NEW YORK STATE | **Corrections and Community Supervision**

1.0   INTRODUCTION

The New York State Department of Corrections and Community Supervision (DOCCS), guided by the Departmental Mission, is responsible for the confinement and rehabilitation of approximately 49,500 individuals under custody held at 54 state facilities and 35,500 parolees supervised throughout seven regional offices.

DOCCS maintains 54 outpatient clinics, 31 infirmaries, and 5 Regional Medical Units (RMU). Our outpatient clinics provide primary care (including medical and dental) and specialty care. Specialties include, but are not limited to:

> Audiology, Cardiology, Colonoscopy, CT Scan (Computer Axial Tomography), Cystoscopy, Dermatology, Dialysis, Echocardiogram, Electromyogram Testing, Endocrinology, Endoscopy, Fluorescein Angiograms, Gastroenterology, General Surgery, Gynecology, Hematology, High Risk Obstetrics, Infectious Disease, Mammography, Magnetic Reasoning Imaging, Nephrology, Neurology, Neuro-ophthalmology, Neurosurgery, Occupational Therapy, Oncology, Ophthalmology, Optic Nerve Photographing, Optometry/Optical Services, Orthopedic, Orthotics, Otolaryngology, Pacemaker, Pain Management, PAP Smears, Podiatry, Prescription Footwear, Prosthetics, Physical Therapy, Physiatry, Pulmonary, Reconstructive Surgery, Retina, Rheumatology, Speech Therapy, Treadmill Stress Testing, Urology, Ultrasound, Vascular Surgery, Visual Field Testing, X-Ray

There are approximately greater than 1,000,000 outpatient primary care and around 120,000 outpatient specialty care visits a year.

The facility infirmaries and RMUs house individuals who require an elevated level of health care that does not reach the levels requiring acute hospitalization. Some beds are equivalent to nursing home or hospice care. There are currently 900 infirmary beds and RMU beds with an occupancy of 60 percent.

The Contract Procurement Unit (CPU) for DOCCS is seeking information from vendors who provide Electronic Health Record software to be used in our correctional facility medical units for inmates. This will also include the installation, training, technical support, application hosting, and software maintenance for all facilities.

2.0   PURPOSE

The purpose of this RFI is to acquire information regarding the interest and capabilities of vendors that can provide electronic health records software and supporting services for use in a correctional system setting.

This RFI invites input and ideas on such software as well as rough cost estimates. Interested entities experienced and capable in providing such product/services should respond to this RFI by sending the information requested in Section 4 and completing Attachment A.

This RFI is an inquiry only. No contract or agreement will be made from the results of this RFI. Responding to this RFI is entirely voluntary and will in no way affect DOCCS' consideration of any proposal submitted in response to a subsequent solicitation.

3.0   INQUIRIES

All questions shall be sent via email to the following address: DOCCScontracts@doccs.ny.gov and are due by close of business on August 31, 2018. Please include "RFI #2018-12" in the subject line of your email. This is not a bid. Please do not request bid documents.

4.0   INFORMATION REQUESTED

DOCCS currently has a number of legacy electronic medical record systems which it plans to replace with a single comprehensive, integrated Electronic Health Record system (EHR). The EHR should encompass primary, specialty and clinic scheduling capabilities. DOCCS would also be interested in a solution that includes its infirmary and RMU level of health care (equivalent to inpatient care). The EHR vendor should provide a remote-hosted solution that is fully managed by the vendor and that meets all HIPAA, HITECH and any New York State data and security and privacy standards.

Interested entities should provide EHR solutions with the capabilities listed below. While all features are desired, they are not all required.

- Support integration with community providers and Regional Health Information Organizations (RHIO) that are using a different EHR system
- Support medical device integration such that data are incorporated seamlessly from DOCCS and outside provider's medical devices into the EHR
- Ensure compliance with all applicable State and Federal regulations including, but not limited to, Meaningful Use, Joint Commission, CMS Core Measures, American Association for Accreditation of Ambulatory Surgery Facilities, Inc. (AAAASF)
- Algorithms based on peer-reviewed processes for treatment plan options
- Support Telehealth
- Support population health analytics and management
- Improved Predicative Modeling from clinical data
- Business intelligence for better clinical and financial management
- Be accessible remotely by selected providers e.g. telehealth providers caring for a patient remotely

Interested entities should provide solutions that can integrate with our current legacy systems. Identify how your solution would integrate with:

- KALOS CIPS 9 (Pharmacy Management Software)
- Nextgen DXScript
- McKesson Pharmacy Automation Hardware
- Bioreference CareEvolve
- Legacy Digital Imaging systems
- DOCCS Legacy Mainframe Systems

Please complete Attachment A which requests information regarding:

- Part 1 – Business Information
- Part 2 – Experience and References
- Part 3 – Solution Approach

5.0 INDUSTRY DAY

DOCCS may host an Industry Day meeting for vendors that have an interest in having their products considered for use in its correctional facilities. The date and time of this meeting will be announced at a later date based on the responses received from this RFI.

