

SII RFP
QUESTION AND ANSWER DOCUMENT
December 12, 2014

#	Question	Answer
1	Are the requirements for reading levels (Req 1 & 2) applicable for both the current website or just for new content? Has there been an assessment on reading levels conducted on the website that can be shared at the appropriate time? If not, is it expected that an assessment be conducted for the current website and its supporting cost included in the proposal?	This requirement is for the content of the new web site. There has not been an assessment of the current web site. The bidder is not required to conduct an assessment of the data migrated into the new web site.
2	What is expectation on languages supported by the public facing elements of the system for deliverables one and two? (Example: English, Spanish French etc.) General; N/A; Page 1	At a minimum, NYS requires that the vendor supports the languages in accordance with NYS executive order #26. http://www.governor.ny.gov/news/no-26-statewide-language-access-policy
3	Attachment 3: Requirements 10, 11, 16: Given that consumers and their families will not have been exposed to the AIRS taxonomy or its context, how does NYSOFA envision the AIRS taxonomy to be incorporated into the public-facing website?	The Resource Directory of long term services and supports will be organized by the AIRS taxonomy on the back-end of the system. The bidder must ensure the web site is user-friendly and the public can easily search the Resource database by services, key words, related concepts/services, etc.
4	P. 84 #7: Please clarify who will be making AIRS taxonomy changes? Administrative users? Automatic updates from AIRS via xml?	AIRS taxonomy is established at the national level. Authorized users will be able to change AIRS taxonomy codes (not the definitions) for each service listing. The vendor should expect changes to include updates from AIRS as well as authorized users.
5	P. 85 #17: Can an administrative user make a taxonomy change that is not supported by AIRS?	No.
6	Attachment 3: Please recount/explain the process by which the Application Capabilities were determined.	These were compiled based on current and planned requirements and by information provided by the Area Agencies/NY Connects, local LTCOP providers and other State Agencies.
7	Attachment 3: Were vendor applications reviewed to identify or evaluate gaps between required and preferred Application Capabilities and existing vendor functionality? If yes, please list.	No.
8	Attachment 3: Were any consultants, vendors, or other subject matter experts beyond NYSOFA staff and/or local AAA staff engaged in the development of the Application Capabilities? If yes, please list.	NYS Office of Information Technology Services (ITS), New York State Technology Enterprise Corporation (NYSTEC), Area Agencies on Aging, and New York State Department of Health.

9	<p>Req 280: Which of the following invoice scenarios is included in this requirement?</p> <ul style="list-style-type: none"> o Agency invoicing the state o Agency invoicing a client/consumer o Agency invoicing another payor o State invoicing another payor o State invoicing the client/consumer 	<p>Yes to only "Agency invoicing a client/consumer" and "Agency invoicing another payor".</p> <p>No to the rest.</p>
9.1	<p>Req 280: How many electronic formats are anticipated? Are any proprietary or will they all use HIPAA-compliant standard EDI files?</p>	<p>Number of electronic formats is not known at this time. NYS is moving toward using HIPAA-compliant standard EDI files.</p>
10	<p>P. 84 #13: Please define multiple search criteria.</p>	<p>See search types #19-30 in Attachment 3.</p>
11	<p>P. 85 #21: Please define Payor Source.</p>	<p>Payor of service.</p>
12	<p>P.86 #38: Please define "various levels of administrator-assigned user rights."</p>	<p>See #6 in Addendum #1 to RFP, dated 12/5/14.</p>
13	<p>P. 86 #51: Please define the nature of the alerts.</p>	<p>List the type of alerts that you can provide.</p>
14	<p>P. 86 #53: Please define the steps in the "automated approval process."</p>	<p>Describe the automated approval process that is currently in your system.</p>
15	<p>P. 86 #55: Do you anticipate any moderation/approval to occur at the regional or AAA level?</p>	<p>Yes.</p>
16	<p>P. 90 #136 Clarify what are required tasks and the criteria that would make a task required. What is the specification of the information that will auto-populate a task?</p>	<p>Required tasks may include the services to be provided to the client and the agencies that provide it. For example, the auto-populate would come from the care plan.</p>
17	<p>P. 90 #139: Provide details on existing algorithms for financial eligibility</p>	<p>The myBenefits site has ten questions with several algorithmic scenarios that produce the outcome of "likelihood of eligibility" for several different public benefit programs. The public facing, internet screening tool allows the public to anonymously enter minimal demographic and income data to ascertain if they might be eligible for such public benefit programs.</p> <p>Algorithms for non-Medicaid financial eligibility for AAA services and programs can be found in "14-PI-04 Revised 2014 Financial Levels for EISEP and CSE Client Cost Share and Medicaid Eligibility Determination." 14-PI-04 has been added to the reference documents on the Procurement web site.</p>
18	<p>P. 92 #161: Define "Area Details" and provider contract "Segments."</p>	<p>Details can include geographic location (e.g., counties or regions) that a provider may cover.</p>
19	<p>P. 92 #170: Describe documents that will be "Created." Describe "Controls" desired for document management.</p>	<p>All documents associated with a client's assessment, including the assessment form itself. Stored and linked so that complete client folder is together and secure.</p>

