

NYS Physician Profile RFP (No. FAU 0903231208)

Questions and Answers - Program

Current Contract

Question 1: What is the name of the incumbent contractor?

Answer: MAXIMUS, Inc.

Question 2: What is the value of the incumbent contract?

Answer: Since this is a competitive RFP, the value of the incumbent contract will not be divulged. The Department is looking for the best value, high quality product at the lowest possible cost that will meet the requirements detailed within the RFP.

Question 3: What is the estimated value of this RFP/contract?

Answer: Please see the answer given for question 2.

Question 4: This section indicates that the current contract expires on 11/30/09 and the time line (Section E.7) indicates the start date of 3/01/10. The RFP also indicates the takeover period is two months. Please confirm whether these dates are correct and clarify this apparent discrepancy.

Answer: The dates are correct, there is no discrepancy.

Question 5: Please provide a history of any claims that have arisen under this section (page 24).

Answer: There are no claims.

Question 6: Please provide the currently monthly price paid by the Department to the current contractor for this program.

Answer: See response to question 2.

Question 7: May we have copies of the reports currently required by the contractor?

Answer: The monthly reporting requirements to the Department are detailed in the RFP. The format in which they are provided should demonstrate the bidder's ability to adequately supply these reports.

Question 8: "The Contractor must staff sufficiently such that the backlog of data entry, if any, never exceeds 5 days of most recently received surveys." Is this a new requirement? If not, is the current contractor meeting this requirement? How many data entry staff are assigned to the current contract?

Answer: This is not a new requirement and the requirement is being met by the existing contractor.

Question 9: "One hundred percent of all data entries must be verified by the Contractor." Is this a new requirement? If not, is the current contractor meeting this requirement?

Answer: This is not a new requirement and the current contractor is meeting this requirement.

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Question 10: “The Contractor must submit monthly reports to the Department of Health regarding the number of Initial Profile Surveys received, the number of Review Copies sent and received and number of Update/Correction Copies sent and received.” Please provide the monthly reports for 2008. The Physician Profile Documentation Library does not contain this information.

Answer: See response to question 7.

Question 11: “The Contactor must submit monthly reports to the Department of Health regarding the number of Medical Malpractice Review Letters sent, along with the number of medical malpractice claims and doctors, number of Review Letters received and number of claims and doctors to be placed on the public web site.” Please provide the monthly reports for 2008. The Physician Profile Documentation Library does not contain this information.

Answer: See response to question 7.

Question 12: Will the current orientation Manual be turned over to the new contractor?

Answer: Yes

Question 13: Are we correct to assume the time from November 16, 2009 selection to March 1, 2010 is required for the NYS contract approval process? If not, please explain.

Answer: Yes

Question 14: To the extent the bidder identifies terms and conditions which are not fully addressed within the RFP, what is the process for proposing contractual clarifications or additions to the contract? What will the process be for negotiating a final agreement with the selected Contractor?

Answer: Please see section E section 5 page 32.

Question 15: Where is the current contractor’s center(s) for all 3 primary functions located?

Answer: New York City, NY and Reston, Virginia

Question 16: Is the Contractor responsible for promoting the web site? If yes, would the Department please clarify how this should occur?

Answer: Should the need arise for additional promotion of the website the Department would offer guidance and direction to the Contractor. It is the expectation of the Department that the information displayed on the website is accurate and posted in a timely manner.

Proposal Preparation

Question 17: The RFP document is dated July 6th and the procurement schedule reflects that as a starting point. Will the procurement schedule be adjusted to account for the fact that the RFP was actually released on July 14th?

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Answer: The RFP was released on July 6th via the NYS Contract Reporter and the Department of Health website. The procurement schedule will not be adjusted.

Question 18: Many times DOH Official responses to questions generate questions or clarifications. Would DOH consider an additional round of vendor questions dealing exclusively to the official response?

Answer: The official response to questions received by July 20, 2009 will be posted to the Department of Health website on August 7, 2009. There will not be an additional round of questions.

Question 19: The detailed systems documentation is available for review through August 3rd however the vendor questions are due July 20th. Would the DOH consider extending the question submission date to allow enough time to review the documentation and submit questions?

Answer: The estimated schedule of events as documented in the RFP will be adhered to. Questions are to be submitted by July 20, 2009 with the official response posted to the DOH website on August 7, 2009. The Documentation Library is available for viewing until August 3, 2009. No additional questions will be taken after July 20, 2009.

Question 20: Please indicate if the bidder should complete both the Monthly Bid Price and the Total Bid Price columns for items C1, C2, and C3. If so, how many months should be included in the total bid price?

