

New York State Department of Corrections and Community Supervision

RFI 2020-09 –Telemedicine Services – Correctional Facilities

Questions and Answers Posted 6/11/2020

All responses are incorporated into RFI 2020-09.

Question #	Bidder's Question	Answer
<p>*As a reminder, this RFI is an inquiry only.</p> <p>No contract or agreement will be made from the results of this RFI. This RFI invites input and ideas on telemedicine services and associated cost estimates. *</p>		
1	Can you please clarify if you seek only the Telemedicine system to provide coverage or if you will also require vendor to deliver services to the correctional facilities?	As described in the RFI, DOCCS is seeking industry information regarding telemedicine services to provide emergency, primary and specialty care to the approximately 40,000 incarcerated individuals in the DOCCS system.
2	I am not clear as to whether this email is relevant to the Center for Psychosexual Health's work with DOCCS. Clarification on this issue is greatly appreciated.	DOCCS is seeking industry information regarding specialty care providers to meet the healthcare needs of the approximately 40,000 individuals currently in the DOCCS system. Please respond with any telemedicine services offered.
3	Do you happen to know the estimated funding source, or budget for this project? If so, has funding for an RFP been secured?	We are at the information gathering stage at this point no budget or funding source has been decided.
4	Is this a new requirement? Or is there an incumbent vendor providing these services? If there is an incumbent, would you be able to provide the contract number, vendor name, and term of the contract?	This question is not relevant to provide a response to this RFI.
5	Is there a timeline for an RFP to be released? If not, what steps are expected to make a decision on releasing an RFP?	We are at the information gathering stage at this point, there is not a timeline for an RFP to be released at this time. In the event an RFP results from this RFI, a posting will be made in the Contract Reporter as well as on the DOCCS website.
6	Is there any way the procurement department and their operations are being impacted or anticipated to be impacted by the current coronavirus pandemic?	This question is not relevant to provide a response to this RFI.
7	Is there interest in telepsychiatry as part of this RFI? We were unsure if it is being considered as part of the Specialty Care umbrella.	Please respond with any telemedicine services offered.
8	Are you looking for Telemedicine <u>software</u> or Telemedicine <u>services</u> (including the providers infrastructure)?	DOCCS is seeking industry information regarding telemedicine services for the approximately 40,000 individuals currently in the DOCCS system. Any software necessary to provide those services is also being sought.
9	Is this a single vendor award or does it have the potential to involve multiple vendors who submit?	Please see Section 2.0, paragraph 3; Section 4, last paragraph; Section 8.0 and Section 10 of the RFI.
10	May vendors submit as a Prime with a subcontractor?	Please respond with whatever business model you use.
11	Is someone currently providing any of these services?	This question is not relevant to provide a response to this RFI.

12	Do you possess any telehealth equipment or utilize a specific platform for video conferencing?	DOCCS currently has Citrix tele-conferencing units in most of its 50 facilities and easy access to WebEx. In addition, DOCCS uses a bridging service to assist with tele-conferencing connections as necessary.
13	Are you looking for a staffing solution in addition to the telehealth solution?	We are looking for industry information regarding Telemedicine.
14	If so, must all MD providers be board certified? And will nurse practitioners/physician assistants be considered?	Medical providers offering consultant / patient care services must possess all necessary, current certification to perform their role competently, and possess a medical license issued by New York State.
15	Are there current permanent staff that would perform telehealth?	DOCCS has nursing staff to perform telehealth in its facilities.
16	Do you or the State currently utilize an electronic medical record? If so, will this be accessible to the vendor or do you need a separate EHR?	DOCCS does not currently utilize an EMR. DOCCS may provide an EMR in the future to meet the department's needs and those of the approximately 40,000 individuals currently in the DOCCS system. Once an EMR is operational, DOCCS may provide access to patient records for the purposes of providing effective telehealth.
17	Does the EHR allow for e-prescribing? Do you have a fob/token system for Schedule 2 drugs?	DOCCS has an in-house pharmacy to service each of its facilities. In addition, e-prescribing capability is being extended to all DOCCS medical providers, including a FOB system for prescribing schedule 2 medications.
18	What other clinical staff will be available to assist the provider?	Patients being seen via Telehealth will have an RN or LPN with them or in close proximity in order to furnish any assistance the telehealth provider requires.
19	On average, how many patients will be seen per day?	In 2019, DOCCS had 4229 telemedicine encounters, of which 2094 were emergency triage encounters and 2135 were specialty care appointments. In addition, there were over 112,000 in-person specialty care appointments for incarcerated patients. DOCCS would like to convert some of these in-person health encounters to telehealth encounters where applicable to the specialty.
20	You are asking for 24/7 coverage. Do you anticipate a schedule of patients or will this be an on-demand service where the provider is paged/called when needed?	In the event of a Telemedicine procurement, DOCCS would expect the telehealth service to provide primary and specialty care during normal business hours and emergency care 24/7. Off-hours or on-call coverage for facilities without a provider may be sought as well.
21	If it is on demand, what is the average number of calls per day?	In 2019, DOCCS had 4229 telemedicine encounters, of which 2094 were emergency triage encounters and 2135 were specialty care appointments. In addition, there were over 112,000 in-person specialty care appointments for incarcerated patients. DOCCS is looking to potentially convert some of these in-person health encounters to telehealth encounters where applicable to the specialty. Not counting the emergency triage encounters, there were approximately 460 specialty appointments completed each business day.
22	Can you please disclose the policies and expected response times of the current providers and what you will be looking for in future?	Reasonable response times for emergency care are desired to avoid unnecessary transport of inmates to hospitals. For routine primary care services, these times would be scheduled. Please provide your typical response time for each Telemedicine service offered.
23	What percentage of your patients are non-English speaking?	This question is not relevant to provide a response to this RFI.