6.0 SUBMISSION OF RESPONSE

Responses should contain the information requested in Section 4 and submission of Attachment A is required.

Responses should be labeled as "RFI #2018-12 Electronic Health Records" in the subject line of the email and sent to: DOCCSContracts@doccs.ny.gov

Responses are due by close of business on September 12, 2018.

Responders to this RFI will not be precluded from responding to a future solicitation.

7.0 RFI RESPONSE CLARIFICATIONS

DOCCS may seek additional information (clarifying or otherwise) regarding any of the respondents' services following the receipt of the RFI responses. Information may be sought via telephone or email communication.

8.0 DISCLAIMER

This RFI is not a contract offer and it is not an open solicitation for any services but rather an informational inquiry by DOCCS. This RFI does not commit DOCCS to award a contract, pay any costs incurred in preparing a response, or to procure or contract for services or supplies. Qualified entities are encouraged to respond to this RFI; however, failure to submit a response will not impact a respondent's ability to submit a response to any future competitive solicitation process (if any) for projects. Respondents are advised that all costs associated with responding to this RFI will be solely at their expense. There are no representations or warranties regarding the accuracy or completeness of the information contained in this RFI. Respondents are responsible for making their own evaluation of information and data contained in this RFI and for preparing and submitting responses to this RFI.

9.0 PROCUREMENT LAW

Since this is not a solicitation that will result in a contract, it does not fall under procurement lobbying law; therefore, there is no restricted period.

New York State Department of Corrections and Community Supervision

**RFI #2018-12 Electronic Health Records
ATTACHMENT A**

Response to Request for Information

PART 1 – BUSINESS INFORMATION

	Provide Responses in this Column
Business Legal Name	
D/B/A Doing Business As (if applicable)	
Contact Person	
Contact Person Title	
Business Address	
City/State/Zip	
Phone Number	
E-Mail Address	
Website Address	
Main Products/Services	
Main Market/Consumers	
Number of Years in Market	
Business Locations	
What distinguishes your company/services from other competitors?	
Describe your business continuity management plan	

PART 2 – EXPERIENCE AND REFERENCES

The following information is requested for those responding to this RFI. Provide at least two references that have used your software within the last two years and information on the single largest concurrent user. It is preferred that you list law enforcement/corrections customer base references.

Reference 1	
Engagement Conducted	
Start Date	
End Date	
Name of Client	
Nature of Client's Business and Number of Years in Business	
Client Contact Information	
Description of Services Provided	
Number and Type of Staff Involved	
Engagement Results and Benefits Delivered to the Client	
Engagement Budget	
Size and Complexity of Engagement, Including the Number of Sites and Users Within the Continental US	

Reference 2	
Engagement Conducted	
Start Date	
End Date	
Name of Client	
Nature of Client's Business and Number of Years in Business	
Client Contact Information	
Description of Services Provided	
Number and Type of Staff Involved	
Engagement Results and Benefits Delivered to the Client	
Engagement Budget	
Size and Complexity of Engagement, Including the Number of Sites and Users Within the Continental US	

PART 3 – SOLUTION APPROACH

PROVIDE A SOLUTION THAT WILL MEET THE CAPABILITIES AND INTEGRATIONS LISTED IN SECTION 4.0 OF THE RFI.

1.   Solutions

Please explain and provide supporting material to demonstrate how your solution will enable DOCCS to achieve its strategic and operational objectives:
- *Cost reductions from decreased administrative, clinical staffing and resource requirements*
- *Productivity gains leading to increased capacity or more time with patients*
- *Improved turnaround time and throughput*
- *Improved regulatory compliance*
- *Organizational efficiencies*
    - *Prevention of duplicate ancillary tests*
    - *Compliance with compliance protocols and improvements in clinical decision making*
    - *Significant reduction with adverse drug reactions that would be preventable*
- *Increased availability of all information for the clinician to make a more informed decision*
- *Improved patient outcomes*

Please explain and provide supporting material to demonstrate how your solution will provide value to DOCCS (including but not limited to):
- *Error Prevention*
- *Reduced risk of medico-legal liability*
- *Alerting information*
- *Earlier intervention in identified disease trends*
- *Faster access to patient records*
- *Complete and accurate documentation*
- *Increased patient awareness and satisfaction*

2.   Privacy and Security

Explain where and how data are securely transmitted and stored.

