



Department of Health

Request for Proposals

RFP # C041700

Vital Events Integrated System (VEIS)

Issued: October 16, 2025

PERMISSIBLE SUBJECT MATTER CONTACT:

Pursuant to State Finance Law § 139-j(3)(a), the Department identifies the following allowable person to contact for communications related to the submission of written bids, written questions, pre-bid questions, and debriefings.

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DESIGNATED CONTACT:

Pursuant to State Finance Law §§ 139-j and 139-k, the New York State Department of Health (hereinafter referred to as the “**Department**”) identifies the following designated person to whom all communications attempting to influence the Department’s conduct or decision regarding this procurement must be made.

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1.0 CALENDAR OF EVENT

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	On or About Responses Posted By November 20, 2025
Deadline for Submission of Proposals	Proposals Due On Or Before December 11, 2025 4:00 p.m. ET
<i>Anticipated</i> Contract Start Date	September 1, 2026

2.0 OVERVIEW

Through this Request for Proposals (“RFP”), the New York State Department of Health (the “Department”) is seeking competitive proposals from qualified bidders that will assume responsibility for development, implementation, maintenance, technical and user support of a comprehensive vital events integrated system, as further detailed in Section 4.0 (Scope of Work). The solution is defined as the overarching, comprehensive service package the vendor provides, which includes all functional elements (e.g., software, infrastructure, and integration capabilities) needed to meet DOH's requirements. The solution should encompass multiple systems that integrate seamlessly to deliver all required services. A system is defined specifically for individual software modules, applications, and technical components that make up the "solution." For instance, the vital events electronic registration management system is one part of the overall solution, focused on electronically registering, validating, issuing and managing vital events. The vendor’s solution must provide a comprehensive suite, including a vital events electronic registration management system, secure digital mailroom, and remote order and payment processing services. DOH will utilize a single organization to provide the services outlined in this RFP. Solution, implementation, and contract work subsequent to this RFP must adhere to and comply with all requirements outlined within this RFP.

The Department desires a modern vital events integrated system housed on a sustainable infrastructure in full compliance with the NYS ITS & Design Intake Policies. This system must ensure that data are readily accessible to the Department to provide vital records services and share data with state and national partners such as Medicaid, the National Center for Health Statistics (NCHS), and the Social Security Administration (SSA). The solution needs to comply with current SSA and NCHS reporting methods. This initiative aims to transform DOH’s current electronic and paper-based processes for managing birth, death, pregnancy loss, marriage, marriage dissolution (divorce), and adoption certificates to a more efficient and integrated system. The goal is to streamline operations, improve data quality, enhance accessibility and timeliness, and provide a more effective way to handle vital records, ensuring both greater efficiency and compliance with regulatory standards. Through this RFP, DOH seeks to engage a qualified vendor capable of delivering a robust and secure electronic solution that meets these objectives.

While the initiative primarily focuses on modernizing the system, it is expected to help address workforce challenges by:

- Simplifying Processes: A modern system must reduce the manual labor needed to perform tasks.
- Reducing Backlogs: Automation and modern functions will allow staff to focus on more complex matters.
- Streamlining Training: A modern system will provide a more efficient training process for current and new staff.

By improving the efficiency of processes, the modernization effort will lead to faster processing times for vital records requests, which benefits NYS citizens. It will also improve the accuracy and accessibility of vital records, ensuring that these critical documents are readily available when needed for legal and administrative purposes.

It is the Department's intent to award one (1) contract from this procurement.

2.1 Introductory Background

The DOH is responsible for filing the following: birth, pregnancy loss, death, and marriage certificates occurring outside the five boroughs of New York City; and, within New York State outside of New York City; divorce and dissolution of marriage certificates statewide, including New York City.

DOH is also responsible for filing corrections and amendments to registered certificates within the electronic vital event record system including statewide adoptions. Alternatively, when corrections are made on the filed paper certificates at local registrar offices, appropriate notification must be provided to DOH.

DOH ensures the accuracy and completeness of vital records, provides public access to these records, and supports the issuance of certificates for legal, administrative, and personal purposes. In addition, DOH plays a critical role in data collection and analysis related to vital statistics, which informs public health policies and programs.

DOH also works to ensure compliance with state and federal laws regarding the protection and confidentiality of vital records. The public requires certified copies of such certificates, for example, to apply for a passport or driver's license; to establish citizenship or employment verification; and to collect Social Security, life insurance, and other benefits; etc. [Article 41 of the New York State Public Health Law](#) establishes the fee for certified copies of birth, death, marriage, divorce, adoption, and pregnancy loss certificates. The Public Health Law authorizes additional handling fees. Payment is required before the certificate can be issued. Annually, DOH processes over 110,000 requests for certificate copies by mail, telephone, and the Internet.

Current State/Legacy Environment

All documentation, road maps, programming languages, and other information explaining legacy applications will be provided to the awarded vendor upon contract award.

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](#)). Please note that this RFP and the awarded Bidder's Bid will become part of the Contract as Appendix B and C, respectively.

It should be noted that Appendix A of [Attachment 8](#), "Standard Clauses for New York State Contracts", contains important information, terms and conditions related to the Contract to be entered into as a result of this RFP and **will be incorporated, without change or amendment**, into the Contract entered into between the Department and the successful Bidder. By submitting a response to this RFP, the Bidder agrees to comply

with all the provisions of the Contract, including all of the provisions of Appendix A.

Note, [Attachment 7](#), the Bidder's Certified Statements, **must** be submitted by each Bidder and includes a statement that the Bidder accepts, **without any added conditions, qualifications or exceptions**, the contract terms and conditions contained in this RFP including any exhibits and attachments, including, without limitation, [Attachment 8](#). It also includes a statement that the Bidder acknowledges that, should any alternative proposals or extraneous terms be submitted with its Bid, such alternate proposals or extraneous terms will not be evaluated by the Department.

Any qualifications or exceptions proposed by a Bidder to this RFP should be submitted in writing using the process set forth in [Section 5.2](#) (Questions) prior to the deadline for submission of written questions indicated in [Section 1](#). (Calendar of Events). Any such qualifications or exceptions that are not proposed prior to the deadline for the submission of written questions will not be considered by the Department after contract award. Any amendments the Department makes to the RFP as a result of questions and answers will be publicized on the Department's web site and will be available and applicable to all Bidders equally.

2.3 Term of the Agreement

The term of the Contract that will be entered into pursuant to this RFP between the Department and one successful Bidder is expected to be for a period of seven (7) years commencing on the date shown on the Calendar of Events in [Section 1](#), subject to the availability of sufficient funding, successful Contractor performance, and approvals from the New York State Attorney General (AG) and the Office of the State Comptroller (OSC).

3.0 BIDDERS' QUALIFICATIONS TO PROPOSE

3.1 Minimum Qualifications

The Department will accept proposals from bidders with the following types and levels of experience as a prime contractor.

1. The Bidder must have a minimum of five (5) years of experience in operating, maintaining, and supporting a secure, web-based order processing and payment system for vital records, including data verification and eligibility, that processed a minimum of 1250 orders per week for a vital records jurisdiction.
2. The Bidder must have a minimum of five (5) years of experience within the last seven (7) years in the development of software for the electronic registration of vital events for vital records jurisdictions. (Fifty United States, District of Columbia, New York City, and the five United States territories). The experience must encompass at least two of the following vital events currently in the production environment: birth, death, pregnancy loss, marriage or dissolution of marriage.
3. The Bidder must have a minimum of three (3) years of experience accepting mail-in orders, handling sensitive personal information, PCI-DSS compliance, encrypted protocols for data transmission, secure identity verification, and evidence of secure handling and storage processes for digital mail.
4. The Bidder must have a minimum of (3) years of experience operating a high-volume call center operations that handles 5,000-10,000 calls weekly.
5. The Bidder must provide evidence they have transmitted HL7 Fast Healthcare Interoperability Resources (FHIR) data between jurisdictional Vital Records Offices and the National Center for Health Statistics (NCHS).

Experience acquired concurrently is considered acceptable

For the purposes of this RFP, a “prime contractor” is defined as one who has the contract with the owner of a project or job and has full responsibility for its completion. A prime contractor undertakes to perform a complete contract.

Failure to meet these Minimum Qualifications will result in a proposal being found non-responsive and eliminated from consideration.

4.0 SCOPE OF WORK

This Section describes the services that are required to be provided by the selected bidder. The selected bidder must be able to provide all of these services throughout the contract term.

PLEASE NOTE: Bidders will be requested to provide responses that address all of the requirements of this RFP as part of its Technical Proposal.

The terms “bidders”, “vendors” and “proposers” are also used interchangeably. For purposes of this RFP, the use of the terms “shall”, “must” and “will” are used interchangeably when describing the Contractor’s/Bidder’s duties.

The selected contractor's solution will encompass a vital event integrated system that includes a vital events electronic registration management system, remote order and payment processing system, and secure digital mailroom. A vital events electronic registration management system will manage the electronic recording of birth, death, pregnancy loss, marriage and marriage dissolution. This system must also support record modifications, including amendments, corrections, and statewide adoptions, and integrate with DOH remote order issuance, processing, and imaging systems and the secure digital mailroom. This includes, but is not limited to, system requirements gathering, programming, testing, validation and ongoing maintenance and support. The contractor will need to successfully support timely electronic filing and delivery of required data in accordance with NYS legislation, the federal government and to the New York State health programs and numerous other entities for research and surveillance. The contractor must have the capability of identifying, transforming, and submitting vital records data to each of the 57 vital records offices in the United States and other federal government partners daily. The contractor must provide evidence they have transmitted HL7 FHIR data between jurisdictional Vital Records Offices and the NCHS.

The contractor solution must integrate with New York’s Health Commerce System (HCS) for authentication and authorization, ID proofing, and permissions and access for 100,000+ users. 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 a vital events electronic registration management system. The contractor solution will include managing and hosting the necessary information technology infrastructure for all systems and services within the solution, including, but not limited to, servers, data storage, networking, backups, and updates. They will perform all necessary data collection services and payment authorization functions to process orders from applicants. This includes information about the applicant (name, address, relationship to certificate holder, etc.), entitlement review and verification, information about the requested record (names, dates, etc.), and financial information (credit/debit card number/money order/personal checks). On a daily basis, order information received by the contractor must be automatically transferred to the Department. A synergistic relationship must be established to the actual certificate-based data, which will allow for immediate matching and retrieval of the requested certificate.

The contractor will receive, open and process all inbound physical and electronic mail related to vital records. 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 selected contractor solution must include customer services and a remote order and payment processing system that has no direct cost to DOH. The cost of the remote order and payment system must be accrued through the revenue generated from processing fees of those requests responder must not charge the State to develop, maintain, or upgrade the remote order and payment processing system. These costs would be supported via the service fee price per order and expedited shipping fee price charged to the individual requesting the record as accounted for in Table six of the Cost Proposal. The cost of the Vital Events Electronic Registration Management System to DOH would be in the form of development, maintenance, hosting, and enhancement cost. The secure digital mailroom cost to DOH would be structured as a cost per application.

4.1 Tasks/Deliverables

4.1.1 General Vital Records Functionality and System Requirements

The selected contractor's solution must encompass a vital events integrated system (VEIS) that includes a vital events electronic registration management system, remote order and payment processing system and secure digital mailroom. A vital events electronic registration management system will manage the electronic recording of births, deaths, pregnancy loss, marriages, and divorces and dissolutions of marriage. This system must also support record modifications, including, but not limited to, amendments, corrections, and statewide adoptions, and integrate with DOH remote order issuance, processing, and imaging systems and the secure digital mailroom.

A. Vital Events Electronic Registration Management System

The contractor must maintain the NYS electronic vital event registration system web-enabled interface with a back-end database, including the vital events and functions outlined below:

- Vital Events:
 - Birth
 - Adoption Registry
 - Death
 - Pregnancy loss
 - Marriage
 - Marriage Dissolution
- Other Functions:
 - Corrections
 - Amendments
 - Payment and Issuance

The solution must register, validate and issue vital records, support distributed data collection and printing of certificates, and facilitate real-time data exchange with federal, state, and local agencies. The system must handle remote order processing and payment and the secure digital mailroom applicants for certificates. The contractor must provide support for a 24/7 call center, ensuring continuous availability for customer assistance across multiple channels. This must include help desk support, mail and web-based FAQ resources, and medical professional assistance, offering users access to essential information and guidance at all times. Consumer requests for certificates must be processed through online, mail, and call center channels. .

The ongoing operations and services the contractor must provide include continuous monitoring and 24/7 support of the VEIS Production environment, upgrades and software patches, notification of all changes (including Release Notes), knowledge transfer and documentation of new VEIS solution functionality, management and deployment of updates to solution software, hardware, and firmware, resolution of service requests as needed, monitoring of solution performance, and database administration.

The contractor must be responsible for development, implementation, requirements validation, programming, and testing to ensure functionality and compliance with all operational needs. The contractor must also be

responsible for reporting weekly on development progress with a DOH-approved tracking system. All changes must go through a thorough Quality Assurance process before delivering a solution. The contractor must be responsible for identifying, managing, and ensuring compliance with maintenance agreements for the hardware and software utilized in the operation of the Vital Events Electronic Registration Management System.

The contractor must enable electronic filing and secure delivery of required data to the NCHS, New York State health programs, SSA, and other entities for federal, programmatic, research and/or surveillance purposes.

