

Systems Integration Project
Data Ecosystem RFI - Questions Answers

#	Question	Answer
1	Are you able to share which data elements comprise the "Minimum Dataset" that is mentioned on page 2? If not at this time, how and when will these be defined?	Detailed, work-in-process spreadsheet (updated minimum data set) is included to give a sense of the specific data that could potentially be included in the minimum data set. The minimum data set is in the process of being defined for Shared Language and Impact & Evaluation. The current target timeline is to define the baseline, minimum data set in Q1'20.
2	In the themes section on page 2, there is language about how the system needs to be simple for providers to use and easy for individuals and families to navigate. What is the vision for consumer/client engagement directly with the system? Will they see all or most of the information in the system, or will they be secondary users with specific carve-outs of data that they have access to?	Our current thinking on this is that consumers/clients should be able to view all or most of their data, but the view will be controlled with role-based access and permissions (e.g. a view for parent or guardian of a child is different than the view for the child)
3	In the description of desired consumer-driven, informed-consent and preference management functionality, is the vision that consumers will have direct access into the system to manage preferences, i.e., limit HIV or SUD information but make "family" information available?	Yes, that is the vision. And, they can toggle sharing on and off as needed.
4	In the description on the core components of the SIP, one of the components says " a shared digital closed-loop referral system utilized by more than 300 health, human service and providers." Is the education sector expected to engage in referrals as well?	Yes, the education sector is also expected to engage in referrals - most likely as the organization making referrals to other providers in the system.
5	What are the "9 cross-sector pilots" mentioned on page 4 and what would be their desired goals/outcomes?	As part of project implementation, we envision identifying approximately 9 pilots that combine cross-sector workflows and the technology solution. The scope and participants of the pilots is not yet defined. An outcome of the pilots is that we will test and learn to improve before full implementation.
6	In the diagram on page 6, what do the other colored verticals represent, if the CIE is in purple?	The Theory of Change is divided into four strategies: User Access (Green), Integration (Purple), Collaboration (Light Orange), and Shared Accountability (Light Blue).
7	The quote under "Trust" on page 7 suggest the <i>client</i> trust is the primary concern that the SIP project has encountered so far - is this the case, or is trust among system/data stakeholders as factor as well? What analysis has already been done of actual individual client trust concerns versus stakeholder <i>perception</i> of clients concerns" if this has not been done, would this sort of analysis be part of the "Integrator" role?	The Systems Integration PMO is responsible for the Project's Community Engagement Strategy. There has been analysis around this topic over the last several years in coordination with our community's poverty reduction effort. Further, there is analysis around this that we expect to learn from by looking at other data ecosystem implementations. We do not see this as the integrator's role to conduct this analysis.
8	Is the 99%-99.6% system uptime envisioned to be an absolute availability requirement, or is this an availability requirements outside standard, pre-arranged system maintenance cycles (e.g. those that are mentioned in section 2.5.14)?	The 99%-99.6% system uptime does not include system maintenance.
9	What is meant by "PMI"?	Project Management Institute
10	Will the integrator also serve as the primary project manager for the implementation of the CIE, or will there be a separate project management office?	The Systems Integration PMO is responsible for the implementation of the CIE.
11	is the role of the integrator envisioned to include policy analysis and guidance to the SIP on issues such as informed client consent, local rules for data sharing, and management of data, such as data classification policies?	The role of the integrator does not include policy analysis. The Systems Integration Project Management Office leads workgroups that are developing policies to be approved by the governance committee.
12	Are metrics already defined for measuring shared accountability? If not, how will they be defined and by whom? Will it be the responsibility of the integrator to lead such an activity?	Metrics for measuring shared accountability are under development. This work is led by SIP Data Scientist and the Impact & Evaluation Workgroup. The integrator will not lead this activity.
13	Can you speak to the envisioned capability for the integrator to contract/sub-contract with other organizations as the project evolves? Will the SIP need to approve of all contracts before they are executed? Will subcontracts for organizations identified in the RFP response need to be reviewed by the SIP as part of the RFP evaluation process?	The SIP will need to approve sub-contractors before contracts are executed. The SIP does not anticipate reviewing subcontracts for organizations identified in the RFP process.