Answer: Bidders must propose a monthly bid price in addition to the total bid price the 36 month period for each operational component. The first two months of the 36 month contract period will provide for a Takeover Period. The Contractor will begin the monthly billing of the operational components of the contract after the expiration of the 2-month turnover period. Bidder's financial proposal must include Turnover costs for end of the 36 month contract period. (See pages 25 and 26 of the RFP).

Question 21: Please confirm that the workplan refers to a project timeline or Gantt chart detailing major tasks of the Project from contract award through ongoing operations. Is a narrative response to this section required as well? Please clarify.

Answer: The workplan should be submitted in the format that will best convey to the Department of Health the bidder's ability to perform all major tasks, in proper sequencing of completion, of the Profiling Project as identified in Section C "Detailed Specifications" of the RFP.

Question 22: Please confirm that during the March and April 2010 the current contractor will be responsible for providing the services in this RFP and that the successful bidder will be responsible for services, and begin being compensated, in May 2010.

Answer: The contract for the successful bidder will begin March 1, 2010. The Takeover Period will be the March 1, 2010 to April 30, 2010.

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Question 23: “Therefore, bidders should not include acquisition costs for any such equipment in its proposal. Bidders should, however, include costs for maintenance, repair, updating and eventual replacement of this equipment as well as the purchase costs of any hardware.” This requirement seems unreasonable for bidders other than the current contractor because they know the current maintenance costs, repairs required, the need to update or replace the current equipment. To level the playing field would NYSDOH either provide the specific costs and planned repair, updates or replacement requirements for all equipment or delete this requirement from the base project and handle these expenses through a change order?

Answer: The Department does not own the hardware; therefore the hardware would not be transferred to the successor contractor. A list of call center equipment has been included in the response to question 111.

Question 24: Would the State consider a representative list of clients/customers to mean those projects/contracts for similar services that are provided under this RFP (for example, our health projects) or all matters, even if in unrelated parts of business?

Answer: Bidder’s responses should best reflect their qualifications to meet the requirements of the RFP.

Question 25: Is it correct to assume that the Workplan (Section 5) of the Proposal is not included in the 25 page limit?

Answer: The Workplan is not included in the 25 page Project Narrative.

Question 26: Is the Workplan (Section 5) to be focused on the Takeover phase and/or Operations phase or both of these?

Answer: Bidders must develop a detailed workplan for all major tasks as identified in Section C, Detailed Specifications.

Question 27: If the existing Licensing Agreements and/or arrangements for appropriate data sources will expire and or need to be renegotiated during the term of the contract, what does NYSDOH anticipate the role of the Contractor in such negotiations? Will the Contractor be required to identify/negotiate with new data sources?

Answer: It is the responsibility of the contractor to maintain existing licenses with NYSDOH oversight. The contractor will not be required to identify or negotiate new data sources.

Takeover Process

Question 28: Page 8 states “The current contract to operate and maintain New York Physician Profile and Call Center expires November 30, 2009.” Page 34 states “It is anticipated that a Contract resulting from this RFP will be effective on or about March 1, 2010...” How does NYSDOH anticipate providing service during the gap between November 30, 2009 and March 1, 2010? Are we correct to assume the 60 day

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Takeover/Turnover begins March 1, 2010? If not, please provide the anticipated date this phase begins.

Answer: NYS Physician Profile services will continue without interruption. The contract begins March 1, 2010. Takeover Period will be March 1, 2010 to April 30, 2010.

Question 29: “The first two months of the 36-month contract period will provide for a takeover period, working with the current Contractor, to transition the operation of the system.” Has the current contractor developed a Turnover Plan? If yes, please provide a copy of the plan. The Physician Profile Documentation Library does not contain this information.

Answer: The DOH has developed a plan with the current Contractor to perform required turnover activities. DOH assumes responsibility for ensuring that the appropriate resources are available from the current contractor during any Takeover Period as described in the RFP.

Question 30: Please confirm that the contractor will be paid its normal monthly compensation in addition to the fixed termination price during the two month transition period?

Answer: The Current contractor will receive their monthly compensation including the reimbursement for the Takeover Period. The new Contractor will begin their billing cycle May 1, 2010 and that vouchering cycle may include costs the new Contractor incurred during the Takeover Period.

Question 31: Please indicate if the bidder should complete both the Monthly Bid Price and the Total Bid Price columns for items C1, C2, and C3. If so, how many months should be included in the total bid price?

Answer: Please see the response to question 20.

Question 32: “The contractor will begin the monthly billing of the operation components of the contract after the expiration of the 2-month take over period” Who is responsible for the operational cost of first two month of take-over period?

Answer: The incumbent contractor is responsible for operational costs.