Lastly, the solution must support Fast Healthcare Interoperability Resources (FHIR) for efficient data exchange, facilitating streamlined communication and interoperability with external systems. The system must be able to transmit jurisdictional data from the Death, Birth, and Pregnancy loss records as per health care data requirements (<https://hl7.org/fhir/>) outlined to NCHS (See Section 4.4.C).

B. Remote Order and Payment Processing System

The solution must facilitate a remote order and payment processing system capable of accepting payments, verifying applicants and entitlements, retrieving necessary records, processing financial transactions, and providing order status updates. The system must allow users to order multiple types of vital records certificates in one transaction. The system must allow authorized DOH staff to view the authorization status of payments (e.g., requested, approved, denied). The contractor must provide encrypted data transmission for daily processing. The contractor must generate fiscal and statistical reports to DOH for review. The contractor shall be responsible for extracting and migrating data from their hosted data storage, ensuring secure record retention.

The contractor shall manage all aspects of public order processing, including identity authentication and entitlement, secure payment processing, including refunds and voids, and secure information transfer, with the capacity to process over 5,000 orders on a monthly basis. The system must interface with identity management systems or national databases to verify registrant identity.

The contractor shall provide the public with the following methods of placing orders: Operator assisted telephone, Interactive Voice Response Unit (IVR) orders, Internet Orders, Mail Orders, Customer Support, and DOH support.

The contractor shall ensure that all information and records collected in the implementation of this contract will be held highly confidential in accordance with applicable provisions of State and Federal law including, but not limited to the New York State Public Health Law, the New York State Domestic Relations Law, the Federal Confidentiality Law in 42 CFR Part 2, State Confidentiality Law in Chapter 584 of the Laws of 1988, Part 50 of Title 10 (Health) of the Official Compilation of Codes, Rules and Regulations of the State of New York.

The contractor must agree to implement all security provisions resulting from the [Federal Intelligence Reform and Terrorism Prevention Act of 2004](#) at no additional cost to DOH or the public.

The contractor shall be required to integrate the Remote Order and Payment Processing Service with the above Vital Events Electronic Registration Management System and comprehensive content management system to search, identify, edit, and retrieve images. The contractor will also provide an image editor that allows for editing of images prior to issuance. The contractor will provide shipping packages and provide perforated cut paper for order receipts.

The contractor must provide access to a database table of orders so the DOH can match each order to its database of vital records certificates. The database must contain all orders that were completed the prior business day. The DOH must have access to this information and have the ability to use programming languages (e.g. SQL) to query the data. The data of order requests should be integrated with existing systems to automatically match to existing vital event certificate records.

The contractor must provide 24/7 call center support / help desk services, email support, web FAQs, order status, no cost updates as DOH laws and rules change, and daily guaranteed reconciliation and summary of funds.

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. 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 data transmission 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:

- Secure receipt, scanning, indexing and digitization of all incoming physical and electronic mail.
- Complete order verification (i.e. QC, entitlement, authentication, etc.)
- Return shipments of mail items to DOH weekly (i.e. amendments, 1st Copy etc.).
- Customer Correspondence (i.e. initial contact, follow-up reminders, order status, etc.)
- Customer Support (24/7 Phone, email, web FAQ's and order status)
- Guaranteed payments to DOH
- High-quality scanners for digitizing physical mail efficiently with secure record retention of physical documents after digital processing.
- Secure user access controls with identity verification and role-based permissions and secure storage of physical mail. Comprehensive audit trails, logging of all document interactions
- Integration capabilities with existing records management and workflow systems
- Compliance with data security standards, such as HIPAA, including encrypted data transmission and storage
- Staff training on confidentiality and handling of sensitive data

Performance will be monitored by DOH and contractor weekly. Contractor will provide a weekly report of metrics related to application processing, such as a number of orders, pending orders, reason for pending status during the duration of the contract. See section 4.10 for additional reporting functions.

D. Information Technology Infrastructure Management

In collaboration with DOH and ITS, the contractor must manage and host the information technology infrastructure, including but not limited to, servers, software, data storage, authentication, workflow automation, secure communication between systems, cloud services, encryption protocols, access controls, networking, backup and recovery, optimization of operations, and updates/modifications, for all systems within the solution. The contractor must coordinate and collaborate with the NYS ITS as needed to support ongoing technology needs.

All work done by the contractor must be done within the continental United States. Work must be performed by the contractor remotely unless there is a need to be on-site. This must be determined on a case-by-case basis. contractor

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

Federal data exchange systems

Municipal Registry Systems

Content management systems

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 tracking 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 contractor must provide a comprehensive service package, including all functional elements (e.g., software, infrastructure, customer services, integration, etc.) to implement the integrated vital events system, including remote order and payment processing system, secure digital mailroom, and vital events electronic registration management system. The new system must integrate all of the above and include integration with existing systems.

The legacy systems include storage and methods of retrieval for any vital records for New York State prior to the implementation of this system. This would include, but is not limited to, data systems and document management application.

The contractor's system must be designed to seamlessly integrate with the above external systems to support the efficient exchange and storage of vital records data. For secure digital mailroom transactions, the system must provide a robust method for order verification to ensure compliance with security protocols. The solution must integrate with the content management system for the secure storage of vital records certificates, ensuring all records are retained and accessible in accordance with regulatory requirements. It must also integrate with internal applications for the efficient scanning and uploading of paper documents, streamlining the transition from physical to digital records. Furthermore, the system must interface with internal applications for seamless retrieval of vital records certificates, ensuring users can quickly and securely access needed information. Additional external system integrations must include the SSA for social security number verification or creation requests, and FHIR interfaces for transmitting records to other jurisdictions (federal, other states, etc.).

The contractor's solution must include robust identity theft prevention measures to verify that applicant information, including name, date of birth, and social security number matches the information on file with the SSA, ensuring the accuracy and security of vital records issuance and protecting against fraudulent applications.

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. 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.

4.1.3 User Interface and Usability Requirements

A. Ease of Use

The system must be designed with a focus on ease of use, ensuring that users can easily navigate and interact with the platform. It must generate clear error messages and business terms and provide additional field information via tooltips or hint on hover to enhance user understanding. The system must be able to create and manage customizable dashboards. The system must support translation into the 12 most common non-English languages among New Yorkers, per Census data, to accommodate diverse user populations. DOH-specific online help resources, including FAQs, job aides, tips, and tutorial videos, must be integrated to assist non-technical users in navigating the system effectively. The system must also allow authorized staff to configure fields as required or non-required and automatically populate certificate data throughout the vital record system as specified by DOH. In addition, the system must provide the ability to embed hyperlinks for easy navigation to external websites, such as DOH policies or other external systems. The contractor must provide DOH with documentation to perform needed configuration changes and/or assistance with the instructions for making configuration changes and documenting, in the event the existing system documentation lacks information needed to execute the changes independently.

B. Data Entry and Editing

The system must facilitate accurate and efficient data entry by prompting users to complete all fields, ensuring that no essential information is overlooked. It must incorporate validation and auto-completion functionality for address fields, reducing errors and improving data accuracy. The system must include specialized data fields for recording parentage information, such as genetic and adoptive parent identifiers, as well as fields for managing birth and adopted parent data. In addition, the system must support sealed record management by providing secure datafields for handling sensitive information related to birth and adoption records, guaranteeing compliance with NYS standards and Health Insurance Portability and Accountability Act (HIPAA) privacy requirements.

C. Printing Certified Documents

The contractor will be required to set up business functions that will provide the ability to print certified documents. The contractor, in tandem with DOH, will also be responsible for defining the print rules used to designate the way in which the data will be positioned/appear on the printed products.

4.1.4 Workflow and Process Automation Requirements

The system must offer robust support for DOH's workflows and processes. Appropriate functionality includes but is not limited to the following: workflow automation; efficiency tracking; automated notification for designated DOH administrators, in real time or near real time, in the event of critical service outages or degradation; system errors or malfunctions, including the timestamp, error code' and all relevant metadata about the incident. Automated processes shall also include notification of users when a new case or task is assigned to them, or input is needed to move a process forward. The system must accommodate reporting workflows, including the automated extraction and submission of reports to the State and Territorial Exchange of Vital Events (STEVE), Electronic Verification of Vital Events (EVVE), the SSA, and other related entities.

Additional functionality must include, but not be limited to:

- Allow funeral directors to claim case ownership and electronic access post registration
- Sealing and unsealing of records per court order
- Management of legal requests for original birth information by adoptees (as allowed by NYS law)
- Accommodate flagging and unflagging records for missing and deceased persons
- Special handling of amendments and corrections to existing records

- Verification of officiant credentials to confirm eligibility to perform marriages
- Automation of workflow for marriage record amendments, annulments, and dissolutions
- Quick access to urgent info in cases involving legal and/or financial proceedings
- Handling contested divorces, annulments, and accommodation of changes to legal orders.

Additional workflow support must be provided as needed to adapt to DOH's changing and evolving needs in the future.

A. Notification Triggers

In response to consumer-based requests, the Contractor must implement an automated system that flags and generates alerts for incomplete, inconsistent, or potentially erroneous data, triggering a prompt for further review and resolution. Additionally, the DOH must receive timely notifications whenever items are assigned or completed by users to maintain full visibility and accountability through the duration of the process.

4.1.5 Access Auditing

The system must maintain an audit log including, but not limited to, date and time for all transactions originating from external systems, inbound and outbound interface transactions, batch processes, and non-standard data fixes. The system must allow authorized users to access the audit log data, dependent on their security role (i.e., Administrator), and provide a mechanism for authorized users to easily access and run reports from the audit log files. Restrictions must be in place to ensure users cannot modify audit logs and reports. The system shall comply with the [NYS-S14-005 – Security Logging Standard](#).

The system must capture audit log records of each access or attempted access to a record. The audit record details must include but not be limited to:

- User ID
- Name/ID of the record accessed or attempted to access
- Specific documents accessed
- Action taken (e.g., write, edit, delete)
- Specific edits/changes made or N/A if read or print
- Date and time of access/attempted access

The system must also maintain an audit trail of changes made to user authorizations, including new users and a time-stamped history of changes to user security roles that captures the effective date of the change and the user who administered the change.

The audit logs must be maintained and stored in a separate location from the system that generates the log. Audit logs must be kept for the duration of the contract period, including any applicable renewals and throughout the contract end-of-life transition period. Audit logs must be delivered to DOH at the completion of the contract.

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](#)

4.1.7 Customization and Configuration

A. Configurations

The contractor's system must be configured to support a robust electronic payment platform, allowing seamless processing of various fees and streamlining the work order processing system to enhance the efficiency of payment management and fee collection. The system must configure business rules, user roles, and internal routing without the need for coding expertise.

The system must also accommodate incomplete records, providing flexibility for data entry, interoperability with different modules/order issuance, and updates. In addition, the system must offer a user-friendly customization interface, enabling adjustments without the need for coding expertise. To meet state-specific requirements, the system must include localization options and guarantee compatibility with local regulations. The system must support all Federal, State, and regulatory required updates, processes, and modifications. The system must enable the integration of vital statistics fields related to relevant clinical outcomes, measures, and identifiers such as Appearance, Pulse, Grimace, Activity, and Respiration I (APGAR) scores, gestational age, and other pertinent data points.

The system must feature continuous performance monitoring to proactively allow the contractor to detect, address, and resolve any issues such as latency, downtime, or bottlenecks, ensuring full optimal functionality.

B. Custom Development

The contractor must customize and develop the system to meet DOH's requirements, ensuring full compliance with HIPAA standards throughout the implementation and ongoing operations. The contractor must coordinate all system development and deployment processes to guarantee alignment with HIPAA requirements, safeguarding sensitive health information at all stages. The system must include a structured process for managing custom configurations, ensuring that any changes are thoroughly tested and documented prior to deployment. This process must also incorporate a rollback strategy, allowing for the safe reversal of custom updates if necessary. The systems must allow for scalability with increasing demands and easy updates or replacements for new legislation or policy-driven needs without requiring a complete redevelopment. The system must incorporate APIs for real-time updates and data sharing across platforms.

C. Workflow

The system must accommodate multiple users with role-based access, including, but not limited to, Local Health Departments (LHDs), hospitals, medical examiners, funeral directors, local registrars and facilities, to report vital events electronically. It must also support customization and configuration, with all changes tracked and documented through the approved ticketing system, allowing for transparent and efficient management of modifications. The system must include built-in workflow features based on user role to handle pending certifications, guaranteeing that birth records are approved within five days, and death records approved within 72 hours, maintaining timely and accurate processing of critical data. Workflow rules should be able to be customized to support processes for each vital event and user role. Internal communication must be enhanced through an optimized messaging system that supports file attachment capabilities, improving coordination and workflow.

4.1.8 Project Management

The contractor must be the prime contractor to develop all the deliverables required by this RFP. The vendor must recommend a core team to work with DOH over the course of the project and must identify other resources needed. A high-level project plan must be created and included as part of this proposal. The Contractor must ramp up and roll out the following activities, including (but not limited to):

- Introduction announcement

- Transition plan
- Features awareness
- Exposure to gain comfort with replacement solution
- Extensive training to establish competence and familiarity

The contractor will conduct weekly scheduled review meetings with the DOH and project team to discuss project progress, challenges, and potential improvements. Contractors are expected to provide monthly progress reports and participate in these reviews actively.

