

SIP Data Ecosystem Phase 1 RFP  
Questions and Answers from 7-31-20 Pre Bid Conference Call

#	Question	Answer
1	Will you be expecting the response to NFR-10 Systems Integrator to follow the same timelines and guidelines as the vendor/technical responses?	Because our RFP is structured so that respondents can respond based on the components that are appropriate for their service offerings, we are expecting organizations interested in NFR-10 to follow the same guidelines. Our proof of concept instructions for that particular component will need to be constructed in such a way that so it is appropriate but the RFP will follow the same timelines and guidelines.
2	Section 3.8 of the Phase I Use Cases Document provides some details about the Systems Integrator role, however, it is not detailed in the RFP itself. The Phase I Use Cases Document mentions "The Systems Integrator role may be fulfilled by a firm bidding only on the professional integration services component." Is there a separate RFP process for the systems integrator, given this description? If not, where should details regarding the proposed bidder approach to the System Integrator aspect of the project be detailed in an RFP response where a vendor intends to respond both to the Data Ecosystem and the Systems Integrator roles? Could you provide any more detail on your expectations for this role?	Within the body of the RFP there is the components table which includes not only the seven use cases but also the systems integrator role. Interested vendors should respond in the affirmative that the organization wants to supply the Systems Integrator role. The subsequent sections of the RFP response detailing one's solution would include more about their solutions as an integrator. We do expect it to be woven into the response so it will not be handled through a separate RFP, it will be handled through this RFP. In terms of anymore detail on the expectation for this role, we are looking for vendors that respond to interest in this role to tell us what they will bring to this role. Because we currently do not have a Systems Integrator, and we are looking for the necessary support to pull this very complex project off. We would hope that vendors interested in suppling that service would explain to us what we need and what they will supply for that need.
3	For school integrations ... Rochester only, regional, private ... in other words how broad of a scope?	Generally when systems integration is looking at bringing together the education sector, we are looking very broadly at schools. We're looking beyond Rochester City Schools to include the schools under the BOCES management umbrella as well as charter and private schools. For example, we have been looking internally at a use case that down the road at some point that proves the value of having an integrated system. Wherein a school might have the ability to access a child's vaccination records from the state database in a bulk fashion. That is not something that can currently be done as it has to be done one by one. But we were looking at how within the realm of Systems Integration we might facilitate a process that is easier. As you can see from that example it is not specific to any one school district, it is really about look more broadly at school aged children and getting vaccination data to be shared from medical providers to education providers.
4	Is there any incumbent or current vendor working with your team that is expected to submit a bid?	There is not an incumbent or current vendor working with our team that is expected to submit a bid. We are not currently contracted with any vendors so there is no incumbent. Systems Integration Project is organized such that we have a systems integration team a body of stakeholders and executive level stakeholders who are leaders of organizations around town. There are some organizations that are part of that body who might be interested in bidding. Those organizations recused themselves from discussions about this procurement process, so we can avoid conflicts of interest. But I do not know if that is what the question was getting at, but I wanted to in full transparency share that there are organization heads that sit on our Systems Integration team. We have done what we can to eliminate the conflict of interest by removing them from our conversations about RFP. Our procurement committee are the ones really evaluating the proposals and making the recommendation to the systems integration team there are no conflicts with those members.
5	What is your current budget for the SIP project overall? Are there specific defined budgets for Phase I, either for the Data Ecosystem or for the Systems Integrator?	There is publicly available information from when systems integration was first funded. It was a funding allocation from the state of around 15 million. I am missing a decimal point there but that was as part of publicly available information. part of our strategy as a project is to use braided funding from a variety of sources beyond the initial investment from the state so that we have a way to do all of the work. We do not believe 15 million really gets us through a five-year project of this scope. So we are continuing to do fundraising and continuing to work on development of our resources so that we can grow our available capital. That is probably as much as I have in terms of budget information. In terms of specific defined budgets for phase 1, we do budgeting each fiscal year and we do have a budget in mind for phase 1. I do not have that information available to disclose and will check to see whether that is disclosable and whether it can be broken down into the components. I know for fact it would not be something we would break into the components would just be a number for phase 1.
6	As you noted, in RFP Section 4.3, table 2, requirement NFR-10 "Systems Integrator" is not a software solution. How does the A-E ranking system apply to this item?	What we are looking understand it is the difference between whether it is a service that you offer or service you would not offer, or if you're in this as a partnership with other firms with multiple vendors bidding together and is the services being offered as part of that combined offering who is the one offering the service.

