



Corrections and Community Supervision

Request for Information (RFI) C161871

Virtual Emergency Care

Issued:	May 29, 2026
Questions Due:	No later than 3:00pm on June 12, 2026
Answers to Questions:	On or about June 22, 2026
Response Due Date:	No later than 3:00pm on June 29, 2026

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 33,848 individuals under custody held at 41 state facilities.

The Health Services Unit for DOCCS is seeking information and interest from vendors who provide real-time Virtual Emergency Care Services. The purpose of this service is to allow for immediate access to experienced emergency medicine experts by providing emergency telemedicine support to accommodate 1200 potential emergencies per month to DOCCS' incarcerated population located within 41 correctional facilities.

2.0 PURPOSE

The purpose of this RFI is to acquire information regarding the interest and capabilities of vendors that can provide Virtual Emergency Care Services. The services offered would provide immediate access to experienced emergency medicine expertise 24/7/365, by providing immediate telemedicine evaluation and is able to support a rate of 1200 potential emergencies per month, allowing for real-time interactions between the vendor's emergency medicine provider, incarcerated individual and DOCCS medical staff.

3.0 INQUIRIES

All inquiries shall be sent via email to the following address: DOCCScontracts@doccs.ny.gov, please include "RFI #C161871_Virtual Emergency Care Services" in the subject line of your email. **Questions are due by 3pm on June 12, 2026.**

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

4.0 INFORMATION REQUESTED

DOCCS is seeking emergency medicine experts to provide telemedicine evaluation and ability to allow for real-time interactions between the vendor's emergency medicine provider, incarcerated individual, and DOCCS medical staff. Services would be available twenty-four hours a day, seven days a week, 365 days per year to all DOCCS correctional facilities.

Vendors should describe their approach and innovative strategies for delivering virtual emergency care to correctional facilities and provide a general overview of the vendor's profile. Include the following information:

- A detailed description of the vendor's capabilities and experience in providing real-time virtual emergency telemedicine care to incarcerated individuals.

- Identify the states and jurisdictions in which the services were provided within the last 5 years, specifying the name of the agency or department utilizing the vendor's services.
- Vendors can also give medical orders for the nurse to implement (such as medication orders, etc.), educate and answer questions to the DOCCS provider and the patient and if needed, recommend an Emergency Room visit.

DOCCS will utilize its own telemedicine equipment to facilitate remote interactions with the vendor. DOCCS is currently using CISCO's CS-Desktop Pro-K9 (Webex based).

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 program. Vendors should provide technical documentation with this RFI. Existing services, product literature and prepared marketing materials may be included. Please include the following information, where applicable:

- a) Types of emergency services available
- b) Language translation
- c) The individual, itemized automated steps of the overall process (overview)
- d) Workflow when performing a Virtual Emergency Telemedicine encounter
- e) User & Administrator training, system documentation and help functions
- f) Staffing requirements – roles/titles and number of emergency medical staff available at all times.
- g) Coordination of Care with local hospitals
- h) System Support options

4.2 Description of Key Components: Respondents should provide information about overall system design for a Virtual Emergency Telemedicine System designed for high reliability, security, and compliance including, as applicable, the following:

- a) Technology requirements
- b) Detailed network requirements and protocols
- c) Data Security protocols
- d) Database environment and storage, if applicable
- e) Description of application security and auditing features
- f) Detailed interface requirements
- g) Procedure implemented if the emergency tele-med system is down.
- h) Triage and Screening
- i) Intervention Guidance
- j) Prehospital support
- k) Coordination of Care with local hospitals

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 of upgrades
- e) User feedback procedures
- f) 24/7 and 365 support procedures
- g) 24/7 availability of medical staff and their respective positions and services provided
- h) Reports

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, yearly, quarterly, hourly, per call and recurring costs.

4.5 Delivery of Service

Respondents are requested to comment on the following:

- a) How long does infrastructure take to install if required?
- b) How soon does the system become available to facility staff?
- c) What is the maximum wait time to triage a call?

5.0 Attachment A

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

- Part 1 – Business Information
- Part 2 – Specific Questions
- Part 3 – Service Experience (Optional)

This RFI invites input, ideas on such services, and rough cost estimates. Interested vendors experienced and capable in providing such products/services should respond to this RFI by sending the information requested in Sections 4 and 5.

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.

6.0 SUBMISSION OF RESPONSE

A point of contact for each respondent should be provided, including name, address, email, and phone number. Responses are required to contain the information requested in Sections 4, and 5.

Email responses as follows:

Label the subject line with “**RFI #C161871_Virtual Emergency Care Services**” in the subject line of the email and sent to: DOCCSContracts@doccs.ny.gov

Responses are due by 3:00 pm on June 29, 2026.

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 is not an open solicitation for any services, 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 vendors are encouraged to respond to this RFI. Failure to submit a response will not impact the ability to submit a response to any future competitive solicitation. 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 preparing, submitting and making their own evaluation of information and data contained in 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.

ATTACHMENT A
REQUEST FOR INFORMATION (RFI) 2021-XX INTERNET MONITORING
REQUEST FOR INFORMATION (RFI) # C161871

Vendor: _____ Date: _____

Part 1 Specific Information Included:

	Responses
Business Legal Name	
D/B/A Doing Business As (if applicable)	
Contact Person and Title	
Business Physical Address	
City/State/Zip	
Phone Number	
E-Mail Address	
Website Address	
Brief Business Description	
Brief Services offered	
Primary Market/Consumers target	
Number of Years involved in this work	
Business Locations (if multiple)	
Description of services and equipment available to provide real-time virtual emergency telemedicine.	

Part 2 Specific Questions: *Please provide responses to the below questions **in addition to** your response to the RFI questions.*

Yes; No;

N/A

Description/Specification

	Yes; No;	N/A	Description/Specification
Able to provide to all areas of New York State DOCCS? List any limitations.			
Are telemed interactions recorded? If so:			
What type of interactions are recorded?			
How long is recorded data available?			
How is integrity of data ensured?			
How is confidential data stored?			

ATTACHMENT A

REQUEST FOR INFORMATION (RFI) 2021-XX INTERNET MONITORING

Part 2 Specific Questions: *Please provide responses to the below questions in addition to your response to the RFI questions.*

Are there limitations to software? Compatible with WebEx?		
Is your business located in NYS?		
Licensed in NYS?		
What Distinguishes your company/Services from other competitors?		

Part 3 Optional: Service Experience: *Please provide at least two examples when your company has provided these services currently or in the past. It is preferred that you list law enforcement/corrections customer base references if applicable.*

Business and Experience 1	Responses
Name of Client	
Nature of Client's Business and Number of Years in Business	
Start Date	
End Date	
Description of Services Provided	
List Number of staff, licenses and qualifications	
Results and Benefits Delivered to the Client	
Budget or cost of services?	
Size and Complexity of Engagement, Including the Number of Sites and Patients Within NYS for the past two years.	

Business and Experience 2	Responses
Name of Client	

ATTACHMENT A

REQUEST FOR INFORMATION (RFI) 2021-XX INTERNET MONITORING

Part 2 Specific Questions: *Please provide responses to the below questions in addition to your response to the RFI questions.*

Nature of Client's Business and Number of Years in Business	
Start Date	
End Date	
Description of Services Provided	
List Number of staff, licenses and qualifications	
Results and Benefits Delivered to the Client	
Budget or cost of services?	
Size and Complexity of Engagement, Including the Number of Sites and Patients Within NYS for the past two years.	