

New York State Department of Health
Request For Proposals (RFP) #20506
Medicaid Systems Quality Assurance Services
Questions and Answers - August 18, 2025

Question #	Corresponding RFP Question Section	Answer	
1	General Question	We observed the historical and anticipated volumes for DDI and operational deliverables across the system. Additional information on the percentage split for design, development, and testing artifacts would help optimize resource allocation across these activities	Additional details regarding the percentage split for DDI deliverables will be shared upon contract award.
2	General Question	As a small, NYS-certified subcontractor only, can we be included in this bid now as a subcontractor because our current subcontractor work which would preclude us is expected to be completed prior to the start of this opportunity?	See RFP Section 3.1, Minimum Qualifications. Sub-contractors to the Departments' systems contracts may not sub-contract on this opportunity.
3	General Question	Given that NYSTEC performs millions of dollars of work per year for DOH, wouldn't they also be precluded from bidding this opportunity?	NYSTEC may not bid on this opportunity.
4	General Question	Given the breadth of the excluded vendors listed on pages 9-10 of this RFP, please clarify if current subcontractors for one or more of the systems listed can provide subcontracted resources to the QA vendor.	See RFP Section 3.1, Minimum Qualifications. Current sub-contractors to the Departments' systems contracts may not bid on this opportunity or sub-contract to provide staff augmentation to the prime vendor.
5	General Question	If our company is a subcontractor to one of the excluded vendors, can we be included as an MBE/WBE subcontractor on this proposal?	See RFP Section 3.1, Minimum Qualifications. Current sub-contractors to the Departments' systems contracts may not be included in the bid on this opportunity.
6	General Question	If a vendor wrote this RFP or helped write this RFP, are they precluded from bidding on it?	If a prime or sub-contractor participated in the drafting of this procurement they are precluded from bidding.
7	General Question	Is there a centralized QA function or is QA distributed across projects?	No, there is currently no centralized QA function.
8	General Question	What is the current level of test automation coverage (UI, API)? What is the size of your regression automation suite across your application landscape? What percentage of total testing is manual vs. automated?	This is new scope, no historical details are available.
9	General Question	What is the average turnaround time for regression testing during release windows?	This is new scope, our Systems vendors currently perform regression testing and turnaround timeframes vary across systems and projects.
10	General Question	How are non-functional areas (security, performance, accessibility) covered in testing? What tools are used for NFR testing?	This is new scope, our Systems vendors currently perform non-functional area testing.
11	General Question	What is the current team size and skill distribution? What is your current operating model? How are testing teams aligned?	Current QA team sizes are defined in Attachment C, Historical Volume Data and Metrics, Section, Current QA Staff Levels for Current Systems. The existing QA team reviews testing artifacts and the systems' contractors perform all testing outside of User Acceptance Testing.
12	General Question	Are you exploring any AI/GenAI tools for test optimization, data generation, or predictive QA?	Not at this time. The Department encourages bidders to propose the use of AI to support the scope of this RFP.
13	General Question	What QA and testing KPIs are tracked (e.g., defect leakage, automation ROI, test coverage)?	The main Key Performance Indicators (KPIs) tracked include, but are not limited to: QA Matrix Review Completion Rate Review Turnaround Time Number of Revision/Comments Compliance Rate Stakeholder Feedback Review Coverage with Vendors
14	General Question	Who owns UAT – internal teams or external business users?	The Department owns the UAT process, with responsibilities shared with its stakeholders and systems contractors.
15	General Question	What is the typical release frequency for Medicaid systems (monthly, quarterly, ad-hoc)? Is there a centralized release calendar across all systems/vendors?	There is not a centralized release calendar. Release frequency varies by system and ad hoc releases are done as necessary.
16	General Question	Is the QA contractor involved in release readiness planning and go/no-go decisions?	The incumbent QA contractor is consulted but the Department is ultimately responsible and accountable for release readiness planning and go/no-go decisions.
17	General Question	What are the defined release readiness criteria (e.g., defect threshold, performance benchmarks, user sign-off)?	This information varies per system and will be shared upon contract award. This criteria differs per system and project, and would generally include user sign-off, defect threshold and performance benchmarks.
18	General Question	Is there a formal Change Advisory Board (CAB) or similar structure? How are release-related changes tracked and approved (e.g., CRs, RFCs)?	Yes, there is a Change Advisory Board. Release related changes are tracked and approved differently per system. Additional details will be provided upon contract award.
19	General Question	Which Medicaid systems or vendors currently follow DevOps or DevSecOps practices? Are QA teams integrated within DevOps teams, or do they operate independently?	The Department and systems contractor currently follow DevOps and DevSecOps. The incumbent QA teams are integrated with DevOps and DevSecOps.
20	General Question	Do you have CI/CD pipelines in place for all environments (Dev, Test, UAT, Pre-Prod, Prod)?	The Department does not have CI/CD pipelines in place for all of our systems environments. Additional details will be shared upon contract award.
21	General Question	Are you using Infrastructure as Code (IaC) tools (e.g., Terraform, Ansible) to manage environments?	The Department uses IaC for some of our system environments. Additional details will be shared upon contract award.
22	General Question	How are test environments provisioned—on-demand, automated, or manually?	This differs per system. Test environments are typically provisioned on demand and/or manually.
23	General Question	How would you rate your current DevOps maturity across Medicaid systems? What are the biggest DevOps bottlenecks or risks you've faced (e.g., test integration)?	DevOps maturity varies per system. Additional details and bottlenecks will be shared upon contract award.
24	General Question	Given the complexity of the proposed solution, would the State consider extending the RFP response deadline by four (4) weeks to allow vendors to develop a comprehensive proposal?	The Department has extended the deadline to submit proposals to September 19th, 2025 at 4:00 PM EST to allow vendors additional time to develop comprehensive proposals.

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25	General Question	Due to the technical and regulatory complexities involved, would the State consider extending the question submission deadline by three (3) weeks?
26	General Question	If a vendor requests modifications to the unlimited liability clause in the standard state contract, would this impact their eligibility for consideration?
27	General Question	Will the State accept redlines or proposed revisions to the standard contract terms as part of the negotiation process?
28	General Question	Will the contract be awarded to a single vendor or multiple vendors based on different components of the solution?
29	General Question	What are the primary evaluation criteria (e.g., cost, technical capability, vendor experience) that will be used to assess proposals? Is there a weighting system assigned to each evaluation criterion?
30	General Question	Can vendors utilize resources outside the State for implementation and ongoing maintenance of the solution?
31	General Question	Are there any mandatory participation requirements for minority-owned, women-owned, or veteran-owned businesses under the MBE Program?
32	General Question	What are the specific percentage goals for each BEP category, if applicable?
33	General Question	Does the State require 24/7 support, or are there specific service level agreements (SLAs) vendors must adhere to?
34	General Question	Can the State provide an estimated budget or funding range allocated for this project and contract?
35	General Question	Is the project fully funded, or are there pending legislative approvals that could impact on the procurement timeline?
36	General Question	If vendors develop custom modules or enhancements, will the State retain full ownership of the source code and intellectual property?
37	General Question	Are there any licensing restrictions vendors should be aware of?
38	General Question	Is there an existing vendor or contract currently providing QA services?
39	General Question	If so, will the incumbent vendor(s) be eligible to rebid?
40	General Question	What challenges have been identified with the current system that the new solution should address?
41	General Question	We respectfully ask that commercial client references are allowed to be submitted as part of the mandatory qualifications.
42	General Question	The client and individual reference requirements appear overly restrictive and may limit qualified vendors from participating. Will the State of New York consider relaxing or broadening these requirements to allow for a more competitive response pool? If not, can alternative forms of experience validation be accepted (e.g., team-based, or corporate references)?
43	General Question	Is there an incumbent on the contract? If yes, could you please let us know the incumbent name and spending done on contract so far?
44	General Question	Is there any budget allocated for this contract? If yes, can you please let us know the same?
45	General Question	Please let us know if we need to submit samples or live resumes?
46	General Question	Can we replace the candidates if they won't be available at the time of award?
47	General Question	Please let us know whether all roles are onsite or only key roles?
48	General Question	We are a minority-owned business certified by the National Minority Supplier Development Council (NMSDC). Will our NMSDC certification qualify us to meet the 15% minority business enterprise (MBE) participation goal for this contract?