24	How are you currently handling interpreter services?	This question is not relevant to provide a response to this RFI.
25	Please give the age range of your patient population. Do you only serve adults?	This question is not relevant to provide a response to this RFI.
26	What is the level of acuity among your population and what are your top 5 most treated diagnosis?	This question is not relevant to provide a response to this RFI.
27	What are your current challenges and obstacles in meeting your staffing goals for this project?	This question is not relevant to provide a response to this RFI.
28	What is the projected timeline for notifying the vendor of needs, interviewing candidates and scheduling of services?	This question is not relevant to provide a response to this RFI.
29	How robust is the technology team and will they have an active role in this project, or will the Vendor be responsible for all technological support?	New York State Information Technology Services provides IT support to each DOCCS facility.
30	You ask the vendor to supply information surrounding the service lines. Would you like information on both in person and Telemed services provided?	DOCCS is currently seeking information related to the provision of telemedicine services to the approximately 40,000 individuals currently in the DOCCS system.
31	When asking for the number of Telemed doctors in a certain service line, are you asking for the number that are currently working or that have the potential to work?	DOCCS is seeking information on both the number of current specialty care providers in individual service lines as well as projections of the number of providers a vendor could reasonably expect to add given additional demand.
32	If this is 100% via telehealth and the ED physician is needing to intervene for critical patients that may require intubation who will they be guiding through the process?	DOCCS expects to transfer any patient needing ACLS level care to an appropriate Emergency Room for evaluation / treatment.
33	If patients require extensive care, can you please elaborate on your facilities and processes for this and who is responsible for managing patients post-care?	All DOCCS facilities have access to an infirmary – either on-site or in close proximity – which is overseen by a primary care physician (PCP) and staffed by RNs to provide medical care to inmates as necessary. Inmates needing a higher level of care may be admitted to one of the five DOCCS Regional Medical Units (RMU), again overseen by a PCP and staffed by RNs, LPNs and CNAs.
34	If a patient requires a transfer, where do they go and what is the expectation of care after transfer and upon return to the facility?	Patients who need a level of care beyond what is available in a correctional facility are transported to an appropriate provider / hospital to receive the care necessary. Upon their discharge from the hospital, the patient is transferred to a DOCCS infirmary or RMU to receive care appropriate to their needs.
35	Are you interested in Behavioral Health?	We are looking for information on any telemedicine service offered.
36	Can you clarify what Level 3, 4 and 5 mean?	Level I – Resuscitation Level II – Emergent Level III – Urgent Level IV – Less Urgent Level V – Non-Urgent
37	What are you using today as far as an EMR?	DOCCS does not currently utilize an EMR. DOCCS may provide an EMR in the future to meet the department’s needs and those of the approximately 40,000 individuals currently in the DOCCS system. Once an EMR is operational, DOCCS may provide access to patient records for the purposes of providing effective telehealth.