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- 7 We did not see any technical preferences. Is there a preferred tech stack (i.e. Java, .NET, SAP, etc.)? There is not a preferred tech stack. Again we are really looking for you as experts in your domain spaces of what you would recommend given the problems that they were trying to solve. If you think about a project that is trying to be as forward thinking as possible in terms of we don't want to build something in March 2021 that makes absolutely zero sense in March 2024. So we would like to as much as possible be looking forward in terms of technology. We know we also need to look at what can be supported by the local resources here in Rochester in terms of an ongoing answer support if that's part of the construct that you're proposing. So no preferred tech stack we are looking for your point of view on what you suggest and why you think that that would be the best solution for or the problems were seeking to solve.
- 8 Are you encouraging group bids - or do you prefer a solo vendor? We are looking for a way to get our complete phase 1 scope met. So if we have to contract with five organizations to meet the complete phase 1 scope and the seven use cases, that could be very tricky. To that end I would say depending on how your organization is structured and the capabilities that you bring I would say that if it looks like partnering with another organization helps you get to a complete solution that is something that would be helpful for us in evaluating. We are looking to get to as a complete solution as we can. We conducted an RFI on this project last year and what we learned from that RFI is given what we are wanting to do with this project, there are not many organizations that do everything that we're seeking to do so. I would say to that end we anticipate group bids for sure.
- 9 is phase 1 what's delivered march 2021? all 7 use cases march 2021? Yes, what we want to get to by of March 2021 is the point of design, develop, and some level of testing of the of initial phase 1 use cases. The overarching goal of this is we want to be at the point where Systems Integration 360° dashboard view of a person is enabled. In order to do that 360° view dashboard of a person we know all of the seven use cases need to be exercised in some fashion. When we move into phase 2 procurement, we would be looking at expanding moving into implementation and expanding on our capabilities. I know that this is a lot of documents to review. Anyone's been through the requirements of the RFP, kudos to you! What we really tried to do is to take the massive scope that you see articulated in the business requirements, and really use the use cases to focus on the top most important layer of business value that we want to deliver this year.
- 10 Are you able to provide any additional details on the intended format of the Proof of Concept phase of the evaluation? For instance, will the SIP desire that the POC system be populated with test consumer/client data? Will the SIP be seeking to log into the proposed system(s) directly to manipulate the software? We will be providing additional details on the proof of concept phase when we notify on October 30th. This is the scheduled date to notify those that we would like to forward proof of concept. For each use case there will be a set of instructions as well as test data provided potentially. Where appropriate test data will be provided on you to put those proof of concepts together. We would be looking in many cases the proof of concepts would be using some testing that we provide. If the SIP will be seeking to log into the proposed system directly to manipulate the software - I think I need to leave that question to architect folks that are putting content instructions together. I wasn't imagining them directly logging in, so that you don't have that detail handout.

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- 11 Can you talk in your own words the big picture that mirrors your strategy and what would be best outcome from your perspective that makes this project a success?
- For us with systems integration we are trying to put this information platform into the hands of individuals who provide direct service and individuals who themselves are trying to navigate the system of social services. Particularly that's where we can really be focused. We are were looking at tools that enable really being able to do this work better. I think our business requirements are to enable better operations, enable better decision-making, and we are really focused on protecting people's personal data. There's a very big push in our project about making sure were respecting peoples choice around how their information is shared in with whom. We are not only respecting the law but we are really respecting personal choice. So those pillars are really important to our strategy and while what the integration wants to do with getting integrated service delivery improved within Monroe County, I am certain with this technology platform that were looking to build if we can focus on the solutions that enable. Picture a caseworker who is a year or two out of school, juggling way too many cases and too much in on their plate. That's really difficult work to do, so how do we make the system they use easier? How do we make the system talk to the other systems that they are required to use? That is what we are really seeking to do. For this phase 1 best outcome to make this project a success, is that we are really at the point of needing to get over the hump of dreaming and start building. We understand there we are probably going to be taking on a little bit of technical debt, but we know that it's necessary in order to get to having an actual tangible product in hand, that shows this is what we want to do, and this is why we think this works. If we can do that and get this phase 1 of the 360° dashboard out there and start putting into the hands of users through prototyping interviews and through user acceptance testing, we're going to get such a valuable feedback to guide us to our next steps.
- 12 Expect all below to be in scope of mar 2021 (Food, Housing, Financial Mgmt.- credit and debt repayment, Income-wages and other earnings, Employment-level of employment including availability of employer sponsored benefits, Behavioral Health, Education (youth focus))
- Yes they will be in scope. The question is asking about the seven domains that we are very focused on in phase 1 - you'll find this in the use case document. Those seven domains were identified because these are the domains we know about in this current environment of the global pandemic and the financial downturn that has resulted. These are areas in which we need to help the community recover. While we are working on this technology solution, we have an integrated service delivery work group that is going to be working on workflows and pilots of those workflows focused on these domains. We are already working on pilots around food and housing. Very soon we'll have a pilot envisioned around education and school reopening. But when it comes to technology solution, there are 18 domains total that we are looking across this project and across the four years is left of this project. So we shared these domains to give a little bit of color or example of where we are zeroed in on right now. When we think about 360° dashboard view of the process and highlighting how they're doing these would be the first domains we would want to highlight.
- 13 Is the pricing that we are to provide for Phase I only?
- Yes. If you have more details that you would like to provide you are welcome to. But we are seeking and will be comparing and evaluating for phase 1 only. [Note - this answer pertains to RFP question 4.3.2]
- 14 If a multi-vendor team is responding to the RFP, will you expect all of the different components to already be integrated for the proof of concept?
- That could be very challenging given the timeframe. Notification of the proof of concept instructions to selected vendors will be completed on October 30th. We will do the proof of concept demonstrations three weeks later on November 16th. We want you to show us how we would move toward a phase 1 solution. A demonstration of how components would connect and move toward a complete phase 1 solution. I think that's really the spirit of what we are after. In reality, I think three weeks might not be enough time to completely integrate everything. If some can do it we could be impressed.
- 15 Are there formal requirements for the user interface (mobile, desktop, or both)?
- I believe they are actually referenced in the business requirements or use cases or both. We are looking for it to be mobile and we've been looking at how we do a mobile responsive type set up because were not interested in maintaining android and iOS apps on top of websites.
- 16 For the selected vendor finalists, are there specific requirements for the demonstration of proof of concept?
- There will be specific requirements for the proof of concept issued by October 30th to those that are selected.