14	If an approach to implementing the SIP is taken where existing vendors and services in the community are leveraged for core components of the desired CIE infrastructure (e.g. for closed-loop referral management services), will it be the role of the integration to facilitate contract alignment between these existing contracts in the community and the core SIP infrastructure that is being newly-implemented?	The SIP is open to your recommendation on this.
15	Can you please provide context and details around the systems which will need to be integrated?	At the highest level, the diagram on page 5 of the RFI identifies the systems and the actors. We have not identified individual processes, data attributes or messages at this time.
16	How many systems are on on-premise vs. in the cloud?	This is unknown until the data sources are documented in detail.
17	What are the core legacy applications and systems?	Our system is not replacing anything. It is a system to create a single data view of the other constituent endpoints
18	Is there a focus to move more to the cloud?	It is our thinking that cloud would be a preferred location for our system assuming that it is the most scalable solution and the implementation would meet all data privacy concerns
19	When do you need to deliver your first integration project by (timeline)?	We envision an iterative, agile delivery. Assuming the contract is signed with a vendor by Q2'20, we would expect to deliver first integration within 1-3 months of contracting.
20	How many integrations will need to be delivered over the next 12 months?	Current thinking is that the lowest number of integrations in iteration 1 is likely 3-5 and the highest number of integrations could be 30-50.
21	Is there a specific partner or systems integrator you are working with?	No. The purpose of this RFI and subsequent RFP are to identify interested and qualified vendors who can provide components of the solution
22	How are integrations be developed today?	There currently isn't a unified strategy across our solution space.

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23	How long does it take to build a single interaction/API, assuming it's medium complexity?	This hasn't been done yet. The answer will depend on the component toolsets and expertise that you would bring to the table.
24	Is there an internal or external API strategy today?	We want to use industry standard, best practice for API cataloging and discovery.
25	How many integrations are existent today?	None.
26	What percentage of development time is spent on integration-related activity?	While we do not know what percentage of time will be spent on integration activity, we anticipate it will be the bulk of the work.
27	What percentage of the integration time is spent on maintenance-related activity, such as integration debugging, finding fixes, troubleshooting, etc.?	This is a good question, but we haven't begun delivery so we can't comment on that now.
28	Who has ultimate system responsibility and will be responsible for maintaining ?	Today, and for the next five years, the SIP Project Team has system responsibility. It will evolve over time and we do not know what the end state will be.
29	Will there be a Care Coordinator managing the population? If not, how will care coordination be managed?	Consumers/clients interacting with the system may or may not have a care coordinator assigned to them (which is current state). Care coordination is a business process we haven't defined; however, with the system we are building, we want to enable care coordinators and other providers who are responsible for aspects of consumers/clients care to be able to interact with one another and share information.
30	Consent Management - Do you have a general consent today through the network? Does this consent provide universal access to information the CIE?	We are in process of developing a universal consent that will provide access to information across the CIE.
31	Educational Data - What data sets are you looking to make available form an education perspective as part of the CIE?	Detailed, work-in-process spreadsheet (updated minimum data set) is included to give a sense of the specific data that could potentially be included in the minimum data set. The minimum data set is in the process of being defined for Shared Language and Impact & Evaluation. The current target timeline is to define the baseline, minimum data set in Q1'20.
32	Healthcare/Human Services Data - What data sets are you looking to make available from a healthcare perspective as part of the CIE?	See above
33	Source Systems - What capabilities does the County have currently to access the existing mentioned source systems identified in section 2.2 Future State Vision Timeline-A multi-year project is mentioned, are there specific objectives or timelines the county is looking to pursue?	Currently, we have participant resources identified to define our future state capabilities. As a five-year project, we envision an iterative, agile delivery to achieve our future state vision. Assuming the contract is signed with a vendor by Q2'20, we would expect to deliver first integration within 1-3 months of contracting.
34	Individuals (Consumer) data access - What CIE information is envisioned being able to be accessed by the consumer? Is this the ability to download the data stored in the CIE for the consumer or are there other activities planned for the consumer to complete?	Apart from the features listed at the bottom of the diagram on page 5, we have not finalized requirements around consumer access to their CIE data.
35	Outcomes Monitoring - Outcomes tracking and monitoring are mentioned. Has the County identified specific metrics/calculations that will need to be available? For example for Healthcare/Human Services data are there unique CQMs or HEDIS measures the County will pursue?	The SIP Project Team is currently working on developing the specific metrics that need to be available.