20	P. 92 #175: Describe desired "Configuration" features.	The ability for users to create documents using stored data.
21	P. 95 #228: Define "Pre-Established Criteria."	Criteria established by NYSOFA and/or other State and Federal programs.
22	P. 95 #229: Define "Resource Allocation List."	Resources are programs and services that individuals might be in receipt of, on a waiting list for, denied eligibility for, etc.
23	P. 95 #230: Clarify requirement to Permit variation in the data maintained and admission criteria.	Admission criteria and types of data to be maintained may vary based on programmatic areas.
24	P. 95 #233: Define Region Details, Budget, Expenditures, and Contract Segments. Define how they relate as a requirement under the Assessment section.	Those terms allow for data collected under the assessment to be used for multiple purposes.
25	P. 96 #241: Describe evidence-based "Guidelines."	State identified practices and guidelines that would be incorporated into service plan development to improve the provision of service/care management.
26	P. 97 #259: Clarify requirement to manage multiple sites and post records against each site of a plan, in terms of what is a site and what is a plan.	A site is where services are delivered. There are providers with multiple sites.
27	P. 97 #261: Describe desired "Menu" functionality.	This is listed as preferred. "Menu" functionality refers to the ability to generate menus meeting program requirements tailored to specific groups.
28	P. 100 #326, 327, 328: Define Wellness, Safety, and Telehealth Monitoring Technologies.	"Real time" or "store and forward" communication between providers and clients for prevention or management of chronic conditions.
29	P. 101 #335: Clarify "Listserve" requirement.	Provide capability to offer Listservs or other electronic user group forums for communication and sharing of information.
30	P. 90 # 125: Please define direct secured email capabilities	Provide us with your secure email capabilities.
31	P. 90 #133: Please define a change in data field requirements.	Authorized local AAA administrators will have the ability to make changes in data field requirements as required.
32	P. 91 #151: Does NYS have an existing approval process they would like to follow?	Refer to #6 Addendum #1 to RFP, dated 12/5/14 concerning HSC User Administration requirements.
33	Item 215 speak to incorporate the volunteer program is listed 220 and 221 about the voluntary info are marked as required. It seems to be a challenge as part of the function being preferred and the others are required.	Item 215 has been changed to "Required" and is now listed as Item # 219.1. See Addendum #2 to RFP, dated 12/8/14.
34	Req 286: Please provide a sample list of the type of expenditures that will need to be tracked (e.g., direct services, program expenses, utilities...)	Sample expenses that need to be tracked include but are not limited to Personnel, Fringe Benefits, equipment and supplies, travel, contracts, facilities costs, etc.

35	Req 287: Please provide a sample list of the type of expenditures that will need to be tracked (e.g., direct services, program expenses, utilities...)	Sample expenses that need to be tracked include but are not limited to Personnel, Fringe Benefits, equipment and supplies, travel, contracts, facilities costs, etc.
36	Accounts Receivable (general): Do the requirements in this section refer to Account Receivable (A/R) from the state's perspective (e.g., invoices received from NYSOFA to an external payer / payer is reimbursing the state), from the agency or provider perspective (e.g., invoices the state receives from agency / state is reimbursing the agency), or both?	From the perspective of the Area Agency on Aging and contractors that will use the system.
37	Req 308: Are the invoices generated to third-party payers, including MCOs, fee-for-service or capitated invoices?	The system should be able to bill third party payors for services provided by the AAA.
38	What is the volume in terms of number of individuals seeking services? Additionally, what is the volume for total numbers that will access self-assessment tools on daily basis? Requirement #73; Page 87	During the period of April 2013-March 2014, there were 73,000 initial and re-assessments completed. We are unable to estimate a volume for the online self-assessment since this is a new component.
39	1) Section 4.1.4 – Please provide an estimate of the number of anticipated assessments annually.	During the period of April 2013-March 2014, there were 73,000 initial and re-assessments completed. We are unable to estimate a volume for the online self-assessment since this is a new component.
40	Have you identified the specific uniform assessments for each program area? If so, please identify them, and if not, when do you expect to make this decision?	Known assessments are: COMPASS, Level 1 Screen (under development), and UAS.
41	P. 8 # 4.1.4: Is the self-assessment required in Deliverable One required to be passed electronically to the NY Connects Program staff and <u>also</u> to the UAS-NY platform?	Only if the individual who has completed the self-assessment agrees to have data electronically transmitted for a more comprehensive screen.
42	What is the expected volume of consumers accessing the online assessment tools?	This is a new component so we are unable to provide any estimations of volume.
43	P. 20 #6.2.1 Attachment 2 bidder experience forms and bidder references will be provided in each technical proposal as requested in 6.2.1. What is the best way to handle the two tables on page 78 that cover functionality across all three technical proposals?	Attachment 2: Bidders Experience Table (First page of Attachment 2): Submit 1 copy for overall proposal. Bidders Experience Form (Second page of Attachment 2) and Bidders Experience References (Remainder of Attachment 2): Bidders, in providing their experience should clearly state how the experience relates to a specific deliverable of this RFP and which deliverable it relates to. Provide these forms for each of the 3 deliverables of this RFP.