49	General Question	Can we showcase good faith efforts for the 15% WBE Goal?
50	General Question	Can you please tell us in detail about your QA tech stack/environment (tools, accelerators, etc) for each of the systems - eMedNY

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51	General Question	Attachment J liquidated damages, can the contractor be assessed liquidated damages in multiple categories simultaneously? And is there any cap on the total liquidated damages that may be assessed?	Yes, if multiple SLAs are not met in a specific reporting period, all appropriate liquidated damages could be assessed. There is no cap on the potential assessment of liquidated damages.
52	RFP Section 3.1 Minimum Qualifications	Can we use the experience of our subcontractors to meet the Minimum Qualifications identified in the RFP.	Per RFP Section 3.1, Minimum Qualifications, all minimum qualifications must be met by the prime contractor.
53	RFP Section 3.1 Minimum Qualifications	If a vendor is acting as a subcontractor to provide staff augmentation to any of the listed projects (MMIS, MDW, etc), are they excluded from being named in the bid?	This is not permitted.
54	Section 3.1 Minimum Qualifications	If a vendor is acting as a subcontractor to provide staff augmentation to any of the listed projects (MMIS, MDW, etc), are they allowed to provide staff augmentation to the winning bid post award.	This is not permitted.
55	Section 3.1 Minimum Qualifications	This requirement states, "The following contractors and their subcontractors are excluded from bidding on this contract: <ul style="list-style-type: none"> • The current Medicaid Management Information Systems (MMIS) (eMedNY System) Contractor • The current Medicaid Data Warehouse (MDW) Contractor • The current New York State of Health (NYSOH) Contractor • The current Medicaid Eligibility Client Management (MECM) Contractor • The current Technical Advisory Services (TAS) Contractor • The current Interoperability and Patient Access (IPA) Contractor • The future System and Data Integrator (SDI) Contractor" Please confirm that the subcontractors and vendors (including MBE/WBE vendors) to the above listed Department System Prime contractors are permitted to be included as subcontractors and vendors in a prime contractor's proposal for the NYS Medicaid QA proposal.	This is not permitted.
56	Section 3.1 Minimum Qualifications	This section states that "contractors and their subcontractors" of existing Medicaid and related systems are excluded from bidding on this RFP. Further, those prime contractors are listed in Section 4.1.3, Table 1. Will DOH also list the subcontractors to the prime contractors who are excluded from bidding?	The Department will not provide a list of subcontractors.
57	Section 4.0 Scope of Work	Will the awarded contractor be assuming the responsibilities of existing QA, PMO, or other oversight currently being provided by incumbent contractors for each system module?	This RFP is not a takeover of current QA scope. Please refer to RFP Section 4.0, Scope of Work for the full scope of this agreement.
58	Section 4.0 Scope of Work	Based on the details provided in the RFP document, NYSDOH is seeking a full-scale, long-term managed services engagement for Quality Assurance (QA) across the entire Medicaid IT ecosystem, not a limited-scope assessment or audit. Please confirm if our understanding is inline with the ask in the RFP document? Also provide more clarity on what is expected from contractor?	Not all Medicaid systems are included in the scope of this contract. Please see RFP Sections 2.1 Introductory Background and 3.1 Minimum Qualifications for a list of systems contracts that are in scope.
59	Section 4.1.2 Current Medicaid Systems Overview	Please provide details on your application landscape, technologies involved. Provide more details on the complexity of the applications, sizing, regression & integration test cases volumetrics	Details into the Department's systems landscapes will be provided upon contract award.
60	Section 4.1.3 Scope Overview	Is the number of contracts/vendors the QA Contractor will have oversight responsibility for contained within the list in Table 1, page 17? If not, what is the approximate number of contracts the QA Contractor will have oversight responsibility?	Yes, RFP Section 4.1.3, Scope Overview, Table 1, System & Contract Status, includes all systems within the scope of this agreement.
61	Section 4.1.3 Scope Overview	We are seeking clarification regarding the requirement to "Establish a robust Quality Management program." Could the Department please elaborate on its expectations for this program? Specifically: Is there an existing Quality Management framework or methodology currently in use that the awarded vendor is expected to align with, support, or enhance?	This RFP is not a takeover of current QA scope, the Department is seeking the proposals for the establishment of a new Quality Assurance contract and will evaluate any processes or methodologies with bid submission. The Department does not anticipate the contractor's alignment with existing QA processes and procedures.
62	RFP section 4.1.4 Quality Assurance Management Plan	In section 4.1.4: "Quality Assurance standards to be used in the evaluation of Medicaid system projects and operations. Examples are listed in section 4.1.11.4.". Can you confirm the section which should be used for the examples as there isn't a 4.1.11.4.	Please refer to RFP Section 4.1.10.4, Industry Standards & Best Practices.
63	Section : 4.1.5 Communication Management	Can we get an insight on existing technologies, tools, platforms, framework supporting communication (e.g., MS Teams, SharePoint)	Microsoft 365, including SharePoint.
64	Section 4.1.5, Communication Management ; Attachment J, QA SLAs	SLA states the Initial Communication Management Plan and Matrices are due 60 days within contract start, but section 4.1.5 states 15 days following approval of the QA Plan. How many days do Contractors have to complete the Communication Management Plan and Matrices after contract start?	Per RFP Section 4.1.4 Quality Assurance Management Plan, the initial Quality Assurance Management, Communication Management, and Risk Management Plans should be submitted with technical proposals. The QA Contractor must meet with the Department to review the Quality Assurance Management Plan within fifteen (15) days of contract start, with a final detailed plan submitted no more than thirty (30) days after that meeting. The Department will approve the Quality Assurance Management Plan within ten (10) days. Per RFP Section 4.1.5, Communication Management, the Communication Management Plan must be delivered no more than fifteen (15) days after the Department's approval of the Quality Assurance Management Plan. Totaling all submission and approval windows, SLA-12 will be amended to state "The initial Communication Management Plan and Matrices are delivered to the Department within 70 days of contract start date." and the Criteria for SLA-12 will be amended to state, "Today's date is greater than Contract start date +70 calendar days ."

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65	RFP Section 4.1.6, Risk Management; Attachment J, QA SLAs	SLA states the Initial Risk Management Plan is due 60 days within contract start, but section 4.1.6 states 15 days following approval of the QA Plan. How many days do QA Contractors have to complete the Initial Risk Management Plan?	Per RFP Section 4.1.4 Quality Assurance Management Plan, the initial Quality Assurance Management, Communication Management, and Risk Management Plans should be submitted with technical proposals. The QA Contractor must meet with the Department to review the Quality Assurance Management Plan within fifteen (15) days of contract start, with a final detailed plan submitted no more than thirty (30) days after that meeting. The Department will approve the Quality Assurance Management Plan within ten (10) days. Per RFP Section 4.1.6, Risk Management Plan, the Risk Management Plan must be delivered no more than fifteen (15) days after the Department's approval of the Quality Assurance Management Plan. Totalling all submission and approval windows, SLA-13 will be amended to state "The initial Risk Management Plan is delivered to the Department within 70 days of contract start date." and the Criteria for SLA-13 will be amended to state, "Today's date is greater than Contract start date +70 calendar days."
66	Section 4.1.7 Contractor Oversight	Are there existing technology solutions in place today that the awarded QA contractor will assume responsibility for? For example, are technology tools in place today to support contract management, requirements traceability, testing, defect management, and etc.? And will the awarded QA contractor be assuming responsibility for those tools or is the contractor expected to implement new tools to support these processes?	This RFP is not a takeover of current QA scope, the Department is seeking the proposals for the establishment of a new Quality Assurance contract and will evaluate any processes or methodologies with bid submission. The Department does not anticipate the Contractor's alignment with existing QA processes, procedures or methodologies. Details into current tools used for requirements traceability, testing, defect management, etc., will be shared upon contract award.
67	RFP Section 4.1.7.2 Burn Rate Analysis	Please define the scope of what a burn rate analysis should include (i.e., budget, schedule, and resources).	Please review RFP Section 4.1.7.2, Burn Rate Analysis. At a minimum the Burn Rate Analysis should include the review of projected vs. actual budget and schedule.
68	RFP Section 4.1.7.2 Burn Rate Analysis	Please define what is required in a burn rate analysis report.	Please review RFP Section 4.1.7.2, Burn Rate Analysis. At a minimum the Burn Rate Analysis should include the review of projected vs. actual budget and schedule.
