managing and controlling any required post-implementation changes and enhancements to occur as needed. Complex reporting requests and system enhancements requiring formal design changes will be analyzed in conjunction with DOH staff. Relevant change control documentation, including agreed upon timeframes, must be documented in writing, and shared with DOH within 30 days of request.

4.1.c Analysis and Documentation of the Data System

The Contractor will be responsible for fully documenting all technical aspects, business processes, planning, development, testing and implementation of the system using recognized methodologies and documentation, including:

- Requirements specifications (e.g., logical models for data flow and entity relationship diagrams, updated data catalog, user role/function matrix, function definitions, etc.);

- Technical system descriptions (e.g., hardware architectures, recommended software, cost of implementation, staffing required, network distribution, etc.);
- A logical design (e.g., menu and command structures, data catalog, required logical data structure, logical process model); and
- A physical design (e.g., a complete description of the hardware and software of the system).

4.1.d Data Processing and Control

The Contractor will be responsible for electronically capturing and processing data from all PICHC programs and developing and maintaining control procedures to ensure accuracy, completeness, and accountability. The control procedures must include, but are not limited to: maintaining established due dates for monthly data submission (e.g., the 10th or closest following business day of each month following a client visit); record-level search function; record-level and field-specific editing specifications; and providing feedback to programs on data that were not submitted or were identified as incomplete, late, or having erroneous and rejected entries. Access to detailed agency and client information must be controlled by a hierarchy of five user-assigned roles, ranging from contract administrator to data entry user (see examples in Attachment E). Access to role-specific summary information will be presented on dashboards that allow navigation to and search of role-specific agency and client specific listings.

The Contractor will also be responsible for developing quality control procedures that will alert programs when client follow-up services (e.g., 30-day follow up on open referrals) and data reporting (e.g., one week prior to due date) are due.

4.1.e Data Loading, Storage and Archiving

The successful Contractor is required to load existing active data and maintain a minimum five-year active database of client and visit records. The Contractor also must incorporate functionality for identifying data for clients inactive for a five full years, and for archiving such data in historical master computer files with a minimum five-year retention period. At least one copy each of active and historical data must be stored securely off-site and recoverable for use in case of fire or another catastrophe. If any of the data are lost, stolen, or destroyed through negligence or fault of the Contractor, or any other person or firms employed by or associated with it, the Contractor agrees to recreate the information at no cost to DOH. Refer to [Attachment 8](#) DOH Agreement, Appendix F. Technology Terms and Conditions for further detailed requirement specifications.

4.1.f Computer Production System

The current DMIS for the MICHC program contains approximately 40,000 CHW client visits and encounter records, which includes active and historical databases. Each client visit results in an encounter record, which includes data for screening and assessments conducted during a visit. The current DMIS contains data for approximately 400,000 assessments. In 2019, approximately 15,000 client visits were processed, including up to 10 assessments for nearly 6,000 clients. The Contractor must own or have access to computer software and hardware capable of processing and storing this volume of data (estimated at a minimum of 100 megabytes annually). The RFP does not include the purchase or lease of hardware equipment or software packages.

Prior to the commencement of work on this contract, the Contractor must provide to DOH all software, hardware, programming languages, screen and file layouts, coding and editing schemes, and utility programs being proposed for use to operate the system for review and approval by DOH and the NYS Office of Information Technology Services (OITS). All software, hardware and programming languages being utilized must meet the System Security requirements delineated and referenced below in Section 4.5.

The Contractor-sponsored website and application and corresponding data and network configuration are subject to review and approval by **the NYS OITS prior to commencement of work and must meet [Secure Configuration Standard Policy NYS-S14-008](#)**. The website and application must be structured in a user-friendly manner and easily navigated. For example, the main menu of functional options should be accessible from all function screens. Data must be easily retrieved in standard ASCII, XLSX and/or CSV formats or via direct SQL.

query (see section 4.3) and encrypted for electronic transmission, and reports must be easily saved locally and/or legibly printed.

The Contractor must be capable of posting data and reports on a Contractor-sponsored website that is secure, with controlled, role-specific access by PICHHC participants and DOH representatives. Passwords for accessing the website and application must follow **the NYS OITS [Account Management / Access Control Policy NYS-S14-013](#)**. These will be based on the minimum policies, standards, and procedures found in the [Federal Health Insurance Portability and Accountability Act \(HIPAA\) Security Regulation](#) and the **NYS OITS [Information Security Policy NYS-P03-002](#)**.

The Contractor must be capable of responding to special programming requests and systems modifications within a reasonable time frame, not to exceed 30 calendar days. In situations where more than 30 days is needed, extended timeframes will be negotiated between the Contractor and DOH, prior to commencement of work on the request.

4.1.g Data Ownership

All data collected either at the record level or aggregate level is owned by the DOH. The Contractor agrees to provide to DOH any and all data upon request and prior to completion or termination of the contract.

Upon completion or termination of the contract, all data, databases, data files, backup data, archives, off-site stored data, and compressed/ zipped data associated with the PICHHC DMIS will be deleted and destroyed. The storage media containing any of the PICHHC databases, such as hard disks, drives, backup drives, off site backup drives, server drives, and tapes will be destroyed through first degaussing/erasing and then shredding/crushing of the physical media.

Custody of all media storage devices that contain DOH owned data from the PICHHC DMIS will remain with the Contractor until physical destruction of the storage devices has occurred.

DOH reserves the right to request certification for verification of media and device destruction. The Contractor's responsibility prior to or liability after any loss of data cannot be transferred to a third party.

Refer to Attachment D Software As A Service (SaaS) Terms and Conditions for further detailed requirement specifications.

4.2 Training and Technical Support Details

The Contractor is required to provide adequate staff for training and support of personnel from PICHHC programs participating in the PICHHC data system. The Contractor must:

- Develop training documentation and user guides for navigating the data system, entering and retrieving data, and creating and interpreting reports;
- Develop and maintain a Frequently Asked Questions (FAQ) section;
- Provide training and technical support directly to PICHHC program staff for collection and entry of CHW encounter data to ensure accurate and complete data entry as well as submission quality;
- Provide training and technical support directly to PICHHC program staff on navigating the data system and interpretation of reports;
- Conduct up to twelve (12) trainings via webinar each contract year, as needed;
- Ensure training and demonstrations of the system, whether via webinar screen share or in documentation, are conducted/presented using only test or scrambled data;
- Post on the Contractor-sponsored website, in a downloadable or printable format, all Webinar trainings, detailed data manuals, and website and application specifications for users at all PICHHC programs, and DOH Bureau of Women, Infant, and Adolescent Health; and

- Provide a help desk with a dedicated email address and a toll-free telephone number (operable Monday through Friday between the hours of 8:00 AM and 5:00 PM Eastern Time) for program support/consultation.

DOH reserves the right to attend and/or participate in any and/or all PICHC program training sessions.

The Contractor (including the project director and key staff working on the project) must meet with DOH staff at least four (4) times per contract year. At the discretion of DOH, at least one (1) of the four (4) meetings may be conducted in person in Albany, New York. With prior approval from DOH, the Contractor may utilize a conference call and/or webinar for the other contractual meetings with DOH staff. No separate reimbursement will be provided for these meetings.

4.3 Data Reporting and Extraction

The Web-based system must include functionality for users to generate data summary reports and ad hoc reports, as well as to import and extract data files.

The Web-based system must include the capability to generate reports at the individual program and state-wide levels. Following is a list of standard statistical summary reports provided by the currently existing data system for use by DOH and the PICHC programs (see Attachment E for details):

- Client Demographics
- Encounter Frequency by Client Pregnancy Status at Intake
- Education Topics Provided by CHWs
- Client Screenings and Health Care Status
- MICHC Referrals by Client MICHC Enrollment Status
- Birth Risk Factors and Outcomes
- Outside Referrals to MICHC by Type and MICHC Outreach
- Performance Measures
- Aggregate DOH Program Measures
- Performance Management
- Enrollment Summary by Agency
- Agency Listing for State Users

These reports display month-, quarter- and/or year-to-date figures based on dates of client enrollment, assessments, or milestones (e.g., client 8 months postpartum, infant 6 months old). These reports must be downloadable and presented in printer-friendly .CSV, .XLSX, and .PDF formats for use by DOH and PICHC programs. The successful bidder will be responsible for designing, maintaining, and/or modifying standard statistical summary reports similar to those listed above as needed, dependent on DOH approval. The Performance Measures and Performance Management Reports particularly will be subject to periodic modification. Designed for monitoring PICHC programs' progress toward achieving required performance standards, these reports are based on existing PICHC performance measures, but will be modified periodically to include any new performance measures as deemed necessary by DOH.

