

**New York State Department of Civil Service
NYSHIP Decision Support System RFP
Official Responses to Offeror Questions**

Following are the Department's responses to questions regarding the NYSHIP Decision Support System RFP.

Note: If the Offeror's questions included their name, the name has been replaced with "Offeror."

Questions and Answers as of July 29, 2010

	<u>Section</u>	<u>Question & Response</u>
Q1	General	Is this is a new requirement? If not, who is the current provider and what is the incumbent contract's value/duration?
A1		The Department has not previously contracted for Decision Support Services. There is no incumbent Contractor, therefore no current Contract value.
Q2	General	What is the estimated value of a contract resulting from this RFP?
A2		The Department does not intend to release an "estimated value" or "proposed value" for this contract. Rather, the Department expects that Offerors will submit a proposal which meets or exceeds all of the requirements of the Technical Proposal at the lowest possible cost. The information requested is not being provided as it is not necessary in order for Offerors to propose a DSS Solution.
Q3	General	Can you please clarify the Budget Range for the entire 5 year engagement? Any direction would be greatly appreciated.
A3		The Department does not intend to release an "estimated value" or "proposed value" for this contract. Rather, the Department expects that Offerors will submit a proposal which meets or exceeds all of the requirements of the Technical Proposal at the lowest possible cost. The information requested is not being provided as it is not necessary in order for Offerors to propose a DSS Solution.
Q4	General	Are there existing appropriations in place for this procurement?
A4		Yes.
Q5	General	How much latitude does an Offeror have to negotiate agreement provisions with the Department and how should these concerns regarding the standard agreement be addressed in the RFP response? Can Offerors propose additional provisions which do not conflict with the Department's Standard Contract terms?
A5		Appendix A, Standard Clauses for All New York State Contracts, Appendix B, Standard Clauses for all DCS Contracts, and Appendix C, Third Party Connection and Data Exchange Agreement, are not subject to negotiation. Per RFP, Section II, paragraph 10.c, the Department reserves the right to " <i>Negotiate with the successful bidder within the scope of the RFP in the best interests of the State.</i> " Notwithstanding said reserved right, Offerors are advised the per RFP, Section II paragraph 10.r, the Department also reserves the right to " <i>Set aside the conditional award to the selected Offeror should the Department be unsuccessful in negotiating an agreement with that Offeror within a time frame acceptable to the Department; such time frame is to be determined solely by the Department based on the best interest of the Department and the State.</i> " Additional

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provisions which do not materially alter the requirements of the draft contract may be considered. Any such additional provision(s) requested by any Offeror must be clearly stated in the Offeror's proposal. Offerors are advised that the Department is under no obligation to accept such additional proposed provisions.

- Q6** General The Standard Contract Terms and Conditions do not contain a contractual cap on an Offeror's liability for direct damages that may arise out of the Offeror's services provided under the Contract. A cap on the Offeror's liability for actual direct damages to the Department would have the following benefits and attributes: (1) enables the Department to benefit from lower pricing since contractors don't have to price this risk into their bids; and (2) enables the Department to receive bids from truly responsive and responsible bidders. Many financially capable and responsive bidders will not accept this type of liability. Those who do often don't have the assets to make the contractual remedy meaningful for the Department.
- A6** The Department will not consider a contractual cap on the Offeror's liability for direct damages.
- Q7** General Will any of the other RFP documents be made available in an editable (e.g., Word) format?
- A7** To help potential Offerors develop a proposal to submit in response to this RFP, the following Word and Excel documents are on the NYSHIP DSS website:
Section IV of the RFP
Exhibits A through Q
Offerors are advised that if there are any discrepancies between the content of the Offeror's exhibit submissions and the corresponding Department content as set forth in exhibits as contained on the website (www.cs.state.ny.us/2010DSSRFP), the PDF files on the website are controlling and, subject to the Department's reserved rights found in Section II.A.10.
- Q8** General What is the rationale behind the 12-month target for going "live"?
- A8** No response to the question is being provided as the Department has concluded that the requirement is reasonable and realistic.
- Q9** General What opportunities exist to dramatically improve your business based on improved access to this information? What is the anticipated financial impact?
- A9** No response to the question is being provided as it is not necessary in order for Offerors to propose a DSS Solution.
- Q10** General Who are the most frequent requesters of analysis and/or data?
- A10** The Department's Employee Benefits Division Audit staff are currently the most frequent day to day analysts of Plan data; however, with implementation of the DSS, we expect program managers will increasingly use the analytical tools available in the DSS.