69	RFP Section 4.1.7.2 Burn Rate Analysis	Bullet c, in this RFP section states, "Support tasks related to Advanced Planning Documents (APDs)." Please clarify how APD support tasks are related to burn rate analysis and what should be reported.	Please review RFP Section 4.1.7.2, Burn Rate Analysis. At a minimum the Burn Rate Analysis should include the review of projected vs. actual budget and schedule related to an Advance Planning Document (APD).
70	Section 4.1.7.5 Contract Transition	Several contract end dates and the MECM start date listed in Table 1 on pg. 17 are close to the anticipated MMIS QA contract start date of 9/15/2026. Considering general Contract Transition requirements in section 4.1.7.5. and Transition requirements for the QA vendor listed in Section 4.6, can the DOH share more information about transition from the incumbent QA vendor? E.g., would the selected vendor need to take over existing oversight structures and tools established by the incumbent QA vendor? Does DOH have any expectation regarding the newly selected QA vendor taking over existing processes and tools vs. offering their own solutions? Is there any additional information that the DOH can share about transition plans for the incumbent QA vendor?	RFP Section 4.1.7.5, Contract Transition, speaks to the QA Contractor's requirement to analyze the existing systems contracts transition requirements to establish a process for the review and assessment of each Contractor's adherence to their plan during transition. The individual systems contracts and any relevant approved transitions plans will be shared with the QA Contractor after contract award. RFP Section 4.6, Transition, requires the QA Contractor to work with a successor QA vendor during a transition out period. The awarded QA Contractor will not take over existing quality assurance structure or tools.
71	Section 4.1.7.5 Contract Transition	Kindly provide which of the functions, roles that are critical for transition	RFP Section 4.1.7.5, Contract Transition, speaks to the QA Contractor's requirement to analyze the existing systems contracts transition requirements to establish a process for the review and assessment of each Contractor's adherence to their plan during transition. The individual systems contracts and any relevant approved transitions plans will be shared with the QA Contractor after contract award.
72	Section 4.1.7.5 Contract Transition	Kindly confirm if there is enough documentation and SOPs for the areas which will be transitioned	RFP Section 4.1.7.5, Contract Transition, speaks to the QA Contractor's requirement to analyze the existing systems contracts transition requirements to establish a process for the review and assessment of each Contractor's adherence to their plan during transition. The individual systems contracts and any relevant approved transitions plans will be shared with the QA Contractor after contract award. The awarded QA Contractor will not take over existing quality assurance structure, documentation or procedures.
73	Section : 4.1.8 Project Management Oversight	How many days do QA Contractors have to complete the Initial Risk Management Plan?	Please review RFP Section 4.1.6, Risk Management. The Risk Management Plan is due fifteen (15) business days after the review and approval of the Quality Assurance Management Plan.
74	Section : 4.1.8 Project Management Oversight	What project management methodologies are used across Medicaid systems. Is there a formalized Project Management Office (PMO) or Enterprise PMO (EPMO) in place?	There is no Enterprise Project Management Office (EPMO). Project Management Offices (PMOs) exist for each Medicaid System. Across Medicaid systems, a combination of project management methodologies are employed to ensure effective delivery and oversight. Common approaches include Agile, Waterfall, and hybrid models, selected based on project scope, complexity, and stakeholder requirements. Agile practices are increasingly adopted for flexibility and iterative development, especially for system enhancements and new feature releases, while Waterfall remains prevalent for large-scale, highly regulated projects.
75	Section : 4.1.8 Project Management Oversight	How are project risks and issues tracked (e.g., RAID logs)? What is the role of QA in project stakeholder meetings or steering committees?	Risks and Issues are typically tracked in logs on SharePoint. Generally, the incumbent QA vendor does not attend stakeholder meetings, but may attend the steering committee discussions.
76	Section : 4.1.8 Project Management Oversight	Does the PMO maintain traceability between project activities and QA checkpoints? How are QA recommendations (e.g., testing gaps or deliverable non-conformance) managed in the project lifecycle? Does the QA team participate in post-project reviews or audits?	Yes, the Department's system PMOs maintain traceability between project activities and QA checkpoints. QA recommendations are analyzed by the PMO and then a determination is made how they will impact the project lifecycle. Yes, the QA team participates in post-project reviews.
77	Section : 4.1.8 Project Management Oversight	Does Medicaid enterprise applications have standardized project management processes related to each of the areas mentioned under 4.1.8? If so, will the contractor reuse or need to assess and suggest process	These processes vary per system. Common approaches include Agile, Waterfall, and hybrid models, selected based on project scope, complexity, and stakeholder requirements. RFP Section 4.1.8, Project Management Oversight, requires the QA Contractor to evaluate existing project management processes, documentation and deliverables defined by each system contract. Additional details will be shared upon contract award.
78	Section : 4.1.8 Project Management Oversight	Is the QA contractor responsible to execute the project management activities for all programs and for all SDLC phases? Or is it limited to QA/Testing phases and activities alone.	The QA existing contractor's primary responsibility is to execute quality assurance and testing activities throughout the Software Development Life Cycle (SDLC). This includes planning, designing, executing, and reporting on testing efforts, as well as verifying that deliverables align with specified requirements and meet established quality standards. The winning bidder will be responsible for the full scope of this RFP.
79	Section : 4.1.8 Project Management Oversight	Kindly share an overview and components of the current operating model. What does work well across the SDLC- Waterfall, agile and which are areas of concerns and needs remediation?	Across Medicaid systems, a combination of project management methodologies are employed to ensure effective delivery and oversight. Common approaches include Agile, Waterfall, and hybrid models. Any areas of concern or needs for remediation will be shared upon contract award.

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80	Section : 4.1.8 Project Management Oversight	What tools are used for managing and tracking the projects? Is there an integration-collaboration of the processes/tools to give lifecycle tracking/dashboard to the team? If so kindly share details	Various tools for managing and tracking projects are used across the Department's systems including Jira and IBM Rational CLM. Tools used for integration and collaboration include Jira, Confluence, Microsoft Project and Power BI. Additional details will be shared upon contract award.
81	Section : 4.1.8 Project Management Oversight	Particularly for Project estimation process, is there a technique and templates available for different project types such as transform/BAU and also at test phases-types level	Projects are estimated using expert judgement, relying on experienced team members to estimate effort and timelines, and analogy-based estimation, comparing like projects. Additional details will be shared upon contract award.
82	Section 4.1.9 Technology Oversight	How is current QA-testing team structure? e.g- testing teams are part of the agile scrum, squads or they are federated horizontal teams performing various testing mentioned under 4.1.9.1 b .	RFP Section 4.1.9.1.b., Testing & Defect Management Oversight, is new scope and is not performed under the Department's existing QA contractors.
83	Section 4.1.9 Technology Oversight	What are the specialized testing teams currently existing and what would be the numbers? e.g. Performance, security, accessibility	This scope is not performed under the Department's existing QA contracts.
84	Section 4.1.9 Technology Oversight	What are the various test tools(test-defect management,automation-GUI,API,data,performance,security) currently being used and new ones been evaluated?Are these tools integrated into your CI/CD pipeline?	The Department's systems' contractors utilize various tools within the CI/CD pipeline. Testing and defect management tools include; proprietary tools, Jira, Loadrunner, SoapUI and IBM Rational. Additional details will be provided upon contract award.
85	Section 4.1.9 Technology Oversight	Who performs the User acceptance testing?	User Acceptance Testing is performed by project stakeholders with as-needed support from the existing QA staff.
86	Section 4.1.9 Technology Oversight	Who is responsible for defect management/resolution and timely fixes/delivery	The Department and its systems' contractors are responsible for these activities.
87	Section 4.1.9.1 Testing & Defect Management Oversight	Can the state provide a list of contractor test tools, software, and technologies for bidders to analyze required knowledge and skill sets?	A variety of tools are used across the Department's systems, such as SharePoint, Jira, Medicaid Analytics Performance Portal (MAPP), Oracle Business Intelligence Enterprise Edition (OBIEE), SQL Server, and Tableau. Additional details will be shared upon contract award.
88	Section 4.1.9.1 Testing & Defect Management Oversight	Who is expected to do the various types of testing and what types of testing are performed (functional, non-functional, integration, UAT, etc.)? How is testing scoped and planned for new systems vs. enhancements?	Due to the varying levels of system development, implementation and operations across the Medicaid Enterprise, testing needs differ across systems. Testing is performed by the Department's systems Contractor staff and project stakeholders, with as needed support from the Quality Assurance team. Various testing includes user acceptance tests (UAT), performance tests, security tests, compliance tests, accessibility tests, regression tests, and integration tests. Additional details into testing, test scoping and planning will be shared upon contract award.