38	What are you trying to solve; transfer costs, lack of providers, decrease infection or risk?	We are looking for information on any telemedicine service offered.
39	Are you partnering with a Health System today that provides care either by telehealth or in person?	This question is not relevant to provide a response to this RFI.
40	Do you have a Partner you work with today for equipment and IT purchases?	We follow NYS Finance Law regarding IT purchases.
41	Are you doing any type of Tele-Visits today by video or phone?	This question is not relevant to provide a response to this RFI.
42	Do you have a video infrastructure in place today?	DOCCS currently has Citrix tele-conferencing units in most of its 50 facilities and easy access to WebEx. In addition, DOCCS uses a bridging service to assist with tele-conferencing connections as necessary.
43	Are patients being triaged today in the jail and then transferred to a hospital?	Currently, DOCCS medical staff evaluate patients in the facility prior to transferring them to an outside hospital for additional evaluation and / or treatment.
44	Do you have a Provider Pool that you use today?	This question is not relevant to provide a response to this RFI.
45	Who manages each of the local IT networks at each of the prisons? Wired and wireless?	This question is not relevant to provide a response to this RFI.
46	Who provides local IT support into each of the prison locations? Local IT or VAR or reseller?	New York State Information Technology Services provides IT support to each of the DOCCS facilities.
47	<p>Do you have a video infrastructure in place today?</p> <ul style="list-style-type: none"> a. Who manages your video infrastructure? Is this on-premise or cloud-hosted? Do you have a SIP infrastructure today? b. Provide more details-Cisco Unified Call Manager, Video Expressways, Polycom RealPresence, Cisco WebEx Cloud, Zoom, etc. c. Do you have any local conference rooms with equipment installed for video conferencing today? <p>What application do you use for calling into your infrastructure-Cisco Jabber, Polycom RealPresence, Zoom, BlueJeans, etc.</p>	<p>DOCCS currently has Citrix tele-conferencing units in most of its 50 facilities and easy access to WebEx. In addition, DOCCS uses a bridging service to assist with tele-conferencing connections as necessary.</p> <p>We are looking to the vendor community to provide their expertise on how they provide Telemedicine.</p>
48	What is the current volume of patients being transferred out of the prisons into local hospitals, health systems, clinics, etc. Do any of those hospitals and health systems have lockdown units? Do any of them use telemedicine today?	This question is not relevant to provide a response to this RFI.
49	<p>What are you using today as far as an EMR?</p> <ul style="list-style-type: none"> a. Is this on-premise or cloud solution? b. Version? c. Are you doing any HL7 integration or interfaced with any interface engine or state HIE? 	<p>DOCCS does not currently utilize an EMR. DOCCS may provide an EMR in the future to meet the department's needs and those of the approximately 40,000 individuals currently in the DOCCS system. Once an EMR is operational, DOCCS may provide access to patient records for the purposes of providing effective telehealth.</p> <p>We are looking to the vendor community to provide their expertise on how they provide Telemedicine.</p>

50	Who manages the security/firewall ports at each of the expected prison locations?	This question is not relevant to provide a response to this RFI.
51	Is there are requirement for imaging sharing as part of this solutions-X-rays, CT Scans, MRI, etc.	We are looking to the vendor community to provide their expertise in all aspects of Telemedicine.
52	What is your primary goal of this program?	We are looking for information on any and all telemedicine services offered.
53	How many facilities will we be covering? And where are they located? Do you have a map?	DOCCS currently has 50 facilities in locations across New York State. A map of facility locations is available on the DOCCS site at: https://doccs.ny.gov/system/files/documents/2019/12/facility-map-2019.pdf
54	Would we be covering all inmates in all facilities? If not how many?	This question is not relevant to provide a response to this RFI.
55	What are the medical operations and quality metrics/KPI's you will use to measure success?	DOCCS will develop medical / financial quality metrics and key performance indicators for telemedicine in the near future.
56	What are the financial metrics/KPI's you will use to measure success?	DOCCS will develop medical / financial quality metrics and key performance indicators for telemedicine in the near future.
57	What is the length of the contract you are looking to execute?	Please see Section 2.0, paragraph 3; Section 4, last paragraph; Section 8.0 and Section 10 of the RFI.
58	Can you further explain "onsite hospital services"?	DOCCS expects respondents to this RFI to include in-patient facilities and organizations with close relationships to in-patient facilities. As such, where applicable, we are requesting each respondent provide a description of the onsite hospital services directly or indirectly available through their organizations.
59	Can you further explain "facilitate admission to hospitals"?	When it is determined a patient receiving telemedicine services should be sent to an ED or hospital for further assessment / treatment / admission, DOCCS would expect the telemedicine provider evaluating the patient will advise the ED / hospital receiving the patient and supply their patient assessment to increase the effectiveness / efficiency of the in-person ED assessment / treatment / admission.
60	Are there additional health care services not listed such as behavior health, substance abuse, case management, utilization management you would be interested in? If so, please explain.	We are looking for information on any telemedicine service offered.
61	Do you have any preferences for a specific pricing model such as capitation, at risk models, fee for service models or hybrid models?	We are looking to the vendor community to provide their expertise in all aspects of Telemedicine.
62	Will this replace any current onsite services or in addition too?	This question is not relevant to provide a response to this RFI.
63	Can you explain existing relationships you might have already in place with PSAP's and emergency medical services?	This question is not relevant to provide a response to this RFI.
64	Would you be interested in us partnering with your EMS partners across the state to provide additional onsite care in conjunction with the telehealth providers when needed to avoid medically unnecessary transports?	We are looking for industry information regarding Telemedicine.
65	Is it mandatory that all services are provided for a 24/7/365 coverage?	DOCCS would expect the telehealth service to provide primary and specialty care during normal business hours and emergency care 24/7. Off-hours or on-call coverage for facilities without a provider may be sought as well.

