

**New York State Department of Health Inventory Management System RFP**  
**FAU#0807291103**  
**Response to Written Questions and Bidder's Conference Q&A**

1. Under the current architecture and in a non emergency situation, the 57 county warehouses are using spreadsheets to track their inventory and are reporting their numbers monthly via fax, email or voice communication. Under a wide-spread disaster, the county warehouses could lose electrical power and all communication; they would then go to a paper-based process and distribute to their immediate area the medical supplies and medicine if requested.

Under the new proposed infrastructure, the daily activities would be done and recorded by all (60) warehouses via computers linked to the SNS MERC which are linked to the NYSDOH HCS system via the internet for data transmission. Voice communication is provided by regular carrier.

Please consider the following scenario:

The Robert Moses Niagara Power Plant and the Lewiston Pump-Generating Plant are damaged at the Niagara border. Lake Ontario and Lake Erie start flooding coast lines. Niagara, Buffalo, Rochester and Syracuse are being evacuated south.

Power grids from Niagara to Toronto, Chicago and NYC are down except for a few towns running on other power grids temporarily. Emergency generators help hospitals, government building and some companies. Internet is down except for satellite communications. Most Private networks are down or overloaded.

Water, medical supplies, emergency kits and food need to be coordinated. FEMA Region II, III and V are directly affected and called into action. They will handle Emergency kits, water, relocation, housing and food with OGS/USDA, Red Cross, food banks, etc... for NYS.

NYS DOH is responsible for medicines, medical equipment and other medical supplies.

- a. Are communication and coordination of resources with other emergency response agencies such as NYS OGS/USDA Foods and FEMA, required at the state level, at the local level?

**Not in relation to this RFP.**

- b. Using the knowledge attained from the Katrina disaster showing that the Internet would be one of the first systems brought down after electric power, are there backup plans in place to supplement use of the Public

Access Network (Internet) in the planning of this project for a large scale disaster response?

**Yes. Details are outside the scope of the RFP.**

- c. How will local Health department staff and local health providers have access to the HIN without internet?

**They will not. Without internet access, they will need to revert to a local instance of the program or their pre-identified back-up plan.**

- d. Would a Private Network with satellite connectivity be a valid option in case of such disaster?

**No. All counties are required to have redundant internet connectivity.**

- e. Will MPLS be used to at least establish temporary verbal communication with local emergency responder from any of the warehouses?

**Outside the scope of the RFP.**

- f. With 304 million Americans in the USA, it is possible that as many as 20 million people could try to access the NYS DOH HCS website to find information about the NYS disaster as well as other types of information. Can the current infrastructure of the HCS handle this amount of traffic as well as run applications for internal use during disaster?

**The HCS is a restricted site and access of the HCS by the general public would not occur. We expect no more than approximately 500 concurrent users if a Statewide event were to occur.**

- g. Since Exchange is a MS email server that is already in place in your architecture, would you consider applications that run on MS Windows Server w/SQL Server on site at each (3) NSN MERC warehouse running local inventory, supply chain applications if the data would be Oracle compatible, with a web bridge to any SQL database and platform?

**Exchange is not the generally used e-mail system at NYSDOH. MS-SQL is not supported, you must use an Oracle database.**

- h. Should quality assurance and inventory control for distribution of medicine, and medical supplies at the county level be addressed in the proposal?

**Yes. Counties will require the same functionality as the State but dealing with less quantity. Note that the counties will only be utilizing this system during training or an emergency.**

2. Please answer the following questions regarding efficiency, improvement, reliability and access to supplies for local distribution during a large scale disaster:

a. Will any of the 57 county warehouses to be used in case of disaster have generators?

**Yes.**

b. If the internet is down for more than 72 hours, how will medical supplies distributed by the county warehouses be tracked? Would the tracking handle the scrutiny of a recall process if need be? (I.e. bad batch of syringes, or medicine...)