Explain how the data center facility is physically secured.

Explain how the data center meets current data security standards (SOC1/SSAE18 and New York State).

Provide the contact information within your company for the individual who can discuss privacy and security matters.

3. Reporting

Describe the standard and ad hoc reporting capabilities of your solution.

Attach a list of sample reports.

Identify any third-party products which are required and/or recommended for reporting.

Describe your products or services that are already delivered to customers today and could be comparable to what is requested in this RFI.

> [blank bordered box]

4.   <u>System Functionality</u>

Documentation should be provided that is descriptive of the functions supported by the system. Existing product literature and prepared marketing materials may be included; however, this information is less useful than a more detailed user and technical document. Please include information on the following:
a) Access to commercially prepared instructional materials
b) Ability to add custom DOCCS content
c) Language translation

> [blank bordered box]

5.   <u>Implementation Plan</u>

Please provide an implementation timeline for similar projects.

> [blank bordered box]

Describe the anticipated vendor and DOCCS' personnel (activities, skill level and numbers) required to install your solution.

> [blank bordered box]

Outline the training provided before, during, and after installation. How much of this training occurs on-site and at what cost.

> [blank bordered box]

6.   <u>Technical Design</u>

Respondents should provide information about overall system design including, as applicable, the following:

a) *Hardware specifications required to operate. Discuss the application's ability and limitations operating on both Thin Clients and Workstations.*
b) *Operating system/software environment*
c) *Software components: i.e. dental, appointment scheduling, mental health*
d) *Physical security features, dimensions*
e) *Detailed network requirements and protocols*
f) *Data Security protocols*
g) *Database environment and storage and backup and restoration capability. Is your platform hosted?*
h) *Description of the user interface, including browser-based screens for all   functions   of   the system*
i) *Number of concurrent users supported.*
j) *Compatibility with DOCCS' VMWare environment and any modifications required to support your product.*
k) *Description of the installation process*
l) *Ability to use DOCCS" Active Directory for Authentications and access control.*
m) *Description of application security and auditing features*
n) *Visual presentation of solution architecture*

7.   Delivery of Service

Installation: How long does software take to install?

Delivery: What is the delivery time after an order is placed?

8.   Support and Maintenance Plan

Explain the ongoing support and/or maintenance plans being offered, including escalation.

Comment on the following:
a) *Manuals*
b) *Onsite and offsite training*

c) *Helpdesk Operations*
d) *User feedback procedures*
e) *24/7 and 365 support procedures*
f) *Preventative Maintenance*
g) *Warranty, returns and exchanges*

9. Exclusions

Note and explain any requirements that are listed in the RFI that cannot be met.

10. Estimated Charges – Pricing

Please provide an example of a price matrix used to identify all costs for the proposed solution (license fees, monthly hosting fees, etc.

As this document is an RFI, costs can only be estimated. Information on charges will be used for budgeting and planning purposes only – this is not a bid opportunity. All pricing assumptions should be identified including initial costs and recurring costs.

11. NYS Office of General Services (OGS) Contracts

Do you hold an OGS Contract for any related software solution under the Information Technology Umbrella Contract – Manufacturer Based?
https://www.ogs.ny.gov/purchase/snt/awardnotes/7360022802can.HTM

If Yes, provide details.

If No, would you be willing to work with a Contractor/Reseller on the Information Technology Umbrella Contract – Distributor Based?

https://www.ogs.ny.gov/purchase/snt/awardnotes/7360022876can.HTM

If a Cloud solution is requested, could it be purchased through the Information Technology Umbrella Contract – Manufacturer Based?
https://www.ogs.ny.gov/purchase/snt/awardnotes/7360022802can.HTM

If a consulting component is requested to customize this software and provide training, do you hold an OGS Contract for Project Based Information Technology consulting services?
https://www.ogs.ny.gov/purchase/snt/awardnotes/7360022772can.HTM
If No, can other technology vendors on the contract provide this service?