89	Section 4.1.9.1 Testing & Defect Management Oversight	Is there any scope of testing for Vendor (like test automation, performance testing etc)	The existing QA contractor has no specific testing requirements and provides as-needed support to user acceptance testing (UAT).
90	Section 4.1.9.1 Testing & Defect Management Oversight	We would like like understand an existing capability of test automation and its tool to assess the as-is situation to recommend.	Some automated testing is performed by the Department's systems' contractors for scope such as server capacity and load testing using scripts.
91	Section 4.1.9.1 Testing & Defect Management Oversight	Can we get historical data on the test artifacts from any one vendor? This will help us assess the workload for the Senior Tester	Please review RFP Attachment C, Historical Volume Data and Metrics, for historical data. Test artifacts will not be shared at this time, additional details will be shared upon contract award.
92	Section 4.1.9.1 Testing & Defect Management Oversight	There is strong emphasis for QA Contractor testing across 9 different phases of testing, including testing automation and its associated maintenance. One system tester for each system is included as Key Staff for NYSOH, MECM, and SDI. Other systems, such as eMedNY, MDW and IPA, and IPA Phase 2, do not have testers. Is the Department interested in including testing as a Key role across all systems to support the detailed testing requirements?	Key staff levels are defined in RFP Section 4.2.2.1, Key Staff. Bidders may propose the use of Additional Staff as defined in RFP Section 4.2.2.2, Additional Staff.
93	Section 4.1.9.1 Testing & Defect Management Oversight	Is the DOH currently using any test tools to perform independent testing for QA purposes? Has an automation framework been developed? Are DOH technology vendors expected to use specific tools for test management, defect tracking, or test reports?	No tools are used to perform independent testing for QA purposes and no automation framework has been developed. The Department's systems contracts do not require the use of specific tools for test management, defect tracking or test reports.
94	Section 4.1.9.2.d Business and Technology Deliverables & Processes	Please elaborate on the expectation on the Code Review Plan from the QA Contractor. What is the scope of this plan in comparison to the Module Vendor's Code Review Plan?	Code Review Plan requirements are outlined in RFP Section 4.1.9.2, Business and Technology Deliverables & Processes, third (3rd) paragraph.
95	Section 4.1.9.3 Maintenance and Operations Assessment	Kindly describe the context of "Contractors" in this section. Are we alluding those systems/apps which are built/being build and managed by contractors exclusively	For this RFP, Contractors is defined as the Department's current and future systems vendors and subcontractors.
96	Section 4.1.9.3 Maintenance and Operations Assessment	How often does this scope activity being performed?	The QA Contractor should expect to perform these tasks at least monthly and as-needed by the Department.
97	Section 4.1.9.3 Maintenance and Operations Assessment	Kindly explain more details about expectation on Monitoring System Performance, Incident Management Review	The QA contractor will review operational and SLA reporting for the in-scope systems contracts. The QA Contractor should expect to perform these tasks at least monthly and as-needed by the Department.

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98	Section 4.1.9.4 Service Desk & Call Center Performance	How is QA involved in Service Desk ticket triage, classification, and resolution validation? Is QA expected to validate ticket resolution quality?	The QA contractor will review operational and SLA reporting relevant to call center/service desk activities for the in-scope systems contracts. The QA Contractor should expect to perform these tasks at least monthly and as-needed by the Department.
99	Section 4.1.9.4 Service Desk & Call Center Performance	Are there 9 separate call centers corresponding to the 9 contractors in Table 1, page 17?	There are two existing call centers included in the Department's systems contracts. As not all systems are operational, additional call centers may be required in the future. Additional details will be provided upon contract award.
100	Section 4.1.10 Compliance Assurance	What QA frameworks or standards are currently in place (e.g., ISO, CMMI, IEEE)?	There are no specific QA frameworks or standards in place.
101	RFP Section 4.2 Staffing	Is there required number of hours each week that vendor project staff be on site at DOH facilities?	Please review RFP Section 4.2.4.3, Staff Location. QA staff could be requested to be on-site 50% of a full time work week. On-site requirements may increase or decrease depending on the Department's needs.
102	RFP Section 4.2.2.2, Additional Staff	RFP Section 4.2.1 states, "Both Key and Additional staff are fixed price in the contract." Can the Department please provide a fixed staffing table that includes a list of additional staff necessary to perform the current scope of work to ensure a consistent proposal response across all bidders?	Please review RFP Section 4.2.2.2, Additional Staff. "Additional staff may be added to the QA Contractor's team based upon the Bidder's assessment of the required level of staff needed to meet the day-to-day requirements of this RFP. The number of Additional Staff and the specific roles for these staff are determined by a thorough review of the requirements in this RFP."
103	RFP Section 4.2.3, Supplemental Staff, second to the last paragraph	This requirement states, "Note: The Department and QA Contractor may reuse the Key staff titles (Labor Categories) for Supplemental staff; however, these staff are considered as Supplemental staff when onboarded via an SOW." Should this read "Additional staff titles" and not Key staff titles?	Please review RFP Section 4.2.2.2, Additional Staff. This is not the intent of the Additional Staff category. The requirement is correct as is. Key staff title may be used in the Supplemental Staff category. Additional staff titles can only be used in the Additional Staff category.
104	RFP Section 4.2.3, Supplemental Staff	This section makes reference to "[...]DOH approved subcontractor(s)." Has DOH pre-approved subcontractors or are we to assume approval of subcontractors that meet all relevant requirements in this RFP?	DOH has not pre-approved any sub-contractor to work on this opportunity. The Department must approve any subcontractor to perform work under this agreement.
105	RFP Section 4.2.4.2, Staff Vacancies, Performance, and Replacements; RFP Section 4.7.4, Invoices; RFP Attachment J, QA SLAs	These three sections provide requirements for invoice reductions and penalties for vacant positions. Please clarify when the invoice reduction for vacant positions begins.	The invoice reduction for a vacant position should begin the next business day after the resource's departure.
106	RFP Section 4.2.4.2, Staff Vacancies, Performance, and Replacements; RFP Section 4.7.4, Invoices; RFP Attachment J, QA SLAs	These three sections provide requirements for invoice reductions and penalties for vacant positions. Is the invoice reduction in addition to the \$500 per day penalty that may be assessed under SLA-02 after 45 days?	Yes, the invoice reduction could be in addition to the liquidated damages. The invoice reduction should begin the next business day after the resource's departure and liquidated damages could be assessed for SLA-02 after the position is vacant for 45 days.
107	RFP Section 4.2.4.2, Staff Vacancies, Performance, and Replacements	The RFP requires back-up staff and contingency planning for vacant positions and bidders are still required to meet contract requirements and deliverables during times when positions are vacant. Will the Department remove the invoice reduction provisions or provide a grace period for filling a vacant key or additional position before an invoice reduction is required?	Per RFP Section 4.2.4.2, Staff Vacancies, Performance and Replacements, "the QA Contractor will not be paid for unfilled Key, Additional, or previously approved Supplemental Staff positions." The invoice reduction provision will remain as written.
108	RFP Section 4.2.4.2, Staff Vacancies	We understand from the section the QA Contractor shall designate back-up staff to provide coverage when staff are unavailable 2 or more business days. Please confirm it is permissible for these back-up assignments to be made to other staff already assigned to the project, or does this requirement mandate a replacement FTE staff person be transitioned onto the project for as little as 2 days?	Where workload allows, the QA Contractor may identify existing staff as a back-up role when staff are temporarily unavailable for more than two business days.
109	RFP Section 4.2.4.3, Staff Location	What percentage is staff expected to work onsite and in-person? Example, support staff onsite 100%, SMEs 50%, PMs 75%, etc.	The Department anticipates the Contractor's QA staff will work at the QA Contractor's site or remotely, and will be at the Department's site as requested by the Department. QA staff may be requested to be on-site 50% of a full time work schedule. On-site requirements may increase or decrease depending on the Department's needs.
110	RFP Section 4.2.4.3, Staff Location	What percentage of time should bidders expect staff to be on-site in the Albany area?	The Department anticipates the Contractor's QA staff will work at the QA Contractor's site or remotely, and will be at the Department's site as requested by the Department. QA staff could be requested to be on-site 50% of a full time work week. On-site requirements may increase or decrease depending on the Department's needs.