36	Do you expect a technology partner to carry out the development and maintenance of the SIP in its entirety?	For initial development, only the area that they are subject matter expert in. We have not addressed steady state approach yet.
37	Do you have a preference for on-shore/near-shore/offshore development?	On-shore.
38	What are the current methods by which individuals (not care givers/state representatives) have to submit data through? Is data submission required or optional? Does the bidding firm have any capability to influence the collection methods or the questions themselves?	Data from individuals is collected in a myriad of ways by each of the provider organizations. Depending on the data collected, some is required and some is optional. The Systems Integration Project Team is working to identify the minimum data set and data sources -- and it may be that some data will be self-reported directly by individuals. The SIP is open to recommendations about this, however there is an entire workgroup focused on figuring this out.
39	Can you estimate the data volumes contained in each of the sources outlined in 2.2 Future State Vision?	We have not reached that level of detail with our participant partners yet. We are planning for a full production system that will have more than 150,000 individuals in it.
40	The data residing in the sources listed in 2.2 Future is mostly structure or unstructured? Can you comment on what databases the underlying data is stored in?	We do not have details on how the source data is currently stored (relational or document based) or the available means the data would be presented to the SIP (API's or batch flat file); Or presented data format (CSV, XML, JSON) as examples.
41	Why is there a preference for the data to be real-time? What is the maximum latency for the CIE to be accepted?	We will be using an agile / iterative delivery approach. Our desire is to use real-time data if it exists. We have not developed detail-level requirements that direct any specific data source SHALL be real-time, yet.
42	How many users of the digital dashboard do you expect there to be? And at what concurrency?	Current estimate is 300,000 total users and 1,000 concurrent. However it will be important to understand range of users and concurrent users that the vendors' solutions can support
43	What volume of matching is occurring and how quickly is it needed to be conducted? Is there an existing methodology for matching, or will this be a new feature introduced with this system?	The ability to integrate data from various sources across healthcare, education and human services and then match records to a person's master record is a requirement for this system. There is not a current methodology for doing this and creating this capability is a new feature.
44	Is there a preference for hosting the CIE on-premise or in the cloud?	It is our current thinking that cloud would be a preferred location for hosting our system assuming that it is the most scalable solution and the implementation would meet all data privacy concerns.
45	Is there a preference for any tools to be used/not used?	We have not ruled out any specific technology at this time.
46	Will a cover page be considered as 1 Of the 10 pages in the 10 page minimum?	A cover page counts toward the 10 page maximum. "Instructions: In 10 pages or less (1" margins, Times New Roman Font size 12), provide your answers to the following twenty (20) questions."

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47	What is the anticipated level of funding for this effort by year and/or FTEs?	The project has several buckets of committed funding including \$15M from New York State to support both the Project Office Operations and the build of the data ecosystem.
48	Is there a requirement for a field-tested methodology to facilitate the organization change that will be needed to realize the benefits and investments of a CIE?	The movement to integrated service delivery is a workstream of the project and staff are dedicated to developing this. A vendor who has considered the methodology for integrated service delivery would be seen as favorable.
49	Will the State's OGS policy of 30% minority and women-owned business enterprises purchasing requirement apply to the solicitation?	It is a requirement for the Project Office to hit the 30% target for eligible purchases across the entire project, not just for this particular expense.
50	What technology requirements exist beyond integration/interoperability with Epic? E.g. Are the stakeholders' infrastructures largely Microsoft, Oracle, IBM database/middleware based? Are they .Net oriented or are they Java oriented? What other technology requirements are there or are anticipated?	Epic is the largest and most stable technology investment in the community, so for that reason the interoperability with Epic is a "must have." The other infrastructure that exists in the community is varied and less stable. We are working to identify additional technology requirements prior to releasing the RFP
51	Is experience facilitating interoperability and information - sharing across multiple sectors preferred?	The SIP is very interested in identifying vendors with experience in facilitating interoperability and information sharing across sectors - in particular across health, education and human services.
52	Is the solution required or suggested to implement industry-required data-related standards?	The solution is required, at a minimum, to implement industry required data-related standards. Given the five-year time horizon of the project and the rapid pace of technological development, it is our goal to work on the edge of innovation and to stay ahead of increasing standards.
