NEW YORK STATE DEPARTMENT OF HEALTH

OFFICE OF LONG TERM CARE

A Request for Proposal for:

Uniform Assessment Tool

RFP Number

1005130955

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WRITTEN ANSWERS TO QUESTIONS

NYS DOH Response to Written Questions   October 8, 2010

Proposal Due Date   November 3, 2010, 3pm

Table of Contents

A Miscellaneous

Q 1: How the assessments are currently supported? What technologies are being used?

A: *The assessments are largely manual, paper-based processes. There are some programs in some regions that have automated assessments. This system will replace any such automation.*

Q 2: Do you expect many proposals for this RFP?

A: *Yes. We sent 38 notifications to vendors and expect a healthy response.*

Q 3: Are there any existing systems you've seen that you would like to emulate?

A: *NYS DOH does not have a preference.*

Q 4: Many times responses to questions led to more questions. Would DOH consider one additional round of questions based solely on the fact that there is no bidder conference scheduled for this procurement?

A: *No.*

Q 5: Section A1 (General Requirements) states that UAT system will be required to "facilitate document workflow and appropriate approvals;" but there is no detailed explanation of this requirements present in the RFP. Can you please explain more regarding this requirement?

A: *Per section C.10.14 Actionable Capabilities, #1: "1. The selected vendor will be required to work with the State to capture the business rules related to and governing each actionable capability. This business analysis will take place per project iteration." The NYS DOH anticipates detailed analysis to be conducted with the selected vendor at the start of and throughout the project to determine the explicit workflow and approval needs.*

Q 6: Does NYSDOH have a preferred approach or vision on how the UAT is anticipated to address the divergent information needs for the eight listed Medicaid programs while achieving the uniformity of data goal? If so what is that preferred approach or vision?

A: *NYS anticipates that the implementation of the identified interRAI domains, algorithms, and scales, in conjunction with the NYS identified data, will establish uniformity across program areas.*

Q 7: Is the approach for eight separate assessment tools that share common demographic and patient condition information? Would each assessment tool then have a specialized set of items that address a program's specific information needs?

A: *The approach is to use common patient demographic data across all assessments. A uniform set of assessment domains will determine patient need. A smaller number of program-specific data elements have been identified and added.*

Q 8: Are these eight Medicaid Programs regarded by NYSDOH as components of the overall Long Term Care continuum?

A: *Yes.*

Q 9: Do any of the eight Medicaid programs listed in the RFP use interRAI tools currently? If so which programs and how long has the tool been used? In addition, for each assessment tool that is in use, is the tool in pilot mode or fully deployed?

Q 10: If any of the interRAI assessment tools are currently in use will the bidders be able to look at a sample copy of each tool prior to bid submission?

A: *No. interRAI tools are not currently used. Refer to RFP attachments 29 and 30 for a sample copy of the tools.*

Q 11: We are a minority-owned company that is looking for the opportunity to partner with a Prime. Would you be able to provide the list of companies that submitted questions?

A: *Yes.*

Enterprise Steward LLC
Latham, New York
www.enterprisesteward.com

GCOM Software, Inc.
Albany, New York
www.gcomsoft.com

Pinnacle Consulting Group
Fairfield, New Jersey
www.pinnacle.us.com

Momentum Healthware, Inc.
Winnipeg, MB, Canada
www.momentumhealthware.com

PeerPlace Networks LLC
East Rochester, New York
www.peerplace.com

Center for Information Management, Inc.
Ann Arbor, Michigan
www.ciminc.com

Q 12: Are there any process models/work flows documented for any of the healthcare program (e.g. ALP, PCSP, ADHC etc)?

A: *Yes. There are work flow documents and charts for all eight programs in a standard format which will be available at the start of the contract.*

B Contractual, Licensing, and Ownership

Q 13: Does the DOH require obtaining OSC approval before an award is made?

A: *DOH awards the contract by naming the winning bidder. OSC is required to review, approve and execute the final contract.*

Q 14: Will NYS DOH consider a proprietary COTS application that includes unlimited licensing for "use" as opposed to sole ownership?