Question 33: Please confirm that during the takeover period, the current Contractor will provide all materials including requirements documents, designs, etc. relating to such development efforts so as to facilitate transition to the successor Contractor and that DOH and the successor Contractor will work together to review due dates, designs, progress, etc. and revise and appropriate based on the takeover timeline and other enhancements required by DOH.

Answer: Please see response to question 29.

Question 34: Does the existing contract with the current contractor contain language indicated in this section to ensure that the current contractor is support of the take over period?

Answer: Yes.

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Question 35: “The contractor will assure that all the systems documentation remains current and up-to-date.” Will NYSDOH warrant that the system documentation is current and up-to-date at Takeover?

Answer: The systems documentation will remain current and up-to-date.

Question 36: “The contractor must provide for an orderly and controlled transition of the Physician Profile responsibilities...” Who is liable for any delays from the current contractor in this transition?

Answer: Delays are not foreseen as the contractor will provide for an orderly and controlled transition.

Question 37: The current contractor has an unfair advantage over other bidders because they are currently running the Physician Profile and will not need to price the 60 day Takeover. Would NYSDOH consider leveling the playing field by removing the Takeover Expense portion of the Cost Proposal from the evaluation?

Answer: The costs of transferring all equipment and files are not born by the bidder and should not be included the Financial Proposal.

Question 38: Will the current software licenses be transferred from the current vendor to the new vendor?

Answer: To the extent licenses were purchased with monies under the current contract and to the extent they can be transferred, the answer is yes.

Call Center

Question 39: Can offshore resources be used for this project?

Answer: The Call Center must be operated in New York State. The web hosting facilities must be operated within the Continental United States.

Question 40: Can vendors utilize the services of an off-shore subsidiary company, i.e., a call center based in India which...requirements (check the email for the rest of language.)?

Answer: See response to question 39.

Question 41: Where is the current call center located?

Answer: 30 Broad St., NY, NY 10004

Question 42: What is the average length of call for each hotline?

Answer: Depending on the complexity of the call, for either the consumer or physician hotline, the average can range between 5 and 15 minutes.

Question 43: Please provide 2009 call volume to reflect the impact of the changes referenced in this section (page 19)?

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Answer: The call volume for 2009 is consistent with the statistics provided in Section C, Detailed Specifications-3, page 19.

Question 44: Please provide weekly tracking reports of the disposition of calls for both physicians and consumers. The Physician Profile Documentation Library does not contain this information.

Answer: Please see the answered provided for question 7.

Question 45: Would the Department please verify that the hours for the Call Center will remain unchanged?

Answer: The hours will remain unchanged. The Department prefers that the Contractor staff the Call Center from 8:30am to 4:45pm.

Question 46: What is the average talk time for the 1000 to 1500 calls per month coming into the Physician Hotline? What is the average talk time for the 500 to 600 calls per month coming form Consumers?

Answer: Please see the answer provided for question 42.

Question 47: "...a separate consumer Help-line to answer individual profile questions or fulfill requests for hard copy surveys at a fee of two dollars per profile from consumers..." How does the current system maintain/track the data of the orders received over the help line electronically (such as a database) or manually (paper based)?

Answer: The current system tracks these requests electronically.

Question 48: What is the daily average of telephone calls by physician and consumers? The average wait time for a caller is not to wait in excess of 5 minutes. Is this a new requirement? Is the current contractor consistently meeting this requirement?

Answer: Please see the answer given in response question 43. This is not a new requirement and the current contractor is meeting this requirement.

Question 49: Please provide the business hours for the Call Center.

Answer: Please see the response to question 45.

Question 50: Does the current Call Center equipment include a capability or piece of equipment for voice recorded messages?

Answer: Yes, the requirement of the RFP is to have the capability to record voice messages after hours of operation.

Question 51: "The contractor shall also maintain the capability to voice record messages..." Is any part of the call center system automated with systems such as an Interactive Voice Response?"

Answer: The Call Center does not have Interactive Voice Response but does have the ability to record calls after hours.

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Question 52: To ensure that a caller will not wait in excess of 5 minutes to speak to a Call Center representative during business hours what's the current number of available coming and out going lines calls?

Answer: The average call volume and talk time have been provided. The resources to meet the volume must be reflected in your proposal.

Question 53: "The Contractor will submit monthly reports to the Department summarizing the number of calls received average length of call and disposition of calls – (e.g., referred to OPMC, responded with hard copy information, answered caller's questions(s))." To ensure this we need to have automated systems such as Interactive Voice Response (IVRs) in place. What kind of system is available as of now which ensures these statistics and other quality assurance?

