

April 15, 2019

## REQUEST FOR PROPOSALS

ENTITLED:

### “New York State Health Insurance Program Decision Support System”

#### Official Responses to Offerors’ Questions

Item Number	RFP Page	Section Number	Question	Response
1	25	2.2	Sec 2.2 indicates “A MWBE Utilization Plan (Attachment 6) with their bid or proposal,” however Attachment 6 placement is not in Proposal Checklist. Where should the Offerors include Attachment 6?	A <i>MWBE Utilization Plan</i> (Attachment 6) should be submitted as part of the Offeror’s Administrative Proposal.
2	30	2.2	Sec 2.2 indicates that Offerors should submit “a completed Attachment 11, in the Offeror’s Administrative Proposal,” however Attachment 11 placement is not in Proposal Checklist. Where should the Offerors include Attachment 11?	The <i>New York State Required Certifications</i> form (Attachment 11) should be submitted as part of the Offeror’s Administrative Proposal.
3	31	2.2	Sec 2.2 indicates that Offerors should complete “complete New York State	The <i>New York State Subcontractors and Suppliers</i> form (Attachment 25) should be submitted as part of the Offeror’s Administrative Proposal.

			Subcontractors and Suppliers (Attachment 25),” however Attachment 25 placement is not in Proposal Checklist. Where should the Offerors include Attachment 25?	
4	33	3.2 and Attachment 13	The Department designates an Implementation Period not to exceed 135 days. Can the Department please confirm that this “135 Business Days” and not “135 Calendar Days”?	The Implementation Period is a period of no more than 135 calendar days and includes user training. It is not based on business days.
5	24	2.2(1)(a)	For purposes of this solicitation, the Department hereby establishes an overall goal of 30 percent for MWBE participation: This is 30% of the entire contract?	Yes, the goal of 30 percent for MWBE participation applies to the entire contract value. Please refer to the Directory for NYS Certified MWBEs to locate potential MWBE subcontractors/suppliers. <a href="https://ny.newnycontracts.com/">https://ny.newnycontracts.com/</a> Also, be advised that on the webpage where this RFP is published, <a href="https://www.cs.ny.gov/DSS2019RFP/">https://www.cs.ny.gov/DSS2019RFP/</a> , contact information is posted for one Minority Business Enterprise that expressed interest in the DSS specifically.
6	35	3.36, Attachment 27 and Attachment 28	Are there any existing IT assets, such as a Master Patient Index or a Terminology Translation Engine, that we need to integrate with during the implementation?	No, the file layouts and data elements that are used are outlined in the RFP. The Offeror must be willing to work with the Department’s Information Technology department and vendors to ensure a smooth implementation.

7	8 33	1.3 and 3.2	The Department references “on-premises server(s) located within the United States”. Could the Department clarify that this indicates that the Offeror must utilize data centers within the United States?	The Offeror needs to provide an on-premise solution in the contiguous 48 states, on the ground. A cloud based solution is not permitted.
8	9	1.4	Would the State consider extending the submission deadline given the current submission date is the day after Easter and a holiday for some?	The State declines this request.
9	51	4.4	Would the Department consider allowing Contractors to provide a web link to their current audited financial statement verses including an additional 150+ pages to the Administrative Proposal?	Yes. If a complete set of the current audited financial statement are available on line, not just excerpts, the Offerors may satisfy this requirement by submitting a web link.

10	5	Appendix C	<p>Would the Department consider an affirmation from Contractor that their standards conform with NIST 800-53 guidelines instead of agreeing with all of the individual policies listed in Appendix C? As a large IT supplier, we cannot agree to every client's individual standards.</p>	<p>The Request for Proposal states that the Department cannot accept material deviations from the terms. Accordingly, the State declines this request.</p>
11	53	4.7	<p>The RFP states that Attachment 16 must be submitted with the proposal, but the New York State Comptroller's Office website instructs to complete this form within 48 hours of notification of contract award. Would the state please confirm the information on this attachment is to be submitted post award?</p>	<p>The <i>New York State Consultant Services Contractor's Planned Employment</i> form (Attachment 16) should be submitted as part of the Offeror's Administrative Proposal.</p>
12	6	1.2	<p>Are any of your plans fully insured?</p>	<p>The four components of the Empire Plan (hospital, medical, prescription drug, and mental health and substance abuse) are self-insured. New York State and Participating Employer NYSHIP enrollees have the option to enroll in several fully insured HMO products. Under the provisions</p>

				of this contract, the successful bidder will be required to maintain information provided by the Department about these enrollees but will not receive claims information from any HMO about these enrollees.
13	6	1.2	Do the sources identify the retiree population in the data we receive? Or will we be receiving the retiree data, claims and especially the retiree eligibility data, from other sources?	Retiree data will be provided in the same format from the identified sources in the RFP. No other sources will be used to identify retiree data. Retirees will be identified in the files provided through the Benefit Program field.
14	5	1.1	How many total unique patients are required to be stored and provided for analytics in the DSS? Page 5 1.1 states 1,241,000 lives. Page 7 requires offeror demonstrate that it meets the minimum requirement of five million (5,000,000) covered lives	The number of covered lives in the Empire Plan and NYSHIP may fluctuate; the numbers given are to illustrate current enrollment levels. The minimum requirement on page 7 to demonstrate coverage for 5,000,000 covered lives is separate to establish Offeror experience and capacity.
15	34	3.2(1)(c)(iv)	Can user training be administered using remote technology?	Section 5.5(3) of the RFP dictates on-site training. The Offeror must also state if Webinar training is available.

16	26	2.2; Attachment 9	Sec 2.2 indicates “The Offeror will be required to submit a <i>MWBE - Equal Employment Opportunity Policy Statement</i> (Attachment 9) to the Department with its bid or proposal.” Where should the Offerors include Attachment 9?	A <i>MWBE-Equal Employment Opportunity Policy Statement</i> (Attachment 9) should be submitted as part of the Offeror’s Administrative Proposal.
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