44	Section 4.1.1 and 4.1.5 – It is not possible to calculate the levels of effort and costs associated with data migration without details on the formats and breadth of the data files from DOH, OMH, OPDD and other agencies. To avoid encouraging vendors to unnecessarily inflate cost proposals, will NYSOFA provide this information?	Data migration: for DOH, at a minimum it will be 5,000 providers; OPWDD has approximately 1,000 providers; and OMH has approximately 5,000. Data will be supplied by various sources in various formats, including but not limited to .csv, .txt, .xlsx, and .xml. The breadth of data will contain similar content to what is described in the current NY Connects Resource Directory data elements outlined in Deliverable 1: New York Connects resource documents located at http://www.aging.ny.gov/ContractsandGrants/RFP/Index.cfm . Additional data elements and content will be provided during development stage.
45	1) Section 4.1.5 – It is not possible to calculate the levels of effort and costs associated with data migration associated with the “routine updates” without details on the timeframe and quantity expected. Are these updates on a regular schedule (e.g. monthly, semi-annually, etc.)?	Daily.
46	1) Section 4.2.6: Data Migration Requirement – Given that it is not possible to calculate the levels of effort and costs associated with data migration without details regarding the individual AAA databases, is it accurate to interpret Section 4.2.6 to mean that in its response the vendor should present a migration strategy in its RFP response, but that the cost for the migration will be determined post-award?	Vendors must document file specifications for electronic data (all common formats) and plan to migrate all files meeting these specifications. This functionality must be in the vendor's bid.
47	P. 8 # 4.1.5 & # 4.2.6 & # 4.3.3: How many years back does data need to be migrated from existing systems?	At a minimum, April 1, 2009
48	P. 7 #4.1.1: Please describe the nature and volume of: o Systems that require data migration. Please identify each. (Bullet #1) o Non-electronic information sources. (Bullet #2) o Additional content per requests from NYSOFA (Bullet #3)	Bullet #1: Minimum of 75 systems that would require data migration. Bullet #2: Potentially, NYS Counties that to date have not participated in NY Connects may keep paper files on LTSS in their county. We expect this volume to be small. Bullet #3: There will be additional content requests but they are unknown at this time.
49	Are there any other sources of Resource Directory data required for data migration beyond: a. NY Connects (is this one source or multiple databases?) b. OMH c. DOH d. OPDD	There definitely could be other sources of data; bidder must be prepared to migrate additional data from sources that NYSOFA identifies as being necessary.

50	P. 14 # 4.2.6: Is it expected the case notes, comment fields and attached scanned files be included in the migration?	Yes
51	P. 14 # 4.2.6: There was no document at the supplied link that described specifically the fields to be included in data migration for demographics and service data. Please identify which file at URL www.aging.ny.gov/rfp/index.cfm defines demographic and service data specific to data migration.	Data required for migration will include client level minimum data set elements (MDS); data fields contained in Attachment A Client Data Specifications 2014, Attachment B Client File Codes 2014 and all case text entries.
52	The data that is being migrated over...is that coming from multiple formats?	In the RFP, we gave several formats that the data can come in and the vendor must be able to program/migrate that into their system.
53	4.2.6 has to do with data migration for deliverable 2. It speaks to 4.2.6 demographic in service fields can be found on the website. There are a lot of different attachments on the website can you be specific?	In the list of specific attachments located at http://www.aging.ny.gov/ContractsandGrants/index.cfm <ul style="list-style-type: none"> - Minimum Data Set - 14-PI-02 Sample Congregate Services Intake Form 2014 - 14-PI-02 Attachment A Client Data Specifications - 14-PI-02 Attachment B Client File Codes 2014 In addition, such data migration will be from case notes and journal entries.
54	In the same paragraph, demographic in service data fields. Is it to be assumed those are the 2 data types to be converted?	Yes.
55	The go live date for Deliverable One and Two are outlined as September 1st 2015. Are all of the requirements, marked as required, to be implemented by September 1st, 2015 or can the implementation be in a phased approach based on the highest priority capabilities to be delivered by September 1st, 2015 and remaining requirements in the following months? General; Section 4; Page 7	Deliverables One and Two must be completed by September 1, 2015 due to federal funding timelines. There may be some room for movement on deliverable three. These are hard dates that are required under this contract. Bidders must be able to meet the implementation timelines set forth.
56	Section 4.0 Project Scope – Will NYSOFA please provide insight into the factors driving the urgency for implementing Deliverable 1 and Deliverable 2 by September 1, 2015, given the scope of the requirements?	Deliverables One and Two must be completed by September 1, 2015 due to federal funding timelines. There may be some room for movement on deliverable three.