53	With respect to question 10: "What liability limitations, if any, would you anticipate including in the hosting agreement?" - Could we have clarification on what is meant by the "hosting agreement"?	The term refers to the agreement that we will need to have in place between our organization and the organization that hosts the data ecosystem since we do not have any such arrangement in place today.
54	With respect to question 12: "How does your recommended method affect our internal requirements for support?" - Could you clarify if you have an internal staffing plan (roles, responsibilities, expertise) in place and an associated ongoing budget?	The scope of our current, internal staffing plan is project work only and does not include ongoing support requirements. What assumptions should we make about staffing required to support your recommended solution? As for budget, the answer is the same - it is in our scope to identify the ongoing operational costs to sustain the data ecosystem and develop a sustainability plan which includes identifying our enduring business model and funding sources
55	Will you have a hipaa expert for system validation and compliances? Do you require hipaa certification for vendors?	For system validation, we have not identified a HIPAA expert. We will require HIPAA certification for vendors.
56	Do you have a web development team for customer-facing items?	We do not have a web development team and would need to procure this resource.
57	What kind of predictive analytics? Process-specific trends our customer-specific predictors on the accountability method, for instance?	Our goal is to utilize predictive analytics at a process level (what is the predicted effect or intervening on this process on outcomes in these sectors) and an individual level (what approaches are most likely to support this specific individual or similar individuals given their context).
58	How are you currently receiving informed-consent?	Certain providers currently receive informed consent via a paper form. For this integrated system to function, we need to establish a new, informed universal consent that enables data sharing across sectors. We envision this to be an electronic process in order to operationalize consent and preference management
59	How do you envision the providers interacting with the tool to ensure no care fragmentation? Will this be a portal-like system that will require licensing?	Our goal would be for anyone within the participating provider organizations who needs a seat to have one within the parameters of role-based access and permissions. Perhaps a much longer term goal could be for a general community member to be able to pull public data (such as in the case of Hawaii's IBIS system)
60	What business Units do you envision to be included with workflow implementation?	For the first iteration, we are focusing on integrating workflows at the direct service level. The solution should be scalable to evolve to include other areas.
61	Are you looking to house assets (utilizing a DAM) or just Master Patient Data and PII?	Our approach is a minimum data set approach and as such we are focused on creating a master patient record.
62	For Security testing , are there specific requirements?	Our project will adhere to the New York State Information Technology Standard for the Secure System Development Lifecycle (NYS-S13-001). The specific security testing requirements are outlined in the NIST controls SP800-35, SP800-36, SP800-37, SP800-51, SP800-53, SP800-53A, SP800-55, SP800-56, SP800-57, SP800-61, SP800-64). This includes information ranging from creating test data to assessing vulnerabilities and threats, selecting and documenting security controls and testing security controls.
63	Do you currently have a system that can be used for two factor authentication?	We do not currently have a system that can be used for two factor authentication
64	Is the requirement in section 2.5.11 to utilize Agile development flexible (provided a vendor works in sprints and delivers interactively) or is a completely agile methodology needed? If so, what variant of Agile is required (Scrum, Lean, extreme Programming, Kanban, etc.)?	The SIP team is currently working in Agile Scrum. It is the team's desire to engage a partner who uses an Agile methodology so that delivery of business value is iterative and flexible to changing requirements.
65	Will confidential medical and/or education records be stored within the solution, or in an outside system and accessed via the solutions?	Our current thinking is that the medical and education records would continue to be stored in their native locations and the new system that we are creating would pull data from those records into the integrated data system. We are looking at a minimum data set approach - so that we don't need to replicate entire records, we simply need to pull in, aggregate and provide appropriate access to the minimum data that helps us communicate across sectors and measure outcomes
66	Under 1.2 Design Goals, Do No Harm, is this theme part of a hipaa requirement or general project guideline?	This is a general project guideline driven by the fact that we are working with individuals' personal protected information to help improve their health and well-being
67	Question 13, New York State's minority and women owned business purchasing requirements. Please clarify if this is a business question or solution requirement. If a solution requirement, please provide additional details on how this related to storing information within the solution.	This is a business question. It is relevant because the Systems Integration Project is a state-funded effort and as such must adhere to certain purchasing requirements including meeting a percentage of spend with minority and women owned businesses.