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- 17 Is there a specific percentage of MBE/WBE participation required for this opportunity  
There is not and we are not tying a specific percentage to this opportunity. However, I highly encourage everyone to read through the SIP's MWBE/EEO policy. We are prioritizing organizations that work with other vendors. We have invited many MWBE firms to be part of this RFP process very intentionally. While there is not a specific percent goal or target I would encourage you all to take a look through that policy and verify that it is something you can uphold when submitting your bid.
- 18 Do you envision the digital front door to be an existing web solution or are you open to building with the chosen implementation partner?  
We envisioned building this with the chosen implementation partner.
- 19 In response to the pricing question earlier, the RFP also asks for a Total Cost of Ownership (TCO) over a 3-5 year time horizon. Will this information be used for evaluation purposes, given your previous response?  
In that section there's two pricing questions. First, we're looking for, the pricing for phase 1. Second question is asking for the 3-5 year TCO which could go beyond phase 1.
- 20 Will any flexibility be given to integrator about mar 2021 date if they are selected independent of the solution providers to give time for integrator and solution provider to learn each other and partner quickly to develop a successful path forward to implement phase 1 (integrator may be at risk depending on the state and status of the solution provider, e.g. time to config, customer build, etc. the solution, if applicable).  
We are not looking to have flexibility with the March 2021 date. One of the keys to our success will be in working with the systems integrator is to understand the depth that we can achieve on each of the seven use cases within the schedule that we have. And really pulling together what that roadmap looks like for putting the pieces together. We recognize absolutely that this could be putting groups together that have not previously worked together. An important part of selecting a systems integrator would be understanding how they form relationships with new partners and how they are able to rapidly bring teams together to work effectively.
- 21 The Data Ecosystem Phase 1 Scope and Use Cases states under 3.5 UC-5 Master Data Management: The SIP aims to connect 300 service providers across health, human services and education and establish records for at least 150,00 individuals who are served by the system. How many source systems are in scope to be integrated from these 300 service providers?  
In phase 1 we are not integrating with source systems in production. Overall, we do not have a specific number of source systems with which we will be integrating. What we are looking to do in phase 1 is stand-up the infrastructure and the plumbing, so that we can begin to expand out to integrating with live data sources. We have in mind some fast follow data sources and that we want to be integrating with (I can think of 5). At this point our focus is getting the plumbing established so that we can pursue future integration. We have been talking with other project teams doing similar work that have integrated with as many as 80-100 source system. Over the life of this project that is probably what we expect to be. The most important thing is that the design approach can be flexible and handle multiple sources and allow us to scale and learn.
- 22 Will you collect and share an MWBE list for any bidder interested in finding qualified partners.  
I will follow up on this. I recall with the RFI we did a similar approach where we shared who all the RFI went out to. Not necessarily calling out who responded but we can always send the list and then that way if folks are interested in teaming, they can reach out on their own and determine the best way to do that.
- 23 UC-6 references referral history, are there any other specifications around referrals for Phase I?  
For phase 1 there are not. We have been intentional about this. In the use cases document at the end in the last section, there is a table that indicates referral management as a future scope item. But we know that's an important place for us to go next. We know referral history is complex, and really want to understand how your experiences in handling this other clients knowing that is the place we will be going next.
- 24 In supplemental documents, the SIP states a desire to utilize Agile development methodologies / approaches for this project. However, this concept is not mentioned in the RFP itself. Can you please describe how Agile Development does/does not fit into your expectations for the Data Ecosystem and/or the System Integrator?  
We are looking forward to vendors answering this question with their best approaches. We are open to XP or SCRUM or SAFe, but we're really hoping that vendors will respond with their recommendations for us. As a project office we operate using SCRUM but were not yet developing technology so I think were looking to you all as experts in your area to make recommendations.
- 25 Is there an incumbent vendor that will be bidding?  
No there is not.
- 26 On what date will you post answers to questions and the transcript from this call?  
By August 10th.