57	<p>Are the timelines for the three deliverables in pg. 7 of the RFP, <i>Section 4. Project Scope</i>, requirements or guidelines? Could these dates be revised?</p> <ul style="list-style-type: none"> o Replacement of the Resource Directory – implementation date of SEPT 1, 2015 o Replacement of their Long Term Support System – implementation date of SEPT 1, 2015 o Long Term Care Ombudsmen Program – implementation date of JAN 1, 2016 	<p>Deliverables One and Two must be completed by September 1, 2015 due to federal funding timelines. There may be some room for movement on deliverable three. These are hard dates that are required under this contract. Bidders must be able to meet the implementation timelines set forth.</p>
58	<p>Does NYSOFA have any stated goals for the paid equal employment opportunity policy statement?</p>	<p>NYSOFA does not establish EEO goals. The bidder is to identify its EEO goals on the certification form.</p>
59	<p>Regarding Req 4 on new content & enhancements, are there any guidelines as to the amount or duration of content enhancements and addition over what period that should be used in identifying supporting costs?</p>	<p>At this time, we are not able to provide specifics concerning new content that may need to be added.</p>
60	<p>What type of content is expected to be added? Is NYSOFA interested in content only or one or more of the following?</p> <ul style="list-style-type: none"> - Graphic and infographic designs to represent data in a visual format - Video and audio transcripts - Foreign language translations - Image captions – will NYSOFA provide the images or would you require stock or new photography? -If other, please specify. 	<p>At this time, we are not able to provide specifics concerning new content that may need to be added, but it could be one or more of those noted.</p>
61	<p>Is Deliverable 2 aimed at integrating the functional and financial assessments for efficient service planning and delivery? General; 4.2; Page 9</p>	<p>Yes, that is one area that Deliverable Two will address.</p>
62	<p>Section 1.1 and Attachment 3: There appears to be conflict between the statement that:“This RFP is limited to Bidders with existing Commercial Off-The-Shelf (COTS) service applications focused on meeting the needs of older individuals and those individuals with long-term services and supports needs, regardless of age” and the requirement in completing the Application Capabilities matrix that:“Required Features must be addressed as an existing feature or as a customization.”Any COTS product may or may not already include these required features, and the State’s aggressive timeline is such that a vendor may not have the ability to enhance the product to add missing functionality within the stated timeline without creating unacceptable risk.This raises several questions:</p>	<p><i>This item is a preamble to question items that are addressed in this Question and Answer Document.</i></p>

63	Would the State withdraw the requirement that vendors must agree to provide all required functionality?	No.
64	Can the State identify the COTS system(s) they have examined which possess all of the required functionality?	We have not reviewed any systems.
65	P. 9 # 4.2.1: Is it assumed that custom functionality, such as custom forms, workflow and reports, currently included in the local AAA applications is <u>beyond</u> the scope of this RFP?	We surveyed the AAAs to ask what needs they have. It is expected that items currently used by AAAs to improve their use of the system will be included.
66	Will the health scheduling for the clients be part of the RFP or will it be included as an add-on as an additional functionality? Social workers, care staff, mobile care agents.	We did not request this as part of the RFP. If it were to be proposed, it would be an add-on.
67	Is there an RFI that is in Word Format? Thanks....	No Request for Information (RFI) was issued for this initiative. Assuming that the reference to RFI was intended to be a reference to RFP, NYSOFA is not providing the document in Word. However, NYSOFA is posting the forms that are to be completed in a fillable pdf or excel format. These forms are located at http://www.aging.ny.gov/ContractsandGrants/index.cfm
68	Do Deliverables 1 & 2 correspond to meeting the State's Balancing Incentive Program goals? General; 4.1, 4.2; Pages 7,9	Yes, but not exclusively.
69	What do users (both internal and external) like most about NY Connects today?	Question is not germane to this process.
70	What do users (both internal and external) dislike the most about NY Connects?	Question is not germane to this process.
71	Section 8.5 of the RFP states: "The lowest-cost workable solution will be given the highest score. Other workable but more expensive solutions will be awarded points proportionally." Please define "workable" in this context.	Capable of developing and implementing an effective operational solution.
72	Are you going to be updating the RFP with these changes or will we be re issuing it?	The RFP will be revised and reposted on the NYSOFA Procurement website: http://www.aging.ny.gov/ContractsandGrants/index.cfm
73	Would the state consider another round of questions based on the first round and the answers provided today? Some of the questions are in a technical nature and will require further clarification.	Clarification of questions was provided during the Bidder's Conference, and the Q&A document provides additional clarification of technical questions. An additional round of Bidders questions will not be granted.

74	Is there a preferred programming environment (C#, PHP)?	As this is SaaS, there is no preference.
75	Is there a database preference or considerations that we should be mindful of?	As this is SaaS, there is no preference.
76	What is envisioned for NYSOFA's on-going role after "go live" in these areas: <ul style="list-style-type: none"> o NY Connects o Maintaining up-to-date information in the statewide Resource Directory? o Providing a "Help Desk" as a first level response for users in the AAAs? 	NYSOFA will provide administrative oversight.
77	P. 7 #4.1: Is the vendor responsible for providing staff to answer questions from community service providers about their listing and/or provide resources to manage the editorial/approval process?	Yes.
78	P. 93 #197: Describe desired "GIS" mapping functionality.	Having GIS capabilities will enable existing data collected to be used more effectively to track service delivery and provide detail on the characteristics of served populations by geographic areas.
79	What are the expected use cases for the GIS functionalities outlined in the RFP? Attachment; Requirement #197; Page 93	Having GIS capabilities will enable existing data collected to be used more effectively to track service delivery and provide detail on the characteristics of served populations by geographic areas.
80	Section 4.2: Will all AAAs be required to use the new solution? If yes, will all AAA's be required to be live on the new solution in the same timeframe, currently listed as September 1, 2015?	Not all will be required, but exceptions will be rare.
81	If all functionality marked required must be provided, would the State be amenable to a phased implementation that extended beyond the required timeline?	Deliverables One and Two must be completed by September 1, 2015 due to federal funding timelines. There may be some room for movement on Deliverable Three.
82	Would the State be amenable to vendors suggesting a timeline that aligns with the scope of work and the COTS product proposed?	Deliverables One and Two must be completed by September 1, 2015 due to federal funding timelines. There may be some room for movement on Deliverable Three.
83	Given the aggressive timeframe between the anticipated contract award on 4/15/15 and the requested full implementation of Deliverable 1 and Deliverable 2 by 9/1/15, does NYSOFA foresee flexibility in defining the scope of "Required" functionality required to be live by 9/1/15?	Deliverables One and Two must be completed by September 1, 2015 due to federal funding timelines. There may be some room for movement on Deliverable Three.

