



Department of Health

RFP # C041700

Vital Events Integrated System (VEIS)

Amendment #2

Posted December 15, 2025

The following are official modifications, which are hereby incorporated into RFP C041700 Vital Events Integrated System (VEIS).

The information contained in this amendment prevails over the original RFP language. For all amendments below, deleted language appears in strikethrough (“~~xxx~~”) and added language appears in red underline (“xxx”).

RFP C041700 Vital Events Integrated System (VEIS)	
<u>Event</u>	<u>Date</u>
Issuance of Request for Proposals	October 16, 2025
Deadline for Submission of Written Questions	Questions Due By October 30, 2025 4:00 p.m. ET
Responses to Written Questions Posted by the Department	Responses Posted By On or About November 20 <u>December 8</u> , 2025
Deadline for Submission of Proposals	Proposals Due On Or Before December 11, 2025 <u>January 5, 2026</u> <u>January 12, 2026</u> 4:00 p.m. ET
<i>Anticipated</i> Contract Start Date	September 1, 2026

Section 4.1.1 General Vital Records Functionality and System Requirements

C. Secure Digital Mailroom

The contractor will receive, open and process an estimated 22,100 inbound physical and electronic mail related to vital records annually. The digital mailroom can be located anywhere within the Continental United States. DOH will not be providing a physical location and the Bidder will be responsible for the infrastructure to manage and operate the secure digital mailroom. Paper mail will be scanned into indexed searchable digital formats and all documents will be securely stored and managed in a centralized electronic content management system. The service will include automated classification, data extraction and routing of mail to authorized customers while ensuring compliance with information security standards and audit trails. The secure digital mailroom will also manage secure document destruction when required and provide timely access to digital mail for authorized users. The secure digital mailroom must support ongoing security, privacy and regulatory requirements for handling sensitive vital records through the main processing lifecycle. The secure digital mailroom must be in compliance with recognized security standards for handling sensitive personal information, including but not limited to PCI-DSS compliance, encrypted datatransmission and secure identity verification mechanisms. The contractor must enable secure routing of digitized documents to the DOH. The contractor must perform order verification, manage and send weekly return shipments, and ensure secure record retention. The contractor must be responsible for processing and integrating physical document requests received through their remote channels via the contractor's website. The contractor must be able to receive mail orders from DOH for digitizing and processing, while maintaining security and compliance. Services include opening, sorting, and scanning of all mail items and secure electronic order processing. This service will provide the DOH with a more efficient mail order processing that includes moving vital records orders to higher efficiency channels, which will in turn optimize fulfillment times and improve customer service. The mailroom service includes, but is not limited to, the following components:

4.1.2 System Integrations

The contractor's system must be capable of integrating with multiple systems/applications, including, but not limited to those listed below:

Legacy applications - Less than 10 Legacy applications, some having bidirectional data flows. Additional system details will be provided during the planning phase of the project.

Federal data exchange systems

Municipal Registry Systems – The Department estimates close to 1,000 Municipal Registry Systems.

Content management systems – The Department currently uses FileNet. The solution should be compatible with any future NYS standard technology offerings.

Remote order and payment processing system, including but not limited to, order history, comments between contractor and consumer, document mailings, and completion of request.

Automated mail intake, scanning, real-time racking and encryption for secure datahandling.

Connections to other systems to auto-route digitized documents.

Electronic vital events registration management system

Coroner and Medical Examiner Case Management Systems – The Department estimates roughly 55 Coroner and Medical Examiner Case Management Systems.

A. Integration with State-Specific Processes

The system must integrate with the DOH remote order issuance, processing, imaging systems, and secure mailroom services. The system must also integrate with New York's Health Commerce System (HCS) for authentication and authorization, ID proofing, and user's permissions and access for 100,000+ users. [New York's Health Commerce System is OIDC based with multifactor authentication.](#) Integration with the comprehensive content management system, legacy applications and the federal data-exchange system will also be required. In addition, the contractor solution must integrate with systems currently in use in municipalities utilizing an Electronic Registry System. The contractor will be required to integrate the Remote Order Payment and Processing Service with the above vital events electronic registration management system to search, identify, edit and retrieve images. The contractor will also provide an image editor which allows for editing of images prior to issuance.