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- 27 Do you anticipate any multilingual aspects down the road? Language access is hugely important. We recently through our communication strategy and throughout we talk about the importance of reaching a sixth grade reading level and using iconography to be attentive to those variances in literacy. We are especially looking at other languages. In Monroe County we are required to produce materials in Spanish as well as English. We have a new American population that speak about 11 different languages. We are looking at language access as an important part of our work. For that reason you see references in use case number one around the idea of using videos. We envision using videos for those who are deaf or hard of hearing. In the videos an ASL interpreter is signing the message, so absolutely be attentive to that.
- 28 Is printing reports or report utility required? In this initial phase it is not. Although you probably will notice from reading through the business requirements we call out reports. We plan to delve into reports a bit later. We are working extensively right now on our data model and what needs to be within both the operational data store and the data mart. We have identified a lot in terms of the data elements, but putting all that together into a reporting format is further down the road. So we are clear, on the 360 dashboard view of a person, the ability for a person to print their information to a PDF or for a care team member to export the PDF could be valuable but I didn't really think about that terms of reports.
- 29 Will the SIP be positioning this system to assist with eligibility determination (e.g. SNAP)? Yes. In the use cases document, we discuss the subsystems that we are designing for integrated service delivery. The subsystem of intake really looks closely at things like eligibility rules and so we are looking at that.
- 30 Do you see any conflict of interest or have any concern with a bidder serving as the system integrator as well as delivering technology to support specific use cases? No, we do not have that concern. We want to evaluate both organizations that come with the complete solution inclusive of an integrator as well as look at those that do systems integration work as a standalone service or have specific capability in other areas. We are more concerned with separating out the RFP and doing the RFP first for a system integrator coming in with a unstated bias or tools and solutions that would later reveal itself. So our intent of getting it all out at once is so that we can understand up front what our menu of options are.
- 31 The number of sources to take into account significantly impacts the workload and therefore pricing. Is it fair to say that we will not have visibility into that until after Phase 1 is concluded? When we have looked at other projects doing similar work, we're consistently seeing that we are looking at integrations of upwards of 50 to 100. For us it is really important to be able to scale and consider we might connect to a data source that we find becomes unreliable and then we don't want to be connected to that data source anymore and we want to be able to unwind and connect to a more appropriate or quality source. So in the role that what our data ecosystem is doing as a system aggregator were not replacing systems in record but rather multiple systems of record together to create a unified view. It is very hard for me put a pinpoint. Perhaps those that might be struggling with answering that question if that puts you in a difficult spot from a pricing perspective, I would suggest if you could describe for the range of what it looks like if you're doing in the realm of in a 10 to 20 integrations versus 20 to 50.
- 32 Regarding Matthew's pricing question -- for the Total Cost of Ownership...is there a specific time (e.g. by the end of year one) where bidders should assume all sources are integrated? The systems integration project is in is set up to do iterative delivery between now and the end of March 2024, and then in March 2024 we intend to turn it over to the enduring operation. So we would hope that all of you as you are approaching this work with us, you're not thinking March 2021 and you are done. Also that you're not even thinking March 2024 and your done, but you are thinking about how we have a lasting relationship. If we do our jobs right we've created a solution that lives beyond us as a project team. I do not anticipate that we will be integrated with all of the sources by even the end of March 2024. I think we will be a good 75 to 80% of where we want to be. But I also imagine that can be so much that we learn year-over-year about how people are doing in areas that maybe we need to focus on that we didn't consider. So a planning assumption for us that we would be at 75 to 80% integrated by March 2024. But in planning for you how do we keep this going and iterate and update the sources beyond that. If you have assumptions that you're making in your total cost estimates about the number of integrations please articulate those.

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33 Will there be any UI accessibility requirements (e.g. WCAG, section 508)

Use case one as I recall speaks to accessibility requirements more generally, not in itemized detail. We mention it in general because we want the vendors that are responding to this to be able to work with us on what meets or exceeds current industry standards for accessibility. Because it is changing all the time, the standards are changing. Back to the question about the specific UI accessibility requirements, the two mentioned the BCG in section 508 are not two that I'm familiar with so I would suggest in responding if there are specific cost impacts of meeting certain accessibility standards be helpful information as well as understand the different accessibility standards you are currently working with.

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#	Question	Answer
34	Does a community resource directory i.e. 2-1-1 exist, that can be the source of Provider data, or is one to be created anew as a part of this solution? If the former, are there multiple directories of providers/services that would need to be merged, or just one?	Yes, a community resource directory exists at our local 211 that could be a source of Provider data. Yes, there are multiple directories of providers/services that could be integrated (i.e. in our region there are multiple closed loop referral management systems that hold provider and service information).
35	Is the County going to provide one or more Identity Providers (IdP, e.g. Active Directory) from where individual, provider or County user account data has to be sourced? Or is the IdP to be entirely built within this solution?	No, there is no existing Identity Providers from where, individual, provider or County user account data will be sourced. We seek vendor recommendations so that we can ensure we control access with Single Sign On (SSO) and Multi-Factor Authentication (MFA) for the resources we own. We'd like to understand what opportunities exist if we extend out to other existing organizations. We seek best ideas of technology and process for effectively managing onboarding/terminating users in a multi-organization/cross domain environment.
36	What is the list of County Funded Equipment, including SW entitlements, for this RFP?	There is no existing equipment or software. This is greenfield.
37	Requirements EBO2 through EBO7 - Are these to be met only through the user interface offered by this new solution, or also through the native user interfaces of existing applications (using APIs)? If the latter, what are the major existing applications which would use these APIs?	<p>EBO-2: New solution</p> <p>EBO-3: There is more than one in use in Monroe county today. Each has its own unique core value add where it is used in the communities it serves. What is your recommendation to provide consolidated view and function as it relates to 360 degree view?</p> <p>EBO-4: Same as EBO-3. The space is currently fragmented into vendor islands. How do you propose to integrate knowledge to be able to see the region as a whole, but respect the functional differences of each closed loop referral management system?</p> <p>EBO-5: Same as EBO-3 and EBO-4.</p> <p>EBO-6: We need ability to create our own as well as plan for the potential that we may be able to reach to external systems to pull assessments (as a point in time reference to responses) and responses related to the external assessment.</p> <p>EBO-7: We will have our own alert sharing / workflow and need the ability to consume events from external systems.</p> <p>It is out of scope for this phase, but may be helpful to understand that some of the external systems that we may want to integrate with in future phases include: EHRs (EPIC, Ten-eleven, EClinicalWorks) Closed Loop Referral Management (Unite Us, Chess Health, Hub585) Other (RHIO, iCarol).</p>
38	Re: BRD 5.3 Figure 3, please provide the exhausted list of solutions already in use in Monroe County that the SIP team assumes could already "potentially" fit (or partial fit) the scope of the entire SIP Data Ecosystem and identify which systems have this potential fit during Phase 1 or separately at a later phase (e.g. RHIO, Unite Us, etc.)	The SIP does not have an exhaustive list of all solutions already in use in Monroe County that the SIP team assumes could already "potentially" fit the scope of the SIP Data Ecosystem. The results of our community technology asset review told us that there is no one community technology asset that cleanly aligns to our data eco-system strategy. The results reinforce our approach for our phase one scope to build core infrastructure components that enable core integration capacity to enable information sharing in support of the 360 degree view of a person; including informed consent and referral support.