84	<p>P. 14 #4.2.5: Please identify and describe in detail the System Interface Requirements:</p> <ul style="list-style-type: none"> o How many systems and how frequently will they be used? o Do they all need to be “live” by September 1st? 	Initially, there will be two system interface requirements: the UAS-NY and one local AAA system requiring daily data exchange. Yes, all need to be ‘live’ by Sept. 1, 2015.
85	P. 14 #4.1.8: Is it expected that AAA contracted providers will also be included in the September 1 st Go Live date?	Yes.
86	P. 10 # 4.2.2 & # 4.2.5: Is interoperability with Medicaid, RHIO’s and Health Information Systems anticipated in the future?	Yes. It is anticipated that interoperability will be required. NYS is looking for interoperability in any new system.
87	Do you have a state license for a mapping tool such as Bing already in place? If so, what is it? If not, do you expect this solution to have the costs of the mapping tool built in?	The vendor is expected to supply its own license for mapping tools.
88	Do you own a license to use the AIRS Taxonomy, and do you expect to continue to pay for this separate from this procurement?	Yes.
89	Do you have a license for the Uniform Assessment Instruments and will you be covering the cost of those within this procurement or separately from it?	The UAS-NY is a state-owned and operated system. The Community Health Assessment is the property of InterRAI. New York State is licensed for its inclusion in the UAS-NY. No license requirement for vendors bidding on this procurement is needed for interfacing with the UAS.
90	What is the typical cycle time in terms of number of days for the resolution of cases, and is there any legislative or legal time duration mandates to resolve the case? General; 4.3.1; Page15	No legal or legislative time frames or mandates exist for case resolution. However, NYS LTCOP policy requires that cases do not remain open for more than 45 days.
91	How many facilities? (Broken down by each type/setting)	635 Skilled Nursing Facilities and 1547 Board and Care Facilities. Board and Care facilities include Adult Homes, Assisted Living, Enriched Housing, and Family Type Homes.
92	How many total LTC beds?	160,347 total LTC beds.
93	P. 14 # 4.3: Who hosts/controls the current LTCOP application? The state? Or a Vendor?	Vendor.
94	P. 15 # 4.3.1: Are the Ombudsman field staff and volunteers equipped with lap top computers or mobile devices, or will their system access be primarily from web connected offices?	The system will primarily be accessed from web connected offices. However, per the proposed solution outlined in the RFP it is hoped that the database will be flexible enough, both in structure and licensing, to allow for access to the system via laptops, mobile devices, etc. by up to 1,000 end users.

95	P. 16 # 4.3.1: Is a list of required Ombudsman reports, in addition to the NORS report, available?	Per the RFP, LTCOP is requesting a fully relational database, which will allow for customizable reports. A list of required Ombudsman reports is not available at this time. LTCOP will work with successful vendor during the design phase to develop relevant/requested reports.
96	P. 16 # 4.3.2.: Are the current number and file types available for establishing the linkages to upload and refresh Ombudsman directory information from pre-established directories? Please provide details.	Currently, no linkages exist with pre-established directories. As a result, there is no current number and file types, format, or source information available. The vendor must provide a solution that will establish the linkages to upload and refresh the Ombudsman directory information from pre-established directories.
97	P. 16 # 4.3.3: Will the Ombudsman data to be migrated be coming from one single source or multiple sources with different formats? Please provide details.	Currently no linkages exist with pre-established directories. As a result, there is no current number and file types, format, or source information available. The vendor must provide a solution that will establish the linkages to upload and refresh the Ombudsman directory information from pre-established directories.
98	P. 16 # 4.3.3: Is the type and format of the data file to be imported known and available for review? If so, please provide.	No; see answers to questions 96 and 97.
99	P. 103 #376: Is the ability to send emails a requirement for internal messaging within the system, external or both?	Both.
100	P. 103 # 376: Please provide a sample letter that the system would be required to generate	Letter format and verbiage will be shared with the successful vendor during the system design phase.
101	What are the functionalities that need to be enabled using the mobile based platform? Requirements 113;114;115;116; Page 89	Vendor should provide the functionalities available for the various mobile-based platforms in relation to Deliverable One.
102	Section 10.19: Is the intent of the 20% WMBE goal to be only for the implementation time period?	No, MWBE compliance must be assessed for each year of the contract. However, the utilization rate calculation in regard to Exempt and Excluded costs will be different in the development and application hosting phases.
103	The following is our question for submittal regarding the subject matter. 1. If we have a subcontracting partner, who has a pending WBE application under evaluation by NYS EDC, may we count them towards the MWBE utilization goals? Thank you for your consideration, we look forward to your response.	For this procurement, NYSOFA has established an overall goal for MWBE participation as required by NYS Executive Law Article 15-A and the regulations (Title 5 NYCRR Parts 140-145). Only businesses that are NYS certified MWBEs by the date the contract is signed may be counted towards achieving the participation goal.