The ability to generate and export real-time ad hoc reports also must be available via the PICHC DMIS Web-based system to monitor trends of data elements of particular and periodic interest. This functionality must allow for user-defined date ranges based on dates such as client enrollment or client assessment and for reports to be run for all programs (for DOH users) and for individual programs (for all users). It must include various PICHC DMIS data elements and filters to build frequencies and crosstabulations, such as clients or assessments, age, pregnancy status, race/ethnicity, poverty level, referrals, and outcomes. See Attachment E (Ad Hoc Report Builder Options and Examples 1 & 2) for examples of such functionality.

The successful bidder must be able to provide online data extraction functionality to download client, assessment, encounter, and referral data files for specifiable periods not to exceed a maximum of one year's time. Data will be selected for extraction based on date of client enrollment or date of assessment. Online data extraction

functionality must be available to the DOH for all state-wide data and for specifiable individual participating PICHHC program data. The data extraction capability must also be available to each individual participating PICHHC program for their own data. Extracted data must be formatted as .CSV files according to specifications provided by DOH, or directly accessible via SQL query through a secure portal into the data base tables, and must include an anonymous value that can be used to link extracted client, assessment, encounter, and referral data files together.

4.4 Information Technology

The application and all systems and components supporting it, including but not limited to , any forms and databases that include Personal Health, Personal Identification or other New York State information, must comply with all NYS security policies and standards listed at <http://its.ny.gov/tables/technologypolicyindex.htm>, including but not limited to:

- NYS-P13-004 – Acceptable Use of Information Technology (IT) Resources Policy,
- NYS-G02-001 – Internet Privacy Guidelines,
- NYS-S17-003 – Notification Standard for Certain Types of Regulated Data

4.5 Security

The Contractor must provide secure and confidential storage for hard copy and electronically stored information, as well as that posted on the World Wide Web. Under no circumstances will any records, hard copy or electronic, nor any information contained therein, be released to any person, program, or organization without specific written permission of the DOH and the program (programs) whose records are involved. All data storage, posting, access, and disposition must comply with the minimum policies, standards, and procedures found in the [Federal HIPAA Security Regulation and](#) ensure that the solution complies with all policies and standards defined in the New York State ITS security policies and standards (<http://its.ny.gov/eiso/policies/security>), including, but not limited to:

- NYS-P03-002 – Information Security Policy,
- NYS-P10-006 – Identity Assurance Policy,
- NYS-S13-001 – Secure System Development Life Cycle Standard,
- NYS-S13-002 – Secure Coding Standard (if applicable),
- NYS-S13-004 – Identity Assurance Standard,
- NYS-S14-003 – Information Security Controls Standard,
- NYS-S14-005 – Security Logging Standard,
- NYS-S14-007 – Encryption Standard,
- NYS-S15-008 – Secure Configuration Standard
- NYS-S14-013 – Account Management / Access Control Standard
- NYS-S15-001 – Patch Management Standard (if applicable) and
- NYS-S15-002 – Vulnerability Scanning Standard

The Contractor's organization, employees, subcontractors and volunteers will implement and maintain policies, an internal control process for oversight and monitoring, and procedures to assure the confidentiality of personal identifiable data and protected health information. The DOH will be notified immediately, and no later than 24 hours, if any breach of confidentiality occurs.

The Web-based application should be able to utilize role-based security that allows authorized access by grantees to their data and reports, and allows complete access to NYSDOH personnel to all data and reports on a statewide, as well as grantee-specific basis.

4.6 Transition

The transition represents a period when the current contract activities performed by the Contractor must be turned over to the Department, another Department agent or successor Contractor during or at the end of the contract.

The Contractor shall ensure that any transition to the Department, Departmental agency or successor Contractor be done in a way that provides the Department with uninterrupted PICHC DMIS services. This includes a complete and total transfer of all data, files, reports, and records generated from the inception of the contract through the end of the contract to the Department or another Department agent should that be required during or upon expiration of its contract.

The Contractor shall provide technical and business process support as necessary and required by the Department to transition and assume contract requirements to the Department or another Department agent should that be required during or at the end of the contract.

The Contractor shall manage and maintain the appropriate number of staff to meet all requirements listed in the RFP during the transition. All reporting and record requirements, security standards, and performance standards are still in effect during the transition period.

The Contractor is required to develop a work plan and timeline to securely and smoothly transfer any data and records generated from the inception of the Contract through the end of the contract to the Department or another Department agent should that be required during or upon expiration of its contract. The plan and documentation must be submitted to the Department no later than four (4) months before the last day of its contract with the Department of Health or upon request of the Department. 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.

Upon completion or termination of the contract, data security procedures to ensure confidentiality will be taken to remove, delete and destroy all PICHC databases, data files, backup data, archives, off site stored data, and compressed / zipped data associated with the PICHC DMIS (see section 4.1.f.). Certification of the completion of these procedures must be provided.

A transition period of one (1) month will be implemented to ensure this is accomplished in a smooth and efficient manner.

Refer to [Attachment 8](#) DOH Agreement, Appendix F. Technology Terms and Conditions for further detailed requirement specifications.

5.0 ADMINISTRATIVE INFORMATION

The following administrative information will apply to this RFP. Failure to comply fully with this information may result in disqualification of your proposal.

5.1 Restricted Period

“Restricted period” means the period of time commencing with the earliest written notice, advertisement, or solicitation of a Request for Proposals (“RFP”), Invitation for Bids (“IFB”), or solicitation of proposals, or any other method for soliciting a response from bidders intending to result in a procurement contract with DOH and ending with the final contract award and approval by DOH and, where applicable, final contract approval by the Office of the State Comptroller.

This prohibition applies to any oral, written, or electronic communication under circumstances where a reasonable person would infer that the communication was intended to influence this procurement. Violation of any of the requirements described in this Section may be grounds for a determination that the bidder is non-responsible and therefore ineligible for this contract award. Two (2) violations within four (4) years of the rules against impermissible contacts during the “restricted period” may result in the violator being debarred from participating in DOH procurements for a period of four (4) years.

Pursuant to State Finance Law §§ 139-j and 139-k, the Department of Health identifies a designated contact on face page of this RFP to whom all communications attempting to influence this procurement must be made.

5.2 Questions

There will be an opportunity available for submission of written questions and requests for clarification with regard to this RFP. All questions and requests for clarification of this RFP should cite the particular RFP Section and paragraph number where applicable and must be submitted via email to PICHC-DMIS@health.ny.gov. It is the bidder's responsibility to ensure that email containing written questions and/or requests for clarification is received at the above address no later than the Deadline for Submission of Written Questions as specified in [Section 1.0](#) (Calendar of Events). Questions received after the deadline may **not** be answered.

5.3 Right to Modify RFP

DOH reserves the right to modify any part of this RFP, including but not limited to, the date and time by which proposals must be submitted and received by DOH, at any time prior to the Deadline for Submission of Proposals listed in [Section 1.0](#) (Calendar of Events). Modifications to this RFP shall be made by issuance of amendments and/or addenda.

Prior to the Deadline for Submission of Proposals, any such clarifications or modifications as deemed necessary by DOH will be posted to the DOH website.

If the bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFP, the bidder shall immediately notify DOH of such error in writing at PICHC-DMIS@health.ny.gov and request clarification or modification of the document.

If, prior to the Deadline for Submission of Proposals, a bidder fails to notify DOH of a known error or an error that reasonably should have been known, the bidder shall assume the risk of proposing. If awarded the contract, the bidder shall not be entitled to additional compensation by reason of the error or its correction.