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- 39 Re: BRD 5.3 Figure 3, please provide the matrix of 300+ provider names and their exhausted list of solutions already in use that the SIP team assumes "may need to be integrated" (directly by data integration or indirectly by business process) to the entire SIP Data Ecosystem and identify which systems may need to be integrated during Phase 1 or separately at a later phase. The SIP does not have a matrix of 300+ providers and their existing solutions. This would be a large undertaking and a moving target to create such a list. Our approach has rather been to focus on the minimum data that we want to include in the Data Ecosystem and then identify appropriate sources. Further, the SIP's goal is to connect with 300 providers by March 2024 - we've not identified nor connected with all of them yet. The providers connected to the project (agree in principal, but not data sharing yet) are listed on our website: <http://systemsintegration.org>
- 40 To foster potential partnership before submitting RFP, please provide the list of vendors contacted for the initial RFI, and separately those that responded to the RFI, and those that were contacted for the RFP. List of vendors contacted for RFI and RFP included.
- 41 Is patient consent managed by the patient via the user interface? Can consent decisions come in electronically from other data sources (EMRs)? It was our intent to describe in the consent use case and sub use cases the fact that a person could manage their consent within the Data Ecosystem. It is not currently scoped that consent would come in electronically from other data sources (EMRs). Suggestion is to loosely couple what is meant by patient consent and consent for the SIP Data Ecosystem.
- 42 What is the granularity of consent data? What levels of data sharing can the patient opt in/out for? This has not been designed and we're interested in understanding vendor proposals around the levels of data sharing and granularity of consent data.
- 43 For EBO-7 (Alert sharing), do you envision this workflow using push notifications to 3rd party EMR systems, or direct emails to providers? Or would these notifications be for display in the system user interface? Yes, we envision using push notifications to 3rd party EMR systems, direct emails to providers and display notifications within the Data Ecosystem's user interface.
- 44 For EBD-1 (Access to personal records), if a person discovers an inaccuracy, how do you envision this being ameliorated? Would the person have the ability to correct the record themselves? For data that an individual enters in the system, they will have the ability to edit an update it. If the SIP platform displays inaccurate information that is pulled from an external source, we are not going to give the person the ability to correct the record in our system because it would serve as a temporary fix. If an individual sees errors in their data, they should be able to notify the SIP so that the SIP can systemically address inaccuracies with the specific system of record.
- 45 Can we submit our proposal response in Adobe PDF instead of Microsoft Word format? The proposal must be submitted in Microsoft Word format.
- 46 The RFP indicates itemized pricing is required. What level of detail should be included? The SIP is looking for the required elements listed in section 4.3.2 to be included in itemized pricing (hardware, software, maintenance, staffing, etc.). Beyond those elements, it is at the vendor's discretion how they decide to itemize pricing.
- 47 Will a common pricing format be provided to ensure that vendor prices will be consistent? No.
- 48 The SIP M/WBE Form refers to a Workforce Staffing Plan which is not included in the RFP requirements. Is this plan to be submitted with our proposal or after contract award? The Workforce Staffing Plan would be submitted after contract award.