104	I am writing on behalf of Trilogy Integrated Recourses. We'd like to solicit your direction; we do not meet the 10% MBE or 10% WBE goal outlined for this RFP. What would you recommend we do to remain eligible?	The selected vendor must document good faith efforts to provide meaningful participation by NYS certified MWBEs as subcontractors or suppliers (See 5 NYCRR §142.8).
105	P. 9 # 4.2.1: Is it expected that all the NAPIS services, in addition to those called out in Section 4.2.1, be supported by the new software solution?	Yes, all of the NAPIS services are expected to be part of the solution.
106	How many concurrent users? (Definition of concurrent user: someone who has made a keystroke updated a file, etc., in the last 30 minutes. If the workstation is logged in and remains actively logged in without human interaction for more than 30 minutes that would be considered an inactive user. Our default is to log stations off after 30 minutes of inactivity.)	In the RFP, we have provided historical information regarding users. Refer to sections 4.1.6, 4.2.1, and 4.3.4. We are unable to provide a number with respect to the number of the concurrent users.
107	Approximately how many authorized administrative (authoring and data updating) users are expected for the scope of this project?	Unable to provide exact number.
108	What is the expected concurrent user and total user base for the NYSOFA application? General; N/A; Page 1	We are unable to provide a number with respect to the number of the concurrent users. In the RFP we have provided historical information regarding the number of users. Refer to sections 4.1.6, 4.2.1, and 4.3.4.
109	Section 4.0 Project Scope: Please provide a count of named users for each of the deliverables.	A list of users by name is not available at this time. In the RFP we have provided historical information regarding the number of users. Refer to sections 4.1.6, 4.2.1, and 4.3.4.
110	Is there a requirement for and out of State functional support for the system? General; Requirement #398; Page 104	Same requirements apply for out-of-State functions as they do for in-State functions.
111	Attachment 5 project costs – just want to make sure application software cost – For each of the 3 deliverables it is listed as 1 time implementations services.	It will be in years 1-5 and contract extensions.
112	In reference to the 20% on cost is that on the single total cost of the project? Or is it on first year cost or just one big number on top?	The 20% score for the cost proposal is for the vendor's total cost.
113	There is conflicting information on P. 27 and P. 109 regarding the number of proposal copies required. Please confirm the required number of copies.	See Addendum #1 to RFP, dated 12/5/14.

114	<p>P. 4 #2.2 Where does attachment 3 go in the technical proposal? The PDF document covers all 3 deliverables, yet it is required to have a separate technical proposal for each deliverable. Is it desired to have a separate PDF for each deliverable and then include as support for the narrative in section 6.3.2? Is the PDF table available in Word?</p>	<p>Attachment 3 has been broken down into 3 separate fillable PDF files, one for each deliverable, and has been posted on the NYSOFA web site. Bidders must submit the associated section of Attachment 3 with the technical response for each of the 3 deliverables.</p>
115	<p>On behalf of all potential respondents to this RFP, PeerPlace Networks respectfully requests the extension of the Due Date to Wednesday, January 7, 2015. Although it might seem there is adequate time to prepare responses, please take into account that three federal holidays and several weekends (non-mail delivery days) are interspersed between now and January 5th. This effectively reduces the number of days available for proposal preparation. In addition, the heavy snowfall in western New York this week has closed the NYS Thruway and it is expected to be closed for several more days. Should we have a similar serious weather event around the current due date where all traffic is affected, it would be extremely difficult to finish the proposal and have it arrive in Albany before the deadline. Two more business days beyond the holiday period would provide the necessary extension to assure an on-time delivery while not seriously affecting your review timetable. Thank you for your consideration of this request.</p>	<p>Proposal Submission Date has been extended to January 8, 2015.</p>
116	<p>Given the three national holidays occurring between the release of the RFP and the 1/5/15 submission date, and the need to engage in meaningful negotiations with WMBE sub-contractors, we request an extension of the 1/5/15 submission date.</p>	<p>Proposal Submission Date has been extended to January 8, 2015.</p>
117	<p>Are there examples of ad hoc reports that can be provided (and expected volumes) and which user group(s) that will need to have access to generate ad-hoc reports? Requirement; Requirement #434; Page 106</p>	<p>Reports format and content will be shared with the successful vendor during the system design phase.</p>
118	<p>What is the total volume of records for the provider resource directory? In addition, what is the estimated growth year over year? General; 4.1.1; Page 7</p>	<p>There are 8,600 providers in the existing resource directory. We anticipate the number of records to grow exponentially during the first three years, but are unable to provide an exact estimation of the growth.</p>

