

New York State Department of Health
RFP #20383: Bureau of Emergency Medical Services and Trauma Systems Licensure Software
Questions and Answers Posted 5/28/2024

| Question # | Corresponding RFP Section | Question | Answer |
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| 1. | 3.1 and 3.2 | Whether companies from Outside USA can apply for this? (like, from India or Canada) | See section 3.1 Minimum Qualifications and section 3.2 Preferred Qualifications. |
| 2. | | Whether we need to come over there for meetings? | No. |
| 3. | 4.4.5 (J) | Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada) | No. |
| 4. | 7.0 | Can we submit the proposals via email? | See section 7.0 Proposal Submission. |
| 5. | 4.1.1 | Apart from the systems mentioned under the Data Repository in Section 4.1.1A, integrations with 3rd party systems are mentioned in 4.1.1.C. Could you please list those systems? | Potential integrations may include, but not limited to: the exam testing provider (PSI); State DOH Health Commerce System; ePCR repository; and emergency and operations management systems. |
| 6. | 4.1.1 | Estimated number of integrations which brings data into the solution from both internal and external systems. | Approximately 6. |
| 7. | 4.1.1 | Estimated number of APIs which need to be built and managed | Approximately 3. |
| 8. | 4.1.1 | Most systems are databases mentioned in 4.1.1 and Attachment C. Are there any other systems which needs different kind of integration patterns such as API based, flat file based, event based or message based? if yes, could you please list them? | Yes, see answer to question 5 above. |
| 9. | 4.4.5 | The Cloud Service Provider cannot commit to compliance with future Department security updates or requirements without reviewing their applicability and scope. Can the Department remove this requirement to comply fully with "future updates"? | No. |
| 10. | 4.4.4.c | As a part of developing a viable Disaster Recovery plan and program for the production environment and platforms, Cloud Service Provider (CSP) schedules Disaster Recovery exercises which are conducted at least annually. Overall, CSP has conducted more than 40 Disaster Recovery exercises in the | No. |

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| | | production instance environment. The Department will not be able to directly test our infrastructure or declare that a business continuity event exists. Therefore, can this requirement be removed or modified? | |
| 11. | General** | Please provide the number of named internal users the new system will support. | There will be approximately 50 internal users that will use the system. |
| 12. | | Please provide the number of external users the new system will support. Please provide historical statistics on how frequently a typical external user will access the system or if there are patterns/seasonality. | There will be approximately 85,000 external users of the system. Most of the users will only use the platform once every four years when it is time to renew their EMS certification. |
| 13. | 4.4.2 | Are there different types of external users accessing the system? If yes, how do you define the different types of external users? Do they differ in terms of how they access or engage in the system? If yes, how? | There are approximately three types of external users, EMS provider, EMS Agency leader, EMS Instructor. Yes, they would have different levels of data they would feed into the system and there would be different user information that would be available to them. See section 4.4.2 for additional information. |
| 14. | New York State Department of Health Contract - Section II, "Payment and Reporting", ss. B | Indicates that payment terms shall be by monthly invoices. If the successful Bidder is a SaaS offering, will payment terms be adjusted to permit licensing, hosting, and support services to be billed annually in advance? | No. |
| 15. | New York State Department of Health Contract - Section III, "Term and Termination", ss. D | Indicates that opportunity to cure will not exceed 30 days. Will the Department permit a minimum opportunity to cure? And if so, will the Department permit a minimum 30 days to cure, not to exceed 45 days? | The Department will not agree to a "minimum" cure period. A "reasonable time as specified by the Department" will be allowed if the Department considers that the "unwillingness or inability of the Contractor to perform the work" is subject to cure. |