A: *Yes. NYS DOH will accept perpetual licensing in place of sole ownership for proposed solutions that are considered "off the shelf" or otherwise include intellectual property belonging to the vendor prior to the start of the project. Such arrangement will be subject to negotiation. C.9.2.*

C Project Organization

C.1 Project Team and Structure

Q 15: Will each of the Medicaid Programs have its own representatives interfacing with the selected vendor or will there be an NYSDOH project office overseeing this entire project?

A: *Programmatic input will be represented by NYS DOH Program Directors and State-wide program associations or service providers, as warranted. The selected vendor may be asked to interface with any or all of these groups or users in the development sessions (e.g. per section C.8 Usability Requirements and User Input).*

Q 16: Does NYSDOH require a minimum number of developers to be devoted to this project by selected vendor? If so how many? Is there a maximum? If so how many?

A: *No.*

Q 17: If conflicting needs arise during the functional specification stage between the eight listed Medicaid programs in this RFP, is there a process to resolve this scenario? If so what is the process and what is the role of the contracted vendor in the conflict resolution process?

A: *The authorization for system functionality is centralized in the Department of Health. The contracted vendor will not have a role in inter-program conflict resolution.*

C.2   Data Migration and Data Requirements

Q 18: What is the nature of the data conversion requirements? Will it require conversion of existing paper based assessments to be loaded into new system for data availability?

A: *There are no data conversion requirements for this project. Programs will use the solution for new patient assessments and existing patient re-assessments.*

Q 19: Are you expecting to be able to scan documents into the client record?

A: *No.*

C.3   Project and Contract Duration

Q 20: Section E9. states the contract term is 5 yrs (60 months) and 3 yrs optional extension but C1.1.4 (Project Scope) section pt 7. explains the basic timeline as 15 months. Can you please explain this discrepancy?

A: *The basic timeline described in C1.1.4 includes the timeline through the live pilot implementation but does not include system evolution described in section C.13 as follows:*

"After the NYS DOH has accepted the solution from the vendor, to assist the NYS DOH and to ensure successful rollout of the solution to state-wide users, the NYS DOH has the following requirement of the selected vendor:

The selected vendor will be required to provide staff to continue to support, maintain, and augment the solution as additional requirements are identified in the course of implementation and state-wide rollout. This activity is referred to as system evolution. See section C.1.1.8 "Transition of Ownership & System Evolution" for more details."

C.4   Iterations

Q 21:   How is the UAT system functional specification stage expected to proceed once a firm is contracted and this project starts?

A: *See section C.1.1.4, #4, "The State expects the first iteration to include sessions whereby detailed information and clarification of any requirements will be exchanged."*

Q 22:   What is the role of the selected vendor during the functional specification stage?

A: *The NYS DOH expects the selected vendor to lead all project activities.*

Q 23:   What is the expected duration of the functional specification stage? Is the duration of the functional specification stage a part of the development iteration of the overall project plan?

A: *The NYS DOH expects the first project iteration to primarily involve project setup and high level design activities, and each iteration within the project to contain detailed design, implementation, testing and any other activity necessary to achieve measurable goals and deliverables. The NYS DOH does not have a prescribed amount of time for the first iteration.*

C.5   Configuration and Maintenance of Environments

Q 24:   NYS DOH has mentioned the requirement for support in setting up environments for the UAT system. Will DOH require the development vendor's system administrator(s) to set up the environments, including production, or will the vendor's system administrator(s) need to support DOH system administrators in setting up the environments? Please also provide the number of environments (including DEV, SIT, UAT, Pseudo, Prod, etc.), and specifically clarify access to and procedures for setting up the production environment.

A: *The NYS DOH will either grant operating system level access to the selected vendor's system administrator, or will make available appropriate state staff to assist and/or oversee. The specific interaction will be determined at the start of the project. The expected environments are identified in section C.1.3.1 Configuration of Solution Environments. Specific details pertaining to performance testing and beta/training activities will be discussed at the start of the project.*

D Functional and Project Requirements

D.1   Offline Capabilities

Q 25: For the offline application on a laptop, what is the technology stack that NYSDOH expects the application to operate in?

A: *Windows XP and Windows 7.*

Q 26: We understand the offline assessment capability is a PC-driven software tool. Do you have a preference for the technology to be used for offline on the client side for data collection and storage?