5.4 Payment

The Contractor shall submit invoices and/or vouchers to the State's designated payment office:

Preferred Method: Email a .pdf copy of your signed voucher to the BSC at: AccountsPayable@ogs.ny.gov with a subject field as follows:

Subject: Unit ID 3450257 <Contract #TBD>

Alternate Method: Mail vouchers to BSC at the following U.S. postal address:

NYS Department of Health
Unit ID 3450257
c/o NYS OGS BSC Accounts Payable
Building 5, 5th Floor
1220 Washington Ave.
Albany, NY 12226-1900

Payment for invoices and/or vouchers submitted by the CONTRACTOR shall only be rendered electronically unless payment by paper check is expressly authorized by the Commissioner, in the Commissioner's sole discretion, due to extenuating circumstances. Such electronic payment shall be made in accordance with ordinary State procedures and practices. The CONTRACTOR shall comply with the State Comptroller's procedures to authorize electronic payments. Authorization forms are available at the State Comptroller's website at www.osc.state.ny.us/epay/index.htm, by email at epayments@osc.state.ny.us or by telephone at 518-474-6019. CONTRACTOR acknowledges that it will not receive payment on any invoices and/or vouchers submitted under

this Contract if it does not comply with the State Comptroller's electronic payment procedures, except where the Commissioner has expressly authorized payment by paper check as set forth above.

In addition to the Electronic Payment Authorization Form, a Substitute Form W-9 must be on file with the Office of the State Comptroller, Bureau of Accounting Operations. Additional information and procedures for enrollment can be found at <http://www.osc.state.ny.us/epay>.

Completed W-9 forms should be submitted to the following address:

NYS Office of the State Comptroller
Bureau of Accounting Operations
Warrant & Payment Control Unit
110 State Street, 9th Floor
Albany, NY 12236

Payment of such invoices and/or vouchers by the State (NYS Department of Health) shall be made in accordance with Article XI-A of the New York State Finance Law.

Payment for services rendered in accordance with the terms and conditions specified in this RFP and to the satisfaction of the Department are to be paid based upon the amount enumerated and fee schedule in Attachment B, Cost Proposal Bid Sheet, according to completed deliverables.

The Administrative Services price may not exceed ten percent of the grand total five year bid price. The Cost Proposal must be all inclusive of the price for Administrative Services.

All invoices submitted by the successful Contractor pursuant to this AGREEMENT shall be submitted to the STATE on a quarterly basis no later than thirty (30) days after the end date of the period for which payment is being claimed.

5.5 Minority & Woman-Owned Business Enterprise Requirements

Pursuant to New York State Executive Law Article 15-A, the New York State Department of Health ("DOH") recognizes its obligation to promote opportunities for maximum feasible participation of certified minority-and women-owned business enterprises and the employment of minority group members and women in the performance of DOH contracts.

In 2006, the State of New York commissioned a disparity study to evaluate whether minority and women-owned business enterprises had a full and fair opportunity to participate in state contracting. The findings of the study were published on April 29, 2010, under the title "The State of Minority and Women-Owned Business Enterprises: Evidence from New York" ("Disparity Study"). The report found evidence of statistically significant disparities between the level of participation of minority-and women-owned business enterprises in state procurement contracting versus the number of minority-and women-owned business enterprises that were ready, willing and able to participate in state procurements. As a result of these findings, the Disparity Study made recommendations concerning the implementation and operation of the statewide certified minority- and women-owned business enterprises program. The recommendations from the Disparity Study culminated in the enactment and the implementation of New York State Executive Law Article 15-A, which requires, among other things, that DOH establish goals for maximum feasible participation of New York State Certified minority- and women – owned business enterprises ("MWBE") and the employment of minority groups members and women in the performance of New York State contracts.

Business Participation Opportunities for MWBEs

For purposes of this solicitation, DOH hereby establishes an overall goal of **30%** for MWBE participation, **15%** for Minority-Owned Business Enterprises ("MBE") participation and **15%** for Women-Owned Business Enterprises ("WBE") participation (based on the current availability of qualified MBEs and WBEs and outreach efforts to certified MWBE firms). A contractor ("Contractor") on the subject contract ("Contract") must document good faith efforts to provide meaningful participation by MWBEs as subcontractors or suppliers in the performance of the

Contract and Contractor agrees that DOH may withhold payment pending receipt of the required MWBE documentation. For guidance on how DOH will determine “good faith efforts,” refer to 5 NYCRR §142.8.

The directory of New York State Certified MWBEs can be viewed at: <https://ny.newnycontracts.com>. The directory is found in the upper right hand side of the webpage under “Search for Certified Firms” and accessed by clicking on the link entitled “MWBE Directory”. Engaging with firms found in the directory with like product(s) and/or service(s) is strongly encouraged and all communication efforts and responses should be well documented.

By submitting a bid, a bidder agrees to complete an MWBE Utilization Plan ([Attachment 5](#), Form #1) of this RFP. DOH will review the submitted MWBE Utilization Plan. If the plan is not accepted, DOH may issue a notice of deficiency. If a notice of deficiency is issued, bidder agrees that it shall respond to the notice of deficiency within seven (7) business days of receipt. DOH may disqualify a bidder as being non-responsive under the following circumstances:

- a) If a bidder fails to submit a MWBE Utilization Plan;
- b) If a bidder fails to submit a written remedy to a notice of deficiency;
- c) If a bidder fails to submit a request for waiver (if applicable); or
- d) If DOH determines that the bidder has failed to document good-faith efforts;

The Contractor will be required to attempt to utilize, in good faith, any MBE or WBE identified within its MWBE Utilization Plan, during the performance of the Contract. Requests for a partial or total waiver of established goal requirements made subsequent to Contract Award may be made at any time during the term of the Contract to DOH, but must be made no later than prior to the submission of a request for final payment on the Contract.

The Contractor will be required to submit a Contractor’s Quarterly M/WBE Contractor Compliance & Payment Report to the DOH, by the 10th day following each end of quarter over the term of the Contract documenting the progress made toward achievement of the MWBE goals of the Contract.

If the Contractor is found to have willfully and intentionally failed to comply with the MWBE participation goals set forth in the Contract, such finding will constitute a breach of Contract and DOH may withhold payment from the Contractor as liquidated damages.

Such liquidated damages shall be calculated as an amount equaling the difference between: (1) all sums identified for payment to MWBEs had the Contractor achieved the contractual MWBE goals; and (2) all sums actually paid to MWBEs for work performed or materials supplied under the Contract.

New York State certified Minority- and Women-Owned Businesses (M/WBE) may request that their firm’s contact information be included on a list of M/WBE firms interested in serving as a subcontractor for this procurement. The listing will be publicly posted on the Department’s website for reference by the bidding community. A firm requesting inclusion on this list should send contact information and a copy of its NYS M/WBE certification to PICHC-DMIS@health.ny.gov before the Deadline for Questions as specified in [Section 1.0](#) (Calendar of Events). Nothing prohibits an M/WBE Vendor from proposing as a prime Contractor.

Please Note: Failure to comply with the foregoing requirements may result in a finding of non-responsiveness, non-responsibility and/or a breach of the Contract, leading to the withholding of funds, suspension or termination of the Contract or such other actions or enforcement proceedings as allowed by the Contract.

5.6 Equal Employment Opportunity (EEO) Reporting

By submission of a bid in response to this solicitation, the bidder agrees with all of the terms and conditions of [Attachment 8](#) Appendix A including Clause 12 - Equal Employment Opportunities for Minorities and Women. Additionally, the successful bidder will be required to certify they have an acceptable EEO (Equal Employment Opportunity) policy statement in accordance with Section III of Appendix M in [Attachment 8](#).

Further, pursuant to Article 15 of the Executive Law (the "Human Rights Law"), all other State and Federal statutory and constitutional non-discrimination provisions, the Contractor and sub-contractors will not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.

The Contractor is required to ensure that it and any subcontractors awarded a subcontract over \$25,000 for the construction, demolition, replacement, major repair, renovation, planning or design of real property and improvements thereon (the "Work"), except where the Work is for the beneficial use of the Contractor, undertake or continue programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation. This requirement does not apply to: (i) work, goods, or services unrelated to the Contract; or (ii) employment outside New York State.

To ensure compliance with this Section, the bidder should submit with the bid or proposal an Equal Employment Opportunity Staffing Plan ([Attachment 5](#), Form #4) identifying the anticipated work force to be utilized on the Contract. Additionally, the bidder should submit a Minority and Women-Owned Business Enterprises and Equal Employment Opportunity Policy Statement ([Attachment 5](#), Form # 5), to DOH with their bid or proposal.