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| 16. | New York State Department of Health Contract - Section IX, "General Specifications", ss. A | Indicates that the work shall be commenced and shall be undertaken within such time as the Department may direct. Bidder may provide professional services described in a Statement of Work / Implementation Plan that would provide a project plan with milestone deliverables. Is the Department willing to amend this term to permit the timing of delivery of professional services to be mutually agreed to pursuant to a project plan (Implementation Plan) deliverable? | It is anticipated that each Bidder's Proposal will include an "Implementation Plan" that will be made a part of the final Contract awarded as Appendix C. Additionally, one could cite a provision of the RFP that also indicates that the RFP will become Appendix B to the Contract. |
| 17. | New York State Department of Health Contract - Section IX, "General Specifications", ss. E, 1-5. | Section 1 indicates that any materials, articles, papers, etc. developed should be marked "Funded by the New York State Department of Health". See also sections 2-5. If Bidder is a SaaS offering, it would not provide work for hire and retain all IP and work product ownership. In these circumstances would the Department delete this clause? Same question pertains to sections 2-5, specifically, will the Department amend this Ownership section to delete reference to 'Work for Hire' and permit Bidder to retain all IP and work product ownership? (Excluding ownership by Department of Department data). | The Department acknowledges that this RFP seeks to procure a "Software-as-a Solution (SaaS)" and will engage with the successful Bidder to revise Section IX.E. (Ownership Clauses) of the New York State Department of Health Contract accordingly. |
| 18. | New York State Department of Health Contract - Section IX, "General Specifications", ss. G, 2. | Regarding damages from any delays, errors, or untimely performance of product. Will the Department consider amending the term to include a damage cap not to exceed the annual contract value? | The Department cannot accept such a contractual cap on Contractor's liability. |
| 19. | 2.3 Term of the Agreement | Term = 5 years. Will the contract include additional options for renewal? And if so, is there a cap on the length and cadence of renewal options? | No. See section 2.3 Term of Agreement. |
| 20. | 3.1 Minimum Qualifications | "1 year experience supporting a licensure SaaS platform with at least 1 state or federal agency" Does the reference to state refer to any state in the United States or specifically experience of at least one year with one NY state entity? | Experience from any State in the United States of America would be considered. |

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| 21. | 4.1.1 Data Repository, ss. C | Repository must link to internal databases and external 3 rd party systems. Can the Department list specifically what integrations are required outside of those systems that have been specifically built for the benefit of the Department? For example, what specific third-party payment processor does the Department currently use? | Yes, see answer to question 5 above. |
| 22. | 4.4.5 Technology Security ss. H | The solution must provide, at no cost to the users, essential off-line (no internet/server connection) functionality as determined by the Department, providing that, I. once the solution returns to on-line status (connected to server) all off-line functions performed will automatically sync with server, and II. all off-line functions must adhere to the same security requirements as any on-line function. What type of offline functionality is expected. Typically, this would be limited in scope to inspections | Off line functionality may include but is not limited to inspections. |
| 23. | | Does the Department have a preference re web hosting via Google vs AWS vs X? | The Department has no preference |
| 24. | | Can a Bidder provide its standard Software-as-a-Service (SaaS) EULA for consideration and incorporation into the Contract terms for those terms of its EULA that do not conflict with Attachment 8? | Yes. |
| 25. | | How long have you been on the current platform? | The current platform has been utilized since the early 2000s. |
| 26. | | What is the current Dept of Health Licensing in platform that is being used for your occupation licenses? https://www.nyc.gov/site/doh/business/permits-licenses.page | EMSProd, which is an internal Sybase platform. |
| 27. | | Has the budget for this project been approved or is a legislative budget request still required after the RFP is completed? | Anticipated funding has been allocated for this project. |
| 28. | 4.1.6 | What is your ideal go live date? | See section 4.1.6 Implementation Plan. |