**Supplies will be tracked manually through locally generated reports. This manual tracking would handle the scrutiny of a recall process if need be.**

c. How will the NYSDOH HCS (Central) and three SNS MERC warehouses support deployment to the county warehouses without internet and voice communication with them?

**Significant multi-tiered redundancy exists in both internet and voice communications such as cellular technology, satellite technology, etc.**

d. Will the 57 county warehouses be responsible for the deployment of medical supplies locally if they don't have established communication protocols and proper telecommunications strategies to use during disaster with local authorities, hospitals, other emergency services, etc...?

**Yes.**

e. Is the Go-kit to be distributed only to the one mobile warehouse?

**Yes.**

f. If go-kit is to be used, which private network would it run on? And will it be for voice only?

**It will run on a NYSDOH provided network with data and voice.**

- g. Do plans exist to have portable satellite trucks made available to the disaster area for temporary communications?

**Outside the scope of this RFP.**

- h. Would Cisco modems or Data-link cards be made available for emergency data transfer at the local warehouse level?

**Outside the scope of this RFP.**

- i. Based on Attachment A, if the 57 county warehouses lose power and internet, is it correct that they will revert to paper-based processing?

**Yes**

- j. Is the new Inventory Management System Project for better emergency disaster relief at all level including the county level or is it for daily activities support?

**Both. It is to maintain inventory at the State level day-to-day with the ability to expand for emergency operations.**

- 3. "The SNS / MERC program engaged in a business and functional requirements gathering process..." Was DOH assisted by a third party in the requirements gathering process or was it completed in-house? If a third party assisted, are they precluded from bidding?

**The requirements gathering process was completed in-house. There was not third party assistance.**

- 4. How many Letters of Intent were received?

**The letters of intent are non-mandatory. The quantity received is not pertinent to this RFP.**

- 5. Will DOH please provide the names and contract information for the potential Bidders?

**All information will be shared in accordance with current NYS procurement and lobbying laws.**

- 6. What time is the March 13th Bidders' Conference?

**The bidder's conference will take place on March 20<sup>th</sup> from 10a-12p via webinar.**

7. What is the volume of inventory items expected to be maintained in the proposed system?

**This will vary by location and whether or not an emergency exists. There is a large amount of inventory. It is unclear as to how the bidder would like the amount quantified.**

8. "The system must have the ability to filter inventory according to the nature of the event" Can the events be explained with examples?

**For example, for an Anthrax event, antibiotics and personal protective equipment can be filtered. For a flu pandemic, antivirals, antibiotics, ventilators, etc. can be filtered. This filtering occurs based upon a pre-determined list of types of items for certain types of events.**

9. "The system should support standardized application programming interfaces (API's) to augment the product and integrate with custom applications and/or interface with external systems in a secure manner as defined in the NYSDOH Security Requirements (see Attachment III)". Please explain the interfaces in detail and whether they are inbound or outbound.

**The security requirement is if or when an interface is required, it should support standard API's. Your response should include any/all interfaces your proposal includes and how they meet this requirement. If your proposal does not include such interfaces, state this in your response.**

10. "System must provide for bulk loading/importing of existing inventory data from such source(s) as CSV formatted file or Excel as required. The scope of data elements to be included are as follows:  
Recipient Agency information.  
Beginning Inventories for each warehouse.  
Bar-coding data, if possible."

In order to provide a more accurate estimate of the effort required, please provide the following information for each of the data sources mentioned above.

- i. Entity and attribute definitions,
- ii. Raw entity level record counts,
- iii. Assessments on data cleanliness,
- iv. Source data format, Binary/ASCII/etc,
- v. Expectation on the granularity and age of data to be migrated,
- vi. Define the data change cycle (frequency) to allow a determination on cutover window timing.

**The question can not be answered without specific information.**

11. "All historical/archived data must be available for querying and viewing."  
Can the Agency also provide in detail what historical/archival information needs to be converted?