5.7 Sales and Compensating Use Tax Certification (Tax Law, § 5-a)

Section 5-a of the Tax Law, as amended, effective April 26, 2006, requires certain contractors awarded state contracts for commodities, services and technology valued at more than \$100,000 to certify to the Department of Tax and Finance (DTF) that they are registered to collect New York State and local sales and compensating use taxes. The law applies to contracts where the total amount of such contractors' sales delivered into New York State are in excess of \$300,000 for the four quarterly periods immediately preceding the quarterly period in which the certification is made, and with respect to any affiliates and subcontractors whose sales delivered into New York State exceeded \$300,000 for the four quarterly periods immediately preceding the quarterly period in which the certification is made.

This law imposes upon certain contractors the obligation to certify whether or not the contractor, its affiliates, and its subcontractors are required to register to collect state sales and compensating use tax and contractors must certify to DTF that each affiliate and subcontractor exceeding such sales threshold is registered with DTF to collect New York State and local sales and compensating use taxes. The law prohibits the State Comptroller, or other approving agencies, from approving a contract awarded to an offerer meeting the registration requirements but who is not so registered in accordance with the law.

The successful bidder must file a properly completed Form ST-220-CA with the Department of Health and Form ST-220-TD with the DTF. These requirements must be met before a contract may take effect. Further information can be found at the New York State Department of Taxation and Finance's website, available through this link: <http://www.tax.ny.gov/pdf/publications/sales/pub223.pdf>.

Forms are available through these links:

- ST-220 CA: http://www.tax.ny.gov/pdf/current_forms/st/st220ca_fill_in.pdf
- ST-220 TD: http://www.tax.ny.gov/pdf/current_forms/st/st220td_fill_in.pdf

5.8 Contract Insurance Requirements

Prior to the start of work under this Contract, the CONTRACTOR shall procure, at its sole cost and expense, and shall maintain in force at all times during the term of this Contract, insurance of the types and in the amounts set forth in [Attachment 8](#), the New York State Department of Health Contract, Section IV. Contract Insurance Requirements as well as below.

5.8.1. Data Breach and Privacy/Cyber Liability

The Contractor and any subcontractor retained by the Contractor shall carry and maintain applicable coverage during and for a period of one (1) year after completion of this contract, Data Breach and Privacy/Cyber Liability Insurance, including coverage for failure to protect confidential information and failure of the security of the Contractor's computer systems or the Department's Authorized Users' systems due to the actions of the Contractor with results in the unauthorized access to the Department's data.

5.9 Subcontracting

Bidder's may propose the use of a subcontractor. The Contractor shall obtain prior written approval from NYSDOH before entering into an agreement for services to be provided by a subcontractor. The Contractor is solely responsible for assuring that the requirements of the RFP are met. All subcontracts shall contain provisions specifying that the work performed by the subcontractor must be in accordance with the terms of the prime contract, and that the subcontractor specifically agrees to be bound by the confidentiality provisions set forth in the agreement between the DOH and the Contractor. DOH reserves the right to request removal of any bidder's staff or subcontractor's staff if, in DOH's discretion, such staff is not performing in accordance with the Agreement. Subcontractors whose contracts are valued at or above \$100,000 will be required to submit the Vendor Responsibility Questionnaire upon selection of the prime Contractor.

5.10 DOH's Reserved Rights

The Department of Health reserves the right to:

1. Reject any or all proposals received in response to the RFP;
2. Withdraw the RFP at any time, at the agency's sole discretion;
3. Make an award under the RFP in whole or in part;
4. Disqualify any bidder whose conduct and/or proposal fails to conform to the requirements of the RFP;
5. Seek clarifications and revisions of proposals;
6. Use proposal information obtained through site visits, management interviews and the state's investigation of a bidder's qualifications, experience, ability or financial standing, and any material or information submitted by the bidder in response to the agency's request for clarifying information in the course of evaluation and/or selection under the RFP;
7. Prior to the bid opening, amend the RFP specifications to correct errors or oversights, or to supply additional information, as it becomes available;
8. Prior to the bid opening, direct bidders to submit proposal modifications addressing subsequent RFP amendments;
9. Change any of the scheduled dates;
10. Eliminate any mandatory, non-material specifications that cannot be complied with by all of the prospective bidders;
11. Waive any requirements that are not material;
12. Negotiate with the successful bidder within the scope of the RFP in the best interests of the state;
13. Conduct contract negotiations with the next responsible bidder, should the Department be unsuccessful in negotiating with the selected bidder;
14. Utilize any and all ideas submitted in the proposals received;
15. Every offer shall be firm and not revocable for a period of three hundred and sixty-five days from the bid opening, to the extent not inconsistent with section 2-205 of the uniform commercial code. Subsequent to such three hundred and sixty-five days, any offer is subject to withdrawal communicated in a writing signed by the offerer; and,
16. Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of an offerer's proposal and/or to determine an offerer's compliance with the requirements of the solicitation.

5.11 Freedom of Information Law ("FOIL")

All proposals may be disclosed or used by DOH to the extent permitted by law. DOH may disclose a proposal to any person for the purpose of assisting in evaluating the proposal or for any other lawful purpose. All proposals will become State agency records, which will be available to the public in accordance with the Freedom of

Information Law. **Any portion of the proposal that a bidder believes constitutes proprietary information entitled to confidential handling, as an exception to the Freedom of Information Law, must be clearly and specifically designated in the proposal as directed in [Section 6.1 \(D\)](#) of the RFP.** If DOH agrees with the proprietary claim, the designated portion of the proposal will be withheld from public disclosure. Blanket assertions of proprietary material will not be accepted, and failure to specifically designate proprietary material may be deemed a waiver of any right to confidential handling of such material.

5.12 Lobbying

Chapter 1 of the Laws of 2005, as amended by Chapter 596 of the Laws of 2005, made significant changes as it pertains to development of procurement contracts with governmental entities. The changes included:

- a) made the lobbying law applicable to attempts to influence procurement contracts once the procurement process has been commenced by a state agency, unified court system, state legislature, public authority, certain industrial development agencies and local benefit corporations;
- b) required the above-mentioned governmental entities to record all contacts made by lobbyists and contractors about a governmental procurement so that the public knows who is contacting governmental entities about procurements;
- c) required governmental entities to designate persons who generally may be the only staff contacted relative to the governmental procurement by that entity in a restricted period;
- d) authorized the New York State Commission on Public Integrity, (now New York State Joint Commission on Public Ethics), to impose fines and penalties against persons/organizations engaging in impermissible contacts about a governmental procurement and provides for the debarment of repeat violators;
- e) directed the Office of General Services to disclose and maintain a list of non-responsible bidders pursuant to this new law and those who have been debarred and publish such list on its website;
- f) required the timely disclosure of accurate and complete information from offerer's with respect to determinations of non-responsibility and debarment; (Bidders responding to this RFP should submit a completed and signed [Attachment 1](#), "Prior Non-Responsibility Determination".)
- g) increased the monetary threshold which triggers a lobbyist's obligations under the Lobbying Act from \$2,000 to \$5,000; and
- h) established the Advisory Council on Procurement Lobbying.

Subsequently, Chapter 14 of the Laws of 2007 amended the Lobbying Act of the Legislative Law, particularly as it related to specific aspects of procurements as follows: (i) prohibiting lobbyists from entering into retainer agreements on the outcome of government grant making or other agreement involving public funding; and (ii) reporting lobbying efforts for grants, loans and other disbursements of public funds over \$15,000.

The most notable, however, was the increased penalties provided under Section 20 of Chapter 14 of the Laws of 2007, which replaced old penalty provisions and the addition of a suspension option for lobbyists engaged in repeated violations. Further amendments to the Lobbying Act were made in Chapter 4 of the Laws of 2010.

Questions regarding the registration and operation of the Lobbying Act should be directed to the New York State Joint Commission on Public Ethics.

5.13 State Finance Law Consultant Disclosure Provisions

In accordance with New York State Finance Law Section 163(4)(g), State agencies must require all contractors, including subcontractors, that provide consulting services for State purposes pursuant to a contract to submit an annual employment report for each such contract.

The successful bidder for procurements involving consultant services must complete a "State Consultant Services Form A, Contractor's Planned Employment from Contract Start Date through End of Contract Term" in order to be eligible for a contract.

The successful bidder must also agree to complete a "State Consultant Services Form B, Contractor's Annual Employment Report" for each state fiscal year included in the resulting contract. This report must be submitted annually to the Department of Health, the Office of the State Comptroller, and Department of Civil Service.