111	RFP Section 4.2.4.3, Staff Location	This section states, "Contractor's QA staff will work at the QA Contractor's site, or remotely, and be at the Department's site as requested by Department." How often does DOH anticipate the contractor staff to be requested to be onsite at the Department's various locations? Will only Key Staff be required to travel to the Department's various locations around Albany?	The Department anticipates the Contractor's QA staff will work at the QA Contractor's site or remotely, and will be at the Department's site as requested by the Department. QA staff could be requested to be on-site 50% of a full time work week. On-site requirements may increase or decrease depending on the Department's needs.

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112	RFP Section 4.3.2.3, QA Contract Time Tracking Reporting; Attachment B, Cost Proposal Summary	"Pay and bill rates" and "Mark up percentage" are mentioned as a detail to be included as a field for each resource. However, these elements are not mentioned in the cost proposal. Can both pay and bill rates and mark up percentage be removed from the Contract Time Tracking report?	To allow for full transparency into contract costs, this requirement will remain as written.
113	Section 4.3.2.4 QA Contractor Service Level Reports	How are Service Level Agreements (SLAs) currently tracked and reported?	SLAs are generally tracked in Microsoft Excel and reported in Microsoft PowerPoint.
114	RFP Section 4.4.2, Provisioning of Workstations and Laptops	Because QA Contractors are supplying laptops to their team, following imaging by the Department, what are the restrictions with respect to accessing a Contractor's own internal websites and resources?	There are no known restrictions. QA staff will access the DPH network via Virtual Desktop Infrastructure (VDI).
115	RFP Section 4.4.2, Provisioning of Workstations and Laptops	The RFP states: "...IT equipment, workstations, laptops, and other components necessary..." In order to allow for a fair and consistent evaluation of technical and cost proposals does the Department have a current, typical office setup that is to be replicated?	Please review RFP Section 4.4.2, Provisioning of Workstations and Laptops. "Laptops must have enough processor speed, memory, and hard drive space to operate and support the current release of Microsoft's operating system and Microsoft Office Suite software as well as any additional equipment and software necessary to meet the requirements of this RFP. All laptops will be imaged by the Department to facilitate access to Departmental assets."
116	RFP Section 4.4.2, Provisioning of Workstations and Laptops	Please confirm the cost of workstations and laptops for QA Key, Additional, and Supplemental staff IT should be part of staff bill rate and not considered part of the supplemental funding.	See RFP Section 6.3, Cost Proposal. Rates for Key, Supplemental and Additional Staff are fully loaded. Per RFP Section 6.3, Cost Proposal, bullet 4 states: "The hourly or annual rate(s) for staff is an all-inclusive rate. It includes all personnel, overhead, indirect, travel, profit, and any other miscellaneous costs, including workstations & laptops and IT equipment."
117	RFP Section 4.4.2, Provisioning of Workstations and Laptops	We typically issue our own imaged laptops to staff and have the Agency provide workstations if required to access agency assets. We understand from this provision that we are to purchase laptops for the Agency to image. Section 4.4.5 indicates that additional technology will be funded from the Schedule A Supplemental Funding line of the contract, but we do not see in the RFP where the staff laptops referenced in 4.4.2 are funded. Are these also to be funded from the Supplemental Funding line estimated by the State, or should these costs be incorporated into the annual rates for staff (Schedule B & C)?	See RFP Section 6.3, Cost Proposal. Rates for Key, Supplemental and Additional staff are fully loaded. Per RFP Section 6.3, Cost Proposal, bullet 4 states: "The hourly or annual rate(s) for staff is an all-inclusive rate. It includes all personnel, overhead, indirect, travel, profit, and any other miscellaneous costs, including workstations & laptops and IT equipment." Rates are all inclusive.
118	Section 4.4.5 Additional Technology Products	Will the software and licenses required for QA services be provided by NY DOH or contractor needs to procure them?	RFP Section 4.4.5, Additional Technology Products, is to be utilized when the QA Contractor identifies technology products or services (hardware, software, licenses, etc.) external to the Contract that must be procured. These products, when approved by the Department, should be procured by the QA Contractor with Supplemental Funding.
119	RFP Section 4.6.2, Transition Plan, last paragraph	This requirement states, "Upon identification of a contract end date or the expiration date of the contract, the QA Contractor will update the QA Transition Plan and submit it to the Department no later than four (6) months before the identified last day or expiration date of the contract." Please clarify if it should be four (4) or six (6) months.	This sentence in RFP Section 4.6.2, Transition Plan, paragraph 3, will be updated to state, "Upon identification of a contract end date or the expiration date of the contract, the QA Contractor will update the QA Transition Plan and submit it to the Department no later than four (4) months before the identified last day or expiration date of the contract."
120	RFP Section 4.7.1, Key and Additional Staff Payment; RFP Attachment B, Cost Proposal Summary	RFP Section 4.7.1 references 2000 hours per year. Please confirm if bidders should use 2000 annual working hours for Key Staff and Additional Staff in Attachment B, Tabs B and C.	Confirmed.
121	RFP Section 4.7.1, Key and Additional Staff Payment	From this section and Section 4.7.4 Invoices, we understand that the annual Key and Additional Staff annual fixed amounts (Attachment B Schedules B & C) shall be invoiced on a monthly basis, net any due credit for vacancies. Please confirm that the gross monthly amount invoiced shall be based on the annual amount divided by 12 months.	Confirmed.
122	RFP Section 4.7.4, Invoices; and Attachment J, QA SLAs	Section 4.7.4 states that the penalty if an invoice is not received within 30 days from the close of the preceding month would be 10%; however, in Attachment J, page 1 SLA-08 states that the penalty would be 5%. Please clarify.	RFP Section 4.7.4, Invoices, third (3rd) paragraph, first (1st) sentence will be amended to state, "If the invoice and supporting documentation are not received within thirty (30) calendar days from the close of the preceding month, a 5% reduction penalty will be enacted on the subject invoice(s)."
123	RFP Section 4.7.5, Renewal Period	This requirement states, "If the Department elects to exercise the one 3-year renewal period, the Contractor's rates for years seven through ten (7-10) will be based upon a one-time price adjustment as detail below and all required approvals." Please confirm this should state, years eight through ten (8-10) instead of seven through ten (7-10).	RFP Section 4.7.5, Renewal Period, will be amended to state, "If the Department elects to exercise the one 3-year renewal period, the Contractor's rates for years eight through ten (8-10) will be based upon a one-time price adjustment as detailed below and all required approvals."
124	RFP Section 4.7.5, Renewal Period	This section of the RFP refers to a renewal period as years 7-10, while the rest of the RFP refers to the 3-year renewal period as years 8-10. It also says we'd be entitled to a "one time" price adjustment, but below it refers to the price adjustment being annual in years 8-10. Can DOH clarify the renewal period and price adjustment?	RFP Section 4.7.5, Renewal Period, will be amended to state, "If the Department elects to exercise the one 3-year renewal period, the Contractor's rates for years eight through ten (8-10) will be based upon a one-time price adjustment as detailed below and all required approvals"
125	RFP Section 4.10 Minority & Women-Owned Business Enterprise (M/WBE) Requirements	To verify, is Attachment 5, Form #1 required to be submitted with the proposal?	Yes, this is required to be submitted with the proposal.
126	RFP Section 6.1.5 M/WBE Forms	Is Attachment 5, Form 1 or 2, 4, and 5 required to be submitted with the proposal? Should the vendor identify M/WBE partners with the proposal?	Yes, this is required to be submitted with the proposal.

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127	RFP Section 6.1.6 Encouraging Use of New York Businesses in Contract Performance	Is Attachment 6 required to be submitted with the proposal?	Yes, this is required to be submitted with the proposal.
128	RFP Section 6.1.12 State Finance Law Disclosure Provisions	Is the State Consultant Services Form A and Form B required to be completed and submitted with the proposal?	No, this is not required to be submitted with the proposal. Please see Section 6.1.12, State Finance Law Consultant Disclosure Provisions.
129	RFP Section 6.1.13 State Finance Law Disclosure Provisions	Are forms ST-220 CA and ST-220 TD required to be completed and submitted with the proposal?	No, this is not required to be submitted with the proposal. Please see Section 6.1.13, Sales and Compensating Use Tax Certification (Tax Law, § 5-a).
130	RFP Section 6.2 Technical Proposal	Will you provide more details on the current QA processes and examples of successful QA practices from previous contracts?	The Department will not share sample documents or procedures from the incumbent QA Contractor. This RFP is not a takeover of current QA scope, the Department is seeking the proposals for the establishment of a new Quality Assurance contract and will evaluate any processes or methodologies with bid submission. The Department does not anticipate the contractor's alignment with existing QA processes and procedures.