Answer: The Call center does not have IVRs, however the current system does document these statistics and provide quality assurance. Bidders should demonstrate in their proposal their ability to meet these requirements.

Question 54: "The Contractor must provide for sufficient storage space for up to 200 5-drawer lateral files and maintain all Initial Profile Surveys, Review Copies, Update/Correction Copies and other correspondence with physicians for 10 years. Contractor must ensure that only appropriate personnel have access to the files and that they are maintained in a secure environment.

- Are the files currently maintained by the current Contractor or by NYSDOH? Will NYSDOH warrant that the materials are complete and acceptable for transfer to the new contractor?
- Where are these files located?
- What is being transferred, the file cabinets or just the files? Files cabinets and files?
- Who is responsible for the costs associated with transferring the files to the new Contractor?
- How are the files kept, i.e., alphabetically or chronologically?

Answer: The files are maintained by the current contractor and are located at 30 Broad Street, NY, NY. The files cabinets and contents, in the order they are maintained, will be transferred to the new contractor. The incumbent contractor will be responsible for costs associated with the transferring the files and file cabinets.

Question 55: Please provide detailed call statistics including average call times, average hold times, average time to answer, call volume distribution during the day, by day of week and by month.

Answer: The available statistics have been provided in Section C, Detailed Specifications, beginning on page 14 of the RFP.

Toll-Free Numbers

Question 56: What are the two toll-free phone numbers?

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Answer: The Consumer Help Desk toll-free is available on the Department of Health website. The RFP, Attachment 18, Section G, Initial Profile, contains the Physician Help Desk toll-free number.

Question 57: Who is responsible for the monthly costs of the two toll-free lines for the physicians and consumers? Who “owns” the telephone numbers? Will the toll-free numbers be turned over to the new contractor?

Answer: The contractor will be responsible for the monthly costs of the two toll-free lines, with reimbursement from the Department. The Department “owns” the two toll-free telephone numbers, which will remain the same upon award of this RFP.

Profile Process

Question 58: Please clarify the review process for physicians with two or fewer settlements within the most recent 10-year period?

Answer: Please refer the Section C, page 17 of the RFP.

Question 59: By what process does the contractor become aware of the registrations/licensing issues referenced in this section (page 17)?

Answer: The Department will ensure that the Contractor has access to the necessary data sources for this information.

Question 60: How many quality surveys are conducted by the current contractor on a monthly basis? What is the average length of a survey?

Answer: The quality survey should take no longer than 3 to 5 minutes. Bidders should demonstrate in their proposal the ability to conduct quality surveys.

Question 61: How is the Contractor notified of physicians to be removed from the website and database (e.g. physicians who have retired or moved to another state)?

Answer: Please see Section C, Detailed Specifications, page 15.

Question 62: This sections talks about providing consumers with hard copy profiles for \$2 each. Is this correct to assume that these profiles are for individual providers?

Answer: Yes.

Question 63: Must a provider be board certified to have a specialty or subspecialty listed on the profile?

Answer: Yes, to have a specialty or subspecialty listed, the physician must be board certified.

Question 64: “Tracking reports regarding the distribution and collection of initial data as well as status of data entry...” What is the format of these tracking reports? What software tools are being used to generate these reports? The Physician Profile Documentation Library does not contain this information.

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Answer: Reports are generated using an Access database in a report format that allows the Department to examine the data collected in all stages of the process

Question 65: “Quality assurance protocols and data entry for all returned data were completed” What are the quality assurance protocols? The Physician Profile Documentation does not contain this information.

Answer: The bidder’s proposal should demonstrate to the Department their expertise in quality assurance.

Question 66: “Selected verification activities of profile data were conducted...” What are the various activities involved in the verification process? The Physician Profile Documentation Library does not contain this information.

Answer: Please refer to Section C, Detailed Specifications, page 16.

Question 67: “making referrals to the Office of Professional Medical Conduct (OPMC), regarding non-respondent physicians.” What are the procedures for making a referral to the OPMC? Is this an online process? The Physician Profile Documentation Library does not contain this information.

Answer: On a monthly basis a file is electronically transmitted.

Question 68: “Based on New York’s Physician Profile experience, approximately 4,000 to 6,000 newly licensed and registered physicians in New York State will need to be added to the Profile on an annual basis.” Please provide a monthly breakdown of the newly licensed and registered physicians for 2008.

Answer: The available annual data has been provided in the RFP.

Question 69: How are illegible Initial Profile Surveys data entered or verified?

Answer: It is the responsibility of the Contractor to ensure each Profile is complete and accurate. Please see response to question 65.

Question 70: Is there any detailed documentation for the data verification protocols to verify the self-reported information? Do we need to verify the information? If so, how do we verify the self-reported information or even initial profile survey before entering information into the physician profile database?