Additionally, the contractor must adhere to all state-mandated reporting, incorporate state-defined fee structures, and ensure compatibility with municipal systems while providing mechanisms to update the system in response to policy changes. The contractor must follow a Software Development Lifecycle process to meet initial and future needs.

4.1.6 Consumer Call Center Services

The contractor must manage a high-volume call center to support users who encounter difficulties in using the system. The call center must provide the following services:

- Provide customer support and assistance 24/7/365
- Address all user issues, technical, access, process and general inquiries.
- Escalate technical issues to the appropriate technical support staff upon identification
- Resolve every user issue in less than three (3) business days
- Track service call data, such as caller, username, issue, action taken, and outcome
- Retain all service calls for quality assurance and training purposes for six years
- Support TTY caller inputs to accommodate callers with hearing impairment
- Provide Spanish-speaking operators and translation services into the top 12 most common non-English languages among New York's, [per Census Data.](#)
- [Provide sufficient staff and an infrastructure to maintain the standards of service described in the New York Experience Call Center Standards found here: <https://www.ny.gov/new-york-experience-nyx/call-center-standards> at all times.](#)

4.1.10 System Performance

C. Solution Performance

The contractor's solution must be capable of supporting a minimum of 100,000 users, with the ability to handle at least 60,000 concurrent users with no degradation in performance. The solution must be scalable to accommodate increased transaction volumes and staff levels while maintaining optimal response times. For simple transactions, such as screen flips, response times should be as close to instantaneous as possible (0-3 seconds), and for more complex operations, such as generating reports on large data sets, response times should be under five seconds. The contractor is responsible for providing regular reports to DOH on service level metrics, including monthly and annual solution availability and on-demand response/resolution times.

Additionally, the contractor must have a solution performance dashboard that displays the operational status of all systems and modules. The solution should include load-balancing capabilities to manage peak demand periods, such as during high-volume insurance requests for death records. The contractor is also responsible for all aspects of public order processing, integrating order processing services with Vital Events Electronic Registration Management Systems, and offering multiple order processing methods with full customer support. Furthermore, the contractor must manage customer correspondence and provide secure mailroom services to ensure timely and secure communication. [Bidders should refer to Standard Terms for Artificial Intelligence Purchases for NYS Office of Information Technology Services at the following link: \[https://its.ny.gov/system/files/documents/2025/04/appendix-c-ai-april-2025_1.pdf\]\(https://its.ny.gov/system/files/documents/2025/04/appendix-c-ai-april-2025_1.pdf\)](#)

6.2.4.1. General Vital Records Functionality and System Requirements

C. Secure Digital Mailroom

Bidder should describe their capabilities, knowledge, and experience in providing a Secure Digital Mailroom which can be located anywhere in the Continental United States but will not be provided by the Department. Bidder should:

- a) Describe how the secure digital mailroom receives physical copies and process this mail electronically.
- b) Describe how digitized mail is then classified, indexed and delivered to the appropriate applicant or entity.
- c) Describe what scanning technologies are used to ensure high-resolution, legible digital copies.
- d) Describe what controls will be used for order verification.
- e) Describe what controls are used to prevent unauthorized access or data breaches in the digital mailroom. Provide examples of how you will report and track mailroom performance metrics.
- f) Describe what encryption methods are used to protect the vital events mail data during scanning, transmission, storage and access.
- g) Describe how is access to the scanned digital mail controlled and audited. Describe any role-based access controls.
- h) Describe how the movement of every piece of mail tracked.
- i) Describe what configurable automated routing rules are based on document type, content, sender or category to direct mail to the proper system or authorized person.

6.2.4.1.2 System Integrations

Bidder should describe their capabilities, knowledge, and experience in providing System Integrations.

