**Question 1.**

Is there a term to the agreement (e.g. is this a multi-year agreement for the selected vendor and, if so, is there an initial term)?

**DOHMH Response:**

**The RFP cost proposal requires reflection of the full scope of the project costs of the scope of services defined in the RFP and one year of support. The NYC contracting mechanism requires an annual contract be executed.** **The NYC annual contract will reflect those deliverables and /or support by DOHMH fiscal year July 1, year through June 30 contract year.**

**Question 2.**

The RFP states the DOH will award up to $796K to the selected contractor. Is this an annual amount or an amount for the entire term of the initial agreement?

**DOHMH Response:**

**The $796K award includes the successful completion of the scope of services defined in the RFP and one year of support. The NYC contracting mechanism requires an annual contract be executed. The NYC annual contract will reflect those deliverables and /or support by DOHMH fiscal year July 1, year through June 30 contract year.**

**Question 3.**

After the solution goes live, what contract term is FPHNYC contemplating for the ongoing fully managed, cloud-hosted solution?

**DOHMH Response:**

**The agency has prioritized and is proactively engaged in identifying and securing funds from alternative sources for the ongoing support of the National Provider Directory initiative.**

**Question 4.**

In **SECTION II: SCOPE OF SERVICES, OPTION 1** (page 5), DOHMH asks the Proposer to

provide a *“cloud based fully managed instance.”* and in APPENDIX B (page 33) defines the

requirement as *“Cloud hosted, fully managed, and maintained by vendor to Service Level*

*Agreement.”*

Can DOHMH provide guidance on how license fees and cloud-based hosting fees should be

presented in **ATTACHMENT C: PRICE PROPOSAL FORM**. For example, should they be

presented as “Software/Tools/Supplies?

**DOHMH Response:**

**Reflect ongoing software license or cloud-based hosting fee as “Software/Tools/Supplies”.**

**Question 5.**

How should proposed costs for the ongoing software license or SaaS fee be presented in the price proposal form?

**DOHMH Response:**

**Reflect ongoing software license or SaaS fee as “Software/Tools/Supplies”.**

**Question 6.**

In **APPENDIX B, SECTION A and C** (page 57 & 59), the following documents are provided:

i. Access-Control-Plan

ii. Agency-System-Categorization-Worksheet

iii. Application-Security-Project-Scoping

iv. Cloud-Vendor-Security-Questionnaire-and-Assessment

v. AIDR-USER-GUIDE-FOR-APPLICATION-SYSTEM

vi. AIDR-USER-GUIDE-FOR-DATA-INTEGRATION

In the Scope of Work beginning on page 7 of the RFP, these documents are defined as

deliverables. Is there a requirement for the Proposer to complete any of these documents as part of their RFP proposal or is it sufficient to reference their completion as part of the Scope of

Work?

**DOHMH Response:**

**Completion of the technology specific documents included in the RFP is not required for proposal submission. Completion of the technology specific documents is included in the scope of work as structured requirements of Part 1 Deliverable Documents d. Infrastructure and Security Deliverable Documents and may be referenced as the same.**

**Question 7.**

In **SECTION III: FORMAT AND CONTENT OF THE PROPOSAL** (page 26), states “*No*

*price information should be disclosed in the Technical Proposal.*”

Can the Proposer include in the Technical Proposal information on project deliverables,

including an estimate of the level of effort for those deliverables, but excluding any reference to fees charged, without prejudicing the review of the Technical Proposal?

**DOHMH Response:**

**Proposal evaluation criteria and relative weight of each, that will be used to evaluate proposals is defined in the table A. Proposal Evaluation Criteria (page 29). The Evaluation Committee will evaluate proposals and rank Proposers by technical merit and price according to the criteria listed in A. Proposal Evaluation Criteria.**

**Question 8.**

There are several acronyms that appear to be divisions/departments in the RFP that are never clearly defined. Can we get a list of definitions for BEHS, BHHS, BOI, BTBC, EPI, BPHTID, BTBC, FCH, BMIRH, BPC, HSSB, BCP, BPS.