State Consultant Services Form A: Contractor's Planned Employment and Form B: Contractor's Annual Employment Report may be accessed electronically at: <http://www.osc.state.ny.us/agencies/forms/ac3271s.doc> and <http://www.osc.state.ny.us/agencies/forms/ac3272s.doc>.

5.14 Debriefing

Pursuant to Section 163(9)(c) of the State Finance Law, any unsuccessful Bidder may request a debriefing regarding the reasons that the proposal or bid submitted by the Bidder was not selected for award. Requests for a debriefing must be made within fifteen (15) calendar days of release of the written or electronic notice by the Department that the Bid submitted by the Bidder was not selected for award. Requests should be submitted in writing to a designated contact identified in the award/non-award letter.

5.15 Protest Procedures

In the event unsuccessful bidders wish to protest the award resulting from this RFP, bidders should follow the protest procedures established by the Office of the State Comptroller (OSC). These procedures can be found in Chapter XI Section 17 of the Guide to Financial Operations (GFO). Available on-line at: <http://www.osc.state.ny.us/agencies/guide/MyWebHelp/>

5.16 Iran Divestment Act

By submitting a bid in response to this solicitation or by assuming the responsibility of a Contract awarded hereunder, Bidder/Contractor (or any assignee) certifies that it is not on the "Entities Determined To Be Non-Responsive Bidders/Offerers Pursuant to The New York State Iran Divestment Act of 2012" list ("Prohibited Entities List") posted on the OGS website (currently found at this address: <http://www.ogs.ny.gov/about/regs/docs/ListofEntities.pdf>) and further certifies that it will not utilize on such Contract any subcontractor that is identified on the Prohibited Entities List. Additionally, Bidder/Contractor is advised that should it seek to renew or extend a Contract awarded in response to the solicitation, it must provide the same certification at the time the Contract is renewed or extended.

During the term of the Contract, should DOH receive information that a person (as defined in State Finance Law §165-a) is in violation of the above-referenced certifications, DOH will review such information and offer the person an opportunity to respond. If the person fails to demonstrate that it has ceased its engagement in the investment activity which is in violation of the Act within 90 days after the determination of such violation, then DOH shall take such action as may be appropriate and provided for by law, rule, or contract, including, but not limited to, seeking compliance, recovering damages, or declaring the Contractor in default. DOH reserves the right to reject any bid, request for assignment, renewal or extension for an entity that appears on the Prohibited Entities List prior to the award, assignment, renewal or extension of a contract, and to pursue a responsibility review with respect to any entity that is awarded a contract and appears on the Prohibited Entities list after contract award.

5.17 Piggybacking

New York State Finance Law section 163(10)(e) (see also <http://www.ogs.ny.gov/purchase/snt/sflxi.asp>) allows

the Commissioner of the NYS Office of General Services to consent to the use of this contract by other New York State Agencies, and other authorized purchasers, subject to conditions and the Contractor's consent.

5.18 Encouraging Use of New York Businesses in Contract Performance

Public procurements can drive and improve the State's economic engine through promotion of the use of New York businesses by its contractors. New York State businesses have a substantial presence in State contracts and strongly contribute to the economies of the state and the nation. In recognition of their economic activity and leadership in doing business in New York State, bidders/proposers for this contract for commodities, services or technology are strongly encouraged and expected to consider New York State businesses in the fulfillment of the requirements of the contract. Such partnering may be as subcontractors, suppliers, protégés or other supporting roles. All bidders should complete [Attachment 6](#), Encouraging Use of New York Businesses in Contract Performance, to indicate their intent to use/not use New York Businesses in the performance of this contract.

5.19 Diversity Practices Questionnaire

Diversity practices are the efforts of contractors to include New York State-certified Minority and Women-owned Business Enterprises ("MWBES") in their business practices. Diversity practices may include past, present, or future actions and policies, and include activities of contractors on contracts with private entities and governmental units other than the State of New York. Assessing the diversity practices of contractors enables contractors to engage in meaningful, capacity-building collaborations with MWBEs.

5.20 Participation Opportunities for NYS Certified Service-Disabled Veteran-Owned Businesses (For use when no SDVOB Goals Exist)

Article 17-B of the New York State Executive Law provides for more meaningful participation in public procurement by certified Service-Disabled Veteran-Owned Businesses ("SDVOBs"), thereby further integrating such businesses into New York State's economy. DOH recognizes the need to promote the employment of service-disabled veterans and to ensure that certified service-disabled veteran-owned businesses have opportunities for maximum feasible participation in the performance of DOH contracts.

In recognition of the service and sacrifices made by service-disabled veterans and in recognition of their economic activity in doing business in New York State, Bidders/Contractors are strongly encouraged and expected to consider SDVOBs in the fulfillment of the requirements of the Contract. Such participation may be as subcontractors or suppliers, as protégés, or in other partnering or supporting roles.

For purposes of this procurement, DOH conducted a comprehensive search and determined that the Contract does not offer sufficient opportunities to set specific goals for participation by SDVOBs as subcontractors, service providers, and suppliers to Contractor. Nevertheless, Bidder/Contractor is encouraged to make good faith efforts to promote and assist in the participation of SDVOBs on the Contract for the provision of services and materials. The directory of New York State Certified SDVOBs can be viewed at: <https://ogs.ny.gov/veterans/>

Bidders are encouraged to contact the Office of General Services' Division of Service-Disabled Veteran's Business Development at 518-474-2015 or VeteransDevelopment@ogs.ny.gov to discuss methods of maximizing participation by SDVOBs on the Contract.

5.21 Intellectual Property

Any work product created pursuant to this agreement and any subcontract shall become the sole and exclusive property of the New York State Department of Health, which shall have all rights of ownership and authorship in such work product.

5.22 Vendor Assurance of No Conflict of Interest or Detrimental Effect

All bidders responding to this solicitation should submit [Attachment 4](#) to attest that their performance of the services outlined in this RFP does not create a conflict of interest and that the bidder will not act in any manner that is detrimental to any other State project on which they are rendering services.

5.23 Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination

The New York State Human Rights Law, Article 15 of the Executive Law, prohibits discrimination and harassment based on age, race, creed, color, national origin, sex, pregnancy or pregnancy-related conditions, sexual orientation, gender identity, disability, marital status, familial status, domestic violence victim status, prior arrest or conviction record, military status or predisposing genetic characteristics. In accordance with Executive Order No. 177, the Offeror certifies that they do not have institutional policies or practices that fail to address those protected status under the Human Rights Law.

6.0 PROPOSAL CONTENT

The following includes the format and information to be provided by each bidder. Bidders responding to this RFP must satisfy all requirements stated in this RFP. All bidders are requested to submit complete Administrative and Technical Proposals, and are required to submit a complete Cost Proposal. A proposal that is incomplete in any material respect may be rejected.

To expedite review of the proposals, Bidders are requested to submit proposals in separate Administrative, Technical, and Cost packages inclusive of all materials as summarized in Attachment A, Proposal Documents. This separation of information will facilitate the review of the material requested. No information beyond that specifically requested is required, and bidders are requested to keep their submissions to the shortest length consistent with making a complete presentation of qualifications. Evaluations of the Administrative, Technical, and Cost Proposals received in response to this RFP will be conducted separately. Bidders are therefore cautioned not to include any Cost Proposal information in the Technical Proposal documents.

DOH will not be responsible for expenses incurred in preparing and submitting the Administrative, Technical, or Cost Proposals.

6.1 Administrative Proposal

The Administrative Proposal should contain all items listed below. A proposal that is incomplete in any material respect may be eliminated from consideration. The information requested should be provided in the prescribed format. Responses that do not follow the prescribed format may be eliminated from consideration. All responses to the RFP may be subject to verification for accuracy. Please provide the forms in the same order in which they are requested.

A. Bidder's Disclosure of Prior Non-Responsibility Determinations

Submit a completed and signed [Attachment 1](#), "Prior Non-Responsibility Determination."