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- Q11** General Several types of desired analytic capabilities are referenced throughout the RFP. What types of routine analysis is performed today, with the current systems?
a. Which tools, if any, are leveraged to accomplish this?
- A11** Routine claims analysis performed today includes:
• Aggregate costs per type of service over time to identify cost spikes or costs of newly implemented benefits,
• Par/NonPar number of claims and spend over time
• Aggregate and Average costs per individual (enrollee, spouse, dependent) or per enrollee for specific enrollee demographic (active/retired or age ranged i.e. retired 55-64)
Current tools used are Microsoft Access as a front end interface with Oracle databases containing claims and enrollment data, and Microsoft Excel for in-house analysis. Data Provider and contracted consultant resources are also used for annual rate renewal projects and other ad hoc requests.
- Q12** Section I Page 1-6 Is this system intended to be totally new or is it intended to replace part or all of any existing decision support tools the Department currently uses?
- A12** The DSS Solution will be new to the Department.
- Q13** Section I Page 1-6 Please describe, and provide examples of, any existing “canned” reports that are generated across each plan.
- A13** The Data Providers currently report average claims cost trends per member and aggregate costs per employer grouping over time (NY/PA/PE and agency specific).
- Q14** Section I Page 1-8 Is it correct to assume that DCS wants all NYSHIP eligibility data in the DSS database, including enrollees in the HMOs? (We acknowledge that HMO claims/ encounters are not to be included.)
- A14** Yes, HMO enrollment is to be included in the database. The enrollment data file transmitted to the Contractor from the Department will contain both Empire Plan and HMO enrollment data.
- Q15** Section I Page 1-9 Please describe, and provide examples of, the types of “ad hoc” requests users will likely want to make.
- A15** Examples of potential “ad hoc” requests may include:
• Consolidated Data Provider claims summaries for various disease states, such as diabetes, heart disease, cancer, etc., over time;
• Claims summaries based on geographic areas, specific provider(s), or specific facilities, etc.;
• Claims summaries for a particular type of service (i.e. preventative care visits) or service grouping (i.e. hospital services) based employee bargaining unit.
- Q16** Section I and Appendix C-S From Review of Introduction and Appendixes C-S, Currently:
a. Is all data currently received by FTP? If not, is data still being received by data tapes, cartridges, CDs? Please describe.
b. What format is the data received today? Please describe the format like; delimited, flat, zip, XML or any HIPAA 4010/ 5010 formats used.

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- c. Does historical data from each provider exist in the Department today and could this be used to load DSS?
- d. Will any of the data, data exchanges and data formats described in the Appendix's be reused in the DSS Solution (reference 4-8 (c) and 4-13 (6))

A16

- a. All data is currently received via FTP.
- b. Data is currently received in flat file (.dat) format.
- c. Yes.
- d. Yes. Appendices J and K describe the record sizes and counts for historical data and Appendices L through S contain the detail record layouts for this historical data. There are multiple record layouts for certain Programs if the data being collected has changed over the last 6 years.

Q17 Section II

Is there a pre-bidders conference scheduled for this procurement?

A17

As stated in Section II.A.4 Pre-Proposal Conference - There will be **no** Pre-Proposal Conference held for this RFP.