66	How many telehealth visits do you anticipate conducting in 1 year for all 50 locations? a. 500 b. 5,000 c. 10,000	In 2019, DOCCS had 4229 telemedicine encounters, of which 2094 were emergency triage encounters and 2135 were specialty care appointments. In addition, there were over 112,000 in-person specialty care appointments for incarcerated patients. DOCCS would like to convert some of these in-person health encounters to telehealth encounters where applicable to the specialty.
67	With regards to Emergency Triage Levels 4 and level 5, are you accepting proposals to offer Specialty Services during Monday through Friday 8am-5pm on a predetermined scheduled basis?	DOCCS would expect the telehealth service to provide primary and specialty care during normal business hours and emergency care 24/7. Off-hours or on-call coverage for facilities without a provider may be sought as well. Once the patient's urgent / emergent medical needs have been addressed, DOCCS will work to address the patient's underlying issues through primary / specialty care encounters as necessary
68	With regards to outpatient specialty care services, are mid level's (Nurse Practitioner, Physician's Assistant) acceptable in conjunction with the medical specialist?	Medical providers offering consultant / patient care services must possess all necessary, current certification to perform their role competently, and possess a medical license issued by New York State.
69	Will you be looking to contract with one vendor statewide or regionally?	Please see Section 2.0, paragraph 3; Section 4, last paragraph; Section 8.0 and Section 10 of the RFI.
70	Will you be using the state contract procurement process?	Please see Section 2.0, paragraph 3; Section 4, last paragraph; Section 8.0 and Section 10 of the RFI.
71	Are there any credentialing requirements in order to provide care to inmates? For instance, does the provider need to live in the state of NY?	Medical providers offering consultant / patient care services must possess all necessary, current certification to perform their role competently, and possess a medical license issued by New York State.
72	Do you have a specific Prescription Formulary?	DOCCS does have a Prescription Formulary.
73	Within the 50 jails, can you specify the following: a. Adult Prison % - 18 and older b. Women Prisons c. Juvenile	This question is not relevant to provide a response to this RFI.
74	Do you have any equipment onsite such as an X-ray machine, CT Scan, MRI, Lab Technology, Dicom?	All DOCCS facilities have phlebotomy/laboratory specimen collection services scheduled on a regular basis, in addition to PRN specimen collection by in-house nursing staff. Lab specimens are transported to a contracted medical laboratory for processing on an established schedule. 24 DOCCS facilities have x-ray services available during regular business hours. DOCCS contracts for CT / MRI services; these are available as scheduled. Most facilities have access to DICOM readers.
75	What specialized telemedicine equipment is available or would be made available for specialty consultation including technology such as electronic stethoscope, high resolution cameras for dermatology or retinal imaging for eye exams?	DOCCS currently does not have specialized telemedicine equipment available, e.g. electronic stethoscope, high resolution cameras for dermatology or retinal imaging for eye exams.
76	Is there an RN onsite 24/7 to help Triage your levels 3-5?	Most DOCCS facilities have nursing coverage 24/7 to assist with telemedicine encounters.
77	Is there a complete list of the specialty telemedicine services that NYSDOCCS is requesting information regarding?	We are looking for information on any telemedicine service offered.

78	Does DOCCS currently have or have plans to implement an electronic medical record including patient problem and medication lists, including primary care patient assessments, specialty assessments and access to diagnostic testing EKGs and radiologic images including PACS?	DOCCS does not currently utilize an EMR. DOCCS may provide an EMR to meet the department's needs and those of the approximately 40,000 individuals currently in the DOCCS system. Once an EMR is operational, DOCCS may provide access to patient records for the purposes of providing effective telehealth. DOCCS expects the approved EMR system will incorporate the components listed as well as other medical / security functions.
79	Does DOCCS currently have or have plans to provide mobile videoconferencing to areas within the prisons in addition to a single emergency care area of clinic such as infirmary settings or behavioral health areas?	DOCCS currently has teleconferencing equipment available in the emergency care area of our facilities. DOCCS will examine the options to expand the availability of teleconferencing access to meet future needs as those needs are identified.
80	What data reports are available to assess the effectiveness of telemedicine services including number of patients transferred to emergency departments by facilities and any transfers to ERs within 72 hours of telemedicine consultation?	DOCCS currently examines the number of ER telemedicine encounters, the number of ER trips sent out and the number of ER trips saved through telemedicine intervention. As more telemedicine encounters are embraced, additional quality metrics/KPI's will be developed and tracked to evaluate the effectiveness of telemedicine encounters.