Answer: Data verification activities are accomplished with the Data Verification Letter and the National Practitioner Data Bank (NPDB) and/or Health Care-Integrity and Protection Data Bank (HIPDB) data. Please to Section C, Detailed Specifications, page 15.

Question 71: “the Contractor must afford the physician the opportunity to appeal the Department concerning whether the settlement is relevant to consumer decision-making.” How does this occur? The Physician Profile Documentation Library does not contain this information.

Answer: Please refer to Section C, Detailed Specifications, page 17.

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Question 72: Please provide information as to the process for creating new/changing existing forms, the DOH current forms vendor, requesting/paying for future orders to replenish on-hand stock, space requirements for the 3 months of forms that the Contractor will be required to store, etc.

Answer: All forms, manuals procedures and documentation must be developed, updated and maintained by the Contractor based upon consultation and approval of the Department's Project Manager.

Question 73: How often will physicians have to apply for re-registration?

Answer: Every two years.

Question 74: "It is experience that this new law will impact Physician Profile in several ways

- Increased calls to the Physicians' Help Desk to clarify the new law or seek clarification of reporting requirements;
 - Increased number of Correction Copies received to update physicians' profiles; and
 - Increased requests for Update/Corrections Copies of the Physician Profiles."
- Since this law was effective January 1, 2009 and the new contract does not start until March 2010 will the new contractor have any responsibilities for these potential increases?

Answer: Bidder's should ensure their proposals best reflect their agency's ability to accommodate these types of increases should they occur.

Question 75: "a physician to note that he/she is certified by AAHIVM and/or is a member of HIVMA;" Must this information be confirmed? If so, how should it be confirmed?

Answer: This information would be self-reported by the physician.

Question 76: "Such information would have to be collected from newly-licensed doctors as well as those currently on the Physician Profile." Is there a requirement for how quickly the information must be collected from the doctors currently on the Physician Profile?

Answer: The bidder should provide a detailed workplan that demonstrates the ability to collect this information and the process in which it would be accomplished.

Question 77: Are physicians required to return anything to the contractor, or take any other action, if they are not making any changes to the review copy?

Answer: It is requested that physicians return the review copy to the Contractor whether changes have been made or not.

Question 78: How many currently registered physician fields required updating on a monthly basis? What is the average amount of time it takes to process and update?

Answer: On an on-going basis, Physician fields are updated both electronically and manually

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Question 79: What is the average amount of time it takes to enter a survey? Please include the time needed for the verification process?

Answer: This element is dependent on the completeness of the Physician's responses, but an estimate could be 15 to 30 minutes.

Question 80: Please provide a sample of weekly reports regarding public website usage and "downtime" of the Physician Profile. What was the total downtime for the report period of 2008? The Physician Profile Documentation Library does not contain this information?

Answer: To date the Physician Profile experienced over 6,000,000 visits to the website. No downtime has been recorded for 2009.

Question 81: Is there a specific time of the year when there is an influx of new licenses being approved?

Answer: No, but the Contractor should be able to accommodate any influx.

Mailings/Letters Procedures

Question 82: Please indicate any mailing that included postage paid return envelopes.

Answer: All mailings contain postage paid envelopes.

Question 83: Please clarify the requirement that reminder letters must be signed by the Department of Health. What is the current process for obtaining signature?

Answer: The Department has authorized use of electronic signatures.

Question 84: Please clarify the requirement that the certified letter be signed by the Department. What is the current process for obtaining this signature?

Answer: See response to question 83.

Question 85: For the letters that require a signature from the Department of Health or OMPC, will a signature stamp be used?

Answer: A signature stamp is not used.

Question 86: Please clarify the requirement that the certified letter be signed by OPMC. What is the current process for obtaining this signature?

Answer: Please see response to question 83.

Question 87: What is the typical daily call volume experienced after the referenced statewide mailings? How often does the State conduct these mailings?

Answer: Statewide mailings are conducted as needed and the Contractor should have resources available to accommodate increased call volume.

Question 88: May we have copies of all current required mailing?

Answer: This information has been made available in the Documentation Library.

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Question 89: “The contractor will mail out an Initial Profile Survey (Attachment 18) to all newly licensed and registered physicians in New York State.” Who is responsible for printing the hard copies surveys? If the contractor is responsible for printing the surveys, does NYSDOH reimburse the contractor for the printing, envelopes and postage costs? Please provide the monthly cost of printing, envelopes and postage for the Initial Surveys for 2008.

Answer: The Contractor is responsible for all aspects of mailing of the Initial Profile Survey and reimbursement is made through the standard vouchering process.