Q18 Section III
Page 3-3

The Mandatory Minimum Requirement set forth in Section III.B.6 of the RFP appears to preclude an Offeror from bidding if the Offeror's parent company, and/or any subsidiaries, partners and affiliates of the Offeror are (1) a current Empire Plan carrier, contractor and/or subcontractor; and/or (2) a current Department, Division of the Budget and/or Governor's Office of Employee Relations contractor and/or subcontractor where the purpose of said contract(s)/subcontract(s) is to provide support to or is related to the administration of NYSHIP and/or the delivery of NYSHIP services, including, insurance coverage, either directly or indirectly and in part or in whole. This requirement could preclude several potential Offerors from bidding on the RFP, which could have a negative impact on the number of competitive offers the Department receives. Does the Department truly intend to preclude a potential Offeror from bidding on this RFP due to a perceived conflict of interest set forth in Section III.B.6 without first giving the Offeror the opportunity to describe why the business relationship between its parent company, subsidiary, partner or affiliate and NYSHIP or the Empire Plan does not represent an actual or potential conflict of interest or how the potential for a conflict will be adequately avoided, mitigated or neutralized?

A18

The Minimum Mandatory Requirement (MMR) set forth in Section III.B.6 remains as written.

Q19 Section III
Page 3-3

Would the Department consider removing the Mandatory Minimum Requirement in Section III.B.6 and instead have all of the conflict of interest issues addressed in accordance with Section III.G of the RFP? This would enable an Offeror to describe why there is no conflict of interest or how the potential for a conflict will be adequately avoided, mitigated or neutralized.

A19

No, the Department will not remove the Mandatory Minimum Requirement (MMR) stated in Section III.B.6 and it remains as written.

Q20 Section III
Page 3-3 &
Exhibit B

If the Offeror cannot certify to Section III.B.6 of the RFP in the Offerors Attestation Form ("Exhibit B") but nonetheless believes that the circumstances precluding its certification either do not constitute a conflict of interest or that they represent a conflict of interest that can be adequately avoided mitigated or neutralized, can the Vendor meet the requirements of section III.B.6 of the RFP and Exhibit B by describing the relevant facts

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and circumstances and explaining either why they do not represent an actual or potential conflict of interest or how the potential for a conflict of interest will be adequately avoided, mitigated or neutralized?

- A20** The Mandatory Minimum Requirement (MMR) set forth in Section III.B.6 remains as written. To be deemed a qualified Offeror for purposes of this RFP, an Offeror must satisfy all of the requirements set forth in RFP, Section III.B, including Section III.B.6. The Offeror must determine whether or not it meets the requirements of Section III.B.
- Q21** Section III
Page 3-3 The RFP states that the two pre-requisites in Section III.B.6 apply to any and all proposed subcontractor(s) of the Offeror. However, the term “subcontractor” is not defined. Does the term “subcontractor” apply to all subcontractor tiers or does it only apply to Key Subcontractors? Does the term “subcontractor” include software vendors and other vendors that are simply providing software or other goods to the Offeror for the Offeror’s performance of the Project Services? Can the Department provide definitions of the term “subcontractor” and “vendor”?
- A21** **NOTE: AMENDMENT TO SECTION III.B.6 OF THE RFP**
- In regard to Section III.B.6, the term “subcontractor” applies to all subcontractor tiers, not just “Key Subcontractors.” For the purposes of the RFP, Section III.B.6, the term “subcontractor” means all of those entities specifically engaged by a current Empire Plan carrier and/or contractor and/or a current Department, Division of the Budget (DOB) and/or Governor’s Office of Employee Relations (GOER) contractor (where the purpose of said contract is to provide support to or is related to the administration of NYSHIP and/or the delivery of NYSHIP services, including, insurance coverage, either directly or indirectly and in part or in whole) to provide commodities or perform services necessary to allow a contractor/carrier to fulfill its contractual obligation under the terms of the Department, DOB or GOER contract. The term “Vendor” is not a defined term in this RFP.
- Q22** Section IV
Page 4-1 In 2008, the Department amended the original RFP to allow submission of an “Alternatives” document that would not be scored. Does DCS still wish to allow such options to be submitted? (2008 Amended Section IV, p. 4-1)
- A22** No. The “Alternatives” option is not included in the current version of the RFP. The Department is not seeking and will not consider for selection “Alternatives” if proposed in response to the 2010 RFP.
- Q23** Section IV
Page 4-5 Can you clarify if an off-site hosted solution is required? Is the agency open to other options regarding deployment and support?
- A23** The Department requires a fully hosted offsite solution only. As stated in Section IV.B,(page 4-5) the Contractor must provide a DSS solution that provides web-based access. Further, Section IV.B.7.a (6), states that, “The Contractor is required to provide all centralized computing Hardware, Software, staffing, maintenance, and associated processes and procedures necessary to support the proposed DSS Solution in a facility provided by the Contractor. “
- Q24** Section IV
Page 4-6 Which internal Client (IT and business) resources will be 100% dedicated to support this engagement during the implementation period? [Please list types and numbers]