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- 49 What is meant by 'legal field' in Paragraph I of the M/WBE EOO Policy statement? There is a copy error. The phrase "who are interested in the legal field" should be omitted. A corrected version of the policy has been posted to the website. Vendors may either download and sign the latest version or strike through the phrase of the original version.
- 50 Do subcontractors need to sign the cover letter, NDA, and MWBE / EBO policy – or are these requirements only for the prime applicant? No, subcontractors do not need to sign the cover letter, NDA, and MWBE/EEO policy. The prime applicant must sign these items. The prime is required to manage commitments and expectations with their subcontractors by cascading SIP's requirements to their agreements with their subcontractors.
- 51 Section 4.1 -- Should details for each subcontractor be included in the Vendor Profile and demographics, or is this only for the Prime contractor? Yes, the details for the prime and each subcontractor must be included in section 4.1 Vendor Profile and Demographics.
- 52 Can references be from work where subcontractors to the bid were a prime contractor, or do they need to only be from projects where the prime bidder was directly involved in the work? Yes, references can be from work where subcontractors to the bid were a prime contractor. The references should be descriptive enough so that the Procurement Committee can understand the situation, timing, who was involved actions taken, and what was the result.
- 53 Are there any additional signature requirements for subcontractors, such as a letter of transmittal? Not at this time. Additional signatures from subcontractors will be required after finalists are determined. SIP will seek written confirmation from subcontractors to assure that subcontractors are viable when contract negotiations begin.
- 54 Will subcontractors be expected to produce financial statements etc. per Section 2.2.5 in the event that they are part of a finalist bid? No, not required because performance of the subcontractors is sole responsibility of the prime contractor.
- 55 The high-level diagram on page 7 makes reference to systems that will contain PII. Do you also intend for SIP systems to host PHI, given that the health sector has been identified as a participating sector in the project? It is anticipated that SIP could aggregate PHI in a future phase.
- 56 For Phase I, does the SIP expect to have any live data sources connected to the Data Ecosystem by 3/31/2021? No, not in a production environment. We'd like to look at what's possible to connect data sources in DEV/QA.
- 57 Does the SIP have synthetic test data that it expects to load into the Data Ecosystem to facilitate testing by 3/31/2021, or is the Data Ecosystem vendor expected to generate test data? The question seems to ask about who is responsible for creating test data for unit and system testing of the SIP Data Ecosystem Phase 1 solution. It is expected that the vendor(s) will be responsible for creating test data and scenarios in collaboration with the SIP Staff.
- 58 In RFP Section 4.3, item B, what does "(no working around options)" mean? "No working around options" means that the solution is complete and not a "quick fix," "stub," or reliant upon manual workarounds.
- 59 Section 4.3 – If a responding vendor has a perpetual software license for a product that was originally developed by a third party which provides some aspect of a given functionality, would that functionality be considered as status D or status E? The specific terms and conditions of the license would need to be evaluated to determine whether D or E is the more appropriate status. D/E is about having access to the code base to maintain and enhance. Before final vendor selection, the SIP will review and approve all 3rd party licenses. If there are source code modifications for our deployment, the source code for modifications must be transitioned to the SIP before deployment.

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- 60 Section 4.3 – In order to qualify as status E for a given functionality, what percentage of the code-base of the software solution stack needs to have been developed by the responding vendor? To qualify as status E for a given functionality, 100% of the source code should be owned by the vendor. If a status other than E is determined to be appropriate, you need to share what IP you do not control and how it impacts the maintenance and life cycle of what you are proposing.
- 61 Section 4.3 – If the responding vendor maintains a wholly-owned subsidiary relationship with a company that maintains the license to a given software solution that is a part of the proposed Data Ecosystem (for example, following a Merger and Acquisition, or a spin-off) would software “owned” by the wholly owned subsidiary fall under status D or status E? For a wholly owned subsidiary, the same answer as above for #60 will apply.
- 62 Is there a maximum length requirement for a response to this RFP, or for a response to any given section of this RFP? There is not a maximum length requirement.
- 63 Section 4.3.1 – When this section mentions “Third Party Software,” is this in reference to software that is being provided by subcontractors to the bid, or does it reference software *not included* among subcontractors to the bid, or both? It is in reference to the third party software packages that are required for the proposed solution to function correctly. The SIP will need to understand if the vendor proposal (whether offered by prime or subs) includes or excludes these packages.
- 64 Section 4.3.2 – What is meant by “Service Components?” Can you please provide an example? A service component can be any working component through which delivery of a service is done (a container, a library, a bridge, etc.)
- 65 Section 4.3.8 – Given that the overall budget and contract time horizon for this engagement are not known, are you asking for information about insurance *currently held* by the responding vendor, insurance *potentially available to* the responding vendor, or insurance *recommended by* the responding vendor? We'd like to understand what insurance the vendor has/will have starting Dec. 1 2020 through March 2021. It would be helpful to know what other insurance is potentially available to the responding vendor to gauge the responding vendor's willingness to increase the thresholds or add policies such as cyber insurance. The successful bidder will be required to represent and warrant that such insurance will be in effect throughout this first phase of the project.
- 66 Section 4.3.9 – by “Copy and description of all applicable warranties” is the SIP team asking for copies of all warranties *currently held* by the responding vendor and subcontractors, or is the SIP team instead asking for *draft copies of potential warranties that could be offered* to the SIP? Please provide copy/description of the warranties could/would be offered to the SIP that are applicable to the proposed solution.
- 67 UC-4 Data Integration – Will edge systems (i.e. data contributors and their software vendors) be required to submit data to the Data Ecosystem via software interfaces (i.e. HL7 v2, FHIR, etc.) that are defined and specified by the Data Ecosystem vendor? Will Service Level Agreements be in place with edge systems that define requirements for data submission? Yes, edge systems will be required to submit data via interfaces. Yes, service level agreements will be in place with edge systems. Optimization of performance of the edge device to be implemented prior to product launch.
- 68 UC-4 Data Integration – Are individual solution components responsible for publishing events, and managing batch movement of data to the Data Ecosystem, or is event publishing to be centrally managed? We seek to understand each vendors response to this problem. There are trade-offs at play and we are interested in how each respondent contends with these trade-offs in the proposed solution.