B. Freedom of Information Law – Proposal Redactions

Bidders must clearly and specifically identify any portion of the proposal that a bidder believes constitutes proprietary information entitled to confidential handling as an exception to the Freedom of Information Law. See [Section 4.10](#), (Freedom of Information Law)

C. Vendor Responsibility Questionnaire

Complete, certify, and file a New York State Vendor Responsibility Questionnaire. DOH recommends that vendors file the required Vendor Responsibility Questionnaire online via the New York State VendRep System. To enroll in and use the New York State VendRep System, see the VendRep System

Instructions at <http://www.osc.state.ny.us/vendrep/index.htm> or go directly to the VendRep System online at <https://portal.osc.state.ny.us>.

Vendors must provide their New York State Vendor Identification Number when enrolling. To request assignment of a Vendor ID or for VendRep System assistance, contact the OSC Help Desk at 866-370-4672 or 518-408-4672 or by email at ciohelpdesk@osc.state.ny.us.

Vendors opting to complete and submit a paper questionnaire can obtain the appropriate questionnaire from the VendRep website, www.osc.state.ny.us/vendrep, or may contact the Office of the State Comptroller's Help Desk for a copy of the paper form. Bidder's should complete and submit the Vendor Responsibility Attestation, [Attachment 3](#).

D. Vendors Assurance of No Conflict of Interest or Detrimental Effect

Submit [Attachment 4](#), Vendor's Assurance of No Conflict of Interest or Detrimental Effect, which includes information regarding the bidder, members, shareholders, parents, affiliates or subcontractors. [Attachment 4](#) must be signed by an individual authorized to bind the bidder contractually.

E. M/WBE Forms

Submit completed Form #1 and/or Form #2, Form #4 and Form #5 as directed in [Attachment 5](#), "Guide to New York State DOH M/WBE RFP Required Forms."

F. Bidder's Certified Statements

Submit [Attachment 7](#), "Bidder's Certified Statements", which includes information regarding the bidder. Attachment A must be signed by an individual authorized to bind the bidder contractually. Please indicate the title or position that the signer holds with the bidder. DOH reserves the right to reject a proposal that contains an incomplete or unsigned [Attachment 7](#) or no [Attachment 7](#).

G. Encouraging Use of New York Businesses in Contract Performance

Submit [Attachment 6](#), "Encouraging Use of New York State Businesses" in Contract Performance to indicate which New York Businesses you will use in the performance of the contract.

H. References

Provide references using [Attachment 9](#), for three references. The contact listed should have sufficient authority to provide information regarding the engagement and a brief description of the data management system. At the discretion of the Evaluation Committee, references may be checked at any point during the process. Provide firm names, addresses, contact names, telephone numbers, and email addresses.

I. Diversity Practices Questionnaire

The Department has determined, pursuant to New York State Executive Law Article 15-A, that the assessment of the diversity practices of respondents of this procurement is practical, feasible, and appropriate. Accordingly, respondents to this procurement should include as part of their response to this procurement, [Attachment 10](#) "Diversity Practices Questionnaire". Responses will be formally evaluated and scored.

J. Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination

Submit [Attachment 11](#) certifying that it does not have institutional policies or practices that fail to address the harassment and discrimination of individuals on the basis of their age, race, creed, color, national origin, sex, sexual orientation, gender identity, disability, marital status, military status, or other protected status under the Human Rights Law.

6.2 Technical Proposal

The purpose of the technical proposal is to demonstrate the qualifications, competence, and capacity of the bidder to perform the services contained in this RFP. The Technical Proposal should demonstrate the qualifications of the bidder and the staff to be assigned to provide services related to the services included in this RFP.

A technical proposal that is incomplete in any material respect may be eliminated from consideration. The following outlines the information requested to be provided by bidders. The information requested should be provided in the prescribed format. Responses that do not follow the prescribed format may be eliminated from consideration. All responses to the RFP may be subject to verification for accuracy.

While additional data may be presented, the following should be included. Please provide the information in the same order in which it is requested. Your proposal should contain sufficient information to assure DOH of its accuracy. Failure to follow these instructions may result in disqualification.

Pricing information contained in the Cost Proposal cannot be included in the Technical Proposal documents.

A. Title Page

Submit a Title Page providing the RFP subject and number; the bidder's name and address, the name, address, telephone number, and email address of the bidder's contact person; and the date of the Proposal.

B. Table of Contents

The Table of Contents should clearly identify all material (by section and page number) included in the proposal.

C. Documentation of Bidder's Eligibility Responsive to Section 3.0 of RFP

Bidders must be able to meet all the requirements stated in Section 3.0 of the RFP. The bidder must submit documentation that provides sufficient evidence of meeting the criterion. This documentation may be in any format needed to demonstrate how they meet the minimum and preferred qualifications to propose.

C.1 Minimum Qualifications

Bidder must provide documentation that they have:

- A minimum of three (3) years' corporate experience developing, implementing, and operating an online case and data management and information system that processes approximately 20,000 records on an annual basis, with built in field editing upon entry or import, client listing, reporting, and data extraction functionality.

Evidence of experience must at a minimum include: a statement explaining previous qualifying experience/exposure that qualifies the bidder and, if applicable, its subcontractor(s) to undertake the functions and activities required in this RFP; narrative descriptions of (a) the bidder's organization, including the parent and all subsidizing companies; (b) description of the bidder's corporate experience in developing, implementing, and operating applications comparable in size, scope, and functionality to the PICHC DMIS; and a complete staffing plan identifying all key professional personnel and person(s) to be responsible for the various required components and functions of the PICHC DMIS, along with their qualifying resumes if

available. If resumes are not available at the time of bid, proposed staff titles, qualifications and job descriptions should be included in the staffing plan, and resumes submitted when/if the positions are filled.

C.2 Preferred Qualifications

Preference will be given to bidders with the following experience:

A minimum five (5) years' experience developing, implementing, and operating a statewide healthcare-related case and data management and information system that meets all of the minimum qualifications as described in Section 3.1 above.

D. Technical Proposal Narrative

The technical proposal should provide a complete description of the bidder's capabilities to perform the services required by the NYS PICHC DMIS. The bidder's narrative should provide a brief summary of their experience/exposure to undertaking the functions and activities described in Section 4.0 Scope of work in this RFP. The bidder should provide satisfactory evidence of the bidder's ability to meet each element as it relates to Section 4.0 Scope of Work.

In addition, the bidder should respond to each element listed below and label their responses with the corresponding section letter/number.

D.1.a Data Collection, Retrieval and Editing (see section 4.1.a)

Bidders should describe in detail their experience, ability, and how they plan to:

- Assume responsibility for all aspects of data collection, retrieval, and editing of the PICHC DMIS ;
- Review, enhance, update and disseminate CHW encounter data collection forms;
- Develop and distribute data collection guidelines, including detailed data field specifications;
- Retrieve data via online entry and importing functionality, and
- Ensure data accuracy, including applying field-specific editing specifications, and assessing overall data submission quality using quality metrics.

D.1.b Implementation Plan (see section 4.1.b)

The Bidder should provide a detailed description of its plan for the full implementation and ongoing operation of the PICHC DMIS; provide a project management schedule showing the proposed timeline as applicable for the complete design/development/transition, and implementation, operation, maintenance, and enhancement of the data system; and plan for the thorough testing of all phases of the system prior to and post implementation and a description of how the system will be tested upon introduction of corrections or enhancements and how security, performance, load, stress, accessibility, usability, etc. will be incorporated into testing.

The plan should detail their ability to and description of how they will:

- Develop/test/deploy/retest the PICHC DMIS system; establish and manage the secure website, with hierarchical, user role-specific access to dashboards and detailed listings agency/client information;
- Provide training and technical support to users;
- Capture/process/validate the data;
- Load/store/securely backup currently active client data and archive/securely backup, data inactive for more than five years;
- Develop end-user data importing/exporting and alert functionality; and
- Maintain/enhance/transition the PICHC DMIS system.

D.1.c Analysis and Documentation of the Data System (see sections 4.1.c)

Bidders should describe in detail their experience and ability, and how they propose to:

- Fully document all technical aspects, business processes, planning, development, testing, and implementation of the system using recognized methodologies and documentation, including:
 - Requirements specifications;
 - Technical system descriptions;
 - A logical design; and
 - A physical design.

D.1.d Data Processing and Control (see section 4.1.d)

Bidders should describe in detail their experience, ability, and their plan for:

- Electronically capturing, via online entry and importing functionality, and processing data from all PICHC programs;
- Developing and maintaining control procedures, including but not limited to:
 - Internal role-specific dashboard navigability and searching, detailed agency/client listings, (see Attachment E)
 - Due dates for monthly data submission
 - Record-level and field-specific editing specifications
 - Providing feedback to programs on incomplete, late or erroneous/rejected data entries
- Adding alerts for follow-up services and reminders for when data reports are due.