**The Agency must be able to recall prior transactions after the event has completed. This may be accomplished via a query or reporting feature.**

12. "Closing of an Order should be able to happen at anytime and should not be dependent on physically receiving the assets." What criteria would the system follow for closing an order without physically receiving the asset?

**Depending on customer orders, the Agency may opt to re-route an entire shipment to a customer instead of delivering to the Agency first. In this instance, the order would need to be closed out, but the assets would have never physically entered the Agency's warehouse.**

13. "It is desired that the system have the ability to receive donated inventory from federal and state entities...." Does donated inventory need an inspection process before receiving into the inventory?

**Yes, all inventory needs an inspection process before receiving into inventory.**

14. "The system must be able to tag received material as Active or Inactive."  
What is the criteria for tagging received material as "Active" or "Inactive"? Is inactive material disposed of?

**The criteria may include situations such as damaged goods, mislabeled goods, expired goods, etc. Inactive material may not necessarily be disposed of. Please note that an equivalent to the terms Active and Inactive would be acceptable.**

15. "The system should prevent allocation of expired material but an override option for allocation must be present."

Are special package slips or special handling slips required for manual allocation of expired inventory?

**No.**

16. If there is any customization or maintenance, it must be
- o Java
  - o Run as a struts application
  - o Model View Controller standard (MVC Model)
  - o Or else some other MVC structure code

A COTS (Commercial Off The Shelf) solution can have customization in Java but also in Oracle PL/SQL, Unix shell scripts etc. Will this be acceptable to the Agency?

**Any scripts or PL/SQL, etc. will be subject to security review to ensure that no vulnerabilities are introduced into any NYSDOH system. Customization using configuration files is acceptable. The preferred code language is Java. Customization required at the database level would need to be reviewed on a case by case basis but would not be as well received as high as Java customization or Configuration file customization.**

17. Since you are not dispensing the meds directly to individuals, can you identify any area where the HIPAA requirement applies within the required system?

**No.**

18. Can you provide details of the hardware that is available for the systems as well as the operating systems?

**Our servers are generally Sun or IBM servers running Solaris 10.**

19. Can we assume that you will also acquire the necessary Oracle 10G licenses, or are these to bid as well?

**Our 44 existing licenses would be used. With that said, the request should include a line item for any and all required licenses per the RFP regardless of existing NYSDOH licenses.**

20. Will you accept a proposal response if a vendor does not have the required number of references in the government sector, but complies when adding references for the same product in the private sector?

**All requirements are delineated within the RFP. No variations are authorized.**

21. There are no specifications for handheld units for putaway, picking, shipping, physical inventory taking. Is this something you wish to see as an option?

**Outside the scope of this RFP.**

22. How many PCs (users) will you expect to have on the system (as opposed to concurrent users)? (Some licenses are based on total number of PCs (users) accessing the system.)

**During day-to-day operations may be up to 10. During an emergency, may be over 200.**

23. Even though each warehouse will have its own hardware, are you envisioning that there is a central database that has contains the full database of all warehouses, but each local warehouse continues to operate if the communication link is severed or are these databases independent of each other?

**Yes, a central database will contain the full database of all warehouses, but each local warehouse continues to operate if the communication link is severed.**

24. Once dispensed, meds and equipment is no longer tracked within your requirement specifications, however, is their some interest in also tracking what those receiving locations are reporting as actually using?

**Outside the scope of this RFP.**

25. Can the Requirements Matrix be provided in an Excel format to simplify our response? Can the RFP itself be made available in a Word format to simplify our response?