A. Project Deliverables and Documents

The contractor must store and maintain all product documentation in a location approved by DOH. In collaboration with DOH, the contractor must work to define the project schedule, including key tasks, durations, dependencies, resource allocations, and effort levels. The contractor is responsible for regularly updating and maintaining a detailed project schedule, with updates provided at least weekly to reflect progress, percent completion, resource allocations, and any revisions or changes to start/end dates. In addition, the contractor must hold weekly meetings with DOH to review the project schedule, address project updates, and discuss any proposed changes or adjustments needed to ensure the successful and timely completion of the project.

B. Risk Management

The Contractor must develop and maintain a project critical path as part of the detailed project schedule, ensuring that all dependencies and timelines are clearly defined. At the DOH's discretion, the contractor must re-baseline the project schedule as needed to reflect changes in scope or unforeseen developments. A high-level timeline illustration, including key project phases and milestones, must also be created and maintained by the contractor to provide a clear visual of the project's progress. If the contractor identifies any risks of project slippage or determines that specific timeline targets are not feasible, they must notify DOH immediately, enabling the development of a risk mitigation plan to minimize or prevent any impact to the approved project schedule.

C. Change Management

The system must incorporate a formal process for submitting, reviewing, and approving change requests, ensuring all modifications are carefully considered and documented. This should all be documented in a Change Management Plan. Version control must be maintained for all code, configurations, and documentation, providing a clear history of changes and the ability to revert to previous versions when necessary. Comprehensive training and quality assurance processes must be enforced before and after the implementation of any changes, ensuring that all updates, whether minor or major, are thoroughly tested and validated. A structured, controlled approach to developing and rolling out changes must be implemented, which includes notifying users of upcoming changes, providing training on new features and processes, and ensuring users fully understand the impact of those changes. Monitoring tools must be in place to track the success of changes post-implementation and to assess any issues or performance degradation. All changes must be tracked and documented in a compliance audit log to guarantee adherence to legal, regulatory, and organizational standards. Furthermore, the system must provide a mechanism for expedited change management in the event of emergencies, such as critical bug fixes, code corrections, or security vulnerabilities, ensuring that urgent changes are implemented swiftly and effectively.

(See section 4.1.8 Project Management)

D. Requirements Analysis and Management Plan

After contract award and prior to beginning analysis activities, the contractor must develop and submit a Requirements Analysis and Management Plan to DOH for review and approval. The plan must indicate the contractor's process for verifying the RFP requirements, how detailed requirements will be elicited, documented, and maintained, and how requirements will be stored and traced, including the attributes related to each requirement, such as the source and the status. In addition, the Requirements Analysis and Management Plan should document the types of requirements artifacts that will be utilized throughout the project and the approval

process. The Requirements Analysis and Management Plan should also address how requirements will be baselined, as stated below, and how changes to the baselined requirements will be addressed. Finally, the contractor should update the plan as needed as the requirements management phase of the project evolves.

Fit Gap Analysis Report

The contractor will review and evaluate the DOH-defined requirements outlined in this RFP and perform a Fit Gap Analysis, comparing the capabilities of the contractor's existing system with DOH's requirements in this RFP. This activity will enable the contractor to gain a comprehensive understanding of the business and functional requirements, business rules and data, and assess the fits and gaps between the contractor's existing system and DOH's needs. Utilizing the Fit Gap Analysis, the contractor must create and provide a Fit Gap Analysis Report to DOH. This report must contain the following:

- A summary of the analysis.
- Designation for method of requirement fulfillment: Configuration, Customization or Out-of-the-Box.
- A description of how the contractor's system and/or a modification in business process will fulfill each requirement. Identification of any requirements that cannot be fulfilled using the system, including a recommendation of how to meet those requirements. An impact assessment of the non-critical system configurations and customizations and the requirements that cannot be fulfilled, including benefits and risks.
- Proposed high-level future state process flow diagrams for business and technical operations.

Requirements Traceability Matrix

As part of the analysis, the contractor must utilize industry-standard business analysis techniques including, but not limited to, document analysis, staff interviews, job shadowing, requirements workshops, and structured walkthroughs of as-is and to-be business processes. Once the contractor has completed its business analysis, the contractor must create a stated Requirements Traceability Matrix (RTM), which will define how DOH requirements and associated configurations and customizations will be implemented in the system. The stated RTM must provide sufficient data and details that would be utilized in design and development, test planning, and test script preparation. The stated RTM will be considered the baseline requirements for the end of the Requirements Management phase and will be used to create the verified and validated RTM during the Design and Development phase.

The contractor will maintain the RTM using a tool provided by the contractor per DOH approval. The RTM should be a living work product that is updated regularly and is available to DOH and the contractor throughout the project lifecycle. The contractor must inform DOH when any updates are made to the RTM, and the new version will become the working copy. The contractor must ensure that changes are tracked, and the RTM is versioned to ensure that all parties are utilizing the most up-to-date documentation. Any contractor-proposed system configurations or customizations, as well as changes to the RTM, must be reviewed and approved by DOH.

Based on the agreed upon system configurations, customizations, and RTM, the contractor must provide updated Project Plans and a Project Schedule which at a minimum will account for the agreed upon work effort required to meet the DOH requirements.

4.1.9 System Access Control and Identity Management

The system shall possess a unified user management solution for the Security Gateway Vital Records software to streamline user synchronization and matching across separate systems in real-time (e.g., hospitals, healthcare facilities). The solution should simplify user management processes, ensuring that user data is consistently synced and accurately matched across all platforms, enhancing security and operational efficiency. The solution must integrate with New York's HCS for authentication, authorization, ID proofing, and managing access and permissions.

The system must collect and process applicant information, including, but not limited to:

- Applicant personal identification details (e.g. name, address, relationship to certificate holder, etc.)
- Sensitive documents (e.g. identification proof)
- Entitlement review and verification
- Order specific data (e.g. record information requested, quantity)
- Payment information (e.g. credit/debit card numbers, money orders, personal checks), including securely digitizing and uniquely tracking checks or money orders
- Supporting evidential documents for requests
- Confidential correspondence and role-based access with compliance standards

The contractor must process mail orders for general certificate requests, regardless of event type.

The data must be encrypted to prevent unauthorized access to sensitive documents. Comprehensive tracking and logging of all actions taken on orders and documents is required for compliance and accountability. Controlled access facility and secure storage areas for physical mail are required. Automated data retention policies that confirm to DOH standards will need to be implemented to manage document storage and deletion. The contractor must have high quality scanners for digitizing physical mail efficiently.

The contractor must meet Federal electronic data reporting standards, including:

- State and Territorial Exchange of Vital Events (STEVE)
- Fast Healthcare Interoperability Resources (FHIR)
- Accessibility standards (e.g., ADA Compliance)
- NYS Enterprise IT Accessibility standards

These require any state agency web-based intranet and internet information and applications be accessible to persons with disabilities.

- NYS Technical and Security Requirements
- NYS Account Management/Access Control standards

DOH requires a comprehensive solution integration and interoperability platform that ensures seamless management of interface transactions. The system must feature a robust interface engine capable of managing, executing, sending, and receiving all interface transactions with flexibility in handling various data formats. It must support alternative field delimiters and record delimiters, including but not limited to commas, semi-colons, single quotes, double quotes, carriage returns, line feeds, and pipes. In addition, the solution must include capabilities for rollback and restoration in the event of data corruption to ensure data integrity. The system must also be designed to handle sensitive transactions securely, working closely with DOH to define and manage transaction orders, triggers, and the correct processing sequence. DOH must have access order history. The contractor must provide a means for DOH staff to search for a particular order to determine the status of that order. Staff must be able to determine if the order was completed (sent to the customer via the delivery carrier), still open (received by DOH and not yet sent), or never received (Not received by DOH). Staff must be able to search for an order by the Requestor's Name as well as Customer's Name, Telephone Number, Email Address, and Order Identification Numbers. The history of orders must at a minimum include all orders collected by the contractor within the last six months. Upon termination of the Contract and at the request of the DOH, the contractor must supply an extract of this information in the form of a text file.

The solution must include robust access management capabilities to allow for nuanced control over user access, tailored specifically to the functionality and data of each system. System Access Management should distinctly define roles and permissions across the contractor's solutions, including the electronic vital events records system, secure mailroom, and secure digital mailroom, to align with business, security, and workflow needs.

It is important that the system prevents access to inappropriate or confidential data or services and provides an accurate and auditable account of user actions. The system must comply with all account management and access control policies as defined in the NYS-S14-013 – Account Management Access Control Standard.

In addition to fulfilling the requirements outlined herein, the contractor must maintain and make available up-to-date, accurate, and comprehensive documentation. The solution documentation must cover user role management, permission configurations, and system settings. The documentation must enable DOH administrators to properly assign and adjust user access, troubleshoot access issues as they arise, and implement security best practices on an ongoing basis. The contractor must assist and/or educate DOH staff as needed in the event of any ambiguity, discrepancy, deficiency, inadequacy, and/or inaccuracy in the available documentation. The contractor must also update the documentation immediately to correct any inaccuracies or discrepancies identified. The contractor must cooperate in an investigation and make available any required system access, documentation, and/or data, as requested by DOH.

The system must support comprehensive role-based access control, providing the ability to configure access rules for each user role. This includes the specification of data access, authority over data, and actionable capabilities, all of which must be configurable to ensure appropriate user permissions and compliance with organizational policies. The contractor shall configure the system to accommodate the existing user base and roles assigned in HCS.

The system shall possess a user management solution for the system to streamline user synchronization and matching across separate systems in real-time (e.g., hospitals, healthcare facilities). The solution should simplify user management processes, ensuring that user data is consistently synced and accurately matched across all platforms, enhancing security and operational efficiency. The solution must integrate with New York's HCS for authentication, authorization, ID proofing, and managing access and permissions.

A. Data Access

This system must allow for the creation of role-based data access rules, including but not limited to the ability to add, view, and modify data, initiating workflows or exporting data. This feature must minimize administrative effort while ensuring proper governance and security.

B. Health Commerce System

The HCS is used by DOH for user onboarding, identity verification, security, authentication, and authorization for many DOH applications. The contractor's solution must utilize the HCS for user authentication and authorization. Users must be provisioned with HCS accounts to log into the solution provided by the contractor. Users must be authenticated through their HCS account using Multiple Factor Authentication (MFA) service provided by DOH; this must leverage single sign-on integration between the solution and the HCS identity provider using either Security Assertion Markup Language (SAML) v2.0 or Open ID Connect (preferred).

In addition to using the HCS, the system must integrate with HCS-provided security model to create, modify, and deactivate access to the system. The system must provide the ability to control who can grant or change the authorizations within a user's account.

C. Roles and Permissions

The system must provide role-based access controls to grant rights and permissions based on a user's role and designation to ensure users only have access to the information and functionality required to fulfill their responsibilities. The system must support permission sets or user types with specific access and privileges, including superuser accounts with full access and privileges. The system must be capable of flexible user role configuration to allow for data and functional access to reflect the nuances of a health department or other setting. The system must support access based on designated roles, groups, responsibilities (i.e., work or job assignments), organizations, and regions or locations. These definitions must be determined by DOH. The system must allow DOH administrators to assign and adjust users as needed. The system must require DOH authorized users to identify the groups, roles, responsibilities, organizations, and regions or locations when provisioning a new user's local account. Once these items are set, the system must provide the appropriate security level, permissions, and restrictions for each role.

The system must be able to restrict user actions based on a user's defined access and keep any data or communications private from unauthorized individuals and programs. This must include, but not be limited to, granting permissions based on function/screen type and restricting a user's ability to read, write, and modify data and records. The system must allow DOH superuser accounts to assume any user role to recreate an error, to

provide user support, or to access all permissible user data, reports, and/or functionality.

To further prevent unauthorized access to system functions and data, the system must allow DOH flexibility to establish specific timeout criteria with notifications during periods of inactivity and allow users to explicitly terminate a session.

4.1.10 System Performance

A. System Maintenance

The contractor's system must include a robust maintenance framework to ensure optimal performance, reliability, and data integrity. The system must implement continuous system health checks and real-time monitoring tools to track key performance metrics such as uptime, response times, and critical processes like record retrieval and data updates. Automated alerts must be in place to promptly notify administrators of system failures degrading performance or resource bottlenecks, enabling rapid issue resolution. Advanced error detection mechanisms and automated workflows must proactively identify and correct data discrepancies or inconsistencies, maintaining record accuracy. To safeguard against data loss, the system must establish secure daily backup routines and implement reliable data restore processes. In addition, periodic performance audits must be conducted, with optimizations to database queries, indexing, and caching to ensure efficiency as data volumes grow, supporting the long-term scalability and stability of the system.

B. Downtime

The contractor must ensure unscheduled downtime is limited to 0.1% or less annually. The solution must maintain a minimum of 99.9% uptime, excluding scheduled maintenance, and all system functionality and accessibility must remain operational during this time. Scheduled maintenance should be planned outside of peak business hours (6:00 a.m. through 10:00 p.m. Eastern Standard Time, Monday through Friday) unless otherwise approved by DOH. In the event of downtime, the system must allow DOH end-users to access, run, and print necessary reports specific to various facility, unit, or program needs. A web-based downtime application must be available for DOH to view, print, and select data during downtime, and a secure, regularly updated offline backup should be provided to ensure continuous access to critical information.

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.