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| 29. | | What consulting organization or individual contractor helped you prepare this RFP? Is that vendor also bidding on this project? | None. |
| 30. | | Have you received any unsolicited proposals or gotten vendor demos from platforms like Salesforce or Imagetrends in advance of this RFP? | No. |
| 31. | | Does The New York State Office of Information Technology Services (ITS) have a preferred licensing or permitting platform that has been rubber stamped by state IT today? | ITS does not have "rubber stamped" licensing or permitting platforms. |
| 32. | | Does anyone from the CIO's office need to approve your chosen platform or does the Dept of Health have autonomy to pick their own platform independently of their approval? | The Department has autonomy to select the awardee. |
| 33. | | How many FTE resources will be given to the chosen vendor to support the migration, scanning, and uploading process? | The department will support the project to ensure the vendor has what they need to support the outlined tasks. |
| 34. | | Who is your current payment provider or payment gateway provider for the issues licensed or certificates? | There are no payments when processing certifications. |
| 35. | | Do you find financial reconciliation a chore today with the current payment processing standards you have in place today? | There are no payments when processing certifications. |
| 36. | | Internal document review - is this done with all FTEs staff or are their 3rd party consultants or suppliers that are required to review this documentation in advance of the document moving to the next phase of the workflow? | All approval processes are handled by internal staff within New York State Department of Health. |
| 37. | | How many dedicated staff are you expecting to assign to this project? | See response to question 33. |
| 38. | | To confirm - is the current platform a Sybase solution? What version are you running? | Yes. The database is in Sybase version 15.0.3. |

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| 39. | | How many legislative changes have you experienced in the last 5 years that would require system changes from a licensing or information gathering perspective? | None. |
| 40. | | How many resources are required to support that system today? | The current legacy system, EMSProd is supported by New York State ITS. |
| 41. | 2.0 | Is this platform online or saas? | See section 2.0 Overview. |
| 42. | 4.4.2 | Page 19 - how many active users types of the system do you have today and based on the profiles you have mentioned how many are you assuming across each of the roles you have described in the future? | There are 4 active user types. In the future, there will be 9 active user types/roles. See section 4.4.2 for examples of user roles. |
| 43. | | What is the core IT skill set of today's current FTE support staff? | Powerbuilder development knowledge and Sybase database development knowledge. |
| 44. | | What platform or system are you using for compliance or corporate reporting today? | EMSProd |
| 45. | | Do you use a LMS platform for courses today? | No, not related to the functions of this RFP. |
| 46. | | What third party organizations or databases will be required to integrate with? | See answer to question 5 above. |
| 47. | | Do you have any records management requirements today? | Yes. |
| 48. | | Is there any scanning of physical documents required? | The vendor is not expected to scan in documents, however, should be able to maintain documents scanned and uploaded into the system. |
| 49. | | What features do you think require custom development? | Expectations of the platform are outlined in the RFP. |
| 50. | | How many investigations are you doing per year? | Approximately 500-700 investigations per year. |

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| 51. | | How many inspections are you doing per year? | Approximately 700-1200 inspections per year. |
| 52. | | How many complaints are you getting per year? | Approximately 75-150 complaints per year. |
| 53. | | Are complaints managed differently than cases? | Yes. |
| 54. | | Housing locations - do you keep this information in any sort of GIS system? | No. |
| 55. | | Is the system required to accept request for grants and approvals? | No. |
| 56. | 1.0 | Per the Calendar of Events, responses to the questions will be posted on 5/21 & the response is due 6/6. Will the Department please consider extending the proposal deadline by another 2 weeks to give bidders adequate time to build a responsive proposal? | See Amendment 1. |
| 57. | | How many licenses do you anticipate needing for this project? | We are unsure what the individual software considers a license, however there will be approximately 50 internal users that will use the system and approximately 85,000 certified providers. |
| 58. | 4.1.6 | Is the implementation timeline (1 year) outlined in the RFP fixed, or is there flexibility to consider adjustments based on project needs? | Fixed. See section 4.1.6 Implementation Plan. |
| 59. | | What IT infrastructure and software systems does the department currently utilize? | The department currently utilizes an on-premise Sybase platform. |
| 60. | | How many interfaces were utilized between organizations in the previous processes? | Current integrations include, but not limited to: Exam Testing Provider; State DOH Health Commerce System. |
| 61. | | Are there established systems or databases that the proposed solution must integrate with? | Yes, see answer to question 5 above. |