131	RFP Section 6.2 Technical Proposal	A cover letter is not listed as a requirement in this section. Can a vendor include one within the technical proposal, and if so, where should it be located?	Vendors are not required to submit a cover letter but this may be included at the beginning of a bidder's technical proposal.
132	RFP Section 6.2.4.1.C, Quality Assurance Techniques, 6.2.4.1.10, Technology Oversight	Under this RFP section there are two subsections that are identical (6.2.4.1.10.1 and 6.2.4.1.10.4). Please confirm that one of these is duplicate, and that the Risks, Issues, and Mitigation Strategies should be focused on Technology Oversight.	These sections are not duplicates. Section 6.2.4.1.10.1 is related to the Technology Oversight scope (RFP sections 4.1.9 and 6.2.4.1.10) and RFP Section 6.2.4.1.10.4 is related to the Compliance Assurance scope (RFP Sections 4.1.10 and 6.2.4.1.10.3).
133	RFP Section 6.2.4.1.5 Quality Assurance Plan	Does the state have an inhouse Organization Change Management (OCM) team for QA Contractor to collaborate with to create the communication approach/plan?	No, the Department does not have an OCM team.
134	RFP Section 6.2.4.2.1.3; RFP Section, 6.3.1, Special Considerations for Schedule B and C	RFP Section 6.2.4.2.1.3 states, "Describe how the proposed staff will understand their roles and responsibilities." However, RFP Section 6.3.1 states, "At the time of proposal submission, named Key staff and Additional staff are not required." Please clarify which staff are required to be listed in the proposal.	See RFP Section 6.3.1, Special Considerations for Schedule B-Key Staff and Schedule C-Additional Staff, "At the time of proposal submission, named Key Staff and Additional Staff are not required." This section merely asks how the bidder, if awarded the contract, will ensure their eventually named staff will understand their roles and responsibilities.
135	6.3.1, Special Considerations for Schedule B-Key Staff and Schedule C-Additional Staff	To verify, Attachments H and I are not to be submitted with the proposal, but 90 days prior to anticipated contract start date?	Yes, that is correct.
136	6.3.1, Special Considerations for Schedule B-Key Staff and Schedule C-Additional Staff	Is Attachment G only due upon request for supplemental staff?	Yes, that is correct.
137	6.3.1, Special Considerations for Schedule B-Key Staff and Schedule C-Additional Staff	Per instructions in RFP Section 5.2, we would like to report a conflict found in the RFP (see below). We request that DOH clarify the solicitation language to confirm that bidders should include fully completed Attachment H and Attachment I files with Technical Proposal submissions. RFP Section 6.3.1 (page 65) "At the time of proposal submission, named Key staff and Additional staff are not required." "Approximately 90 days prior to anticipated contract start date, the Bidder receiving the tentative award will be instructed to complete proposal forms for Key and Additional Staff with actual staff names along with their experience and qualifications, and resumes. These staff proposal forms are: Attachment H – QA Key Staff Proposal Form, and Attachment I – QA Additional Staff Proposal Form." Attachment H, QA Key Staff Proposal Form (page 2) "Your submission for Key staff should total twenty-two (22) positions, plus one Engagement Manager, for a total of 23 positions at time of bid." Attachment H, QA Key Staff Proposal Form (footer) "RETURN THIS PAGE AS PART OF RFP RESPONSE" Attachment I, QA Additional Staff Proposal Form (footer) "RETURN THIS PAGE AS PART OF RFP RESPONSE"	Attachment H, "Key Staff Proposal Form" and Attachment I, "QA Additional Staff Proposal Form" are not required with bid submissions. Approximately 90-days prior to anticipated contract start, the bidder receiving tentative award will be required to submit this form for all proposed Key Staff and Additional Staff. The note in the footer will be removed from Attachments H and I.

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138	RFP Section 7, Proposal Submission, Item #6	This section of the RFP states, "A font size of eleven (11) points or larger should be used." Would the Department allow graphics and table text to be smaller than 11-point font as long as the items are still legible?	Text and graphics included in bids should meet the existing RFP proposal requirements.
139	RFP Attachment A, Proposal Document Checklist	Are bidders required to submit Attachment A or is it for bidder's reference only? If so, can bidders submit it in their Administrative Proposal?	Attachment A is for bidders' reference only and is not required with bid submission.
140	RFP Attachment A, Proposal Document Checklist	Can any New York State Department including Department of Health be used a reference on either Attachment 9 and Attachment L?	Any references for work performed that meets minimum requirements may be used.
141	RFP Attachment B, Cost Proposal Summary	The formula for cell F15, G15, J15, and K15 seem to be missing. Please correct the formulas in these cells and provide an updated Excel spreadsheet.	Attachment B has been corrected.
142	RFP Attachment B, Cost Proposal, Additional QA Staff	We've noticed a potential issue with the total calculation in Column D ("Contract Year 1"). The Total per year in Column D doesn't seem to be adding the dollars populated in Rows 19 through 38. Please correct or unlock D39, so we can correct.	Attachment B has been corrected.
143	RFP Attachment C Historical Volume Data and Metrics, Current QA Staff Levels for Current Systems; RFP Section 4.2.3, Supplemental Staff	In order to assure continuity of current supplemental staff and functions supported by those supplemental staff, should the current supplemental staff be included as additional staff in the proposal or should bidders assume the current supplemental staff will be continued as supplemental staff under a SOW that is executed immediately upon contract start?	Historical Supplemental Staff volumes have been provided to bidders for their reference. Bidders should review the RFP scope to determine the number of staff and mix of titles recommended to complete all requirements of this RFP. Upon contract award, Supplemental Staff may be added or removed at the Department's request.
144	RFP Attachment C Historical Volume Data and Metrics, Current QA Staff Levels for Current Systems	Attachment C does not include the current staff levels under the current QA contracts. As of June 23, 2025, there are a total of 37 as displayed in the table below. To make sure bidders are all bidding the correct level of staff please correct historical staffing levels in Attachment C and provide clarification on how bidders should include this level of staffing in their proposal. System Name Key Staff Supplemental Staff NYSOH 3 6 MMIS 5 5 MDW 3 4 IPA 0 0 MECM 0 10 TAS 0 0 System & Data Integrator 0 0 Engagement Manager 1 0 Total Staff (37) 12 25	Historical Supplemental Staff volumes have been provided to bidders for their reference. Bidders should review the RFP scope to determine the number of staff and mix of titles recommended to complete all requirements of this RFP. Upon contract award, Supplemental Staff may be added or removed at the Department's request.
145	Attachment C Historical Volume Data & Metrics	Does DOH envision that existing QA key and supplemental staff on current system projects will be integrated with, replaced by, or managed separately from the awarded QA contractor's team?	The Department envisions bidders proposing the appropriate staff to complete all scope and requirements included in this RFP.
146	Attachment D.2 DOS PMO MMIS Waterfall and Agile SDLC	Does the state have a specific tool preference for managing Agile projects (Stories, Epics, Sprints, etc.) ? (i.e., Atlassian JIRA, Microsoft Azure DevOps, etc.)	No, the Department does not have a preferred tool.
147	RFP Attachment L, QA Minimum Bidder Qualifications Form	Minimum qualification #2 states "As of the proposal due date, the Bidder must have a minimum of five (5) years of quality assurance experience evaluating project artifacts and coordinating with a Project Management Office (PMO) or in a Project Management practice setting; and" Does the bidder's experience serving as a Project Management Office (PMO) satisfy this qualification?	Yes, assuming that PMO tasks performed meet the minimum required scope.
148	RFP Attachment L, QA Minimum Bidder Qualifications Form	For each of the minimum and preferred qualifications, Attachment L requests three project references. May these references be reused across the qualifications or is there an expectation that each project reference is unique?	Yes, the references may be reused.

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149	RFP Attachment L, QA Minimum Bidder Qualifications Form	Minimum Qualification #2 - Does a vendor need to provide three separate projects or will fewer project suffice as long as we meet the five-year minimum requirement?	A minimum of 3 separate projects with the relevant experience are required.