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- A24** The Department's IT unit plans to provide 2 technical staff for up to a period of 8 calendar months at 75% effort to support the data conversion effort. The Department's Employee Benefits Division Audit unit will dedicate at least one FTE as well as any other staff, as determined to be needed by the Department and as resources and priorities allow. Future projections are not available at this time.
- Q25** Section IV
Page 4-6 Would the Client consider a proposal where the implementation plan featured the custom construction of a detailed Acceptance Testing Plan (ATP), as part of the first months' activities, en lieu of one delivered at the time of proposal? (Rationale: A more detailed, useful plan – customized to the unique requirements of the client – could be produced at that time.)
- A25** No. To be deemed responsive to question IV.B.1.b(2), the Offeror must submit a proposed Acceptance Testing Plan (ATP) as part of its Proposal submission. Offerors are advised that the selected Offeror's proposed ATP, is subject to the Department's review and approval and to the extent necessary, the ATP may be modified to meet the needs of the Department.
- Q26** Section IV
Page 4-6 Would the client consider a proposal that advocates an implementation plan of duration longer than the 12-month target given in the RFP?
- A26** No.
- Q27** Section IV
Page 4-6 Besides a change in contract effective date, are there other circumstances beyond the Offeror's control that qualify for a change in implementation date, such as the Data Providers ability to supply data per the schedule, force majeure, or other unforeseen circumstances, that would force the schedule past the 12 month implementation date? Will the Department please confirm that such delays will not subject the Offeror to the penalties described in Section IV.B.1.b.(3).(b)?
- A27** Refer to the contract provisions set forth in Section VII of the RFP, and Appendices A and B, in particular Article 17, entitled "Force Majeure", of Appendix B. Offerors may wish to seek advice from their counsel in interpreting such provisions.
- Q28** Section IV
Page 4-8 Is there an applied assumption that the Data Provider's historical data and the ongoing transmitted data will be in the same file layout?
- A28** The data will be provided in the file layout(s) indicated in Appendices L-S unless the Department advises the Contractor of a change.
- Q29** Section IV
Page 4-8 Is there a timeframe for which the Data Providers need to provide the data?
- A29** No. The Contractor must propose realistic timeframes for the Data Providers to submit data in order to ensure compliance with the agreed upon implementation schedule. The Department will work with the Data Providers to ensure the timeframes for data submission are met.
- Q30** Section IV Have the current vendors been in place for the past six years and/or do we need to