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| 62. | | Does SLA prefer a COTS product or would be looking for a custom build possibly based on SAAS/PAAS platform? | See section 2.0 Overview. |
| 63. | | How many reports and dashboards are in scope? | We currently do not use dashboards and have approximately 250 reports. |
| 64. | | What would be volume of data to be migrated from legacy system if files are to be migrated, What file types need to be migrated? | The volume of database files to be migrated is 3GB of data. The file type needed to be migrated is Sybase database export files. See Amendment 1. |
| 65. | 4.4.2 | How many internal and external users would require access to the system? Please share user roles if possible. | There will be approximately 50 internal users that will use the system. There will be approximately 85,000 external users of the system. Most of the users will only use the platform once every four years when it is time to renew their EMS certification. See section 4.4.2 for examples of user roles. |
| 66. | | What is the existing IT infrastructure and/or software systems that the department uses? | See answer to question 59 above. |
| 67. | | Has the state worked with any other previous vendor to implement such proof of concept, or would this be a new implementation? | We have not worked with a previous vendor for this platform. |
| 68. | | Regarding RFP page 10, section 4.1.1.B.I.(a) – is a CSV file an acceptable export format for further reporting purposes? | Yes. |
| 69. | | Regarding RFP page 10, section 4.1.1.B.I.(b) – what is the purpose/reasoning of the Contractor hosting the legacy data files, after digital conversion from paper by the state? | The awardee will not be responsible for storing/hosting any paper legacy files. |
| 70. | | Regarding RFP page 10, section 4.1.1.B.I.(b) – what is the Department’s expectation for file searching and reporting capabilities for this digitized legacy paper data? | The Legacy Paper Data should be searchable by an individual or agency based upon provided document metadata. |
| 71. | 4.1.1.C | Regarding RFP page 10, section 4.1.1.C – the RFP mentions linking with internal and external databases; what internal and external systems must be linked and how are these currently accomplished? | Yes, see answer to question 5 above. |

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| 72. | 4.1.2 | Regarding RFP page 11, section 4.1.2 – can the Department elaborate on the expectation and deliverables around maintaining a “running log of contacts and communication,” specifically logging “phone calls to providers”? | No. See section 4.1.2 (A-D). |
| 73. | 4.1 | On RFP page 6, section 4.1, Tasks/Deliverables states, “The solution must provide a perpetual repository for all historical, present, and future state, regional and local EMS and Trauma System data to include, but not limited to, the following elements and functionality.” Does this include trauma registry data and EMS NEMSIS data. | No. |
| 74. | 4.1.1.A.III.(d) | Regarding RFP page 7, section 4.1.1.A.III.(d), how are “Housing Locations” defined? Are these the equivalent to stations? | Housing locations are defined as the physical address where vehicle is located. Yes, they would be equivalent to stations. |
| 75. | 4.1.1.A.III.(e) | Regarding RFP page 7, section 4.1.1.A.III.(e), does the state desire a field for DMV inspections, or rather an interface to the DMV? | No. |
| 76. | 4.1.4.A; 4.1.4 (B) | On RFP page 13, section 4.1.4.A anticipates “requiring approximately 300 hours of training for staff . . .” Do these training hours need to be in-person, or can they be held in a live virtual session? | Training hours can be in-person or provided live online. See section 4.1.4 (A) for further information. See Amendment 1a |
| 77. | 4.1.6 A | Regarding RFP page 14, section 4.1.6.A states, “After notification of contract award, the Contractor and the Department must negotiate any and all modifications to the implementation plan to ensure that the solution for education and certification is implemented within 6 months and the platform can be fully implemented within 1 year of contract signing.” Approximately what date (month/year) does the state anticipate “contract signing” to occur? | It is anticipated the “contract signing” date would be prior to the Anticipated Contract Start Date in section 1.0 Calendar of Events. Services for reimbursement must be completed during the Term of the Agreement. |
| 78. | Section 4.1.1 A. II | Number of records, personnel is listed at 300,000, how many of these are actively licensed or hold current credentials? Same question for Services / Agencies and Vehicles. | Approximately 85,000 currently certified providers and approximately 2,000 agencies and educational institutions, and approximately 6,000 vehicles. |
| 79. | Section 4.1.1 A | How would you describe Disaster Resources, Disaster Deployments and Disaster Responses in the context of the integrated datasets? | The system is expected to be capable of supporting these types of activities including but not limited to inventory equipment, personnel, teams, facilities, and supplies. |