A: *The off-line client-side data storage technology will be determined in the early phases of the project.*

D.2   External Interfaces and Exchanges

Q 27: Is there any need for real-time integration with any other systems?

A: *All systems known at this time with which the UAT must integrate have been identified in the RFP.*

Q 28: Are any of the agencies that the eight Medicaid programs oversee expected to do direct feeds into the database versus entering everything manually onto the application?

A: *No. All assessments will be performed electronically, thereby providing data directly to the UAT database. No assessments will be conducted on paper. There are no additional interface requirements beyond those identified in the RFP.*

Q 29: Will there be a requirement to conduct periodic imports of demographic information with identifiers (like Medicaid ID) on people to be assessed to the UAT system from other NY participant data systems? Or will the UAT operation be separate from other systems?

A: *See section C.10.2.1 Pre-defined Data Sets: The State has and maintains data sets (i.e. reference data) that must be used by and/or incorporated into the solution. Details pertaining to any/all pre-existing data sets will be available at the start of the project.*

D.3   Algorithms and Data Elements

Q 30: The RFP indicates on page 27 that NYS DOH has specific data and algorithms that will also have to be implemented to adequately support NYS long term care programs. Although specific details are to be identified during the project, is it possible to provide a rough estimate of the number of additional data items and the number of algorithms to be developed?

A: Refer to Section C.1.1.2 and RFP attachments 29 and 30 for a sample copy and descriptions of both the interRAI and NYS assessment data and algorithms to be implemented. "The State requires current versions of all algorithms to be implemented." The NYS LOC algorithm and other specific details will be identified during the project.

D.4   Web Browsers

Q 31: What browsers and browser versions need to be supported?

A: The solution must be compatible for use with the current (at time of release) versions of Internet Explorer and FireFox (section C.9.1).

D.5   Reports

Q 32: P. 34, #2: Do you have specific requirements for the Personal Health Summary Report? Would the data be pulled from an electronic health record?

A: Specific report data will be defined in the project. There are no additional interface (import/export) requirements beyond those identified in the RFP.

Q 33: Does the DOH or NYS have a standard reporting product or platform upon which the reporting requirements would be delivered?

A: The NYS DOH does not have a standard reporting platform for application reporting capabilities. Per section C.10.12 Reporting Capabilities, #8: "All reports must include the option for users to specify whether they would like the data represented in the report in electronic, delimited format available for export."

Q 34: Would the DOH provide examples of all the reports that will be required?

A: No. Per section C.10.12 Reporting Capabilities, "Note: Specific report data will be defined as part of the project." A general set of reports has been provided.

D.6   Digital Signatures

Q 35:   Do you have a technology preference for electronic signatures—both offline and on-line? Do you have certain hardware and/or software requirements already identified?

A: *There is no requirement for electronic signatures or digital attestation in the RFP.*

D.7   System Performance

Q 36:   The proposal states 7,500 concurrent users; do you mean logged-in users?

A: *Yes.*

Q 37:   Does NYS DOH have load testing tools and load testing infrastructure? Will NYS DOH provide the licenses required for load testing and make their infrastructure available.

A: *The selected vendor will be required to perform all system performance activities and cannot assume access to NYS DOH infrastructure or licenses to achieve system performance requirements.*

D.8   Training

Q 38:   Does NYS DOH have a preferred software tool to create the online training material?

A: *No.*

Q 39:   Can you specify the number of train-the-trainer classes that will be required to train select NYS DOH staff?

Q 40:   What is the duration of training NYSDOH is expecting for the UAT system?

A: *The NYS DOH does not have a specific number of "classes" or a specific amount of time in mind to train the trainers. The NYS DOH trainers will be responsible for state-wide implementation and must have thorough knowledge of the system to be effective. They must be prepared to be effective in the beta and pilot phases of the project.*

Q 41:   Does NY expect that the training for assessors on the coding and administration of interRAI instruments will be handled as part of this proposal?

A: *Yes. Per section C.6 User Training Program and Materials Requirements, #3 "The training materials must be comprehensive, covering, at a minimum: understanding the interRAI methodology and algorithmic implications as relate to an assessment."*

D.9 Support

Q 42: Is the DOH expecting the vendor will provide support 24x7x365?