119	What is the current process of sending alerts and notifications to the end user? Requirement #51; page 92.	Alerts and notifications regarding data submission, errors, and updates are sent using e-mail. We would like to see what other options bidders may be able to offer.
120	What is the current process for notifying agencies on aging and the provider to update their record based on the date of last update? Requirement #52; Page 92.	Alerts and notifications regarding data submission, errors, and updates are sent using e-mail. We would like to see what other options bidders may be able to offer.
121	1) Section 4.1.1 The contractor will be expected to “[e]nter data from non-electronic information sources, such as paper-based provider resource directories” and “Add content per requests from NYSOFA.” Is it correct to interpret this requirement to mean that the vendor will be expected to provide manual data entry services? Is this expected to be a one-time task at implementation or an ongoing responsibility? What is the volume of data to be entered?	Yes, this could be expected, but we expect the volume to be small.
122	<i>The vendor must enter data from non-electronic information sources, such as paper-based provider resource directories.</i> Can you please clarify in more detail?	Potentially, NYS Counties that to date have not participated in NY Connects may keep paper files on LTSS in their county. We expect this volume to be small.
123	P.7 # 4.1.1: Is the vendor expected to convert paper directories or will the local AAA staff use the directory update process to enter those resources?	Potentially, NYS Counties that to date have not participated in NY Connects may keep paper files on LTSS in their county. We expect this volume to be small.
124	1) Section 4.1.6 Training Plan – What tasks associated with the NY Connects website and resource directory will the 500 staff be responsible for?	There will be a variety of tasks that the staff will be trained on, depending on their roles and responsibilities. The training plan will need to include all aspects of the Resource Directory.
125	On pg. 7, Section 4 – Project Scope, 4.1.1 NY Connects Long Term Services & Supports Resource Directory, the RFP states the following: <i>The vendor must Migrate data from electronic-based provider systems. Data will be supplied by various sources in various formats, including but not limited to .csv, .txt, .xlsx, and .xml.</i> Approximately how many electronic- based provider systems will there be?	We have a minimum of 75 electronic-based provider systems.
126	<i>This vendor must Add content per requests from NYSOFA.</i> Will there be a standard form? Can you please clarify in more detail?	NYSOFA does annual updates and others as required. Please provide the standard form that the vendor would use for this process.
127	P. 7 # 4.0: Is it anticipated that New York City directory resources now included in their 3-1-1 system would be included in the NY Connects Directory?	We expect that all New York City long term services and supports resources will be included in the NY Connects LTSS Resource Directory.

128	P. 7 #4.1.1: Will directory content be imported from any of the 59 local AAAs directories as well as from the existing NY Connects Statewide Directory?	Yes.
129	P.7 # 4.1.3: To whom will the on-line consumer feedback be directed?	Local NY Connects programs and NYSOFA.
130	P. 84 #5: Is it expected that the resources imported from other state systems will be provided with the appropriate AIRS taxonomy information? If not, how is it anticipated they will be indexed?	We expect that most resources will be provided with AIRS Taxonomy information. Vendor will work with NYSOFA and local programs on any indexing needs.
131	P. 84 #5: Will all local agency staff responsible for the entry of resources to the directory require basic AIRS training or is it anticipated that the indexing will be performed at the state level?	Yes, local agency staff will need training and support with AIRS indexing. NYSOFA will also provide technical assistance as needed.
132	What is the expected volume of Resource Directory users in terms of the number of general public users and the number of daily hits?	For the time period of April 1, 2013- March 30, 2014, the number of web site hits was 20,846.
133	Who is responsible for data deduplication and cleansing of the data being received from the New York State Department of Health and Office of Mental Health and Office for People with Developmental Disabilities?	The bidder would be responsible for data de-duplication and cleansing.
134	P. 7 #4.1.3: Scope? How many sources of community services data are there?	There are approximately 8,600 providers in the existing Resource Directory. We anticipate the number of records to grow exponentially during the first three years, but are unable to provide an exact estimation of the growth.
135	Where will NY City's Resource Directory data come from?	New York City's data will come from electronic files. Bidder must be able to accommodate all types of migration of data from all providers identified as being necessary to incorporate into the Resource Directory.
136	Who will be responsible on an ongoing basis to maintain the provider data in the new Resource Directory that comes from these sources?	The vendor will maintain the system with data provided by the users.
137	Have you considered allowing the providers to maintain the Resource Directory information about their organizations themselves, with internal review and approval?	Yes.
138	P. 84 #4: Please clarify "navigational bar identifiers to other informational sites."	A navigational structure that allows users to easily navigate around inside the web site, as well as to external links of NYSOFA identified partner agencies.