150	RFP Attachment 8, New York Contract NYS DOH Contract, Section I, General Terms and Conditions	Paragraph M states, "If the DEPARTMENT is of the opinion that the services required by the specifications cannot satisfactorily be performed because of insufficiency of personnel, the DEPARTMENT shall have the authority to require the CONTRACTOR to use such additional personnel, to take such steps necessary to perform the services satisfactorily at no additional cost to the DEPARTMENT." During Small Work Items and Project Work, progressive elaboration of scope may identify the need for additional staff. Consideration must be provided by the Department for the benefit of these additional staff to meet the requirements of this contract. Will the department revise this paragraph to read, "If the services required by the specifications cannot satisfactorily be performed because of insufficiency of personnel, the DEPARTMENT shall have the authority to require the CONTRACTOR to use such additional personnel, to take such steps necessary to perform the services satisfactorily in accordance with Section 4.3.2, Key and Supplemental Staff.?"	The requirement will remain as written. Any additional staff required to mitigate an issue shall be billed at approved rates.
151	RFP Attachment 8, New York Contract NYS DOH Contract, Section III, Term and Termination	Section III.C states that the Department will provide the Contractor at least 10 days' written notice of a Contract default. Would the Department please explicitly state that during such a notice period, the Contractor will have the opportunity to cure such default?	This is at the Department's discretion.
152	RFP Attachment 8, New York Contract NYS DOH Contract, Section III, Term and Termination	Section III.C does not include a statement for non-payment. Would the Department add the following termination language for non-payment? "If DEPARTMENT defaults in the payment when due of any amount payable under this Contract and does not cure the default within ten (10) days after receiving written notice of the default, then CONTRACTOR may, by giving further written notice to DEPARTMENT, terminate this Contract as of a date specified in the notice of termination."	The Department reserves the right to negotiate terms of the contract that are non-material in nature with the contract awardee, within the scope of the RFP and in the best interests of New York State. Nonetheless, bidders must be fully prepared to accept all of the terms and conditions set forth in the RFP, without modification, should the Department determine that that constitutes the best interests of New York State.
153	RFP Attachment 8, New York Contract NYS DOH Contract, Section III, Term and Termination	Paragraph F states, "This Contract may be canceled at any time by the DEPARTMENT giving to the CONTRACTOR not less than 30 days written notice that on or after a date therein specified this Contract shall be deemed terminated and canceled." Comment: The Contractor may incur 3rd party vendor and subcontractor termination costs resulting from the Department's termination of the Contract. Therefore, we request that the following sentence be added to Paragraph F: "Department agrees to pay Contractor for 3rd party vendor and subcontractor termination costs resulting from the Department's cancellation of the Contract."	The Department reserves the right to negotiate terms of the contract that are non-material in nature with the contract awardee, within the scope of the RFP and in the best interests of New York State. Nonetheless, bidders must be fully prepared to accept all of the terms and conditions set forth in the RFP, without modification, should the Department determine that that constitutes the best interests of New York State. See section 2.2 important information: The Bidder must review, and is requested to have its legal counsel review, Attachment 8, the DOH Agreement (Standard Contract), as the successful Bidder must be willing to enter into the Contract awarded pursuant to this RFP in the terms of Attachment 8, subject only to any amendments to the Standard Contract agreed by the Department during the Question and Answer Phase of this RFP (see, Section 5.2).
154	RFP Attachment 8, New York Contract, NYS DOH Contract, Section IV, Contract Insurance Requirements	This section requires Contractor's insurance policies to include a provision for the carrier to provide the Department with 30 days prior written notice of any policy cancellations, material changes or non-renewals. Will the Department permit Contractor to provide such notice to the Department in lieu of the carrier, if Bidder's carrier is unwilling or unable to provide written notice?	Yes. The Department will permit the Contractor to provide such notice in lieu of the carrier if the Bidder's carrier is unwilling or unable to provide written notice. Bidder/Contractor will need to provide evidence reasonably acceptable to the Department of the unwillingness or legal inability of its carrier to provide such notices
155	RFP Attachment 8, New York Contract, NYS DOH Contract, Section IV, Contract Insurance Requirements	This section requires evidence of renewal or replacement policies at least two weeks prior to the expiration of any policy. Will the Department consider adding "or as soon as reasonably practicable" to the first sentence of this section to read "At least two week prior to the expiration of any policy required by the Contract, or as soon as reasonably practicable, ..." given Contractor will be reliant upon the carriers and insurance broker to issue the new certificates?	The Department reserves the right to negotiate terms of the contract that are non-material in nature with the contract awardee, within the scope of the RFP and in the best interests of New York State. Nonetheless, bidders must be fully prepared to accept all of the terms and conditions set forth in the RFP, without modification, should the Department determine that that constitutes the best interests of New York State.
156	RFP Attachment 8, New York Contract, NYS DOH Contract, Section IV, Contract Insurance Requirements	This section includes "Cybersecurity Liability" as a possible coverage under the Commercial General Liability policy. Is Cybersecurity Liability applicable for this engagement? If yes, will the department accept Contractor providing such coverage under a standalone claims-made Professional Liability/Network Security policy?	No

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Question #	Corresponding RFP Section	Question	Answer
157	RFP Attachment 8, New York Contract NYS DOH Contract, Section IV, Contract Insurance Requirements Paragraph B, Conditions Applicable to Insurance	<p>Item 3 states, "In addition, if required by the DEPARTMENT, the CONTRACTOR shall deliver to the DEPARTMENT within forty-five (45) days of such request a copy of any or all policies of insurance not previously provided, certified by the insurance carrier as true and complete."</p> <p>Due to the highly confidential nature of our company's insurance policies, we do not share our insurance policies with clients, therefore will the Department please strike this requirement?</p> <p>NOTE: In lieu of the policies, we can provide a certificate of insurance.</p> <p>Will the Department please revise Item 3.a to read as follows: "Be in the form approved by the Department; such approval will not be unreasonably withheld"?</p> <p>Will the Department please revise the first sentence of Item 4 to specifically read as follows: "Commercial General Liability, Commercial Automobile Liability and Umbrella Liability insurance policies shall provide primary and non-contributory coverage to the DEPARTMENT for claims arising from the CONTRACTOR'S Work under this CONTRACT...?"</p> <p>Will the Department please revise Item 7 to read as follows: "Subcontractors. Should the CONTRACTOR engage a subcontractor, the CONTRACTOR shall endeavor to impose insurance requirements appropriate to each subcontractor's activities under the agreement. Required insurance limits should be determined commensurate with the work of the subcontractor. Proof thereof shall be supplied to the DEPARTMENT."?</p>	<p>The Department reserves the right to negotiate terms of the contract that are non-material in nature with the contract awardee, within the scope of the RFP and in the best interests of New York State. Nonetheless, bidders must be fully prepared to accept all of the terms and conditions set forth in the RFP, without modification, should the Department determine that that constitutes the best interests of New York State.</p>
158	RFP Attachment 8, New York Contract NYS DOH Contract, Section IV, Contract Insurance Requirements Paragraph B, Conditions Applicable to Insurance	<p>Will the Department please revise the first sentence of Item 5 to read as follows: "At least two weeks prior to the expiration of any policy required by this Contract, evidence of renewal or replacement policies of insurance with terms no less favorable to the DEPARTMENT than the expiring policies shall be delivered to the DEPARTMENT in the manner required for service of notice certificates of insurance and notices thereunder set forth in Section IV.B.3, above."?</p> <p>And the last sentence of Item 5 to read as follows: "Should the CONTRACTOR fail to provide or maintain any insurance required by this Contract, or proof thereof is not provided to the DEPARTMENT within 30 days, the DEPARTMENT may withhold further Contract payments, treat such failure as a breach or default of the Contract, and/or, after providing written notice to the CONTRACTOR, require the Surety, if any, to secure appropriate coverage and/or purchase insurance complying with this Contract and charge back such purchase to the CONTRACTOR."?</p> <p>Our company policy does not allow clients to dictate or approve the deductibles that we carry under our policies of insurance. Therefore, will the Department please revise the first sentence of Item 6 to read as follows: "Certificates of Insurance must indicate the applicable deductible/self-insured retentions above \$100,000.00.", and delete "which are subject to approval by the DEPARTMENT."?</p>	<p>The Department reserves the right to negotiate terms of the contract that are non-material in nature with the contract awardee, within the scope of the RFP and in the best interests of New York State. Nonetheless, bidders must be fully prepared to accept all of the terms and conditions set forth in the RFP, without modification, should the Department determine that that constitutes the best interests of New York State.</p>
