



Department of Health

RFP #20245

New York State Donate Life Registry

Amendment #1

Issued: February 21, 2024

The following are official modifications, which are hereby incorporated into RFP #20245 New York State Donate Life Registry. The information contained in this amendment prevails over the original RFP language. For all amendments below, deleted language appears in strikethrough (“~~xxx~~”) red and added language appears in underline (“xxx”).

1.0 CALENDAR OF EVENTS

RFP 20245 – NEW YORK STATE DONATE LIFE REGISTRY	
<u>EVENT</u>	<u>DATE</u>
Issuance of Request for Proposals	January 23, 2024
Deadline for Submission of Written Questions	Questions Due By February 1, 2024 4:00 p.m. ET
Responses to Written Questions Posted by DOH	Responses Posted On or About February 15, 2024
Deadline for Submission of Proposals	Proposals Due On Or Before Date March 6 <u>13</u> , 2024 4:00 p.m. ET
<u>Anticipated</u> Contract Start Date	Date: 05/01/2024 5 <u>5</u>

4.1.4.1 General Requirements

The Contractor shall:

- j. The Contractor shall meet with the ~~State's interagency work group~~ and Department no less frequently than monthly. These meetings will be held virtually, unless determined otherwise by the Department. In the event an in-person meeting is requested, the Contractor would travel to the state office located at 875 Central Ave in Troy NY.

4.2.1 Staffing

The Contractor must provide the staff to accomplish the deliverables identified in accordance with timelines included in this RFP, including but not limited to:

Note: Project Manager and Quality Assurance staff must be employees of the Contractor.

4.1.2.1 Facilitation, Management and Processing of Enrollments, Modifications and Revocations

The Contractor must meet the requirements of applicable NYS law, regulation, policy, and guidelines regarding functionality and reporting, including the ability to exchange data with and accommodate receipt of data in electronic or written form from other entities involved in facilitating Registry enrollment including but not limited to the following:

- Members of the public;
- NYS Department of Motor Vehicles (“DMV”);
- NYS Board of Elections (“BOE”);
- NY State of Health (“NYSoH”) Insurance Marketplace;
- NYS Department of Environmental Conservation (“NYSDEC”);
- IDNYC Program; and
- Federally certified organ procurement organizations and eye and tissue banks licensed by the Department, and others as subsequently identified.
- Statutory obligations to add enrollment sources for implementing Parts 3216 and 3221 of Insurance law enacted in the chapter 758 of the Laws of 2022 to Chapter 758 requiring all health and accident insurers in NYS to add the donor designation question to their applications and send that information to the Registry (Impacts an estimated 50-60 insurance plans).

“Provide a system that notifies the Contractor, the Department, the registration source, and others when appropriate, within no more than forty-eight (48) hours of the occurrence of an error and/or unexpected failure to receive, retrieve or process registration data from an established electronic source. Work must

begin immediately to determine the cause(s) of such error and initiate resolution resolve within forty-eight (48) hours of awareness of the error or the failure.

If the error or failure **continues** remains unresolved beyond seven (7) calendar days from the date the Contractor initially becomes aware of the error or failure, the Contractor must involve the Department in seeking resolution of the error(s) or failure(s).

Attachment B: Cost Proposal

Bidders must provide an all-inclusive price for the Registry Requirements and Functionality as well as Website Requirements and Functionality for each year of the contract. In total the bidder would be submitting ten prices. The all-inclusive prices must include all transition; enhancement; data entry , receipt, retrieval, <u>import</u> and storage of electronic records; information technology; and security requirements included in this RFP.					
Deliverable	Cost				
	Year 1	Year 2	Year 3	Year 4	Year 5
Registry Requirements and Functionality					
Website Requirements and Functionality					

Bidders must provide an all-inclusive price for the Administrative and Operational Support requirements for each year of the contract. In total the bidder would be submitting thirty-five prices. The all-inclusive prices must include all overhead, labor, equipment, materials, and travel to accomplish work identified in this RFP.						
Deliverable		Cost				
		Year 1	Year 2	Year 3	Year 4	Year 5
Administration and Operational Support	Staff and Administrative User Training and Oversight					
	Data Entry, Receipt, <u>Import</u> , Retrieval and Record Storage of Paper Records.					
	Development, maintenance, and implementation of Required Documentation					
	Development and Implementation of Workplans, Quality Assurance Plan, Performance Improvement Plan, Test Plans and Testing					
	Customer Service					
	Promotion of Registry and Registry Partnerships					
	Reporting					

4.2. Staffing

4.2.1 Project Manager

The Contractor must designate the equivalent of at least one full time (40 hours/week) Project Manager ("PM"). The PM will serve as the Department's primary contact with the Contractor. This position must be filled by an employee or employees of the Contractor and cannot be filled by subcontractors or consultants. If one (1) PM is appointed, the PM needs to be dedicated to the Contract with DOH on a full time (100%) basis. If more than one (1) employee of the Contractor is assigned project management responsibilities, the total combined time they dedicate to the Registry Contract must equate to a minimum of one (1) full time (100%) employee.

The Project Manager will be responsible to ensure that all work conducted under the Contract is performed according to all Department policies, requirements, and standards of performance. The PM will be responsible for the overall quality, accuracy, and timeliness of all Contract work products and deliverables. This will include responsibility for: (a) the development and implementation of annual workplans and budgets, quality assurance and internal control plans; (b) ensuring that data systems supporting Contract activities are fully operational, modified and maintained in a timely manner consistent with Department and contractual requirements; (c) the development and implementation of quality assurance and performance improvement activities; and (d) providing training to and assuring satisfactory performance of staff and administrative uses of the system. The PM will work closely with DOH to successfully address any errors, failures or concerns regarding the implementation, operation or turnover of the project.

The Project Manager must be accessible by phone or e-mail during NYS business hours. The PM must acknowledge ~~emails sent~~ **receipt of questions or issues communicated** by the Department ~~within twenty-four (24) hours of receipt.~~ to the contractor as being of an urgent nature within 1 business day or the first business day after receipt on a non-business day. The Contractor must provide responses to urgent question(s) asked or issue(s) raised within 3 business days of receipt or three business days after DOH work week commences.

This constitutes the entirety of Amendment #1 to RFP #20245.