4.1.11 Cutover, Transition and Stabilization Requirements

The Department requires a structured and well-documented approach to cutover, transition, and stabilization to ensure a seamless migration from the legacy system to the new system. The contractor must develop and document a comprehensive cutover plan detailing all activities, timelines, dependencies, and required resources to facilitate a smooth transition. A clear and proactive communication plan must be established to keep all stakeholders, including end users and external agencies, informed about the cutover schedule, anticipated

downtime, and any necessary actions on their part. Additionally, the contractor must ensure that stabilization efforts are in place post-cutover, including continuous system monitoring, user support, and performance optimization, to ensure a fully operational and reliable system for vital record management.

The system should be able to handle a certain percentage of paper records, though the overall goal is to have as many electronic records as possible. The contractor's solution must prioritize and enhance electronic over paper-based and manual processes, thereby optimizing efficiency wherever possible. This approach aims to maximize the adoption of digital processes to improve operational workflows and reduce reliance on traditional methods.

A. Data Migration

The contractor's system must be designed and developed with a comprehensive data migration strategy to ensure the accurate and secure transfer of records from the current systems. The contractor must implement robust data mapping, cleansing and transformation processes to standardize, format, and validate data before integration into the new system. A structured validation framework must be in place to verify data integrity before, during, and after migration, ensuring accuracy and consistency. The system must support seamless data import and export functionality to facilitate efficient record transfers with built-in integrity checks to confirm that all migrated data remains complete, uncorrupted, and properly structured. To handle large volumes of vital records efficiently, the system must support bulk data migration in batches. Additionally, error-handling mechanisms must be implemented to detect and resolve migration issues in real time, including an option to roll back migrations in the event of critical errors. The system must be optimized for high-volume processing, particularly for frequently requested records such as birth and death certificates. Lastly, the system must ensure that all existing records are successfully migrated without data loss or corruption, preserving the historical integrity of vital records.

B. Stabilization Requirements

The Stabilization Activities section must detail the contractor's responsibilities to ensure a smooth transition from system implementation to steady-state operations. This includes continuous system monitoring and performance validation to address any issues, such as latency or bottlenecks, along with rapid identification and resolution of bugs or defects. The contractor must provide heightened post-implementation support, collect user feedback to refine functionality, and validate the integrity of migrated data. Operational readiness must be ensured through additional staff training, workflow optimization, and monitoring of key performance indicators (KPIs). Regular stakeholder engagement and reporting must maintain transparency, and the stabilization phase must conclude with a seamless transition to routine maintenance, supported by comprehensive documentation of all changes and fixes.

4.1.12 Solution Architecture and Infrastructure Requirements

The proposed solution architecture for the Department is designed to support a clientless framework that eliminates the need for local software installation, providing a seamless and efficient user experience. By leveraging web-based technologies, the solution ensures that all applications and data are accessed remotely via secure interfaces, which must operate within web browsers currently supported by NYS ITS S16-004 Web Browsers Development and Software Support, including those supported by Microsoft and Google. This approach provides flexibility and accessibility across multiple platforms while maintaining high scalability, availability, and robust data security. The solution must accommodate a limited volume of paper records filed with the Department, with processes in place for imaging and keying specific data elements for record retrieval. Relevant information from these records must be entered into the appropriate modules to facilitate the transmission of reporting data to the NCHS. External users must be responsible for completing their designated sections, ensuring that all required documentation is provided, ideally within the selected solution platform, consistent with current procedures.

A. Network Architecture

The network architecture provided by the contractor for DOH should be designed to enforce both security and flexibility. This approach creates a dedicated, self-contained environment that is exclusive to the Department,

ensuring that no other contractor clients share the same resources or data. This approach provides full autonomy over system functionality, allowing for the seamless implementation of any required features, updates, or upgrades without interference or dependency on external clients.

B. Data Storage Solutions

Vital event records shall be stored within the electronic vital records system as discrete data points. Certificates shall not be stored within the system itself but rather generated from the stored data on an as-needed basis. The data storage solution for the Department of Health must be hosted at a Tier 3 or Tier 4 data center or an equivalent facility that meets or exceeds these standards in terms of reliability and performance. These data centers are designed to provide a high level of redundancy, security, and uptime, guaranteeing that the solution operates with an availability of 99.9% or greater annually. Additionally, the system must incorporate a clustered database server configuration to handle database failovers, making certain that continuous service is maintained even in the event of hardware failures or other disruptions. This architecture affirms the integrity, availability, and scalability of the vital records data, providing a resilient foundation for critical records management.

C. Server Hosting

The hosting environment for the Department of Health's servers shall be designed to ensure a secure, reliable, and scalable infrastructure. This infrastructure shall comply with all applicable New York State data security and NYS IT standards and policies. The system must be hosted by the selected contractor, with strict adherence to physical security requirements for data centers. To support operational integrity, the hosting solution must include separate environments for Production, Training, Testing, Staging, and Development, as agreed upon by DOH stakeholders. The contractor must be responsible for delivering a fully functional hosted system. In addition, the solution must incorporate sufficient bandwidth and failover capabilities to maintain full system functionality in the event of network degradation or outages, ensuring continuous and secure access to vital records data.

D. Security Risk Analysis

The contractor's system must incorporate a comprehensive risk analysis framework to proactively identify, assess, and mitigate security threats. The system must provide real-time monitoring and advanced threat detection to identify unusual activities or anomalies, ensuring swift response to potential security incidents. Regular automated vulnerability scans must be conducted, with security patches applied promptly to protect against emerging threats. Risk-based access control mechanisms must dynamically adjust user access based on behavior, roles, and system context to prevent unauthorized access and modifications. Continuous data integrity monitoring must log and flag any unauthorized modifications to critical records, safeguarding the accuracy and authenticity of vital records. The system must also support automated incident response mechanisms to contain security breaches or data leaks immediately. Additionally, VEIS must be continuously assessed and monitored for risk exposure. Robust data backup and disaster recovery procedures must be in place to ensure the secure storage and restoration of vital records in the event of data loss or corruption. To maintain seamless operations, the system must utilize automatic monitoring tools to validate workstation-to-server communication, provide reporting capabilities, and notify DOH staff of any connectivity issues, ensuring continuous system functionality and security.

4.1.13 Testing

The contractor must develop and submit to DOH a detailed testing plan, including a test schedule, for review and approval. The contractor must obtain DOH's sign-off on the test plan and schedule before initiating any testing activities. Throughout the testing phase, the contractor must update the plan as necessary to reflect evolving project needs. The contractor must collaborate closely with DOH staff to coordinate testing activities, ensuring that the necessary resources are available. Comprehensive testing must be conducted by the contractor and DOH to ensure all components function correctly, all interfaces work seamlessly, and the solution meets DOH's requirements. The contractor must always provide DOH full access to all test plans, documentation, processes, procedures, standards, and results. The contractor must provide a method for documenting, tracking, and reporting defects, and any contractor-developed test scripts, scenarios, and test cases must require prior approval from DOH. The contractor must ensure all solution components and functionalities that have previously failed testing have been corrected and validated prior to deployment in

Production.

A. Unit Testing

The contractor must be responsible for conducting all unit testing related to development and enhancement for the solution. Unit testing must be successfully completed for each system component before proceeding to subsequent phases of testing or implementation. Any defects identified during unit testing must be addressed promptly, ensuring that the affected software component functions as specified in the system requirements. Unit testing must only be considered complete once all necessary defect fixes have been applied, retested, and passed.

B. User Acceptance Testing

The contractor will assist with User Acceptance Testing (UAT) in collaboration with DOH support. The contractor shall provide a fully functional, dedicated UAT process, including a UAT test plan and testing environment, ensuring that the solution is thoroughly validated before it goes live. This test environment should mirror the production environment, allowing end-users to evaluate the system's functionality, performance, and usability in a controlled setting, with deidentified data. The contractor is responsible for setting up, configuring, and maintaining the test environment, as well as guaranteeing data, tools, and documentation are available for all testers.

If the software fails the Acceptance Test, the contractor will modify the software, at no cost, within 15 days of notification from the DOH.

Additionally, the contractor should be responsible for maintaining an effective defect-tracking system to manage defects throughout their lifecycle and assign a defect manager to hold regular meetings to review new defects and prioritize them.

Workflow should consist of:

- Tester Reports Defect: Using the designated defect-tracking tool.
- Acknowledgement: The defect is automatically acknowledged by the system, and the UAT lead/manager is notified.
- Triage: The UAT lead/manager reviews the defect, assigns priority, and assigns it to a developer.
- Investigation/Fix: The developer investigates the defect, fixes the code, and marks the defect as "Resolved" in the defect-tracking system.
- Re-testing: The defect is assigned back to the original tester for re-testing.
- Closure: If the defect is fixed, the tester closes the defect in the system. If the defect is not fixed, the tester re-opens the defect with additional information.

The Service Level Agreement (SLA) outlines the response times for Defect Severity. These target response times are KPIs that are used to measure the effectiveness and efficiency of the contractor in meeting DOH's expectations and business needs.

SLA Matrix

Defect Severity	Priority	Acknowledge	Triage	Resolution	Re-test	Closure
Critical	Urgent	2 hours	4 hours	1 business day	4 hours	2 hours
High	High	4 hours	1 day	2 business days	1 day	4 hours
Medium	Medium	1 day	2 days	5 business days	2 days	1 day
Low	Low	2 days	3 days	10 business days	3 days	2 days

C. Implementation Testing

As part of the phased implementation testing, the selected contractor must collaborate with DOH to determine an appropriate deployment strategy that mitigates the risks associated with major system changes. The contractor is responsible for preparing a detailed implementation plan that outlines the selected deployment strategy, the roles and responsibilities of all involved parties, the proposed deployment schedule, and a process for adapting the strategy in response to defects uncovered during testing. The plan must also include an escalation pathway for addressing any development-related risks, issues, and decisions. In evaluating deployment options, the contractor must consider various risk mitigation strategies, such as pilot launches and phased rollouts (by region or system module), and weighing the pros and cons of each option against DOH's specific user base and operational landscape. DOH must participate in this evaluation process and retain ultimate decision-making authority. Together, the selected contractor and DOH must identify a standard set of test scenarios, cases, and scripts covering core operations to be executed during the phased implementation to ensure a smooth transition and system reliability.

D. Interface Testing

The contractor must conduct comprehensive interface testing for all system integrations to ensure that all functionality performs as expected and meets the system requirements. This includes verifying that there are no adverse impacts on any upstream or downstream systems or processes. The contractor must collaborate with DOH and other relevant stakeholders to recreate or simulate real-world usage during testing, ensuring that the test is representative, and outcomes are accurate. In the event defects are identified, the contractor must work with the appropriate parties to resolve them and retest them as necessary. The contractor must promptly inform DOH of any challenges in obtaining the required cooperation from collaborators, along with any resulting delays to the project timeline. Interface testing must be considered complete only when all testing scenarios pass under realistic conditions and any defects are resolved and retested successfully.

E. Performance, Stress, and Load Testing

The Department requires thorough performance, stress, and load testing for the system. The testing must simulate real-world user scenarios, including access to vital records, updates, queries, and system interactions, while rigorously evaluating both internal and external API integrations, such as with healthcare providers and state agencies, to ensure compliance with NYS performance standards like response time and throughput. The selected contractor must conduct performance, stress, and load testing in collaboration with DOH support. These tests must be performed regularly in accordance with New York State ITS Standards. The system must be stress-tested under extreme usage conditions, such as sudden surges in user traffic, large-scale batch data processing, and unexpected spikes in queries or reports, ensuring that the system handles errors, avoiding critical failures like crashes or data corruption. Additionally, the contractor must assess the system's scalability, evaluating its ability to dynamically allocate resources through horizontal (server addition) and vertical (resource increase to existing servers) scaling without impacting stability or response times. Long-term, sustained load scenarios must also be simulated to confirm the system can maintain optimal performance and high availability under continuous usage over extended periods. The contractor must ensure that all performance, stress, and load testing meet the established SLA's for service performance and system reliability.

F. Security Testing

As part of the comprehensive approach to ensuring the integrity and confidentiality of the solution, the contractor must be responsible for conducting extensive security testing across all components of the system. The contractor must collaborate closely with the Department to conduct thorough and rigorous security assessments, ensuring the solution meets the highest security standards. This collaboration must ensure that sensitive data and systems are safeguarded against potential vulnerabilities. The contractor must also remain vigilant in monitoring the evolving security landscape within the DOH environment and proactively take necessary actions to address emerging threats. All security testing must be conducted in strict alignment with establishing industry best practices, relevant security protocols, and ITS security policies and procedures, as outlined in [nys-p03-002 information security policy.pdf](#). The contractor's commitment to ongoing security must be critical in maintaining the integrity and confidentiality of DOH's systems and data.

G. End-to-End Testing

The contractor must collaborate closely with DOH to conduct thorough end-to-end testing for all process flows related to the solution. This testing must aim to recreate or simulate real-world conditions as accurately as possible, ensuring that all relevant process flows are thoroughly examined to produce reliable and valid testing outcomes. The contractor is responsible for promptly notifying DOH of any defects uncovered during end-to-end testing, along with any associated delays to the implementation timeline. Any identified defects must be resolved before the contractor can proceed with further implementation or deployment activities. The testing phase must only be considered complete once all defects have been addressed and successfully retested, ensuring the integrity and functionality of the solution.