159	RFP Attachment 8, New York Contract NYS DOH Contract, Section IV, Contract Insurance Requirements Paragraph C, Specific Coverages and Limits	<p>Bullet (h) states, "b. independent contractors/subcontractors."</p> <p>Our company's insurance policies do not provide insurance coverage for our independent contractors and subcontractors. Therefore, we request that paragraph (b) be deleted.</p> <p>If subcontractors are retained by our company to provide services, we require subcontractors to maintain insurance appropriate to each subcontractor's activities and according to flow-down insurance requirements, if any, in amounts proportional to the subcontractor's work or commensurate with the amount of risk under the contract.</p> <p>Bullet (s) states, "c. CG 25 03 11 85 or an equivalent – Designated Construction Projects(s) general aggregate limit (only required for construction Contracts)."</p> <p>Since this ISO form does not apply to the RFP's scope of services, will the Department consider striking this bullet?</p>	<p>The Department reserves the right to negotiate terms of the contract that are non-material in nature with the contract awardee, within the scope of the RFP and in the best interests of New York State. Nonetheless, bidders must be fully prepared to accept all of the terms and conditions set forth in the RFP, without modification, should the Department determine that that constitutes the best interests of New York State.</p>
160	RFP Attachment 8, New York Contract NYS DOH Contract, Section IX, General Specifications	<p>Large, well-managed, reputable contractors require a reasonable limitation of liability clause in their contracts. Section IX.J of the DOH Contract includes the State's standard indemnification but does not include a clause similar to the State's standard limitation of liability clause, as previously provided in their statewide "OGS Backdrop" contracts.</p> <p>Would the Department, therefore, please include the following standard limitation of liability clause immediately following the Section IX.J indemnification clause as follows?</p> <p>"For all other claims against the Contractor, and regardless of the basis on which the claim is made, Contractor shall be fully liable for the actions of its agents, employees, partners or subcontractors and such liability for direct damages under the Contract shall not exceed the greater of one hundred thousand dollars (\$100,000), the dollar amount of the applicable SOW or two (2) times the charges rendered by the Contractor under the applicable SOW. Unless otherwise specifically enumerated herein, Contractor shall not be liable for consequential, indirect, special or economic consequential damages, even if Contractor has been advised of the possibility of such damages. Contractor shall not be responsible for loss of records or data unless the Contractor is required to back-up the records or data as a deliverable."</p>	<p>The Department reserves the right to negotiate terms of the contract that are non-material in nature with the contract awardee, within the scope of the RFP and in the best interests of New York State. Nonetheless, bidders must be fully prepared to accept all of the terms and conditions set forth in the RFP, without modification, should the Department determine that that constitutes the best interests of New York State.</p>

New York State Department of Health
Request For Proposals (RFP) #20506
Medicaid Systems Quality Assurance Services
Questions and Answers - August 18, 2025

Question #	Corresponding RFP Question Section	Answer																					
161	RFP Attachment 8, New York Contract NYS DOH Contract, Section IX, General Specifications	Will the Department include a new section 6 containing the following language (or something similar) to clarify Contractor's pre-existing/independently developed materials remain the property of the Contractor? Suggested language for consideration: 6. Contractor IP. Deliverables do not include any pre-existing and/or independently developed intellectual property, materials, ideas, know-how, processes and methodologies of the Contractor ("Contractor IP"), and such Contractor IP and any developments, modifications, improvements, or enhancements of Contractor IP will remain the property of Contractor."	The Department reserves the right to negotiate terms of the contract that are non-material in nature with the contract awardee, within the scope of the RFP and in the best interests of New York State. Nonetheless, bidders must be fully prepared to accept all of the terms and conditions set forth in the RFP, without modification, should the Department determine that that constitutes the best interests of New York State.																				
162	RFP Attachment 8, New York Contract NYS DOH Contract, Section IX, General Specifications	Will the Department consider modifying Section J to clarify indemnification is reserved for third party claims and to align Contractor's scope of exposure with limits more appropriate for professional services engagements? Proposed edits for consideration: "CONTRACTOR shall be fully liable for the actions of its agents, employees, partners or subcontractors and shall fully indemnify and save harmless the DEPARTMENT from third party suits, actions, damages and costs of every name and description relating to personal injury and damage to real or personal tangible property..."	The Department reserves the right to negotiate terms of the contract that are non-material in nature with the contract awardee, within the scope of the RFP and in the best interests of New York State. Nonetheless, bidders must be fully prepared to accept all of the terms and conditions set forth in the RFP, without modification, should the Department determine that that constitutes the best interests of New York State.																				
163	RFP Attachment 8, New York Contract NYS DOH Contract, Section IX, General Specifications	Will the Department consider modifying Section K to clarify indemnification is reserved for third party claims and to align Contractor's scope of exposure with limits more appropriate for professional services engagements? Proposed edits for consideration: "The CONTRACTOR will also indemnify and hold the DEPARTMENT harmless from and against any and all third party damages, expenses (including reasonable attorneys' fees)..."	The Department reserves the right to negotiate terms of the contract that are non-material in nature with the contract awardee, within the scope of the RFP and in the best interests of New York State. Nonetheless, bidders must be fully prepared to accept all of the terms and conditions set forth in the RFP, without modification, should the Department determine that that constitutes the best interests of New York State.																				
164	RFP Attachment 8, New York Contract NYS DOH Contract, Section IX, General Specifications	Will the Department consider including a standard Limitation of Liability clause customary for professional services agreements? Proposed language for consideration: "Limitation of Liability. Neither party shall be liable for consequential, special, punitive, or incidental damages, or lost profits from any cause under this Agreement. Each party's liability (whether in contract, tort, negligence, strict liability, by statute, or otherwise) to the other party or to any third party under this Agreement shall in the aggregate be limited to direct damages not to exceed the fees received by Contractor for the portion of its Services giving rise to such claim."	The Department reserves the right to negotiate terms of the contract that are non-material in nature with the contract awardee, within the scope of the RFP and in the best interests of New York State. Nonetheless, bidders must be fully prepared to accept all of the terms and conditions set forth in the RFP, without modification, should the Department determine that that constitutes the best interests of New York State.																				
165	Worksheet C. Additional QA Staff	Cost related formulae are not working within the Contract year 1 cost. Can we correct the formulae for submission.	Attachment B has been corrected.																				
166	Worksheet A. Summary	Supplement Staff cost for year 9 and year 10 are not getting captured in Summary sheet. Can we correct the formulae for submission.	Attachment B has been corrected.																				
167	Worksheet A. Summary	Department supplemental funding cost is pre-poulated with the data, is this for your calculation propose.	Hours are prepopulated, bidders are asked to complete the rate per Supplemental Staff title on this attachment.																				
168	Worksheet A. Summary	Can the vendor bring the tool to the NY environment for enhancing and completing the scope of the work? If so, where can we add the tool software cost?	Software costs are included in Supplemental Funding. Please refer to RFP Section, 4.4.5, Additional Technology Products.																				
169	Project Portfolios and project Sizing in Effort Hours	We observed the average number of evolutions project by size, is this for a year or anticipating for the entire contract period	Attachment C, Historical Volume Data and Metrics, contains monthly and semi-annual volumes, as defined in the table on page 2. The table on page 3 indicates the average projects by project size. Please see the details below for current annual volumes by project size. <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Size</th> <th>eMedNY</th> <th>MDW</th> <th>NYSOH</th> </tr> </thead> <tbody> <tr> <td>Small Project Hour Range</td> <td>93</td> <td>175</td> <td>47</td> </tr> <tr> <td>Medium Project Hour Range</td> <td>57</td> <td>15</td> <td>14</td> </tr> <tr> <td>Large Project Hour Range</td> <td>57</td> <td>4</td> <td>13</td> </tr> <tr> <td>X Large Project Hour Range</td> <td>4</td> <td>2</td> <td>1</td> </tr> </tbody> </table>	Size	eMedNY	MDW	NYSOH	Small Project Hour Range	93	175	47	Medium Project Hour Range	57	15	14	Large Project Hour Range	57	4	13	X Large Project Hour Range	4	2	1
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170	Page # 1, Cover Page	The attachment " Appendix Q: Modification of Standard Department of Health Contract Language" is missing. Please confirm the same for us to submit any modifications or exceptions to the contract language.	Appendix Q would be developed with the vendor after contract award. Please note that the Department reserves the right to negotiate terms of the contract that are non-material in nature with the contract awardee, within the scope of the RFP and in the best interests of New York State. Nonetheless, bidders must be fully prepared to accept all of the terms and conditions set forth in the RFP, without modification, should the Department determine that that constitutes the best interests of New York State.																				