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| 80. | Section 4.1.1 A. I. I | What are the requirements for controlled substance authorization and reporting records? | Tracking of the EMS Agency's current controlled substance license expiration date, license number, agent and associated notes. The controlled substance license is issued by another section of the Department. |
| 81. | 4.1.3 Workflow Process Management B. I. d | Can you direct us to the NYS laws and policies regarding electronic signatures? | See Electronic Signatures and Records Act (ESRA) Regulation Office of Information Technology Services (ny.gov) . |
| 82. | 4.1.4 Training & 4.4.6 Solution Enhancements/Change Requests | Are the training/custom enhancements hours being budgeted on an annual basis? | Bidder should provide a one, all-inclusive bid price for the training and one, all-inclusive price for custom enhancement hours for the Attachment B. |
| 83. | Section III(D) on Page 15 of 40 of Attachment 8 | Would the department consider this provision be deleted as any action or inaction of Contractor would be qualified as a breach under the contract and the Department would have the right to terminate for cause under Section III(B) or via default under Section III(F). | The Department will not consider the deletion of Section IX.D. of the New York State Department of Health Contract. |
| 84. | Section III(E) on Page 15 of 40 of Attachment 8 | Would the department consider this provision be mutual in nature and that either party may cancel at any time given 30 days written notice to the other party. | No, the Department cannot give the Contractor the unilateral right to cancel the Contract. |
| 85. | Section IX(E)(5) of Page 26 of 40 of Attachment 8 | Would the department consider this paragraph be removed in its entirety as we are offering our Commercial-Off-The-Shelf SaaS product, not a Work for Hire. | See answer to question 17. |
| 86. | Section IX(J) of Page 28 of 40 of Attachment 8 | Would the department consider the liability be capped at 1.5 times the value of the contract. | No, the Department would not be able to agree to such a limitation of liability. |
| 87. | Section V (B) of Page 40 of 40 of the Appendix H "Federal Health Insurance Portability and Accountability Act Business Associate Agreement." | Would the department consider the liability not be "without limitation" but be limited to our available insurance coverage. | The Department cannot agree to such a limitation of liability, even if it stipulated the minimum insurance coverage that Contractor will be required to maintain during the Contract Term. It would not be in the best interests of the State to do so. |

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| 88. | Section IV(C)(2) on Page 19 of 14 of Attachment 8 | If a bidders disability coverage is being vetted by our insurance partner at this item to ensure compliance and they are unable to fully comply until they hear back from our carrier, should they submit a bid? | If selected for the award, for work to be performed in New York State, the Contractor shall provide and maintain coverage during the life of the Contract. |
| 89. | Additional Provisions Requested. | Can the following provisions be included in a resulting contract and that the standard Software Licensing Terms Attachment and Service Level Agreement attachment be included in any resulting contract. | The Department would anticipate that the prospective Bidder asking this Question will include its Software Licensing Terms and Service Level Agreement in its Bid/Proposal, which will become Appendix C to the Contract awarded pursuant to this RFP. |