**DOHMH Response:**

**Stakeholders Table.**

|  |  |
| --- | --- |
| **BEHS** | **Bureau of Equitable Health Systems** |
| **BHHS** | **Bureau of Hepatitis, HIV and Sexually Transmitted Infections** |
| **BOI** | **Bureau of Immunization** |
| **BTBC** | **Bureau of Tuberculosis Control** |
| **EPI** | **Bureau of Epidemiology** |
| **BPHTID** | **Bureau of Public Health Training and Information Dissemination** |
| **FCH** | **Family Child Health** |
| **BMIRH** | **Bureau of Maternal, Infant, Child Reproductive Health** |
| **BCP** | **Bureau of Communicable Diseases** |
| **HSSB** | **Health Systems Planning and Strategies** |
| **BPC** | **Bureau of Provider Communications** |
| **BPS** | **Bureau of Provider Services** |

**Question 9.**

In **SECTION II: SCOPE OF SERVICES, OPTION 1** (page 5), it indicates that the Proposer

will need to integrate DOHMH provider data into the Proposer’s cloud-based fully managed

instance.

Can DOHMH provide any guidance on:

(a) the number of data sources that the Proposer would integrate,

(b) how those data sources would be provided (e.g. as files for upload or as data to access

through APIs), and

(c) the frequency with which data would need to be updated (one time, periodic or on a real-time basis).

**DOHMH Response:**

**Data sources, the method of the provision of data and frequency of updates will be evaluated during the requirements and design phases of the project. Data sources of consideration may include, but are not limited to, Provider Network Data System, prescribing providers from the Citywide Immunization Registry and Emergency Management data.**

**Question 10.**

Are there specific data sources identified/required for the provider directory solution?

a. If so, what sources and is access to these sources provided by DOHMH or the selected vendor for this project?

b. Please provide a list of expected sources if so identified.

**DOHMH Response:**

**Data sources will be evaluated during the requirements and design phases of the project. Data Use Agreements and Business Associate Agreements provide access for the selected vendor. Data sources of consideration may include, but are not limited to, Provider Network Data System, prescribing providers from the Citywide Immunization Registry and Emergency Management provider data.**

**Question 11.**

Requirement System 12 - “Customized DOHMH National Provider Directory Solution Instance includes integration with DOHMH Provider Data Sourced Data Updates from DOHMH Provider Data Sources.” Can you please provide further clarification on the DOHMH Provider Data Sources including the number of sources, the data within the data source, the frequency of updates, and the format of the updates.

System Question 14 - Have user defined fields been defined?

a. If so, can you provide any specifications or general diagrams of the expected solution

**DOHMH Response:**

**Data sources will be evaluated during the requirements and design phases of the project. Data sources of consideration may include, but are not limited to, Provider Network Data System, prescribing providers from the Citywide Immunization Registry and Emergency Management data. Data elements, frequency of updates, format of updates, user defined fields and specifications will be defined during the requirements and design phases of the project.**

**Question 12.**

Paragraph 1 - While it is clear the selected vendor will be providing the resources required to implement the solution, it is not clear if DOHMH will provide expertise and resources required to connect and integrate to existing systems. Will DOHMH provide existing system resources to provide access or integration into/with existing systems?

**DOHMH Response:**

**Awarded vendor will be provided access to existing data sources to support vendor integration efforts. DOHMH resources will support agency extensibility of this initiative.**

**Question 13.**

System question 09 – Is DOHMH messaging a specific technology or a general capability to provide data and communicate internally/externally?

**DOHMH Response:**

**DOHMH messaging is the current state DOHMH email system.**

**Question 14.**

On option1, does this Provider directory solution interact with MDM to ensure that MDM works as the source of truth meaning the provider should first exist in the MDM system before it can be made available in the directory.

**DOHMH Response:**

**DOHMH provider data is integrated with national provider directory data in one instance.**

**Question 15.**

On option2, does this Provider directory solution works as the source of truth where you can add, edit or manipulate directly.

**DOHMH Response:**

**In Option 2, National Provider Directory Solution provides real time, national provider data for use in the design, development, and implementation of a DOHMH Provider Directory.**

**Question 16.**

Does the external API requirement include getting data in bulk or will it be limited to few records at a time?