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- Page 4-8 consider any additional historical vendors? This would pertain to the eligibility information as well.
- A30** Historical data will be provided by those Data Providers which are currently under contract with the Department. Historical data required from contractors no longer under contract with the Department will be provided by the Department. The Department is the sole source for eligibility information and will provide that data.
- Q31** Section IV
Page 4-11 Are there any web deployment standards (i.e.; no cookies, restrictions on bookmarking, etc) that must be applied to the solution? If so, what are they?
- A31** The Department expects the Contractor to provide connectivity to a Decision Support System as a secure, internet based service built using generally accepted, secure web development practices. In addition to the requirements of all sections of the RFP, including Appendices A,B and C, Section IV.B.2.a.(1).(c) of the RFP refers Offerors to the NYS Office For Technology policies, including but not limited to policy NYS-P08-005 (Accessibility of Web Based Information and Applications) in regards to system user interfaces.
- Q32** Section IV
Page 4-12 Will the Department please clarify Is there a data conversion phase of work expected in the 12 month schedule to have 6 plan years of data in the DSS system at go-live, or does the Department desire to go-live with the first year data in the system, and build up to 6 years plus current over time? If the former, will the Department please describe what form the 6 years of data to be converted is in now?
- A32** As stated in Section IV.B.1.a.3(c) of the RFP, six (6) complete Plan Years of historical data and all available current Plan Year data must be loaded into the DSS at implementation. In addition, after the load of historical and current Plan year is completed, a minimum of one complete current update cycle from each current Data Provider must be successfully transmitted, received and loaded into the DSS in order for Implementation to be deemed complete. See Appendices J – S for additional information on file layouts and Empire Plan data elements and storage.
- Q33** Section IV
Page 4-12 Is data currently encrypted today in the database and if so, in what format?
- A33** Yes, two identification numbers, Alternate Identification Number and Social Security Number, are currently being encrypted by incumbent Data Providers prior to sending their claims files. The specific encryption algorithm will be shared with the selected Offeror.
- Q34** Section IV
Page 4-12 Can the Department provide comprehensive demographic information on the entire eligible population? Will one source/system be inclusive of actives, retirees, COBRA, HMO, etc.?
- A34** The Department's NYBEAS enrollment system contains demographic information on the NYSHIP enrolled population. Not all eligible employees are enrolled in NYSHIP. NYBEAS enrollment data is inclusive of actives, retirees, COBRA, Empire Plan and HMOs.
- Q35** Section IV
Page 4-12 What are the top few specific data integrity issues you currently experience with regard to Data Providers? [Please describe]

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- A35** The top data integrity issues from Data Providers have in the past been unloadable data files, blank or missing data fields, and corrupted data.
- Q36** Section IV
Page 4-12 What are the known data issues in the current source systems?
a. Which fields are not populated (e.g., not required and/or validated at input)?
b. Are there dual-purpose fields depending on context?
- A36**
a. Fields not populated varies based upon the nature of the issue at hand. We have seen minor problems with population and/or encryption of alternative identification numbers and social security numbers.
b. No. There are no dual purpose fields.
- Q37** Section IV
Page 4-12 What specific requirements do you have re: “the use of external validation for data”?
[Please list and describe each]
- A37** The resolution of data integrity issues with Data Providers includes cross checking with known, accurate data sources. We are looking to the Offeror to identify the external data validation sources they intend to use. An example may include validating AMA coding on claims to ensure they contain a valid Diagnosis, CPT or HCPCS code.
- Q38** Section IV
Page 4-12 What are the specific Federal and State regulations re: Data (Transmission) Encryption to which the RFP alludes? [Please list all known regulations for which you desire the solution and the Acceptance test Plan to accommodate.]
- A38** The Contractor must be in compliance with current HIPAA regulations as well as Appendices A, B and C. In addition, it is the Contractor’s responsibility to ensure compliance with all applicable regulations. Although not an all-inclusive list, the following may provide additional guidance:
- Encryption of Protected Health Information (PHI) being sent over public networks is required by HIPAA (or, more specifically, by the way in which HIPAA has been interpreted in practice). To see the HIPAA Security Rule, refer to the following link:
<http://www.hhs.gov/ocr/privacy/hipaa/administrative/securityrule/index.html>
- NYS Office of Cyber Security & Critical Infrastructure Coordination (CSCIC) general guidelines for securing data being shared can be found on Page 15 of:
<http://www.cscic.state.ny.us/lib/policies/documents/Cyber-Security-Policy-P03-002-V3.3.pdf>
- CSCIC’s encryption standard contains more specifics about data being transmitted:
<http://www.cscic.state.ny.us/lib/policies/documents/Cyber-Security-Standard-S10-006-Cryptographic-Controls.pdf>
- CSCIC’s standards tend to follow the recommendations set forth by National Institutes of Standards and Technology (NIST). An example of a NIST policy regarding protection of personally identifying information:
<http://csrc.nist.gov/publications/nistpubs/800-122/sp800-122.pdf>
- There are many other NIST publications. See:
<http://csrc.nist.gov/publications/PubsSPs.html>
- New York State legislation regarding protection of Social Security Numbers:

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http://www.mssny.org/mssnycfm/mssnyeditor/File/2009/Physician_Advocacy/Red_Flag_Rules/NYS.SSN.Protection.Act.pdf

- Q39** Section IV
Page 4-13 What update frequency would the Department prefer for viewing new information? If more frequent than monthly, please indicate analytic objective/requirement and what data types would require a more frequent update.
- A39** Data should be refreshed and available for Department users to view on a monthly basis.
- Q40** Section IV
Page 4-13 regarding Data Quality:
a. Please describe an example of an edit performed today
b. Please describe an example of a data integrity validation for a particular file
c. Describe the external data sources the data will be validated against
d. Please describe what is the criteria to determine file duplication
e. Are there required timeframes for Data Providers to correct the data? How is it handled today?
- A40** a. The current data loading process does not edit or modify the data. The Data Providers' claims files are loaded into the agreed upon file layout. If data are corrupted so extensively it fails to load, or if after loading a review of the data shows unexpected values (i.e. blank, garbled or corrupted data), the Data Provider is advised to send a replacement file.
b. An example of a basic data integrity validation edit is the scenario where a numeric value is expected and an alpha or text value is being loaded. This should fail to load and the Data Provider is required to send a replacement file. Other examples may include, but are not limited to, validating against external data sources such as AMA coding on claims to ensure they contain a valid Diagnosis, CPT or HCPCS code.
c. The New York Benefits Eligibility & Accounting System (NYBEAS) is a current external data source that enrollee demographics associated with the Data Providers' claims files are validated against. Paid claims can be validated on a claim by claim basis or by statistically valid projections from random samples of data by DCS audit staff who have access to the varied Data Providers' claims processing systems as well as Data Providers' claims adjudication file extracts. These extracts tie to the annual financial experience statements that represent the Data Providers' bill's to NYS.
d. Typical data loading procedures currently check the total number of records loaded and total aggregate dollars paid against values supplied by the Data Providers with the file transmission notification. Identical figures among different files would be investigated as potential duplicative transmissions.
e. Timeframes for Data Providers to correct data transmitted vary based upon contracts specific to each Data Provider. Today, Data Providers are notified and typically resend a corrected file within 5-10 Business Days.
- Q41** Section IV
Page 4-14 Would the client consider a proposed modification to the following "mandate": "Vendor must provide interface requirements to Data Providers within 30 business days of contract award"?
- A41** No.
- Q42** Section IV
Page 4-16 Regarding the frequency of data exchanges with Data Providers:
a. Is there a need to exchange data more than weekly for any timeframe; for instance during the enrollment period?

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- b. Is there a requirement for near real-time?
- c. Are there performance requirements or timeframes for loading the data received from the Data Providers?

- A42**
- a. Enrollment data is currently transmitted daily Monday – Friday. Currently, the update frequency for Medical, Hospital and Mental Health Substance Abuse claims is monthly. Prescription Drug claims are updated biweekly due to the point of service real-time claims adjudication.
 - b. Not at this time however, if worker’s compensation programs are added to the DSS, they would require real-time accident reporting.
 - c. Refer to RFP, Section VII, Article 8.