H. Disaster Recovery Testing

The contractor must support a business continuity plan that must be reviewed. The contractor must conduct thorough disaster recovery testing for the Department on at least an annual basis, ensuring the full functionality of all disaster recovery infrastructure, facilities, backups, systems, and processes. During testing, the contractor is responsible for identifying and rectifying any defects or insufficiencies, with the process not considered complete until all issues are resolved and successfully retested. The contractor must work closely with DOH to coordinate all testing activities, ensuring minimal disruption to DOH services and operations. Throughout the testing process, the contractor must promptly inform DOH of any defects uncovered, as well as the steps being taken to address them, including any potential or realized impacts to DOH operations or timeline.

4.1.14 Training and Knowledge Transfer

The Contractor must include a repository of video tutorials and documentation that provide users with guidance on how to navigate and operate the system. DOH users should be able to find an explanation of how to conduct common tasks and activities within the system, along with the answers to commonly asked questions and points of confusion within the tutorial library, without a need for direct interaction with DOH staff. The system should also provide the ability for DOH to upload additional supplemental training materials for end users. The contractor must provide training to DOH staff upon implementation of the system and on an as-needed basis to ensure adequate transfer of relevant system knowledge, awareness, and familiarity. This must allow for DOH staff to perform the roles and responsibilities of their job, as well as act on authority and provide guidance to other stakeholders pertinent to their respective roles as it relates to the system. The contractor must also provide adequate training to system users to ensure each user has the support they need to interact effectively with the system to fulfill the responsibilities of their role, even in circumstances not covered in the common scenarios within the video tutorials and other available training materials, while supporting multi-language options for diverse demographics. The contractor must prepare and provide adequate training around any system updates or changes, such that DOH staff and end users have the information and advance notice they need to perform their tasks and responsibilities without disruption upon deployment of the changes.

The Department prefers to deliver training remotely via online platforms whenever feasible. However, should training necessitate hands-on experience with specialized equipment, in-person interaction due to security or confidentiality concerns, or involvement in specific software configurations, on-site training may be required. This must be addressed and mutually agreed upon during the training planning phase. The most efficient and effective training methods must be determined, with all parties expected to accommodate as appropriate. Any requests for in-person training must be justified and approved in advance.

The contractor will be responsible for all training expenses, planning, and coordination for the content experts including, but not limited to:

- Travel arrangements;
- Lodging;
- Food; and
- Any additional other logistics necessary

The contractor will not be responsible for expenses relating to Department staff participation in workshops.

Details of the planning should be approved by the Department.

A. Self-Service Resources

The Contractor must provide the following solution documentation and self-service training materials to empower DOH staff to administer and support the system :

- Troubleshooting guides
- FAQs
- How-to's which include step-by-step instructions
- System documentation on specific software configurations and customizations
- Standard operating procedures (SOPs)
- Manuals & guides
- Comprehensive explanations of systems, processes, or products
- Use cases
- Decision trees
- Workflow diagrams guiding users through complex decisions
- The contractor shall provide tutorials that are for personal learning, teaching others, project documentation, and video Tutorials/Screen Recordings. The system shall also have the ability to create tutorials for personal learning, teaching others, project documentation, and video Tutorials/Screen Recordings. Any tutorials should be searchable, categorized by topic, and regularly updated with new features or process changes.

4.1.15 Ongoing Operations/Maintenance

The system must also undergo regular security patches, software updates, and system updates, maintaining its security, introducing new features, and guaranteeing full compliance with the latest industry standards. Additionally, the contractor is required to provide a comprehensive support playbook detailing response times, escalation procedures, and structured support mechanisms. The contractor shall collaborate with DOH to establish and monitor performance SLA's with penalties for non-compliance.

A. Service Level Agreements (SLAs)

The selected contractor must adhere to the Department of Health's SLA's by ensuring timely, accurate, and efficient delivery of services in accordance with established performance metrics. The contractor must be responsible for meeting agreed upon response times, resolution standards, and compliance with SLA timelines and quality benchmarks. Regular performance reviews and audits must be conducted to monitor progress and address any deviations, with corrective actions implemented promptly to maintain alignment with the Department's expectations.

B. Contract / Contractor SLAs

The selected contractor must fully comply with DOH's Service Level Agreements by enforcing consistent performance across all agreed upon areas. The contractor must guarantee a system uptime of 99.9%, equating to less than nine hours of annual downtime, to ensure uninterrupted service. They must conduct weekly full system backups and implement a monthly patch cycle to maintain system integrity and security. The contractor must provide technical support for the system users. These must be triaged through the DOH support system to identify any particular issues relevant to the system.

DOH reserves the right to mandate the severity level assigned to any given incident. The examples provided below are intended to give a general notion of how DOH may assign severity levels. However, the severity level assigned to each of these incidents may differ. The severity levels are outlined below:

- **Critical:** Emergency Business Impact. The incident has caused a complete and immediate work stoppage, or the business is being negatively impacted.
- **High:** Major Business Impact. A business process is affected in such a way that business functions are severely degraded, multiple users are impacted, or a critical function is operating at significantly reduced capacity or with significantly reduced functionality.
- **Moderate:** Moderate Business Impact. A business process is affected in such a way that certain functions are unavailable to end users or working incorrectly.

- **Low:** Minimal Business Impact. An incident that has little impact on normal business processes or there is minimal negative impact on a user’s ability to perform normal daily work.

The Tiered Incident Resolution Table below describes the required service severity levels and their associated expected response and resolution times, from the time of the first report. The contractor will work with DOH to finalize SLAs for each incident severity level within the first six months of the contract. The contractor will review the following severity levels and the minimum response and resolution times when providing its SLA Plan. All help desk (if applicable), online, and support services will need to be available during the working hours stated below, as long as the Data Location and Related Restrictions are met.

Tiered Incident Resolution Table

Service Severity		Response Availability	Average Response Time	Resolution Time
Critical Critical Impact	Business	24 hours per day, seven days per week	< 15 minutes	< 4 hours
High Major Impact	Business	24 hours per day, seven days per week	< 15 minutes	< 1 business day
Moderate Moderate Impact	Business	Monday through Friday, 7:00 a.m. – 7:00 p.m. (EST)	< 2 hours	< 5 business days
Low Minimal Impact	Business	Monday through Friday, 7:00 a.m. – 7:00 p.m. (EST)	1 business day	< 10 business days or as agreed upon by DOH if longer

The contractor will not be penalized for failure to meet the agreed upon incident response availability, response times, and resolution times if DOH determines, in its sole and absolute discretion, that the delay was due to conditions that were beyond the control of the contractor.

These commitments must be closely monitored to ensure the contractor’s adherence to the SLA’s and their continued alignment with the Department’s operational needs.

4.1.16 Business Continuity and Disaster Recovery

The contractor must submit a comprehensive disaster recovery plan for review and approval, detailing redundancy and recovery measures that must ensure continuity of critical business operations in the event of a disaster and minimize service interruptions. This plan must outline critical systems, staff responsibilities, and the recovery process in the event of a disaster or service disruption. The contractor is obligated to obtain DOH’s approval of the disaster recovery plan during the design and development phase. In addition, the plan must be reviewed and updated every six months, with an updated version provided to DOH annually or upon request. The contractor is also required to conduct a full failover test of DOH’s environment, including integrations, at least once per year, with results submitted to DOH. The contractor must involve DOH in the disaster recovery planning and testing process and notify DOH of any failures in disaster recovery capabilities, along with remediation details. The solution and databases must be on backup operations, and the backups retained for at least one month, unless specified by DOH.

Some examples of disasters that must be mitigated within the disaster recovery plan include, but are not limited to:

- Digital access is hacked or otherwise compromised
- Data compromise
- Physical data center break-in

- Denial of service (DoS) attack
- Prolonged unplanned outage
- Data corruption

4.1.17 Acceptance of Work Product

The DOH will define quality and acceptance criteria for each iteration and final release of all new functionality for the VEIS. **Note:** Once defined, the quality criteria and goals must be executed by the selected contractor before the delivery of any iteration or the final release. The DOH will define specific, measurable quality criteria for these general areas of inspection:

- Achievement of requirements
The “achievement of requirements” quality goal is delivery to and acceptance by the DOH of 100% of all requirements, as defined in this RFP and any additional requirements identified and mutually agreed upon during each functional release.
- System architecture
- System security
- System reliability
- System performance
- Technical system and user documentation

The DOH will verify and validate every iterative release of functionality from the selected contractor. The DOH will verify and validate the achievement of requirements and/or tasks and associated quality goals and retains the right to reject any iterative milestone and/or the final release as presented by the selected contractor. The specific procedures and durations of iterative and final reviews will be determined at the start of the project or per release. The DOH, with input from the selected contractor, will establish a reasonable timeframe for iterative milestones and final release review.

4.2 Staffing

The Contractor must recruit qualified staff and assure availability of these staff from the time of award until the end of the contract.

The Department reserves the right to approve or deny any or all Key Personnel proposed for this project. In the event a proposed Key Personnel becomes unavailable at any point of this agreement (from notice of award until the commencement of work), the Department reserves the right to cancel the tentative award/agreement. In the event that a consultant is not performing the tasks required for the job or non-performance in a way that causes

the program components to be insufficiently or inadequately completed, the Contractor in coordination with DOH will remedy the situation by providing the Department a suitable replacement (at or above the experience level of vacant personnel) which the Department reserves the right to approve. The Department reserves the right to approve or deny any or all Key Personnel proposed for this project. In the event a proposed Key Personnel becomes unavailable at any point of this agreement (from notice of award until the commencement of work), the Department reserves the right to cancel the tentative award/agreement. In the event that a consultant is not performing the tasks required for the job or non-performance in a way that causes the program components to be insufficiently or inadequately completed, the Contractor in coordination with DOH will remedy the situation by providing the Department a suitable replacement (at or above the experience level of vacant personnel) which the Department reserves the right to approve.

At a minimum the Contractor will provide the following key staffing positions for the implementation, maintenance and support of a VEIS listed below. Please indicated full time equivalent of the position that will be dedicated to the proposal.

- **Project Manager:** The Project Manager will be responsible for overall project coordination, schedule management, deliverable oversight, and primary liaison with the Department. This individual must have at least 5 years' experience managing IT implementations of comparable scope and complexity as described in the RFP.
- **Technical Lead / Solution Architect:** The Technical Lead/Solution Architect will be responsible for system design, integration strategy, and technical oversight. This individual has at least 5 years' experience with enterprise system architecture, database design, and interoperability standards (e.g., HL7, FHIR, APIs).
- **Business Analyst** – The Business Analyst will be responsible for requirements gathering, fit-gap analysis, documentation, and facilitating communication between DOH stakeholders and technical staff. This individual must have at least 2 years' experience with workflow/process mapping and requirements traceability.
- **Quality Assurance (QA) / Testing Lead** – Responsible for developing and executing test plans, coordinating User Acceptance Testing (UAT), documenting defects, and ensuring remediation prior to deployment.
- **Security & Compliance Specialist** – Responsible for ensuring all development, testing, and operations are in compliance with HIPAA, HITECH, NYS IT security policies, and accessibility standards.
- **Training & Knowledge Transfer Specialist** – Responsible for developing user training materials (tutorials, SOPs, knowledge base) and coordinating staff training sessions (remote and in-person as needed).
- **Support & Maintenance Lead** – The Support & Maintenance Lead will be responsible for coordinating post-implementation stabilization, monitoring, and long-term operational support in line with the agreed Service Level Agreements (SLAs).

4.3 Reporting

DOH is beholden to certain regulatory reporting requirements. As such, the system must support the following reporting capabilities:

- Generate daily reports to the NCHS, as well as receive feedback responses from NCHS.
- Generate daily reports to the SSA
- Generate custom extracts for Centers for Disease Control (CDC)
- Coordinate timing of recurring reports to minimize disruption to DOH operations
- Ability to run extracts and reports for both internal and external users
- Training documentation guiding users on reporting functionality
- Support for both scheduled and ad hoc reports

- Tracking of reports, including type and frequency
- Automation of data quality checks
- Compatibility with Inter-Jurisdiction Exchange (IJE) layout standards
- Support for both text file formatting for reports
- Run Year-to-Date (YTD) reports

All work done by the contractor must be done within the continental United States. The contractor must support DOH's policies and core compliance rules for DOH as requested. The selected contractor must certify compliance with HIPAA regulations and requirements as described in Department of Health and Human Services, Office of the Secretary, 45 CFR Parts 160, 162 and 164 along with the updated ARRA and HITECH act provisions, as well as all HIPAA requirements related to privacy, security, transaction code sets (where applicable) and medical provider enumeration. The selected contractor is required to customize/develop the system in accordance with HIPAA requirements, implement the system in accordance with HIPAA requirements and, where the contractor will operate and maintain the system, operate and maintain the system in compliance with HIPAA requirements. HIPAA requirements also apply to entities with which State data is shared. This agreement/contract must be in force prior to testing or production implementation of this data exchange. In the proposal, the contractor will explain their understanding of the HIPAA regulations and their impact on this project, especially around security.

The contractor system must provide reports and payment checks as follows:

At least once a day, prompt a summary report from the Authorization/Client Server, which will include:

A listing of all orders transmitted to DOH for fulfillment, including the date, time, and name on each record ordered, the amount due DOH for each order, and the check number of the payment check to DOH for the orders transmitted for fulfillment. The contractor will work with DOH staff to determine the exact format and contents of the report.