Bidders should:

A. Integration with State-Specific Processes

Describe how the system will integrate and share data with the following:

- a) NYS Health Commerce System (HCS) for authentication/authorization - New York's Health Commerce System is OIDC based with multifactor authentication.
- b) Legacy applications and content management systems - Less than 10 Legacy applications, some having bidirectional data flows. The Department cannot give examples of these systems as this would pose security risks. Additional system details will be provided during the planning phase of the project.
- c) Federal data exchange systems (SSA, NCHS, CDC)
- d) Municipal using Electronic Registry Systems - The Department estimates close to 1,000 Municipal Registry Systems.
- e) Content management systems – The Department currently uses FileNet. The solution should be compatible with any future NYS standard technology offerings.
- f) Remote order and payment processing system, including but not limited to, order history, comments between vendor and consumer, document mailings, and completion of request.
- g) Automated mail intake, scanning, real-time racking and encryption for secure data handling. Connections to other systems to auto-route digitized documents.
- h) Electronic vital events registration management system.
- i) Coroner and Medical Examiner Case Management Systems- The Department estimates roughly 55 Coroner and Medical Examiner Case Management Systems.

6.2.4.1.6 Consumer Call Center Services

Bidder should describe their capabilities, knowledge, and experience in providing Consumer Call Center Services. Bidder should:

- a) Describe the plan and experience to provide a call center available 24/7 and 365 days per year and sufficient staff and **an infrastructure to maintain the standards of service described in the New York Experience Call Center Standards found here: <https://www.ny.gov/new-york-experience-nyx/call-center-standards> at all times.**
- b) Describe the average speed of answer and call abandonment rate.
- c) Describe the customer service representatives trained to address all user issues, technical, access, process and general inquiries.
- d) Describe how issues are escalated to the appropriate technical support staff and if there's a documented escalation plan and workflow.
- e) Describe how every user issue will be successfully resolved within three (3) business days.
- f) Describe how the solution tracks customer service call data for each interaction, including name, issue, action and outcome.
- g) Describe the plan to be fully equipped to receive and process TTY calls.
- h) Describe the plan to have Spanish-speaking operators available to handle calls and if translation services are accessible for at least the top 12 most common non-English languages.

6.2.4.1.10 System Performance

- a) Describe the plan to ensure the system is able to support a minimum of 100,000 users concurrently, with at least 60,000 users active at any time, without performance degradation and provide performance test results.
- b) Describe the load balancing and peak demand management capabilities of the system.
- c) Describe what the plan and experience is in provide performance dashboard to showcase the operational status of all systems and modules. Describe what key metrics and status indicators are shown. Describe the capability to see real-time load balancing and system health during high demand.
- d) Describe how all components of order processing will be integrated with the vital events electronic registration management system.
- e) **Describe the plan to ensure that any proposed use of Artificial Intelligence is in compliance with the Standard Terms for Artificial Intelligence Purchases for NYS Office of Information Technology Services at the following link: https://its.ny.gov/system/files/documents/2025/04/appendix-c-ai-april-2025_1.pdf**

8.3 Technical Evaluation

The evaluation process will be conducted in a comprehensive and impartial manner. A Technical Evaluation Committee comprised of Program Staff of Department will review and evaluate all proposals.

Proposals will undergo a preliminary evaluation to verify Minimum Qualifications to Propose (Section 3.0).

The Technical Evaluation Committee members will independently score each Technical Proposal that meets the submission requirements of this RFP. The individual Committee Member scores will be averaged to calculate the Technical Score for each responsive Bidder.

The scores will be normalized by using the following formulas:

$$Z = (X/Y) * 70\%$$

$$Z = (X/Y) * 70$$

X is the average raw technical score of the proposal being scored;

Y is the average raw technical score of the highest raw Technical Proposal; and

Z is the Total Technical Score.

The technical evaluation is **70%** of the final score.

The Technical Proposal evaluation is **70% (up to 70 points)** of the final score.

8.4 Cost Evaluation

The Cost Evaluation Committee will examine the Cost Proposal documents. The Cost Proposals will be opened and reviewed for responsiveness to cost requirements. If a cost proposal is found to be non-responsive, that proposal may not receive a cost score and may be eliminated from consideration.

The Cost Proposals will be scored based on a maximum cost score of XX points. The maximum cost score will be allocated to the Cost Proposal with the lowest all-inclusive not-to-exceed maximum price. All other responsive proposals will receive a proportionate score based on the relation of their Cost Proposal to the Cost Proposal(s) offered at the lowest final cost, using this formula:

$$C = (A/B) * 30\%$$

$$C = (A/B) * 30$$

A is Total price of lowest Cost Proposal;

B is Total price of Cost Proposal being scored; and

C is the Cost score.

The Cost Proposal evaluation is **30% (up to 30 points)** of the final score.