Question 90: Are the DOH and OMPC signed letters original signature? Please provide details about how this process is done.

Answer: Please see response to question 83.

Question 91: “Based on New York’s experience, approximately 15-20 percent of physicians return their Review Copy with corrections to their profile data which must be reviewed for accuracy and entered into the Physician Profile database.” Is it safe to assume the 85-80 percent who do not respond approve their profile?

Answer: The reasons for non-return of the Review Copy, include but are not limited to, there are no changes, changes are insignificant or the physician chooses simply not to respond.

Question 92: “...fulfill requests for hard copy surveys at a fee of two dollars per profile from consumers. ...requests for hard copy surveys have been minimal in number (less than 5 per year).” How many weekly deposits were made in 2008? Does this consumer website have a print capability? Will NYSDOH consider other options such as PayPal?

Answer: The consumer website does have print capability, but the Contractor must provide the hard copy survey upon request. The Department would not consider other options such as PayPal.

Costs (Mailings Licenses, etc.)

Question 93: Should the cost for obtaining licenses (e.g., AMA Masterfile, AOA Databases et.al.) be included in the cost proposal?

Answer: Please refer to Section C, Detailed Specifications, page 16.

Question 94: What is the unit cost of mailing an initial profile survey?

Answer: The cost is based on US Postal Rates.

Question 95: Is the contractor responsible for the printing costs associated with the initial profile survey? If so, please provided the current per unit cost?

Answer: Yes. The Department will reimburse these costs based on the monthly vouchering process.

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Question 96: Since the State is reimbursing the cost of the AMA and AOA database licensing agreements, should the bidder include these costs in their financial proposal? If so, please provide the amount that the State is reimbursing the current contractor for the agreements.

Answer: No. However, the Department will reimburse the Contractor's actual cost of data acquisition subject to the Contractor obtaining best prices available.

Question 97: What is the unit postage cost of mailing the certified letter and survey referenced in this section?

Answer: See the response to question 94.

Question 98: Since the Department is reimbursing the cost of data acquisition, should these costs be included in the bidder's financial proposal? If so, what is the current amount of this reimbursement?

Answer: Please see response to question 96.

Question 99: Is the cost of accessing the NPDB & HIPDB based on individual inquiries/transactions or on some sort of annual fee?

Answer: The costs of accessing the NPDB and HIPBD is based on individual inquiries.

Question 100: What is the average per unit postage cost of the malpractice mailings?

Answer: See the response to question 94.

Question 101: "Based on 2008 experience, approximately 30-40 percent of all newly licensed and registered doctors will need a Reminder Letter." Who is responsible for printing the Reminder letter? If the contractor is responsible for printing the Reminder Letters, does NYSDOH reimburse the contractor for the printing, envelopes and postage costs? Please provide the monthly cost of printing envelopes and postage for the Reminder Letters for 2008.

Answer: See the response to questions 83, 89 and 94.

Question 102: "Based on recent experience, approximately 20-30 percent of all newly licensed and registered doctors will need to be sent Certified Letter." Who is responsible for printing the Certified Reminder letter? If the contractor is responsible for printing the Certified Reminder Letters, does NYSDOH reimburse the contractor for the printing, envelopes and postage costs? Please provide the monthly cost of printing envelopes and postage for the Certified Letter postage for 2008.

Answer: See the response to questions 83, 89 and 94.

Question 103: "Based upon recent experience, approximately 5-10 percent of all new licensed and registered doctors will need an OPMC-signed certified letter." Who is responsible for printing the Certified OPMC letter? If the contractor is responsible for printing the Certified OPMC Letters, does NYSDOH reimburse the contractor for the printing, envelopes and certified postage costs? Please provide the monthly cost of printing, envelopes and Certified OPMC letter postage for 2008.

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Answer: See the response to question 83, 89 and 94.

Question 104: “Approximately 10 to 15 percent of such inquiries will require a Data Verification Letter to be sent to physicians to resolve apparent reporting discrepancies.” Who is responsible for printing the Data Verification letter? If the contractor is responsible for printing the Data Verification Letters, does NYSDOH reimburse the contractor for the printing, envelopes and costs? Please provide the monthly cost of printing, envelopes and Data Verification Letter postage for 2008.

Answer: See the response to question 83, 89 and 94.

Question 105: “Based on 2008 New York experience, there are approximately 1,500 to 2,000 Medical Malpractice Review Letters that will need to be sent to physicians. This not only includes newly-licensed doctors but doctors whose existing medical malpractice history may change. In addition, 600 to 800 letters seeking clarification of the severity of the medical malpractice case, required to determine appropriateness of public disclosure, will need to be sent to physicians.” What is contained in this mailing? Who is responsible for printing the Medical Malpractice Review Letters, does NYSDOH reimburse the contractor for the printing, envelopes and costs? Please provide the monthly cost of printing, envelopes and postage for the Medical Malpractice Review Letter for 2008.