The system must support comprehensive reporting configurations to streamline fulfillment processes, including the efficient ordering and issuance of certificates.

The amounts due to DOH, the contractor, plus the total for each transaction (voids shown as negative numbers), and grand totals. The contractor will work with DOH staff to determine the exact format and contents of the report.

After printing the summary report, print a check for the dollar amount due DOH for that batch, including the printing of the corresponding check number listed on the batch summary report, the date and time of payment, and the summary grand total amounts listed on the summary batch report.

The contractor will provide monthly and annual fiscal and statistical reports providing frequency distributions of the numbers of requests, types of certificates, types of applicants, receipts, number of phone calls received, wait time, and internet orders received, etc. The contractor will work with DOH staff to determine the exact format and content of the report.

The contractor will make available to DOH reports containing information regarding the numbers of requests, types of certificates requested, money received, etc., enabling DOH to import such data into database and spreadsheet applications.

The contractor must make changes to the reporting requirements as DOH's needs change. The system must include a reporting functionality that allows users to filter and organize documents by region or jurisdiction, based on New York State Gazetteer data, which defines New York State registration districts. The U.S. Gazetteer Files provide a listing of all geographic areas for selected geographic areatypes. The files include geographic identifier codes, names, area measurements, and representative latitude and longitude coordinates. Additionally, the system must offer robust document generation capabilities with extensive customization options, allowing for tailored reports and certificates that meet specific requirements. These reporting features must ensure the

Department can provide timely, accurate, and personalized documentation while maintaining operational flexibility and compliance.

The system must support comprehensive reporting functionalities tailored to meet the needs of vital event management. It should include capabilities for running standard reports, customizing existing reports, and developing new reports according to specific requirements on daily, weekly, monthly and greater intervals determined by DOH. The tailored functionalities must include revenue reporting to provide detailed insights into fee collections. Additional reporting requirements include, but are not limited to, the following:

- **Security Reports:** Roles by User ID and Facility, User Access, User by Role, and Active/Inactive Medical Providers and Funeral Directors.
- **Registration Reports:** Case Status, Potential Duplicates, Unregistered Cases, SSA, Certifier/Funeral Director Timeliness, Incomplete Births Statewide, Statistical Summary, Delivery Method Statistics, Complications, Procedures and Outcomes, Perinatal Outcome by Birth Weight, Healthy People, Hospital Batch, Extracts specified for Counties and Hospitals.
- **Productivity Reports:** For queues such as Amendments, Order Processing, and Registration Events.
- **Customization of variables and output types:** Statistical counts, percentages, and record details for further examination. Additionally, ad-hoc reporting must be able to customize variables from any section into a report. Users should be able to create these custom reports on their data. This will help meet future reporting needs for all users.
- **Unknown Reports:** Specific to high unknown variables broken down by facility.
- **Match Birth Death (MBD) Report:** Identifying infants that are not alive at the time of reporting.

Additionally, the system must facilitate automated exports based on predefined schedules or triggers. All reporting and exporting features must adhere to role-based authorization controls to ensure data security and compliance with HIPAA standards. Furthermore, the development, testing, and approval of new reports and modifications should follow established best practices to maintain system integrity and regulatory compliance.

4.4 Information Technology

The application and all systems and components supporting it, including, but not limited to, any forms and databases that include Personal Health, Personal Identification or other New York State information, must comply with all NYS security policies and standards listed at <http://its.ny.gov/tables/technologypolicyindex.htm>.

A. System Reliability

The “system reliability” quality goal is 99.0% passing tests with no critical incidents outstanding. Specific goals per iteration may vary.

Note: A passing test is one that can be run in its entirety without error. A test that cannot be run because it or the feature it tests is not implemented or fully implemented will be counted as a failure.

The DOH expects to follow these general rules within any given iteration:

Passing	Indication
< 80.0%	Not ready for DOH acceptance.
> 80.0% < 99.0%	Ready for open issues review and discussion with the DOH; review of critical issues with the DOH. The DOH may, at its discretion, not accept the iteration or final release.
> 99.0%	DOH acceptance (excepting critical incidents).

B. Hardware and Software

The contractor will work with DOH and stakeholders to develop and test a comprehensive system as described above in the Scope of Work and below.

C. Software Hosting and Security Assessments

The contractor must be able to provide Production, Training, Testing, Staging, and Development environments and ensure that web and mobile applications and database servers are operational and available 24 hours per day x 7 days per week x 365 days per year. The contractor must meet NYS requirements of a 99.9% uptime rate with unplanned downtime equal to or less than nine (9) hours annually. The contractor will be responsible for hosting the web, the application, and database hardware, operating systems, and the customer's confidential information at a secure location.

The contractor will be expected to maintain the system's infrastructure, including hosting, backups, and disaster recovery with downtime totaling less than nine (9) hours annually.

The VEIS shall include the following:

- Software for the electronic registration of births, deaths, spontaneous pregnancy loss, marriages, divorces and dissolutions of marriage, and Adoption Information Registry (AIR).
- Software programs must also include the ability to perform all corrections and amendments for a record.
- Complete set of written installation and configuration documentation for all new, changed, or updated application software and system components including:
- Technical documentation (system diagrams, data flow diagrams, configuration instructions, release deployment instructions, operating instructions, audit log locations, procedures for security and general maintenance).
- User manuals.
- Disaster and Recovery Document (application and database).
- Business Continuity Plan.
- Data dictionaries (for both main database and reporting database).
- Documentation updates.
- All customizations will be made through configuration changes unless a new release is accepted by DOH to address functional specifications.
- Provide all features and functionality that support electronic registration and issuance of vital events based on national guidelines established by the National Center for Health Statistics and NYS legislation.
- Provide the DOH with a catalog of all test scripts required to fully test the VEIS application.
- Acceptance Test Period to allow the DOH to test the operation and functionality of the contractor's software in accordance with the DOH's acceptance test criteria. If the software fails the Acceptance Test, the contractor will modify the software, at no cost, within 15 days of notification from the DOH.
- Software enhancements developed by the contractor to support new or revised NCHS and DOH requirements will be provided in maintenance releases. Enhancements may include new/revised reports, extracts, security patches, and any functionality introduced to support modules utilized by DOH. The department must not be charged for any mandated changes from NCHS.
- The contractor will separately connect the electronic birth registration system, electronic death registration system, and electronic spontaneous pregnancy loss registration system to STEVE via FHIR protocol based on NCHS specifications, including creating APIs and endpoints for each electronic registration module and system preferences that DOH can use to turn on or off the APIs.
- Provide DOH, at the contractor's sole expense, with all updates, extensions, enhancements, modifications, and any other changes made or added to the software specifically for the services, systems, and platforms that DOH owns. This includes any features or improvements that the contractor makes available to other licensees of the same DOH-utilized software and components.

D. Software Maintenance, Support, and Release Management for DOH Vital Events System

The contractor shall provide DOH, at the contractor's sole expense, with bug fixes and code corrections to correct software malfunctions and defects to bring the Software into substantial conformity with its operating specifications.

Software releases provided by the contractor shall be fully documented with release notes describing functionality and use cases utilized by the contractor to test the full functionality of the release. The contractor must provide DOH with release notes as they become available.

Prior to the release of a new software version, the contractor shall provide DOH access to a hosted environment for reviewing new or updated software features. The contractor will adhere to industry-standard best practices and frameworks (such as ITIL, ISO 27001, or CMMI) for comprehensive testing, rollback capabilities, and obtaining formal DOH sign-off prior to deployment.

The contractor will provide maintenance and upgrade releases, as well as releases related to enhancements. These will be planned and deployed, as needed, to bring the VEIS to current during the maintenance period.

E. Develop, maintain and support software enhancements

The contractor maintenance and operations team will be responsible for providing maintenance support for changes in the application, including those relating to all hardware and operating system upgrades, and ensuring that application and software vulnerabilities are addressed according to NYS Vulnerabilities Scanning and Patch Management Standards, found at <https://its.ny.gov/eiso/policies/security>. The contractor maintenance and operations team should advise DOH when a proposed major software upgrade may negatively impact the vital records software application performance so that the vital records software application impacts can be evaluated and accommodated. The contractor is responsible for all software installation, including database and middleware, in all vital records environments, including any Disaster Recovery. The contractor is also responsible for software operation monitoring, including database backup and replication.

4.5 Security

The "system security" quality goal is a positive security risk assessment with no critical findings. Specific goals per iteration and final release may vary but always need to conform to all applicable NYS Information Security Policies and Standards, including, but not limited to, Vulnerability Scanning and Secure System Development Life Cycle (SSDLC) Standards. DOH requires quarterly web application security scans and in-depth application security scans of the application before being deployed into production for each release. All vulnerabilities found during scans must be addressed as per the NYS Vulnerability Scanning Standard.

In addition, periodic independent assessment of system security by the NYS Enterprise Information Security Officer or designated staff; this assessment may include, but not be limited to, discussions highlighting weaknesses, unaddressed risks, or questionable areas of the solution in the context of exploit and security breach.

The selected Contractor shall comply with all privacy and security policies and procedures of the Department (<https://its.ny.gov/policies>) and applicable State and Federal law and administrative guidance with respect to the performance of the Contract. The Contractor is required, if applicable, to execute a number of security and privacy agreements with the Department including a Business Associate Agreement (Appendix H) and a Data Use Agreement (DUA) at contract signing.

The Contractor is expected to provide secure and confidential backup, storage and transmission for hard copy and electronically stored information. Under no circumstances will any records be released to any person, agency, or organization without specific written permission of the Department. The Contractor is obligated to ensure any Subcontractor hired by Contractor who stores, processes, analyzes or transmits MCD on behalf of Contractor has the appropriate security requirements in place. Contractor is required to include in all subcontracts and Business Associate Agreements with their Subcontractors language surrounding the security and privacy requirements as well as the language contained in the Confidentiality Language for Third Parties section of the DUA. If any breach or suspected breach of the data or confidentiality occurs, whether the breach

occurred with the Contractor or Subcontractor, the Department must be notified immediately.

The Contractor is required to maintain and provide to the Department upon request their data confidentiality plans and procedures for meeting security requirements as they relate to the deliverables and services within this RFP, including all plans as they relate to subcontractor work where applicable.

Contractor will develop and maintain adequate fully trained staff to respond to all stakeholder inquiries while protecting confidentiality and maintaining the security and integrity of all systems. Staff must be trained to understand and observe requirements related to confidentiality and operating guidelines for functions included in this RFP.

The Contractor will comply fully with all current and future updates of the security procedures of the Department as well as with all applicable State and Federal requirements, in performance of the Contract. The Contractor solutions must comply with the latest HIPAA security provisions and state data protection laws. Proposals must include a detailed security framework, regular security audits, and immediate breach notification procedures aligned with state and federal regulations.

4.6 Transition

The contract transition activities performed by the Contractor must include:

- Providing the functioning website portal within three (3) months
- Providing the mail order and processing within three (3) months
- Providing a system that replicates all core functionality of the current platform, including birth, death, and pregnancy loss modules, and incorporates required enhancements. The replacement system must provide functionality equal to or greater than the current system and be fully implemented, tested, and operational within twelve (12) months of contract award.

The transition represents a period when the current contract activities performed by the Contractor must be turned over to the Department, another Department agent or successor Contractor during or at the end of the Contract Term.

The Contractor shall ensure that any transition to the Department, Departmental agency or successor Contractor be done in a way that provides the Department with uninterrupted services. This includes a complete and total transfer of all data, files, reports, and records generated from the inception of the Contract through the end of the Contract to the Department or another Department agent should that be required during or upon expiration of its contract.

The Contractor shall provide technical and business process support as necessary and required by the Department to transition and assume contract requirements to the Department or another Department agent should that be required during or at the end of the Contract.

The Contractor shall manage and maintain the appropriate number of staff to meet all requirements listed in the RFP during the transition. All reporting and record requirements, security standards, and performance standards are still in effect during the transition period.

Contractor is required to develop a work plan and timeline to securely and smoothly transfer any data and records generated from the inception of the Contract through the end of the Contract to the Department or another Department agent should that be required during or upon expiration of its Contract. The plan and documentation must be submitted to the Department no later than twelve (12) months before the last day of its Contract with the Department or upon request of the Department.

Please also refer to Section 4.1.11 Cutover, Transition, and Stabilization Requirements for transition information.

4.7 Payment

Payment of invoices and/or vouchers submitted by the successful Bidder pursuant to the terms of the Contract entered into pursuant to this RFP by the Department shall be made in accordance with Article XI-A of the New York State Finance Law. Payment terms will be:

Selected contractor will submit invoices as outlined below:

System maintenance/hosting payments at the end of each calendar quarter. Maintenance/hosting payments are for DOH approved work.

System enhancement deliverables defined in Work Orders once the enhancements have been placed in production environment and/or formally accepted ("Deliverable Acceptance Form") by DOH.

Secure digital mailroom service will submit monthly invoices, due 30 days after the end of each month, and must be accompanied by a New York State Claim for Payment (form AC3253-S) to ensure payment.

Remote order processing is paid by the requestor and will be at no cost to DOH.

