

**Maintenance and Enhancement of the Web-Based  
New York State Immunization Information System**

**RFP No. 1212030151**

**Questions and Answers Document**

**Set One – Questions 1 - 20**

**RFP Section**

**B.2 Architecture, Hardware and Operating System**

1. Question: Is NYSDOH also providing Oracle database licenses for the NYSIIS application?  
**Answer: Yes**
2. Questions: Who is responsible for installation and patching of the database licenses?  
**Answer: The vendor is responsible for installation and patching of the database licenses.**
3. Question: Does ITS provide 24X7 monitoring of all hardware hosted in their datacenter?  
**Answer: Yes**
4. Question: Who provides monitoring of dataguard and the Disaster Recovery environment?  
**Answer: The dataguard monitoring is the responsibility of the vendor. The vendor is also responsible for Oracle installation in all NYSIIS environments, including the Disaster Recovery. The operating system and connectivity is the responsibility of NYSDOH.**

**RFP Section**

**C. DETAILED SPECIFICATIONS**

5. Question: Is it NYSDOH intention that ‘five years of general IIS experience’ is referring to successful support of an operational system?  
**Answer: The five years can include both development and support of an operational system.**

**C.2.2 Normal System Activity**

6. Question: This section references Production, Training, and QA application environments. Is there a development environment for NYSIIS for coding of system enhancements?  
**Answer: Yes**
7. Question: If so, who is responsible for hardware, software, and hosting of this environment?  
**Answer: NYSDOH will purchase hardware and software licenses. The vendor is responsible for software installation, patching, and hosting of the development environment.**

**C.2.4 Problem Response**

8. Question: What is the required response time for on-call support outside of normal business hours for reported issues?  
**Answer: A response outside of normal business hours should be initiated within 1 hour of a issue being reported.**

9. Question: What constitutes a critical or high system defect that would require after-hours support?  
**Answer: Any defect that would prevent users from accessing the NYSIIS production environment by 8 am the next business day.**
10. Question: Will any tools (i.e. Monitoring software, pager, phone) be provided to help facilitate 24X7 on-call support?  
**Answer: No**

#### **C.4.1 Help Desk Support**

11. Question: What is the minimum number of FTE's required to support the NYSIIS help desk?  
**Answer: The vendor should respond with the appropriate number of FTE's they feel they need to support the requirements of the RFP.**
12. Question: What is the anticipated growth in NYSIIS user volumes that the help desk will be required to support?  
**Answer: The NYSIIS Program anticipates a 5% annual growth in the number of users.**

#### **C.4.2 User Support**

13. Question: How many new training videos are expected to be produced?  
**Answer: NYSDOH anticipates 2 training videos per year (10 total over five year contract).**

#### **C.4.8 NYSDOH Responsibilities**

14. Question: Who is responsible for maintenance and support of the dataguard and disaster recovery box?  
**Answer: The dataguard monitoring is the responsibility of the vendor. The vendor is also responsible for Oracle installation in all NYSIIS environments, including the Disaster Recovery. The operating system and connectivity is the responsibility of NYSDOH.**

#### **C.5 Blood Lead Support**

15. Question: What is the minimum number of FTE's required for Blood Lead support, training and outreach requirements?  
**Answer: The vendor should respond with the appropriate number of FTE's they feel they need to support the requirements of the RFP.**
16. Question: Weekly Blood Lead meetings specify onsite, is onsite a requirement?  
**Answer: No**

#### **C.6.3 Phase III – Full System Support**

17. Question: What is the minimum number of developer/system engineer staff required to support base NYSIIS services?  
**Answer: The vendor should respond with the appropriate number of developer/system engineer staff they feel they need to support the requirements of the RFP.**
18. Question: Is the Lead Business Analyst position required to be full-time?  
**Answer: No**

19. Question: Is the Project Manager position required to be full-time?

**Answer: No**

**RFP Section**

**Attachment 6: COST SHEET**

20. Question: Are the total hours listed for the respective positions identifying hours per year that will be encumbered each year for years 1 through 3 or is this the total hours that will be expended in that position over a three year period?

**Answer: This is the total hours that will be expended in that position over a three year period.**

**A final set of answers to vendor questions will be provided on or about September 16th.**