D.1.e. Data Loading, Storage and Archiving (see section 4.1.e)

Bidders should describe in detail their experience, ability and plan to:

- Load currently active client and visit data;
- Maintain a minimum five (5) year active database of client and visit records, as well as a minimum of five (5) years of historical master computer files;
- Provide off-site recoverable secure storage of all active and historical files, including location and/or supplier; and
- Re-create data (if lost) at no cost to DOH.

D.1.f. Computer Production System (see section 4.1.f)

Bidders should describe:

- All computer system hardware, software, programming languages, file layouts, coding and editing schemes, operating and security systems, utilities, secure on/off site storage media/suppliers, and any other equipment or services they propose using for the PICHC DMIS;
- Their experience with and how they will create and maintain a user-friendly secure website, including the structure being proposed for use, and all navigation, access controls, and security procedures.

Bidders should detail their experience, ability, and plan to:

- Ensure the Contractor-sponsored website and application and corresponding data and network configuration meet the specifications outlined in NYS OITS's Secure Configuration Standard Policy, Account Management/ Access Control Policy, and Information Security Policy, and the Federal HIPAA Security Regulation;
- Provide access to PICHC data sets to DOH and programs via secure file transfer in standard format (e.g., Excel, .CSV file or ASCII text) or via secure portal to the data base tables for SQL query ;
- Provide selected information via secure file transfer protocols or on password protected/encrypted CD ROM, DVD, or flash drive in standard format (e.g., CSV, or ASCII text) as requested and within a reasonable time frame, not to exceed two weeks; and
- Respond to other special programming requests and systems modifications within 30 days, or within a reasonable time frame negotiated and approved by DOH.

D.1.g Data Ownership (see section 4.1.g)

The Bidder should describe their understanding of and any related experience they have with data

ownership, including:

- How they plan to provide the DOH with any and all data upon request; and
- Their plan to conduct secure, confidential and timely destruction of any and all data and storage media associated with the PICHC DMIS, and provide certification verifying its destruction upon completion or termination of the contract.

D.2. Training and Technical Support Detail (see section 4.2)

Bidders should describe their experience and ability to provide training and support to PICHC programs, and propose a plan that describes in detail how they will:

- Develop training documentation and user guides for navigating the data system, entering and retrieving data, and creating and interpreting reports.
- Develop and maintain a Frequently Asked Questions (FAQ) section.
- Provide training and technical support directly to PICHC program staff for collection and entry of CHW encounter data to ensure accurate and complete data entry as well as submission quality;
- Provide training and technical support directly to PICHC program staff on navigating the data system and interpretation of reports;
- Conduct up to twelve (12) trainings via webinar each contract year, as needed;
- Ensure training and demonstrations of the system, whether via webinar screen share or in documentation, are conducted/presented using only test or scrambled data;
- Post on the Contractor-sponsored website, in a downloadable or printable format, all Webinar trainings, detailed data manuals, and website and application specifications for users at all PICHC programs, and DOH Bureau of Women, Infant, and Adolescent Health; and
- Provide a help desk with a dedicated email address and a toll-free telephone number (operable Monday through Friday between the hours of 8:00 AM and 5:00 PM Eastern Time) for program support/consultation.
- Meet with the DOH staff at least four (4) times per contract year. At the discretion of DOH, at least one (1) of the four (4) meetings may be conducted in person in Albany, New York.

D.3 Data Report Generation and Extraction Detail (see section 4.3)

The Bidder must describe in detail their experience, ability, and plan to:

- Produce the required standard statistical data system reports discussed in Section 4.3 and shown in Attachment E and make available via the Web-based application to the appropriate parties and for the specifiable time frames;
- Modify existing report formats and develop new formats in cooperation with DOH, including how long it would take to provide these reports once specifications are agreed upon;
- Assure accuracy and timeliness of reports using the quality control procedures it has in place;
- Provide custom reports upon request, including the length of time it would take to prepare such reports; and
- Provide ad hoc reporting functionality on-line, including the ability to generate, graph, and print a variety of program and state-specific reports on data elements of particular and periodic interest.
- Provide data extraction functionality for the DOH and participating agencies in the prescribed format and for the specifiable timeframes.

The Bidder's technical proposal shall be neither conditioned nor contingent.

D.4 Information Technology (see section 4.4)

The bidder should describe their proposed approach for Information and Technology (see Scope of Work Section 4.4)

D.5 System Security (see section 4.5)

The bidder should propose a security plan that includes a schematic diagram of their network configuration, demonstrating its compliance with the Federal HIPAA Security Regulation and NYS OITS policies, procedures, guidelines, and standards. The Bidder should include specific statements related to their security and confidentiality plan related to both hard copy and electronically stored information, as well as the security of information posted on the web.

The Bidder's data security procedures and controls should be provided with the security plan and should address:

- The identity of the person(s) responsible for computer security;
- Steps taken to safeguard data at each step of the data processing system lifecycle, as well as information posted on the Bidder's website;
- Data security and confidentiality protocols, including employee access and role based permissions;
- Employee training and any written policies on confidentiality;
- Data redundancy and back-up plans including plans in the event of a catastrophic loss of equipment or facilities; and
- An understanding of HIPAA-related restrictions and requirements, including the need to execute a Business Agreement with each agency.

D.6 Transition (see section 4.6)

The Bidder should describe in detail its experience and ability to:

- Migrate the contents of the PICHC DMIS to DOH or its designee;
- Develop an end of contract transition plan no later than four (4) months before the last day of the contract, including detail about how it will turn over all data files, report templates, and complete and comprehensive documentation;
- Ensure and verify certification of security and confidentiality in removing, deleting, and destroying all FPP databases, data files, backup data, archives, off site stored data and compressed/zipped data associated with the PICHC DMIS.

6.3 Cost Proposal

Submit a completed and signed **Attachment B – Cost Proposal**. The Cost Proposal shall comply with the format and content requirements as detailed in this document and in Attachment B. Failure to comply with the format and content requirements may result in disqualification.

The bid price is to cover the cost of furnishing all of the said services, including but not limited to travel, materials, equipment, overhead, profit and labor to the satisfaction of the Department of Health and the performance of all work set forth in said specifications.

7.0 PROPOSAL SUBMISSION

A proposal consists of three distinct parts: (1) the Administrative Proposal, (2) the Technical Proposal, and (3) the Cost Proposal. Proposals should be submitted as prescribed below.

Submit **three (3), open and permission password protected**, PDF proposals in separate emails to: PICHC-DMIS@health.ny.gov with the subject "< Type of Proposal Submission, Bidder name, RFP #20053>

Include, as attachment to each email, the distinct PDF file labeled "Administrative Proposal", "Technical Proposal", or "Cost Proposal". Example: "Technical Proposal Submission, ABC Company, RFP #20053".

All electronic proposal submissions should be clear and include page numbers on the bottom of each page.

The body of the email submitted should also include the password and indicate the number of total pages intended, and where indicated each subset of pages listed. Example: Technical proposal 30 pages total, Attachment C, 17 pages. A font size of eleven (11) points or larger should be used with appropriate header and footer information. In the event an electronic submission cannot be read by the Department, the Department reserves the right to request a hard copy and/or electronic resubmission of any unreadable files. Offeror shall have 2 business days to respond to such requests and must certify the resubmission is identical to the original submission.

1. Where signatures are required, the proposal should have a handwritten signature and be signed in blue ink. A scanned signature can be used for electronic submission in the PDF. The Department reserves the right to request hardcopy originals of all signature pages at any time.

2. The NYSDOH discourages overly lengthy proposals. Therefore, marketing brochures, user manuals or other materials, beyond that sufficient to present a complete and effective proposal, are not desired. Elaborate artwork or expensive paper is not necessary or desired. In order for the NYSDOH to evaluate proposals fairly and completely, proposals should follow the format described in this RFP to provide all requested information. The Bidder should not repeat information in more than one section of the proposal. If information in one section of the proposal is relevant to a discussion in another section, the Bidder should make specific reference to the other section rather than repeating the information.