The Contractor shall submit invoices and/or Claim for Payment to the State's designated payment office:

Preferred Method: Email a .pdf copy of your signed Claim for Payment to the Business Service Center (BSC) at: AccountsPayable@ogs.ny.gov and cc to your Contract Manager with a subject field as follows:

Subject: Unit 3450216; Contract Number C041700

Alternate Method: Mail signed, original Claim for Payment at the following U.S. postal address:

NYS Department of Health
Unit ID 3450216; Contract Number C041700
c/o NYS OGS BSC Accounts Payable
Building 5, 5th Floor
1220 Washington Ave.
Albany, NY 12226-1900

Payment for invoices and/or vouchers submitted by the CONTRACTOR shall only be rendered electronically unless payment by paper check is expressly authorized by the Commissioner, in the Commissioner's sole discretion, due to extenuating circumstances. Such electronic payment shall be made in accordance with ordinary State procedures and practices. The CONTRACTOR shall comply with the State Comptroller's procedures to authorize electronic payments. Authorization forms are available at the State Comptroller's website at www.osc.state.ny.us/epay/index.htm, by email at epayments@osc.state.ny.us or by telephone at 518-474-6019. CONTRACTOR acknowledges that it will not receive payment on any invoices and/or vouchers submitted under this Contract if it does not comply with the State Comptroller's electronic payment procedures, except where the Commissioner has expressly authorized payment by paper check as set forth above.

In addition to the Electronic Payment Authorization Form, a Substitute Form W-9 must be on file with the Office of the State Comptroller, Bureau of Accounting Operations. Additional information and procedures for enrollment can be found at <http://www.osc.state.ny.us/epay>. Completed W-9 forms should be submitted to the following address:

NYS Office of the State Comptroller Bureau of Accounting Operations Warrant & Payment Control Unit
110 State Street, 9th Floor
Albany, NY 12236

4.8 Subcontracting

Bidders may propose the use of a subcontractor. The Contractor shall obtain prior written approval from the Department before entering into an agreement for services to be provided by a subcontractor. The Contractor is solely responsible for assuring that all the requirements of this RFP is met. All subcontracts shall contain

provisions specifying that the work performed by the subcontractor must be in accordance with the terms of the prime contract, and that the subcontractor specifically agrees to be bound by the confidentiality provisions set forth in the agreement between the Department and the Contractor. The Department reserves the right to request removal of any Bidder's staff or subcontractor's staff if, in the Department's discretion, such staff is not performing in accordance with the Contract.

NOTE: Subcontractors whose contracts are valued at or above \$100,000 will be required to submit the Vendor Responsibility Questionnaire upon selection of the prime Contractor.

4.9 Contract Insurance Requirements

Prior to the start of work under the Contract, the Contractor shall procure, at its sole cost and expense, and shall maintain in force at all times during the term of the Contract, insurance of the types and in the amounts set forth in Attachment 8, the New York State Department of Health Contract, Section IV. Contract Insurance Requirements as well as below.

Data Breach and Privacy/Cyber Liability: The vendor shall carry and maintain applicable coverage during and for a period of one (1) years after completion of this contract, Data Breach and Privacy/Cyber Liability Insurance, including coverage for failure to protect confidential information and failure of the security of the vendor's computer systems or the DOH's Authorized Users' systems due to the actions of the vendor with results in the unauthorized access to the DOH's data.

4.10 Minority & Women-Owned Business Enterprise (M/WBE) Requirements

Pursuant to New York State Executive Law Article 15-A, the Department recognizes its obligation to promote opportunities for maximum feasible participation of certified minority-and woman-owned business enterprises and the employment of minority group members and women in the performance of the Department's contracts.

Business Participation Opportunities for M/WBEs

For purposes of this RFP, the Department hereby establishes an overall goal of 30% for M/WBE participation, 15% for Minority-Owned Business Enterprises ("MBEs") participation and 15% for Women-Owned Business Enterprises ("WBEs"), based on the current availability of qualified MBEs and WBEs and outreach efforts to certified M/WBE firms. The successful Bidder who becomes the Contractor under the Contract entered into with the Department pursuant to this RFP must document good faith efforts to provide meaningful participation by M/WBEs as subcontractors or suppliers in the performance of the Contract consistent with the M/WBE participation goals established for this procurement, and Contractor must agree that the Department may withhold payment pending receipt of the required M/WBE documentation. For guidance on how the Department will determine "good faith efforts," refer to 5 NYCRR §142.8.

The directory of New York State Certified M/WBEs can be viewed at: <https://ny.newnycontracts.com>. The directory is found in the upper right-hand side of the webpage under "Search for Certified Firms" and accessed by clicking on the link entitled "MWBE Directory". Engaging with firms found in the directory with like product(s) and/or service(s) is required, and all communication efforts and responses should be well documented to establish Contractor's "good faith efforts".

By submitting a Bid in response to this RFP, for contracts with an MWBE goal above, a Bidder agrees to complete and submit an M/WBE Utilization Plan (Attachment 5, Form #1) prior to award. The Department will review the submitted M/WBE Utilization Plan. If the Plan is not accepted, the Department may issue a notice of deficiency. If a notice of deficiency is issued, Bidder agrees that it shall respond to the notice of deficiency within seven (7) business days after Bidder's receipt of such notice.

The Department may disqualify a Bidder as being non-responsive to this RFP under the following circumstances:

- a) If a Bidder fails to submit a M/WBE Utilization Plan;
- b) If a Bidder fails to submit a written remedy to a notice of deficiency;
- c) If a Bidder fails to submit a request for waiver (if applicable); or
- d) If the Department determines that the Bidder has failed to document good-faith efforts to provide meaningful participation by M/WBEs under the Contract in accordance with the goals for this RFP established by the Department;

The Contractor will be required to attempt to utilize, in good faith, any MBE or WBE identified in its M/WBE Utilization Plan, during the performance of the Contract. Requests for a partial or total waiver of established goal requirements made subsequent to Contract Award may be made at any time during the term of the Contract to the Department but must be made no later than prior to the submission of a request for final payment on the Contract.

The Contractor will be required to submit a Contractor's Quarterly M/WBE Contractor Compliance & Payment Report to the Department, by the 10th day following each end of quarter over the term of the Contract documenting the progress made toward achievement of the M/WBE goals of the Contract.

If (a) the Department determines that the Contractor is not in compliance with the M/WBE requirements of the Contract and the Contractor refuses to comply with such requirements, or (b) the Department finds that the Contractor has willfully and intentionally failed to comply with the M/WBE participation goals established in the Contract, the Contractor may be required to pay to the Department liquidated damages and will be considered during future Vendor Responsibility Profile reviews should the bidder bid on future opportunities with the Department

Such liquidated damages shall be calculated as an amount equaling the difference between: (1) all sums identified for payment to M/WBEs had the Contractor achieved the contractual M/WBE goals; and (2) all sums actually paid to M/WBEs for work performed or materials supplied under the Contract.

A New York State certified Minority- and Women-Owned Businesses (M/WBE) may request that their firm's contact information be included on a list of M/WBE firms interested in serving as a subcontractor for this procurement. The listing will be publicly posted on the Department's website for reference by the bidding community. A firm requesting inclusion on this list should send contact information and a copy of its NYS M/WBE certification to bvrprocure@health.ny.gov before the Deadline for Questions as specified in Section 1. (Calendar of Events). Nothing prohibits an M/WBE Vendor from proposing as a prime Contractor.

Please Note: Failure to comply with the foregoing requirements may result in a finding of non-responsiveness, non-responsibility and/or a breach of the Contract, leading to the withholding of funds, suspension or termination of the Contract or such other actions or enforcement proceedings as allowed by the Contract.)

4.11 Participation Opportunities for NYS Certified Service-Disabled Veteran-Owned Businesses

Article 17-B of the New York State Executive Law provides for more meaningful participation in public procurement by NYS-certified Service-Disabled Veteran-Owned Businesses ("SDVOBs"), thereby further integrating such businesses into New York State's economy. The Department recognizes the need to promote the employment of service-disabled veterans and to ensure that certified service-disabled veteran-owned businesses have opportunities for maximum feasible participation in the performance of the Department's contracts.

In recognition of the service and sacrifices made by service-disabled veterans and in recognition of their economic activity in doing business in New York State, Bidders/Contractors are strongly encouraged and expected to consider SDVOBs in the fulfillment of the requirements of the Contract. Such participation may be as subcontractors or suppliers, as protégés, or in other partnering or supporting roles.

For purposes of this procurement, the Department conducted a comprehensive search and determined that the Contract does not offer sufficient opportunities to set specific goals for participation by SDVOBs as subcontractors, service providers, and suppliers to Contractor. Nevertheless, Bidder/Contractor is encouraged to make good faith efforts to promote and assist in the participation of SDVOBs on the Contract for the provision of services and materials. The directory of New York State Certified SDVOBs can be viewed at: <https://ogs.ny.gov/veterans/>

Bidders are encouraged to contact the Office of General Services' Division of Service-Disabled Veteran's Business Development at 518-474-2015 or VeteransDevelopment@ogs.ny.gov to discuss methods of maximizing participation by SDVOBs on the Contract.

5.0 ADMINISTRATIVE INFORMATION

The following administrative information will apply to this RFP. Failure to comply fully with this information may result in disqualification of your proposal.

5.1 Restricted Period

“Restricted period” means the period of time commencing with the earliest written notice, advertisement, or solicitation of a Request for Proposals (“RFP”), Invitation for Bids (“IFB”), or solicitation of proposals, or any other method for soliciting a response from bidders intending to result in a procurement contract with the Department and ending with the final contract award and approval by the Department and, where applicable, final contract approval by the Office of the State Comptroller.

Pursuant to State Finance Law §§ 139-j and 139-k, the Department identifies designated contacts on face page of this RFP to whom all communications attempting to influence this procurement must be made.

This prohibition applies to any oral, written, or electronic communication under circumstances where a reasonable person would infer that the communication was intended to influence this procurement. Violation of any of the requirements described in this Section may be grounds for a determination that the bidder is non-responsible and therefore ineligible for this contract award. Two (2) violations within four (4) years of the rules against impermissible contacts during the “restricted period” may result in the violator being debarred from participating in the Department’s procurements for a period of four (4) years.

5.2 Questions

Potential Bidders may submit written questions and requests for clarification pertaining to this RFP between the issuance of this RFP and the deadline for the submission of written questions specified in Section 1 (Calendar of Events). All questions and requests for clarification of this RFP should cite the relevant RFP, including the RFP number and title (C041700 - Vital Events Integrated System (VEIS)) , the section and paragraph number of this RFP or of the Attachment to this RFP to which the question relates, where applicable, and must be submitted via email to bvrprocure@health.ny.gov no later than the Deadline for Submission of Written Questions specified in Section 1. (Calendar of Events). Questions received after the deadline may not be answered.

If a potential Bidder discovers any ambiguity, conflict, discrepancy, omission, or other apparent error in this RFP, the Bidder shall immediately notify the Department of such error in writing at bvrprocure@health.ny.gov and request that the Department clarify or modify the Terms of this RFP. If, prior to the deadline for the Submission of Bids, a Bidder fails to notify the Department of a known error or an error that reasonably should have been known, the Bidder shall assume the risk of bidding notwithstanding such apparent ambiguity, conflict, discrepancy, omission or other error. If awarded the Contract pursuant to the terms of this RFP, the Bidder shall not be entitled to an amendment to the terms of the Contract to correct or clarify any such ambiguity, conflict, discrepancy, omission or other error nor to any additional compensation by reason of the error or its correction.

5.3 Right to Modify RFP

The Department reserves the right to modify any part of this RFP, including but not limited to, the date and time by which proposals must be submitted and received by the Department, at any time prior to the Deadline for Submission of Proposals specified in [Section 1.0](#) (Calendar of Events). Modifications to this RFP shall be made by issuance of amendments and/or addenda.

Prior to the Deadline for Submission of Proposals, any such clarifications or modifications as deemed necessary by the Department will be posted to the Department’s website.

If a prospective bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFP, the bidder shall immediately notify the Department of such error in writing at bvrprocure@health.ny.gov and request clarification or modification of the RFP.

If, prior to the Deadline for Submission of Proposals, a bidder fails to notify the Department of a known error or an error that reasonably should have been known, the bidder shall assume the risk of proposing. If awarded the Contract, the bidder shall not be entitled to additional compensation by reason of the error or its correction.

5.4 The Department's Reserved Rights

The Department reserves the right to:

1. Reject any or all proposals received in response to the RFP;
2. Withdraw the RFP at any time, at the Department's sole discretion;
3. Make an award under the RFP in whole or in part;
4. Disqualify any bidder whose conduct and/or proposal fails to conform to the requirements of the RFP;
5. Seek clarifications and revisions of proposals;
6. Use proposal information obtained through site visits, management interviews and the State's investigation of a bidder's qualifications, experience, ability or financial standing, and any material or information submitted by the bidder in response to the Department's request for clarifying information in the course of evaluation and/or selection under the RFP;
7. Prior to the bid opening, amend the RFP specifications to correct errors or oversights, or to supply additional information, as it becomes available;
8. Prior to the bid opening, direct bidders to submit proposal modifications addressing subsequent RFP amendments;
9. Change any of the scheduled dates;
10. Eliminate any mandatory, non-material specifications that cannot be complied with by all of the prospective bidders;
11. Waive any requirements that are not material;
12. Negotiate with the successful bidder within the scope of the RFP in the best interests of the State;
13. Conduct contract negotiations with the next responsible bidder, should the Department be unsuccessful in negotiating with the selected bidder;
14. Utilize any and all ideas submitted in the proposals received;
15. Every offer shall be firm and not revocable for a period of three hundred and sixty-five days from the bid opening, to the extent not inconsistent with section 2-205 of the uniform commercial code. Subsequent to such three hundred and sixty- five days, any bid is subject to withdrawal communicated in a writing signed by the bidder; and,
16. Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of a bidder's proposal and/or to determine a bidder's compliance with the requirements of the solicitation.