Answer: See the response to question 83, 89 and 94.

Question 106: “...fulfill the requests for hard copy surveys at a fee of two dollars per profile from consumers.” Who is responsible for the cost of the envelopes and postage, i.e. the consumer, contractor, or NYSDOH?

Answer: Please see response to question 89.

Storage

Question 107: How much space is currently devoted to storing these documents? Will the files and storage equipment be transferred to the successful bidder?

Answer: Please refer to Section C, Detailed Specifications, page 20. Files and storage equipment will be transferred.

Question 108: In an effort to conserve storage space and enhance retrieval of information, would the Department accept electronic imaging of all documents in lieu of maintaining hard copies?

Answer: The Department is exploring this option, but presently the Contractor should assume a paper system.

Question 109: Would the Department permit the maintenance of these files in a secure off-site facility?

Answer: Immediate access is required to these files, so they must be maintained at the Call Center.

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Question 110: This section mentions optical scanning. Is optical scanning currently used? If so, in what capacity? What documents are scanned? What are the average monthly volumes of scanned items? What role does the Department see optical scanning play under the new contract?

Answer: There may be a role for optical scanning; it is the responsibility of the Contractor to ensure the accuracy of the scanned information.

Equipment

Question 111: Would the Department please provide a detailed list of items that will be made available to the successful bidder (including types of equipment and quantities of each)?

Answer:

Call Center equipment - Nortel Phone with Symposium ACD system

Make and model of phone system -Nortel 61C with Symposium version 6

In- and out-bound phone lines - 2 T1 of 24 lines each

Type of telephone - Northern Telecom ACD Phones

Phone monitoring and reporting system - Symposium ACD

Question 112: At the end of this new contract period, who pays for the costs of all files, file cabinets and equipment to a new contractor?

Answer: The bidder must include the cost of transferring all files, file cabinets and equipment to their fixed price for the Turnover Task in their financial proposal.

Question 113: It is stated that the State, owns and will make available computer programs, manuals, Call Center equipment, etc. What type of Call Center equipment does the current contractor utilize? What is the make and model of phone system? How may in- and out-bound phone lines are there? What type of telephone is used? What is the phone monitoring and reporting system currently being used?

Answer: Please see response to question 111.

Question 114: “Accordingly, the State owns and will make available to the successor Contractor at no cost, all computer programs, procedure manuals, operating plans, documentation, data, records, Call Center equipment and related items arising out of or related to the New York Physician Profile System.” What Call Center equipment is included? Please provide the manufacturer, model and the number of pieces of each piece of equipment. Will NYSDOH warrant that all the current equipment is sufficient to meet the expected increased in volume associated with the new law?

Answer: Please see response to question 111. Based upon current experience, it is the Department’s expectation that the current equipment is sufficient to meet the requirements of the new law.

Question 115: “Accordingly, the State owns and will make available to the successor Contractor at no cost, all computer programs, procedure manuals, operating plans, documentation, data, records, Call Center equipment and related items arising out of or

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related to the New York Physician Profile System.” What Call Center equipment is included? Where is the current Call Center equipment located? How does NYSDOH foresee the transition of the equipment from the current contractor to a new contractor? We assume the current contractor will need the equipment at their site through the end of their contract and the new contractor must have access to the equipment during the 60 day Transition to allow for the installation, testing and training.

Answer: Please see response to question 111. Yes, the contractor will have the equipment at their site until the end of their contract.

Question 116: “Accordingly, the State owns and will make available to the successor Contractor at no cost, all computer programs, procedure manuals, operating plans, documentation, data, records, Call Center equipment and related items arising out of or related to the New York Physician Profile System.” What Call Center equipment is included? Who is responsible for the packing and transfer of the Call Center equipment? Will NYSDOH warrant that the Call Center equipment will be in good working order prior to shipping from the current vendor to the new vendor?

Answer: Packing and transfer of the Call Center equipment is the responsibility of the successor Contractor.

Question 117: Please provide a list of equipment, manufacture, model and type as appropriate.

Answer: Please see response to question 111.

Question 118: ...any inaccurate data resulting from data entry, for which the Contractor has responsibility, including optical scanning.” Is optical scanning used on the current contract? If so, will the scanning equipment and applications be turned over to the new contractor?

Answer: Please see response to question 110.

Question 119: Please confirm the actual “Call Center equipment” that the state will make available to the contractor, at no cost, should be limited to telephone, handsets and headphones.