- Q43** Section IV
Page 4-17
- The Department listed a minimum number of each level and their locations in Section IV.B.3.a.(2). Will the Department please clarify the maximum number of users the Department may require to access the system, and how many locations from which secure access is needed to the DSS system?

- A43**
- The Department expects a maximum of forty-five (45) users of the DSS Solution, although this is subject to change over the term of the contract. The majority of users will access the DSS from the Department’s Albany, NY location. Up to four additional access locations may be needed for users from GOER, DOB, OSC and the Department’s benefit management and actuarial consultant.

- Q44** Section IV
Page 4-17
- Does DCS penalize its Data Providers if their data is not delivered on time, or not in useable form, or is not delivered via FTP?

- A44**
- The Department has performance standards and guarantees related to claims data reporting in place for the Empire Plan Prescription Drug and Mental Health and Substance Abuse programs. The Medical and Hospital programs currently do not have contracted performance guarantees in those areas. The DSS Update Guarantee found in Section IV. B.2.a(10) states the guarantee does not apply to data model changes, new data providers or types, or reprocessing of previously processed data due to Data Provider error.

- Q45** Section IV
Page 4-17
- How many total and of each type of primary users will be slated to make use of this solution:
- a. Department’s program managers
 - b. CEHI executives
 - c. Staff of the NYS Office of the State Comptroller (OSC)
 - d. Line Managers
 - e. Oversight for various NYSHIP programs
 - f. Department’s Actuarial Consultant
 - g. Others (please list)

- A45**
- Please refer to Question 43. A precise distribution of users by category is not known.

- Q46** Section IV
Page 4-18
- What is the number of anticipated concurrent users?

- A46**
- The precise number of concurrent users is not known at this time, however an estimate of ten or more users at one time with a potential maximum of 45.

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- Q47** Section IV
Page 4-18 What is the geographic distribution of the users?
- A47** The majority of users are located in Albany, NY. The Department's benefit management and actuarial consultant is currently located in Secaucus, NJ.
- Q48** Section IV
Page 4-18 What is the technical and analytical sophistication of the users?
- A48** Technical and analytical skills of users will vary. The User Levels identified in Section IV.B.3.a.(1) range from Level 1, having the highest level of technical skill to Level 3, representing the casual user of the DSS who would have access to simple, predefined queries and standard reports, perform simple data manipulations from the pre-defined reports and queries and potentially export data results from such reports/queries. Level 2 and 3 Users will not have access to any individually identifying information; however, Level 2 Users will have full access to all features/functions of the delivered DSS Solution.
- Q49** Section IV
Page 4-22 Are those reports and Key Performance Indicators (KPIs) mentioned in the RFP to be considered a comprehensive list of standard reports required for the initial Implementation Phase? Or are they simply examples of desired reports, with a more complete list to be made available during the early stages of the engagement?
- A49** The reports and Key Performance Indicators mentioned in the RFP Section IV.B.4.a and 5.a identify deliverables. A more defined list will be developed during the early stages of implementation. Additional reports may be requested at any time.
- Q50** Section IV
Page 4-24
(9) & (10) Can you clarify what the agency is looking for regarding these two requirements? Are there specific examples of this analysis that you can provide?
- A50** In response to (9) *Model and analyze potential benefit changes and evaluate cost containment strategies*: Health insurance benefits are extended to union represented employees based upon collective bargaining and similar or identical benefits are extended to non-represented employees and retirees. Analysis and benefit modeling would include but is not be limited to: the impact of changes in copayments, deductibles, out-of-pocket maximums, covered services, increasing/decreasing coverage for specific health services, implementation of novel disease management programs and tracking of compliance with the program, as well as other cost containment strategies.
- In response to (10) *Conduct analysis based on the Contractor's unique and/or proprietary analytic categories and classifications in order to provide Users with enhanced insight and understanding of Plan costs, utilization, and outcome measure*.: What the Department is seeking is self-explanatory. An example of differing classification systems for prescription drugs are various therapeutic category classifications for prescription drugs such as AHFS, FDB or Medispan.
- Q51** Section IV
Page 4-26 Regarding users exporting to Access: Will this be any of the encrypted data stored in the DSS that might be copied to Access or other data sources?
- A51** Yes.