A: *No. The vendor is expected to:*

1. Avail support during the beta evaluation from 8:00 am to 5:00 pm eastern time (C.11.12).

2. Avail support during the pilot implementation from 8:00 am to 5:00 pm eastern time (C.12.3).

4. Provide staff to continue to support, maintain, and augment the solution as additional requirements are identified in the course of implementation and state-wide rollout. This activity is referred to as system evolution (C.13). Also see section C.1.1.8 "Transition of Ownership and System Evolution" for more details.

Q 43: What are the requirements for Help-desk Support – must support personnel be present at NYS DOH site, or is telephone support acceptable?

A: *Off-site telephone support is acceptable.*

D.10 Warranty

Q 44: Does the warranty work include updates to documentation and training materials?

A: *Yes. See Section C.9.4 number 3: "All deliverables received by the State will be covered by the warranty, including any accepted changes incurred throughout the project."*

E Architecture and Technology

E.1 Core Technology Considerations

Q 45: Please confirm that the State will not consider bids that include technologies other than: "JEE and XML web-based solutions that employ a thin client, middleware services, and a backend Oracle database data tier."

A: *Confirmed.*

Q 46: Does the future state java solution need to include Content Management Integration (CMS) and capabilities?

A: *There is no expectation at this time to include content management capabilities.*

Q 47: Our technology platform have a built-in workflow and enterprise service bus (ESB) capability. Is it mandatory to use Oracle Enterprise Service Bus 10G & Oracle WebLogic server?

A: *Yes, services upon which the solution will depend are provided by NYS DOH via Oracle Enterprise Service Bus.*

Q 48: Our technology platform is based on XML, Java, BPMN and SAML open standards. Is this technology considered by the State to be "standard IT environment technology" ?

A: *See section C.1.3.2 Technology Stack for NYS DOH technology requirements.*

E.2   Commercial Off the Shelf Versus Custom Developed

Q 49: Why is NYS DOH only considering solutions on two technology platforms when proven COTS solutions on other platforms exist and are successfully deployed in several states with larger population and transaction volumes than those listed in this RFP?

A: *NYS DOH will consider all proposed solutions that adhere to and achieve the requirements as specified in the RFP. Vendors may propose a custom-developed solution, an existing packaged solution, a combination of these two, or other possible solutions. NYS DOH requires that the proposed solution use the technologies described in the RFP. Proposals which use alternate platforms or products will be deemed non-responsive.*

E.3   Technology Stack

Q 50: Is there SOA architecture in place today that can be leveraged for this project? If architecture is in place today, please provide additional detail.

A: *At this time there is no SOA architecture in place that can be leveraged for this project.*

Q 51: DOH has mentioned that it currently uses WebLogic Application Server technology. What Web Server is DOH using?

A: *Apache.*

E.4   System Configurability

Q 52: Does the "highly configurable system" requirement involve system changes performed by technical resources or business users? (C.10) Does the requirement mean business users would be able to modify all aspects of the system or can some of the tasks be developer based?

A: *NYS DOH desires a highly configurable system that will allow the State to adapt the system to typical changes in business requirements over time without the need for extensive reprogramming.*

NYS DOH understands that not all future adaptation needs would be able to be accommodated by configurability alone, and that some business environment changes would require programming or database changes.

The specific extent of configurability will be determined at the start of the project.

F   Bidding and Evaluation

Q 53: Does vendor consideration depend on the vendor's number of employees and or having been in business for a specific number of years?

A: *No.*

Q 54: Does NYS require the vendor to bid, specify, and/or procure any hardware, software, and/or other environments for NYS in any other phase of the project lifecycle (e.g. testing or training)?

A: *No.*

G Payment Penalties

Q 55: "Unacceptable content may result in no payment." When will the acceptance process and criteria be defined and what constitutes "unacceptable content"?

A: *See section C.1.4 New York State Acceptance of Work Products for a high-level perspective of work product acceptance and quality expectations. During the first iteration, quality and acceptance information will be defined to a greater extent; explicit details for quality and acceptance will be defined per iteration. "Unacceptable content" will be content that prevents the achievement of quality goals and/or criteria defined per iteration.*

H Submission of Proposals

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