**Yes.**

26. Please describe the complete integrated supply chain for the NYSDOH Health Emergency Preparedness Program Inventory Management System:

- a. Between suppliers and the two (2) fixed warehouses

**Material will be received by supplies and entered into the IMS by NYSDOH staff. These materials may be moved between these two fixed warehouses.**

- b. Between fixed warehouses and mobile warehouses

**Materials may be moved between the two fixed warehouses and the mobile warehouses or assets from Federal warehouses may be sent into the fixed or mobile warehouses.**

- c. Between Federal and NY State warehouses

**There is no integration between Federal and State warehouses. Items will be loaded into inventory when received at either a fixed/mobile warehouse.**

27. Please define how the new NYSDOH inventory system will interface to existing NYS systems (inventory systems, order management, purchasing, etc.) and Federal system programs (CDC, HHS, etc.).

**NYSDOH inventory management system will not interface with existing NYS systems or Federal system programs.**

28. Provide any integrated systems architecture diagrams

**The proposed IMS architecture model is provided on Page 60 of the RFP.**

29. Please advise on Vendor Managed Inventories (VMI) and if they will be used and define timeframes for replenishment of VMI items in the event of an emergency.

**The NYSDOH currently does not have any Vendor Managed Inventories. Federal VMI may be sent, but this is at the discretion of the federal government based upon the assets requested at the time of the event. Replenishment of these assets would be based upon the emergency and the utilization rate of the assets received.**

30. Relative to page 20 of the RFP and Code Definition Tables, items listed a "M" or custom software development, how much latitude exists in the schedule for a phased implementation should the number and complexity of changes grow?

**This would be dependant upon the functionality of the identified task.**

31. Please define change management process and list any applicable forms.

**Follow the process in the RFP.**

32. Please define any HIPPA regulations to be followed.

**There will be no patient specific information or health records maintained within the Inventory Management System therefore HIPPA regulations are not an issue.**

33. Please define any physical inventory and/or cycle count frequency requirements.

**This will need to be user definable. Physical inventory count frequencies have not been decided upon at this time.**

34. Will the tracking of inventory include pharmaceuticals and durable medical equipment? What are the fields required?

**Yes. Tracking will involve pharmaceuticals as well as durable medical equipment. Fields are noted within attachment 1 of the RFP. Please note that we are not looking for fields to match 100% as long as they objectives are met.**

35. Is it system migration or raw development?

**Raw development. There is no existing system that will need to be migrated over.**

36. Page 21, Matrix #2 – Additional details of the business process for this requirement is needed to determine the best fit from available options.

Filter inventory depending on the type of event or response that may be occurring. For example if we need to filter items based upon a burn event we won't need certain types of items.

a. Is your cache set up by categories?

**Yes**

b. Can you list those categories?

**Examples of categories include Chemical, Biological, Radiological, Nuclear, Burn, Antibiotic, Antiviral, PPE, and others.**

37. Are there any specific government or healthcare industry standards that must be considered?

**No.**

38. Are there any specific custom or external systems that are being considered for interface with Inventory and Warehousing functionality for example an existing financial system?

**There are currently no outside applications that this would need to integrate with at this time. This requirement looks at the capability of the system to integrate in the future using API standards.**

39. Can NYSDOH provide examples/elaborate on the types of electronic records and signatures?

**We are looking for an audit trail of transactions that will occur within the system. If there is a group that picks the product, it will be timestamped when picked and shipped, etc. The audit trail will need to delineate when it was done and who did it by role and person due to potential shift work.**

40. Describe the business process as to why orders are closed without receipt of goods.

**If assets are being shipping past the delivery location for receipt at our warehouse, we may re-route the shipment directly to the end-point instead of having it come to us and then have it go back out. An order was put in and can be closed upon receipt by the endpoint.**

41. Describe what a Mission Request # is and how it is used. What options are required for Order Type?

**The Mission Request number is a tracking feature and a unique identifier. We need to be able to tie our process to that unique identifier so we can backtrack requests from our system with other requestors manually.**

**Order type looks at general categories of items such as antibiotics, antivirals, etc. of the items being requested.**

42. What is the expected business process for accepting donations?

**There may be assets we receive that we don't request. We will need a way to capture that in the system as donated goods.**