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- Q52** Section IV
Page 4-28 The Department is requesting 400 hours of consulting support in the term of the contract, can you share the level anticipated for this support e.g., analytic, plan management, physician/clinical (these have varying billable rates)?
- A52** We would anticipate the majority of this to be analytic and plan management, however there may be instances which would require physician and/or clinical support.
- Q53** Section IV
Page 4-29 Does the agency have any existing standards in the following areas:
a. Hardware Platform
b. Business Intelligence Platform
c. Integration Platform
- A53** Sections IV.B.7-8 of the RFP for the New York State Health Insurance Program Decision Support System focus on the DSS Solution Operational Requirements and Security Requirements; however, Offerors should be aware that the platforms chosen must meet all the requirements defined in all sections of the RFP. The Department expects the Contractor to provide connectivity to a Decision Support System as a secure, internet based service built using generally accepted, secure web development practices.
- Q54** Section IV
Page 4-32 Please describe the current high availability and failover environment in place today.
- A54** See response to Question #1. Since no current system exists, there is no current environment to describe.
- Q55** Section V
Page 5-7 Does the Department seek to collect data on all 1,202,000 NYSHIP Lives?
- A55** Yes.
- Q56** Section V
Page 5-7 For mental health and substance abuse will the vendor receive two distinct feeds from UHICNY and OPTUM? For pharmacy will the vendor receive two distinct feeds from UHICNY and Medco?
- A56** No, we anticipate that one feed will be provided for MHSA and one for prescription drug claims.
- Q57** Section VII
Page 7-11 Is it the Departments intent that the entire contract shall survive the period of performance of the contract? If this is not the Departments intent, what specific provisions does the Department intend to remain in effect past the period of performance?
- A57** To determine what survives after the period of performance under the contract (i.e., contract expiration date), Offeror should review the draft contract, Appendices A, B and C and the RFP and may wish to seek the advice of counsel regarding specific items/provisions such as records retention, liability, warranties, etc.
- Q58** Section VII Would DCS agree in principle to the incorporation here of a provision allowing for donation of the NYSHIP de-identified data in exchange for free national normative data (a concept with which DCS acknowledged agreement in RFP III.B.7.a on page 3-4)?

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- A58** Yes. Section III.B.7 and Section IV.B.5.a.2 of the RFP allows NYSHIP de-identified data to be included in the DSS Solution normative database. Costs, if any, associated with Department access to such normative data shall be included in the Offeror's Cost Proposal.
- Q59** Appendix B This clause assumes that all work delivered is "work for hire". This is somewhat inconsistent with Section 16 of Appendix B which addresses ownership/title to Deliverables and is somewhat inconsistent with the Department's objective, i.e., to purchase Internet access to a pre-developed proprietary software package. We understand that the terms in Appendix B are not subject to negotiation; however, would the Department confirm that Existing Products provided by the Offeror would not be considered "works for hire"?
- A59** The two articles (15 and 16) are not inconsistent. Ownership rights to "Existing Products" is clearly stated in Article 16 of Appendix B, as is ownership to "Custom Products" and "Documentation, Data & Reports."
- Q60** Appendix J What is the current data receipt due date for each of the NYSHIP Data Providers?
- A60** Due dates from Data Providers to transmit data vary based upon contracts specific to each Data Provider but are typically within 15 days of the end of the month for monthly transmissions and 2 weeks for bi-weekly transmissions.
- Q61** Exhibit Q Would DCS be willing to share with the Offerors a Word version or Excel version of the Cost Forms, so that the Offerors do not have to convert the .pdf forms or recreate them?
- A61** The Word version of Exhibit Q has been added to the NYSHIP DSS website. See also the response to Question #7.