



Corrections and Community Supervision

Request for Information (RFI) #2020-09

Telemedicine Services

Issued:	May 20, 2020
Questions Due:	June 4, 2020
Answers to Questions:	June 11, 2020
Response Due Date:	June 25, 2020

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 40,200 individuals under custody held at 52 state facilities.

The Contract Procurement Unit (CPU) for DOCCS is seeking information from vendors who provide Telemedicine Services to be used in our correctional facilities for inmate care.

2.0 PURPOSE

The purpose of this RFI is to acquire information regarding the interest and capabilities of vendors that can provide Telemedicine Services. The purpose of this service is to allow for Emergency Triage Services of level 1-5 patients (Level 1 – Resuscitation, Level 2 – Emergent, Level 3 – Urgent, Level 4 – Less Urgent, Level 5 – Non-Urgent), Primary Care and Specialty Care Services (i.e. Cardiology, Dermatology, Endocrinology, Nephrology, etc.) in our correctional facilities twenty-four hours a day, seven days a week.

Interested entities experienced and capable in providing Telemedicine Services for Emergency Service and/or Primary Care and/or Specialty Care Services (i.e. Cardiology, Dermatology, Endocrinology, Nephrology, etc.) should respond to this RFI by sending the information requested in Section 4 (4.1-4.5 and 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 inquiries shall be sent via email to the following address: DOCCScontracts@doccs.ny.gov, please include "RFI #2020-09" in the subject line of your email. **Inquiries are due by close of business on June 4, 2020.**

This is not a bid. Please do not request bid documents.

4.0 INFORMATION REQUESTED

DOCCS is seeking Telemedicine Services, with a focus on Emergency Services for level 1-5 patients, Primary Care and Specialty Care Services (i.e. Cardiology, Dermatology, Endocrinology, Nephrology, etc.), that would be available twenty-four hours a day, seven days a week to our correctional facilities, either on a regional basis or statewide.

Responses should include the following requested information:

4.1 Description of System Functionality: Documentation should be provided that is descriptive of the functions supported by the system. Existing service and 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, where applicable:

- a) Types of education available
- b) Electronic Mail communications
- c) Telephonic communication options available to Facility Doctors, Facility Nurses and Facility Staff
- d) Language translation

4.2 Description of Technical Design: Respondents should provide information about overall system design including, as applicable, the following:

- a) Hardware Requirements and Specifications
- b) Operating system/software environment
- c) Physical security features
- d) Detailed network requirements and protocols
- e) Data Security protocols
- f) Database environment and storage
- g) Description of the user interface, including browser-based screens for all functions of the system
- h) Description of the installation process
- i) Description of application security and auditing features
- j) Detailed interface requirements

4.3 Description of Service, Product Support and Maintenance: Respondents are requested to comment on the following where applicable:

- a) Manuals
- b) Onsite and Offsite training
- c) Helpdesk Operations
- d) Frequency and acquisition of upgrades
- e) User feedback procedures
- f) 24/7 and 365 support procedures
- g) Warranty, returns and exchanges

4.4 Estimated Charges - Pricing: As this document is an RFI, cost 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 any initial costs, yearly costs, quarterly costs, hourly costs and recurring costs.

4.5 Delivery of Service: Respondents are requested to comment on the following, where applicable:

- a) How long does infrastructure take to install if required?
- b) How soon does the system become available to facility staff?

Responses should also include the completion of Attachment A which requests specific information regarding the following:

- Part 1 – Business Information
- Part 2 – Experience
- Part 3 – Specific Questions
 - a) Regions serviceable
 - b) Onsite hospital services offered
 - c) Emergency Services offered
 - d) Number of ER telemedicine doctors
 - e) Hours for Emergency Triage services
 - f) Number of ER telemedicine doctors
 - g) Primary Care Services offered
 - h) Hours of Primary Care Services
 - i) Number of Primary Care doctors
 - j) Cardiology Services offered
 - k) Hours of Cardiology services
 - l) Number of Cardiology telemedicine doctors
 - m) Additional Specialty Services offered
 - n) Hours of Specialty Services offered
 - o) Number of additional Specialty Services doctors
 - p) Consultation type (Doctor-to-Doctor/Doctor-to-Nurse/Doctor-to-Facility Staff)
 - q) Cost for on hours (8am-2pm Monday-Friday) and off hours
 - r) Written Consultation for facility staff
 - s) Interpretation of diagnostic tests
 - t) Directing facility staff in procedures
 - u) Routing patients to most appropriate hospital for necessary services
 - v) Provide input on mode of transport to local emergency department
 - w) Facilitate admissions to hospitals
 - x) Provide education training to DOCCS staff through videoconference
 - y) Provide any necessary telemedicine equipment
 - z) Located in NYS
 - aa) Licensed in NYS
 - bb) Description of System Functionality
 - cc) Data Security Protocols in Place
 - dd) Network Requirements

This RFI invites input and ideas on such services 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 this section and completing Attachment A.

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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 later based on the responses received from this RFI.

6.0 SUBMISSION OF RESPONSE

A point of contact for each respondent should be provided, including name, address, email, and phone number. Responses should contain the information requested in Section 4 and submission of Attachment A is required.

Responses can be emailed or mailed.

Emailed responses should be labeled as “RFI #2020-09 Telemedicine Services” in the subject line of the email and sent to: DOCCSContracts@doccs.ny.gov

Mailed Responses should be labeled as “RFI #2020-09 Telemedicine Services” and addressed to:

NYS Department of Corrections and Community Supervision
Support Operations – Contract Procurement Unit
Attn: Shannon Houst
550 Broadway
Menands, NY 12204

Responses are due by 3:00 pm on June 25, 2020.

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.

10.0 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.