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- |    |   |   |
|----|---|---|
| 69 | UC-7 System Performance – How is “System Performance” defined? Does “response time” refer to the time it takes for the Data Ecosystem vendor to respond to queries for data from edge systems?  | Section 3.7 of the Use case document defines response time as <i>Business requests to the system should be responded to in no more than 1 (normal) to 4 (peak) seconds</i> . The normal operating mode of a composite business transaction should meet or exceed this stated objective. |
| 70 | Miscellaneous – What security standards are required for the system?  | NIST-CSF and we need to consider adherence to the following:<br>HIPAA<br>FERPA<br>GDPR<br>CCPA<br>FEDRAMP   |
| 71 | Miscellaneous – Is the Data Requirements Spread Sheet available (Referenced on pg 11 of Data Architecture Strategy document)?   | We will make a version of the data requirements spreadsheet available to the selected vendors who participate in the POC demonstrations. This will be provided with POC instructions on 10/30/20  |
| 72 | Miscellaneous – Will a list of edge systems (i.e. “data contributors”) be made available to bidders?  | No, a list will be made available - assume all edge systems are in scope.   |
| 73 | Miscellaneous – What percentage of the data that’s to anticipated be ingested into the Data Ecosystem is anticipated to be captured electronically via software interfaces? Is there any data that may need to be captured manually, via data entry, scanned document/form, etc.? | We anticipate more than 90% of the data ingested in the SIP Data Ecosystem will be captured electronically via interfaces. The remaining 10% or less would be captured via scanned or attached documents.   |
| 74 | Miscellaneous – What specific data do you envision exchanging with the consent management system?   | At a high level, the data we envision exchanging with the consent management system is whether consent was given, to whom, when, at level, if it was modified or revoked.   |
| 75 | What kind of APIs and/or data interface standards do you need the consent management system to support?   | There are system specific APIs that the consent management needs to support that will be discussed upon awarding the contract. At a minimum, we seek vendor solution that is loosely coupled, flexible and maintainable and aligns with details in UC-3                                 |
| 76 | Miscellaneous – Which protocol(s) for Single Sign-On are planned to be supported? (SAML, OATH 2.0, etc.)  | The RFP and supporting artifacts are written to a purposeful level of specificity. There are a myriad of technical trade-offs in a composite project of this size. We encourage you to respond in a manner that addresses these trade-offs.   |
| 77 | Component UC-4 (Table 1 in RFP doc) suggests that data from “individuals” is included. What type of consumer generated data is envisioned?  | Primarily the 360 degree view self assessments.   |
| 78 | Section 4.3: What is the difference between “customization” and “working around”?   | The difference between customization and working around is that customization is changes made specifically for our system usage while workaround is something added to provide a solution that cannot be easily maintained.   |
| 79 | Is there a preferred for on-premise or cloud hosted or hybrid solutions?  | No  |
| 80 | How big is UWR's internal IT team and are they expected to manage this solution after implementation?   | The SIP currently has one Technical Lead on Staff. They are not expected to manage this solution after implementation. The SIP is a project with an end date of 3/31/24 by which time the SIP will be turned over to the enduring entity to maintain operations.                        |
| 81 | Do you have any current BI/dash-boarding software, or preferences to what dashboard software is implemented?  | No  |
| 82 | Who will the end users of the Dashboard be, will these be publicly available?   | End users of the dashboard are the individuals served and the members of their care team that they have designated.   |
| 83 | What level of complexity do you wish for dashboard users to have?   | As informed by UC-6.  |

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- 84 Is there a preference for the data to be real-time in the end 360-degree Dashboard solution? What is the minimum latency to be accepted? Frequency is defined in UC-6. Latency measures have not been fully defined, but should be considered in hours and minutes (where applicable) not seconds.
- 85 Will the Proof of Concept (PoC) require any connections to source systems, or will we receive flat files? The POC will not require connecting to a source system but the solution should showcase how it connects to an external source (mock API endpoints and pipelines).
- 86 What are the roles of the desired end users for the Master Data Management platform within the organization? MDM will have administrative roles, stewardship roles and end user (consumer) roles implemented for the platform.
- 87 What attributes are you looking to consolidate/match on for the golden record in Phase 1? The RFP should inform us on options and best practices.
- 88 Do you have any idea of how many different sources will make up a desired golden record for an individual in phase 1? We estimate it will take 4 different sources to make up a desired golden record for an individual in phase 1.
- 89 What business processes are supported by the source systems in scope for the MDM solution? The business processes include reference data, data profiling, data quality, data formatting, data deduplication, and exception handling as required for creating the golden record.
- 90 Is there a preference for the data to be real-time in the end MDM solution? What is the minimum latency to be accepted? There is no preference for the data to be real-time in the end MDM solution. The minimum latency is to be determined by volume and system performance and should be demonstrated in the POC.
- 91 Budget: What is the 5 year budget for the vendor platform program? I see the total budget in the BRD, is this the budget for this specific technology platform or the entire program? Not answerable.
- 92 Users / use case:  
The RFP mentions use of the platform for over 300 health, human services providers, do you have a sense of how many total end users? Will all users require the ability to make closed loop referrals, or is there only a subset of users that will be making closed loop referrals? The SIP is targeting to connect with 300 provider organizations and establish individual person records for at least 150,000 people served. Given this, we are estimating to have around 300,000 providers/individuals as end users by March 2024. All users will not require the ability to make closed loop referrals. We anticipate that all provider users will need the ability to make closed loop referrals. We anticipate that individuals may want to use a self-service referral generation feature in a future phase.
- 93 The RFP mentions a digital front door – is the desire to have a system in which patients / clients can log into the platform as a user? What are the specific requirements for users that are not care professionals but rather patients / clients? The Use Cases describe the need for individuals to log into the Data Ecosystem as users and elaborate on the Phase 1 capabilities that individual users will need.
- 94 Can you describe further the use cases around messaging pathways? E.g. is the desire that the vendor platform include education and messaging materials customized to the user, or will that messaging be managed on the SIP website? We are aware of systems being implemented that do an excellent job of managing messaging and keeping a central repository of messages for a given person. We've not yet explored the messaging use cases beyond basic notifications that are essential to first standing up our solution.