139	Is there formal documentation of the current processes followed by NYSOFA? (The process documentation that contains but not limited to the roles of individuals in the process, steps involved in the process and linkage of one process to another) General; 4.2.1; Page 9.	REGULATIONS - NYS OFFICE FOR THE AGING, TITLE 9 NEW YORK CODES, RULES AND REGULATIONS (9 NYCRR), PART 6654. SERVICES, Section 6654.16 EISEP case management describes the role of the case manager in assessing and providing services to persons for community based long term care. Additionally various NYSOFA program instructions (PIs) provide greater detail about the provision of services and required reporting. Relevant PIs are included on the Procurement web site.
140	Are there any other integration points outside of the 3 deliverables scope?	The potential always exists for additional integration points to be identified and requested.
141	What, if any, are the existing systems that must be maintained and will need to be integrated with the NYSOFA system? General; N/A; Page 1	Information is contained in the various files that can be found at http://www.aging.ny.gov/ContractsandGrants/RFP/Index.cfm
142	P. 14 # 4.2.5: Is a list available of the applications maintained by NYSOFA & <u>other</u> NYS agencies other than UAS-NY that will require a data exchange interface at the time of go-live in September 2015? If so, please provide.	Unavailable at this time.
143	1) Section 4.2.5: System Interface Requirement – Given that it is not possible to calculate the levels of effort and costs associated with interfaces without details regarding each one, is it accurate to interpret Section 4.2.5 to mean that in its response the vendor should present an interface strategy in its RFP response, but that the cost for the interfaces will be determined post-award?	The vendor should include the cost of one interface with the UAS and consistent with 4.2.2h., a second separate system used by a local AAA and the cost for customizing for additional interfaces may be determined post-award as change orders.
144	Section 4 in all 3 deliverables states that the vendor will be responsible to do all of the trainings.	All end users will need to be trained. However, we are not expecting face-to-face training for all of the trainings.
145	Regarding Req 79 transmitting data, are there any existing forms that are transmitting Web Services the UAS-NY platform? Is there documentation available online for these Web Services?	Oracle Service Bus WebServices passing XML structured data.

146	On page 8, Section 4.14 Self-Assessment Screening Questionnaire, the RFP states the following: The State anticipates incorporating the NY Connects/ core data elements into an application housed on the same platform as the UAS-NY, which is accessible through New York State Department of Health's Health Commerce System. The Bidder's proposed solution must allow for interoperability of data exchange between the proposed solution data fields and the in-depth Screening Tool, UAS-NY data elements/data fields, case management and reporting systems. What is the platform for UAS-NY?	The UAS is a Java/Oracle solution and with OSB WebServices. The state anticipates WebService interfacing for the stated data exchanges, passing XML structured data.
147	1) Section 4.2.2 a: This section reads, in part: " The State anticipates incorporating the NY Connects/ core data elements into an application housed on the same platform as the UAS-NY, which is accessible through New York State Department of Health's Health Commerce System. In order to account for that possibility, the proposed Bidder's solution must allow for interoperability of data exchange between the Bidder's proposed solution data fields and UAS-NY data elements/data fields." Is it accurate to interpret this to mean that the system selected by NYSOFA will not reside on the UAS-NY platform, but rather that the NYSOFA system must be able to interface to the UAS-NY?	The vendor system will not reside on the UAS-NY platform. The successful vendor system must be able to interface and be interoperable with the UAS-NY as outlined in this RFP.
148	P. 94 # 210: Is a list of the identified data fields mentioned in Attachment 3 # 210 need to be incorporated in the UAS-NY Platform?	The fields for the UAS are on the web site: http://www.aging.ny.gov/ContractsandGrants/RFP/In dex.cfm . <i>Note concerning this question and answer: Item #210, referenced in the question, concerns the SPR. This response is in reference to #212, data fields, per the content of the question.</i>
149	P. 95 #225: Please describe current capabilities for querying and retrieving data from the UAS client dimension.	Oracle Service Bus WebServices passing XML structured data.
150	P. 100 #321: Per previous note, there appear to be web services available from UAS. Please confirm.	Confirmed.
151	Is the UAS interface bi-directional?	Yes, UAS is bi-directional as appropriate.

152	<p>P. 84 #6: Confirm, users with administrative access, correct? Are requirements identified for the number of roles of users accessing the site, and what privileges they will have?</p> <ul style="list-style-type: none"> a. State Administrator b. State Moderator c. AAA Administrator d. AAA Moderator 	<p>See Addendum #1 to RFP dated 12/5/14. User Role requirements has been revised to incorporate into the NYS Health Commerce System (HCS).</p>
153	<p>Deliverable 1...it would be helpful if you could expand on the different types of roles that are included, such as providers?</p>	<p>We may not be able to include that until it's closer to implementation.</p>
154	<p>In regards to the functional check list, if we have add-on with an additional cost. That doesn't seem to be an option. Would you like it marked as the cost included?</p>	<p>We will be looking at the total cost of the proposal and what bidders meet all of our requirements.</p>
155	<p>Deliverable 1, approx. 250 words how many directories? Based on 250 words per page, how many pages per directory? Is the data in table format or paragraphs on both?</p>	<p>There are approximately 8,600 providers in the existing Resource Directory. We anticipate the number of records to grow exponentially during the first three years, but are unable to provide an exact estimation of the growth. The data is stored in table format.</p>
156	<p>How many total providers and clinicians?</p>	<p>There are approximately 1,400 providers that are currently in the aging network. NYSOFA anticipates that there will be additional providers added. That number is currently unknown.</p>
157	<p>How many total FTEs?</p>	<p>There is no context to this question; as such we are unable to answer.</p>