43. What is the business process for assigning a Funding Course and Source Code to Receiving?

**Existing warehouse assets are purchased from multiple funding sources. Need to track what we have and where it is as well as what the funding source is. We may have the same type of item from different funding sources.**

44. Can the funding source be different fiscal years

**Yes the funding source may cross multiple fiscal years.**

45. Describe the business process for entering quality control status on receipt, assembly, and pack-out.

**We need to track quality control when assets are received and note if they are damaged, etc. We need to be able to maintain quality control as we are picking the asset and as they are palletized. During shipping, we must ensure that the right material is going to right location.**

46. In that process often times we use in-line scales to validate weight. We would need item master data to complete this process.

**Our current business process does not use inline weight scales.**

47. Is there any automation in the warehouse at all?

**No. All warehouse processes are manual.**

48. Will NYSDOH be responsible for the server hardware (UNIX/Linux)? Who is purchasing the server hardware? What is the preferred OS?

**NYSDOH will be responsible for the server hardware.  
Preferred OS is Solaris. We are currently using Solaris 10.**

49. Confirm system will be housed on NYSDOH server.

**Yes**

50. Does NYSDOH already have Oracle Database licensing in place for their users? If so, how many? (HCS central = 20 for day-to-day, 500 for emergency, Warehouse Sites = 20 concurrent or 40 total)

**We have Oracle licensing in place (40 CPUs). Still need to line-item it out per the RFP. Attachment 2 cost submittal. Needs to be submitted regardless of how many licenses we have.**

51. If you already have the licenses will you use them?

**Yes, if we have the licenses we will use them. Still need to get the information from the vendors.**

52. Does NYSDOH already have Oracle Application Server licensing in place for their users? If so, how many?

**Yes we do. We have WebLogic Application Server licenses (40 CPUs). It's not Oracle Application Server licenses.**

53. Will there be an upload of data into existing financial systems such as the NYS Financial System

**No**

54. Replenishment of warehouse stocks. Is there an existing vendor list that would be utilized?

**The vendor list is not set and differs. There are some standard vendors that are utilized for day-to-day but for emergency operations we won't know have this information.**

55. Do you have manufactured product stored at their site for an emergency like the federal government currently does?

**No.**

56. Electronic data exchange with the vendors?

**No. We do not need to electronically receive or exchange data with the vendors.**

57. On the CDC cache, when the CDC cache comes in, do you want to blend it in with your existing cache?

**We would need to blend the inventory into the existing IMS, but we would still need to track what that source was. If we received item X and sent out item X, we would need to know that the first shipment of item X was ours and the second was theirs.**

58. There is a disc from the CDC that we would need to upload to track.

**This is delineated in the RFP. The disc would be in a pipe-delimited file and we would need to be able to upload this file into the system.**

59.) Page 21, General Requirements, Matrix 3:

Are there any specific government or healthcare industry standards that must be considered?

**No**

60.) Page 31, Order Request, Matrix 48:

Describe what a Mission Request # is and how it is used?

**The Mission Request number is a tracking feature and a unique identifier. We need to be able to tie our process to that unique identifier so we can backtrack requests from our system with other requestors manually.**

61.) Attachment V, HCS Application, Requirements, 2nd point

The DynaMed Application is an Oracle Forms application utilizing Oracle's Application Server:

Your specifications state the Application Server needs to be running BEA WebLogic. Would you accept a deployment running Oracle AS?

**No.**

63.) Cost, pages 36-38 Will NYSDOH provide all or part of Oracle licenses?

If so, which ones and type of license, either user or processor, and

number of user and/or processors per instance for: HCS Central Site, Disaster Recovery, Test, Development, and Active Warehouse Sites?  
**See question 50.**

64.) License types of interest would be in the class of:

- Database
- Database replication / synchronization products
- Reporting
- Application Server

**See questions 19 & 50.**

65.) Does NYSDOH already have Oracle Application Server licensing in place for their users? If so, how many?

**See question 19.**