**DOHMH Response:**

**Both.**

**Question 17.**

Is there data migration involved?

**DOHMH Response:**

**Legacy Data migration is anticipated.**

**Question 18.**

Post GoLive deployment, is a M&O support period required?

**DOHMH Response:**

**A support period of one year is included in the scope of the RFP.**

**Question 19.**

Is there a preferred approach to training, ie. Train the Trainer? Other?

**DOHMH Response:**

**Training deliverables include training plan, training materials tailored for the DOHMH user community, train the trainer, training video content, web-based user manual and job aids.**

**Question 20.**

What is your preference of the Cloud platform?

**DOHMH Response:**

**Azure.**

**Question 21.**

Are you looking for a custom-built solution on a work-for-hire basis or a subscription for a fully managed solution?

**DOHMH Response:**

**The goal is the delivery and implementation of the Scope of Services in a cloud hosted, fully managed environment; vendor proposes solution.**

**Question 22.**

Do you expect or prefer a COTS solution?

**DOHMH Response:**

**The goal is the delivery and implementation of the Scope of Services in a cloud hosted, fully managed environment; vendor proposes solution.**

**Question 23.**

Do you have an existing Master data management system that exposes API and batch process for provider data?

**DOHMH Response:**

**In the current state DOHMH has developed internal solutions that do not fully meet the standards of Master Data Management and APIs.**

**Question 24.**

The title page states the RFP is a DRAFT. Is the document complete at this point or should we expect that there will be another version that is considered FINAL?

**DOHMH Response:**

**The RFP posted is the final version.**

**Question 25.**

Are the page numbers correct for Appendix B and subsequent pages?

**DOHMH Response:**

**Yes.**

**Question 26.**

Should 9. Monitoring of Solution in Post-production and 10. One Year of Support and Maintenance instead be 11 and 12?

**DOHMH Response:**

**Yes.**

**Question 27.**

Page 28 – Acknowledgement of Addenda – Is Attachment D Referencing Appendix D?

**DOHMH Response:**

**Acknowledgement of Addenda is Attachment D.**

**Question 28.**

Page 24 identifies the sequence of the first two sections of the Technical Proposal as Proposal Summary and then Table of Contents. Page 28 identifies Table of Contents and then Proposal Summary. Which sequence should we use?

**DOHMH Response:**

**The Proposal Package Contents on page 28 is a courtesy checklist to assure completeness.**

**Question 29.**

Is 3.3.4 intentionally skipped?

**DOHMH Response:**

**No.**

**Question 30.**

We do not see Data Classification Workbook V8 Project.xlsx at <https://fphnyc.org/get-involved/requests-proposals/>.

**DOHMH Response:**

**The Data Classification Workbook will require Information Technology access permission to complete as a Scope of Services deliverable for the awarded vendor.**

**Question 31.**

Refers to Appendix A, B, C, D, E, F, G, H, I, and Covid-19 Vaccination. The PDF includes A, B, C, D, E, F, but doesn’t include anything after F**.**

**DOHMH Response:**

**DOHMH does not understand the question.**

**Question 32.**

Regarding the onsite work requirements (Eligibility Questionnaire and Section C, Contractor Assumptions, first bullet), is a resource required to be onsite at all times, or as appropriate/necessary? Are some percentage of resources required to live in the greater NYC area?

While we can send a resource onsite to provide needed services and/or we can provide remote services, we do not have a NYC office location, nor NYC resident employees at this time.

Please clarify if we are still eligible, and if so, how much of an impact – if any – there is as a result of not having local resource but do have the capability of sending them in as needed.

**DOHMH Response:**

**Ideal response or goal for onsite vendor participation includes an onsite presence for the Project Manager, Business Analyst and Technical Leads for Kick Off, requirements elicitation and design sessions, and throughout the implementation phase. Policies and procedures, NYC mandates take precedence for onsite commitment and vendors may need to consider inclusion of the full project team onsite along with consideration for inclusion of travel expenses in the cost proposal.**