Answer: Call Center equipment includes telephones, handsets, headphones, and any related equipment purchased with contract funding.

Question 120: Will the current hardware for all job functions be transferred from to the current vendor to the new vendor?

Answer: The Department does not own the hardware that it is being utilized under the current contract.

Question 121: Please provide a list of all hardware currently being used.

Answer: Please see response to question 120.

Training

Question 122: How long is the current “new staff” training period?

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Answer: It is the Contractor's ability to provide adequate training.

Question 123: How many hours of training will be provided by the incumbent contractor? On what topic areas specifically will the incumbent contractor train?

Answer: Sufficient training will be provided by the current contractor necessary to perform the Turnover Tasks.

Question 124: Will the Department be providing any training in addition to that provided by the existing contractor? If so, how many training hours will that entail? On what topic areas specifically will the Department train?

Answer: The Department will be supervising and monitoring very closely the performance of the Turnover Tasks by the incumbent contractor as well as the Takeover Tasks performed by any new contractor.

Question 125: Please provide the training materials developed for the call center staff. The Physician Profile Documentation Library does not contain this information.

Answer: Those materials will be provided Takeover Period.

Question 126: The current contractor responsible for training the new contractor management staff on the operation of the systems (Physician's profiling, public web site, and call center? Where will the training be held? Will the new contractor have access to the current operation for the purpose of "hands on" training?

Answer: "Hand on" training will be held either in New York City or Reston, VA as determined appropriate by the Department.

Staffing

Question 127: Is the M/WBE Staffing Plan to be completed by the bidder or each M/WBE subcontractor? How should a new bidder that is yet to hire contract staff supposed to complete this form?

Answer: Any information submitted with the proposal is the responsibility of the bidder. Bidders should complete Attachment 10, M/WBE Forms.

Question 128: Please provide the current contractor's staffing plan, including FTEs by position, as well as whether any employees provided services to other contracts.

Answer: 12 Call Center Staff and 4 Database and Website Administration staff who perform overlapping roles..

Question 129: "The contractor shall sufficiently staff and operate a Call Center..." How many call center staff are currently assigned to the Physician Profile project?

Answer: Please response to question 128.

Question 130: Are the staff employees of the current contractor or a subcontractor?

Answer: Staff are employees of the contractor.

Question 131: Is any NYSDOH staff assigned to the call center? If so, please define their responsibilities.

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Answer: Senior DOH staff are assigned to the Physician Profiling project. They provide oversight and direction to all aspects of the project.

Question 132: “The consumer Help-line must offer translation services in Chinese, Spanish, Russian and Haitian Creole.” Is this a new requirement? If not, how many requests were made for translation services for 2008, by language type?

Answer: No, this not a new requirement. The Call Center must be able to answer all calls in Chinese, Spanish, Russian and Haitian Creole regardless of the call volume.

Question 133: Does NYSDOH have an existing Help Desk Support, Process, People, and System? If yes, does “Contractor” team need to work with existing Help Desk process, people and systems for Hosting/Maintenance perspective?

Answer: No, but see response to question 131.

Question 134: What are current staffing levels for the various job functions?

Answer: Please see response to question 128.

Additional Questions

Question 135: Will the names of the companies and attendees at the bidder’s conference be made public:

Answer: Yes, please find the list of attendees below.

Affiliated Computer Services, Inc.

Aithent

Automated Health Systems

Capgemini

CGI Technologies and Solutions, Inc.

Data Industries of NY

Documentation Strategies, Inc.

IFMC

IPRO

MVP Conulsting

Oleen Pinnacle Healthcare Consulting

PSI International, Inc.

Public Consulting Group

SAIC

Data Core Systems

CMA Consulting

Sutherland

MAXIMUS

DIRAD

Garnet River

Nova Link

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Question 136: Is the Hibbert Group a subcontractor to the current contractor, or are they directly contracted with the State? Will the Hibbert Group continue to provide their services to the New York State Physician Profile.

Answer: The Hibbert Group is a subcontractor to the current contractor.

Question 137: Based on the answers posted to the 200 or more questions, if we have any additional questions, would you give us an opportunity to ask additional questions before the proposal due date.

Answer: As stated in the RFP, questions were to be submitted by July 10, 2009. No additional questions will be accepted after that date.

Question 138: Is there a limited to the number of pages for the technical and financial proposals.

Answer: No.

Question 139: How much of this project must be staffed in New York State? For example can the Call Center be staffed outside the state?

Answer: Please see response provided for question 39.

Question 140: Can you provide how much detail you are looking for in senior management.

Answer: Please see the response provided for question 24.