- 95 Integration – will there be a single source of data to integrate with the vendor platform – i.e. Rochester RHIO, or will the platform be expected to individually integrate with different provider EHR / case management systems? If individual systems, approximately how many unique systems are expected to integrate with the vendor platform?
- There will not be a single source of data to integrate with the platform. The platform will be expected to integrate with individual systems. We have not finalized the data sources and therefore do not have a count of unique systems with which to integrate. The system to be designed should focus on multi-sourcing capabilities.

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Data Ecosystem Vendor List**

Organization	RFP Sent (Y/N)	RFI Sent (Y/N)
3M	N	Y
8 Path Solutions LLC	Y	N
A-1 Technology Inc	Y	N
Actionable Intelligence for Social Policy	Y	Y
Acuta Digital, Inc.	Y	N
Agilant Solutions, Inc.	Y	N
Allscripts	N	Y
Alternative Insight, Inc.	Y	N
Amtex System, Inc.	Y	N
AutoCruitment	Y	Y
Avani Technology Solutions Inc	Y	N
AWS	Y	Y
Base One Technologies Inc.	Y	N
Berger Levrault	Y	N
Bilqees Technology Solutions	Y	N
Bureau Blank, Inc.	Y	N
Censhare	Y	Y
Chess Health	Y	N
Citadel NY, Inc.	Y	N
Clear Impact	Y	Y
Comet	Y	Y
ConcernCenter, Inc.	Y	N
Continual Care Solutions	Y	Y
Currier, Mccabe And Associates, Inc.	Y	N
Data Industries, Ltd	Y	N

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Dell Boomi	Y	Y
Deloitte Digital	Y	Y
Dimensional Insights	Y	Y
E.M. Rose Group LLC	Y	N
East West Systems, Inc.	Y	N
eClinicalWorks	N	Y
Elite Technical Services, Inc.	Y	N
Empire Electronics Inc.	Y	N
Enterprise Steward, LLC	N	N
EPIC	N	Y
Essense Partners Inc.	Y	N
Eyes to See, Incorporated	Y	N
Frontline	N	Y
GSI Health	N	Y
hc1	Y	Y
Health Catalyst	Y	Y
Health Leads	Y	Y
HealthBegins	Y	Y
Healthify	Y	Y
Helgerson Solutions Group	Y	Y
IBM	Y	Y
Illiampec Technology	Y	N
Infinite Campus	Y	Y
Informatica	Y	Y
InterComponentWare, Inc.	Y	Y

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Intrepid Ascent w/ Rochester RHIO	Y	Y
ITX Corp	Y	Y
Jitterbit	N	Y
JT Solutions Inc.	Y	N
Lancaster Systems, Inc.	Y	N
LaunchTech, LLC	Y	N
Livongo	N	Y
Lumeon	N	Y
Lumeris	Y	Y
Maureen Data Systems, Inc.	Y	N
Medent / EHR integration services	Y	Y
Medisked	Y	Y
Medocity	Y	Y
Mendix	Y	N
Microsoft	N	Y
MongoDb	Y	Y
Mulesoft.com	Y	Y
National Interoperability Collaborative	N	Y
Netsmart	Y	Y
Nexo Group	Y	Y
Nextgen Healthcare	Y	Y
Now Pow	Y	Y
One Degree	Y	Y
Optum	N	Y
Oracle	Y	Y

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Orion Health	Y	Y
PeerPlace	Y	Y
Pegasus	N	Y
Phillips	N	Y
Pieces Tech	Y	Y
PolSource	Y	Y
PowerSchool	N	Y
Ready Computing	Y	Y
Roc 3D	N	Y
Rochester RHIO	see above	see above
Role Model Software	Y	Y
Salesforce	N	N
Schoology	N	Y
Schooltool (Mindex)	Y	Y
Second Avenue Learning	Y	Y
semarchy	Y	N
SimpliGov	Y	N
Skyline Connections Inc	Y	N
Sligo Software Solutions Inc.	Y	N
SMT Associates Inc	Y	N
Social Solutions (Apricot360)	Y	Y
Source Of Future Technology Inc	Y	N
SpectraMedix	Y	Y
Sporda Tech, Inc	Y	N
Stewards of Change	Y	Y

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SVAM International Inc.	Y	N
Syigma Technology Solutions, Inc.	Y	N
Tableau -- Keyrus USA Inc.	Y	Y
Tech Rochester	Y	Y
Tibco	Y	Y
Trivision Group, Inc.	Y	N
truenorthlogic	Y	Y
Unite US	Y	Y
V - Solve, Inc.	Y	N
Verticalchange	N	Y
Vigilant Watch Integration Inc.	Y	Y
Vistrada, LLC	Y	N
VOV	Y	N
w3r Consulting	Y	N
Wellsky	Y	Y
Xerox	Y	Y
ZebraEdge, Inc.	Y	N
Zen Healthcare IT	Y	Y
ZIBIZ Corporation	Y	N
Zipari	Y	Y