3. Audio and/or videotapes are not allowed. Any submitted audio or videotapes will be ignored by the evaluation team; and

The entire proposal must be received by the NYSDOH in three separate emails to the email account and format designated above, no later than the Deadline for Submission of Proposals specified in Section 1.0, (Calendar of Events). Late bids will not be considered.

7.1 No Bid Form

Bidders choosing not to bid are requested to complete the No-Bid form [Attachment 2](#).

8.0 METHOD OF AWARD

8.1 General Information

DOH will evaluate each proposal based on the "Best Value" concept. This means that the proposal that best "optimizes quality, cost, and efficiency among responsive and responsible offerors" shall be selected for award (State Finance Law, Article 11, §163(1)(j)).

DOH at its sole discretion, will determine which proposal(s) best satisfies its requirements. DOH reserves all rights with respect to the award. All proposals deemed to be responsive to the requirements of this procurement will be evaluated and scored for technical qualities and cost. Proposals failing to meet the requirements of this document may be eliminated from consideration. The evaluation process will include separate technical and cost evaluations, and the result of each evaluation shall remain confidential until evaluations have been completed and a selection of the winning proposal is made.

The evaluation process will be conducted in a comprehensive and impartial manner, as set forth herein, by an Evaluation Committee. The Technical Proposal and compliance with other RFP requirements (other than the Cost Proposal) will be weighted **70%** of a proposal's total score and the information contained in the Cost Proposal will be weighted **30%** of a proposal's total score.

Bidders may be requested by DOH to clarify the contents of their proposals. Other than to provide such information as may be requested by DOH, no Bidder will be allowed to alter its proposal or add information after the Deadline for Submission of Proposals listed in [Section 1.0](#) (Calendar of Events).

In the event of a tie, the determining factors for award, in descending order, will be:

- (1) lowest cost and
- (2) proposed percentage of MWBE participation.

8.2 Submission Review

DOH will examine all proposals that are received in a proper and timely manner to determine if they meet the proposal submission requirements, as described in [Section 6.0](#) (Proposal Content) and [Section 7.0](#) (Proposal Submission), including documentation requested for the Administrative Proposal, as stated in this RFP. Proposals that are materially deficient in meeting the submission requirements or have omitted material documents, in the sole opinion of DOH, may be rejected.

8.3 Technical Evaluation

The evaluation process will be conducted in a comprehensive and impartial manner. A Technical Evaluation Committee comprised of program staff of DOH will review and evaluate all proposals.

Proposals will undergo a preliminary evaluation to verify Minimum Qualifications to Propose (Section 3.0).

The Technical Evaluation Committee members will independently score each Technical Proposal that meets the submission requirements of this RFP. The individual Committee Member scores will be averaged to calculate the Technical Score for each responsive bidder.

The technical evaluation is **70% (up to 70 points)** of the final score.

8.4 Cost Evaluation

The Cost Evaluation Committee will examine the Cost Proposal documents. The Cost Proposals will be opened and reviewed for responsiveness to cost requirements. If a cost proposal is found to be non-responsive, that proposal may not receive a cost score and may be eliminated from consideration.

The Cost Proposals will be scored based on a maximum cost score of 30 points. The maximum cost score will be allocated to the proposal with the lowest all-inclusive not-to-exceed maximum price. All other responsive proposals will receive a proportionate score based on the relation of their Cost Proposal to the proposals offered at the lowest final cost, using this formula:

$$C = (A/B) * 30\%$$

A is Total price of lowest cost proposal;

B is Total price of cost proposal being scored; and

C is the Cost score.

The cost evaluation is **30% (up to 30 points)** of the final score.

8.5 Composite Score

A composite score will be calculated by the DOH by adding the Technical Proposal points and the Cost points awarded. Finalists will be determined based on composite scores.

8.6 Reference Checks

The bidder should submit 3 professional references using [Attachment 9](#) (References). At the discretion of the Evaluation Committee, references may be checked at any point during the process to verify bidder qualifications to propose (Section 3.0).

8.7 Best and Final Offers

NYSDOH reserves the right to request best and final offers. In the event NYSDOH exercises this right, all bidders that submitted a proposal that are susceptible to award will be asked to provide a best and final offer. Bidders will be informed that should they choose not to submit a best and final offer, the offer submitted with their proposal will be construed as their best and final offer.

8.8 Award Recommendation

The Evaluation Committee will submit a recommendation for award to the Finalist(s) with the highest composite score(s) whose experience and qualifications have been verified.

The Department will notify the awarded bidder(s) and bidders not awarded. The awarded bidder(s) will enter into a written Agreement in accordance with the terms of [Attachment 8](#), DOH Agreement, to provide the required services as specified in this RFP. The resultant contract shall not be binding until fully executed and approved by the New York State Office of the Attorney General and the Office of the State Comptroller.

ATTACHMENTS

The following attachments are included in this RFP and are available via hyperlink or can be found at: <https://www.health.ny.gov/funding/forms/>.

1. [Bidder's Disclosure of Prior Non-Responsibility Determination](#)
2. [No-Bid Form](#)
3. [Vendor Responsibility Attestation](#)
4. [Vendor Assurance of No Conflict of Interest or Detrimental Effect](#)
5. [Guide to New York State DOH M/WBE Required Forms & Forms](#)
6. [Encouraging Use of New York Businesses in Contract Performance](#)
7. [Bidder's Certified Statements](#)
8. [DOH Agreement](#) (Standard Contract)
9. [References](#)
10. [Diversity Practices Questionnaire](#)
11. [Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination](#)

The following attachment is included in this RFP:

- A. Proposal Document Checklist

The following attachments have been posted as a bidder's library along with this RFP at <https://www.health.ny.gov/funding/>:

- B. Cost Proposal
- C. CHW Data Collection Forms
- D. Software As A Service (SaaS) Attestation
- E. Data System Reports / Role Specific Dashboard Screenshots

ATTACHMENT A PROPOSAL DOCUMENT CHECKLIST

Please reference Section 7.0 for the appropriate format and quantities for each proposal submission.

RFP20053 – PICHC DMIS		
FOR THE ADMINISTRATIVE PROPOSAL		
RFP §	SUBMISSION	INCLUDED
§ 6.1.A	Attachment 1 – Bidder’s Disclosure of Prior Non-Responsibility Determinations, completed and signed.	<input type="checkbox"/>
§ 6.1.B	Freedom of Information Law – Proposal Redactions (If Applicable)	<input type="checkbox"/>
§ 6.1.C	Attachment 3-Vendor Responsibility Attestation	<input type="checkbox"/>
§ 6.1.E	Attachment 4 - Vendor Assurance of No Conflict of Interest or Detrimental Effect	<input type="checkbox"/>
§ 6.1.F	M/WBE Participation Requirements:	<input type="checkbox"/>
	Attachment 5 Form 1	<input type="checkbox"/>
	Attachment 5 Form 2 (If Applicable)	<input type="checkbox"/>
§ 6.1.G	Attachment 6-Encouraging Use of New York Businesses	<input type="checkbox"/>
§ 6.1.H	Attachment 7 - Bidder’s Certified Statements, completed & signed.	<input type="checkbox"/>
§ 6.1.I	Attachment 9 – References	<input type="checkbox"/>
§ 6.1.J	Attachment 10 - Diversity Practices Questionnaire	<input type="checkbox"/>
§ 6.1.K	Attachment 11 - Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination	<input type="checkbox"/>
FOR THE TECHNICAL PROPOSAL		
RFP §	SUBMISSION	INCLUDED
§ 6.2.A	Title Page	<input type="checkbox"/>
§ 6.2.B	Table of Contents	<input type="checkbox"/>
§ 6.2.C	Documentation of Bidder’s Eligibility (Requirement)	<input type="checkbox"/>
§ 6.2.D	Technical Proposal Narrative	<input type="checkbox"/>
§ 6.2.E	<<List any Required Attachments to Complete Technical Proposal>>	<input type="checkbox"/>
FOR THE COST PROPOSAL REQUIREMENT		
RFP §	REQUIREMENT	INCLUDED
§ 6.3	Attachment B- Cost Proposal	<input type="checkbox"/>

**ATTACHMENT B
COST PROPOSAL**

The Cost Proposal Bid Sheet is provided as a separate file on the Department’s Grant/Funding Opportunities webpage for RFP #20053 found at <https://www.health.ny.gov/funding/>.