5.5 Debriefing

Pursuant to Section 163(9)(c) of the State Finance Law, once an award has been made, any unsuccessful bidder may request a debriefing regarding the reasons that the proposal or bid submitted by the Bidder was not selected for award. The debriefing will be limited solely to the Bidder's own Bid and will not include any discussion of other bids. Requests for a debriefing must be made within fifteen (15) calendar days of release of the written or electronic notice by the Department that the Bid submitted by the Bidder was not selected for award. Requests should be submitted in writing to a designated contact identified in the award/non-award letter.

5.6 Protest Procedures

In the event an unsuccessful Bidder wishes to protest the award resulting from this RFP, the protesting Bidder must follow the protest procedures established by the Office of the State Comptroller (OSC). These procedures can be found in Chapter XI Section 17 of the OSC's Guide to Financial Operations, which is available on-line at: <http://www.osc.state.ny.us/agencies/guide/MyWebHelp/>

5.7 Freedom of Information Law ("FOIL")

All Bids may be disclosed or used by the Department to the extent permitted by law. The Department may disclose a Bid to any person for the purpose of assisting in evaluating the Bid or for any other lawful purpose.

All Bids will become State agency records, which will be available to the public in accordance with the New York State Freedom of Information Law. **Any portion of the Bid that a Bidder believes constitutes proprietary information entitled to confidential handling, as an exception to the Freedom of Information Law, must be clearly and specifically designated in the Bid as specified in Section 6.1.2. of this RFP.** If the Department agrees with the proprietary claim, the designated portion of the Bidder's Bid will be withheld from public disclosure. Blanket assertions of proprietary material will not be accepted, and failure to specifically designate proprietary material may be deemed a waiver of any right to confidential handling of such material.

5.8 Piggybacking

New York State Finance Law section 163(10)(e) (see also <https://ogs.ny.gov/procurement/piggybacking-using-other-existing-contracts-0>) allows the Commissioner of the NYS Office of General Services to consent to the use of the Contract entered into pursuant to this RFP by other New York State Agencies, and other authorized purchasers, subject to conditions and the Contractor's consent.

5.9 Intellectual Property

Any work product created pursuant to this RFP and the Contract awarded hereunder and any subcontract shall become the sole and exclusive property of the Department, which shall have all rights of ownership and authorship in such work product.

6.0 PROPOSAL CONTENT

The following includes the format and information to be provided by each Bidder. Bidders responding to this RFP must satisfy all requirements stated in this RFP. All Bidders are requested to submit complete Administrative and Technical Proposals and are required to submit a complete Cost Proposal. A proposal that is incomplete in any material respect may be rejected.

To expedite review of the proposals, Bidders are requested to submit proposals in separate Administrative, Technical, and Cost packages inclusive of all materials as summarized in Attachment A, Proposal Documents. This separation of information will facilitate the review of the material requested. No information beyond that specifically requested is required, and Bidders are requested to keep their submissions to the shortest length consistent with making a complete presentation of qualifications. Evaluations of the Administrative, Technical, and Cost Proposals received in response to this RFP will be conducted separately. Bidders are therefore cautioned not to include any Cost Proposal information in the Technical Proposal documents.

The Department will not be responsible for expenses incurred in preparing and submitting the Administrative, Technical, or Cost Proposals.

6.1 Administrative Proposal

The Administrative Proposal should contain all items listed below. An Administrative Proposal that is incomplete in any material respect may be eliminated from consideration. The information requested should be provided in the prescribed format. Responses that do not follow the prescribed format may be eliminated from consideration. All responses to the RFP may be subject to verification for accuracy. Please provide the forms in the same order in which they are requested.

6.1.1 Bidder's Disclosure of Prior Non-Responsibility Determinations

Submit a completed and signed [Attachment 1](#), "Prior Non-Responsibility Determinations."

6.1.2 Freedom of Information Law – Proposal Redactions

Bidders must clearly and specifically identify any portion of their proposal that a Bidder believes constitutes proprietary information entitled to confidential handling as an exception to the Freedom of Information Law. See [Section 5.7](#), (Freedom of Information Law)

6.1.3 Vendor Responsibility Questionnaire

Complete, certify, and file a New York State Vendor Responsibility Questionnaire. The Department recommends that bidders file the required Vendor Responsibility Questionnaire online via the New York State VendRep System. To enroll in and use the New York State VendRep System, see the VendRep System Instructions at <http://www.osc.state.ny.us/vendrep/index.htm> or go directly to the VendRep System online at www.osc.state.ny.us/vendrep.

Bidders must provide their New York State Vendor Identification Number when enrolling. To request assignment of a Vendor ID or for VendRep System assistance, contact the OSC Help Desk at 866-370-4672 or 518-408-4672 or by email at ciohelpdesk@osc.state.ny.us.

Bidders opting to complete and submit a paper questionnaire can obtain the appropriate questionnaire from the VendRep website, www.osc.state.ny.us/vendrep, or may contact the Office of the State Comptroller's Help Desk for a copy of the paper form. Bidders should complete and submit the Vendor Responsibility Attestation, [Attachment 3](#).

6.1.4 Vendor Assurance of No Conflict of Interest or Detrimental Effect

Submit [Attachment 4](#), Vendor Assurance of No Conflict of Interest or Detrimental Effect, which includes information regarding the Bidder, members, shareholders, parents, affiliates and subcontractors. [Attachment 4](#) must be signed by an individual authorized to bind the Bidder contractually.

6.1.5 M/WBE Forms

Submit completed Form #1 and/or Form #2, Form #4 and Form #5 as directed in [Attachment 5](#), "Guide to New York State DOH M/WBE RFP Required Forms."

6.1.6 Encouraging Use of New York Businesses in Contract Performance

Submit [Attachment 6](#), "Encouraging Use of New York State Businesses in Contract Performance" to indicate the New York Businesses you will use in the performance of the Contract.

6.1.7 Bidder's Certified Statements

Complete, sign and submit Attachment 7, "Bidder's Certified Statements", which includes information regarding the Bidder. Attachment 7 must be signed by an individual authorized to bind the Bidder contractually. Please indicate the title or position that the signer holds with the Bidder.

6.1.8 References

Provide references using [Attachment 9](#), (References) for three business references for past projects performed in the vital records arena within the past seven years. Provide firm names, addresses, contact names, telephone numbers, and email addresses.

6.1.9 Diversity Practices Questionnaire

The Department has determined, pursuant to New York State Executive Law Article 15-A, that the assessment of the diversity practices of respondents to this procurement is practical, feasible, and appropriate. Accordingly, respondents to this procurement should include as part of their response to this procurement, [Attachment 10](#) "Diversity Practices Questionnaire". Responses will be formally evaluated and scored.

6.1.10 Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination

Bidder should complete and submit [Attachment 11](#) certifying that it does not have institutional policies or

practices that fail to address the harassment and discrimination of individuals on the basis of their age, race, creed, color, national origin, sex, sexual orientation, gender identity, disability, marital status, military status, or other protected status under the Human Rights Law.

6.1.11 Executive Order 16 Prohibiting Contracting with Businesses Conducting Business in Russia

Bidder should complete and submit [Attachment 12](#) certifying the status of their business operations in Russia, if any, pursuant to Executive Order 16.

6.1.12 State Finance Law Consultant Disclosure Provisions

In accordance with New York State Finance Law Section 163(4)(g), State agencies must require all Contractors, including subcontractors, that provide consulting services for State purposes pursuant to a contract to submit an annual employment report for each such contract.

The successful bidder for procurements involving consultant services must complete a "State Consultant Services Form A, Contractor's Planned Employment From Contract Start Date through End of Contract Term" in order to be eligible for a contract.

The successful bidder must also agree to complete a "State Consultant Services Form B, Contractor's Annual Employment Report" for each state fiscal year included in the resulting contract. This report must be submitted annually to the Department, the Office of the State Comptroller, and Department of Civil Service.

Submit State Consultant Services Form A: Contractor's Planned Employment and Form B: Contractor's Annual Employment Report, available at: <http://www.osc.state.ny.us/agencies/forms/ac3271s.doc> and <http://www.osc.state.ny.us/agencies/forms/ac3272s.doc>.

6.1.13 Sales and Compensating Use Tax Certification (Tax Law, § 5-a)

Section 5-a of the Tax Law, as amended, effective April 26, 2006, requires certain Contractors awarded state contracts for commodities, services and technology valued at more than \$100,000 to certify to the Department of Tax and Finance (DTF) that they are registered to collect New York State and local sales and compensating use taxes. The law applies to contracts where the total amount of such contractor's sales delivered into New York State are in excess of \$300,000 for the four quarterly periods immediately preceding the quarterly period in which the certification is made, and with respect to any affiliates and subcontractors whose sales delivered into New York State exceeded \$300,000 for the four quarterly periods immediately preceding the quarterly period in which the certification is made.

This law imposes upon certain contractors the obligation to certify whether or not the contractor, its affiliates, and its subcontractors are required to register to collect state sales and compensating use tax and contractors must certify to DTF that each affiliate and subcontractor exceeding such sales threshold is registered with DTF to collect New York State and local sales and compensating use taxes. The law prohibits the State Comptroller, or other approving agencies, from approving a contract awarded to an offeror meeting the registration requirements but who is not so registered in accordance with the law.

The successful Bidder must file a properly completed Form ST-220-CA with the Department and Form ST-220-TD with the DTF. These requirements must be met before a contract may take effect. Further information can be found at the New York State Department of Taxation and Finance's website, available through this link: <http://www.tax.ny.gov/pdf/publications/sales/pub223.pdf>.

Submit these Forms, available through these links:

ST-220 CA: http://www.tax.ny.gov/pdf/current_forms/st/st220ca_fill_in.pdf

ST-220 TD: http://www.tax.ny.gov/pdf/current_forms/st/st220td_fill_in.pdf

6.2 Technical Proposal

The purpose of the Technical Proposal is to demonstrate the qualifications, competence, and capacity of the Bidder to perform the services contained in this RFP. The Technical Proposal should demonstrate the qualifications of the Bidder and the staff to be assigned to provide services related to the services included in this RFP.

A Technical Proposal that is incomplete in any material respect may be eliminated from consideration. The following outlines the information requested to be provided by Bidders. The information requested should be provided in the prescribed format. Responses that do not follow the prescribed format may be eliminated from consideration. All responses to the RFP may be subject to verification for accuracy.

While additional data may be presented, the following should be included. Please provide the information in the same order in which it is requested. Your proposal should contain sufficient information to assure the Department of its accuracy. Failure to follow these instructions may result in disqualification.

Pricing information contained in the Cost Proposal cannot be included in the Technical Proposal documents.

6.2.1 Title Page

Submit a Title Page providing the RFP subject and number; the Bidder's name and address, the name, address, telephone number, and email address of the Bidder's contact person; and the date of the Proposal.

6.2.2 Table of Contents

The Table of Contents should clearly identify all material (by section and page number) included in the Bidder's proposal.

6.2.3 Documentation of Bidder's Eligibility Responsive to Section 3.0 of RFP

Bidders must be able to meet all the requirements stated in Section 3.0 of the RFP. The bidder must submit documentation that provides sufficient evidence of meeting the criterion/criteria set forth in Section 3.0. This documentation may be in any format needed to demonstrate how the Bidder meets the minimum qualifications to propose.

1. The Bidder must have a minimum of five (5) years of experience in operating, maintaining, and supporting a secure, web-based order processing and payment system for vital records, including data verification and eligibility, that processed a minimum of 1250 orders per week for a vital records jurisdiction.
2. The Bidder must have a minimum of five (5) years of experience within the last seven (7) years in the development of software for the electronic registration of vital events for vital records jurisdictions. (Fifty United States, District of Columbia, New York City, and the five United States territories). The experience must encompass at least two of the following vital events currently in the production environment: birth, death, pregnancy loss, marriage or dissolution of marriage.
3. The Bidder must have a minimum of three (3) years of experience accepting mail-in orders, handling sensitive personal information, PCI-DSS compliance, encrypted protocols for data transmission, secure identity verification, and evidence of secure handling and storage processes for digital mail.
4. The Bidder must have a minimum of (3) years of experience operating a high-volume call center operations that handles 5,000-10,000 calls weekly.

5. The Bidder must provide evidence they have transmitted HL7 Fast Healthcare Interoperability Resources (FHIR) data between jurisdictional Vital Records Offices and the National Center for Health Statistics (NCHS).

Experience acquired concurrently is considered acceptable

For the purposes of this RFP, a “prime contractor” is defined as one who has the contract with the owner of a project or job and has full responsibility for its completion. A prime contractor undertakes to perform a complete contract.

Failure to meet these Minimum Qualifications will result in a proposal being found non-responsive and eliminated from consideration.

6.2.4 Technical Proposal Narrative

The Technical Proposal should provide satisfactory evidence of the Bidder’s ability to meet, and expressly respond to, each element listed below.

Elements of the Technical Proposal are as follows:

6.2.4.1 Tasks/Deliverables

6.2.4.1.1 General Vital Records Functionality and System Requirements

Bidder should describe their experience and proposed solution to provide a vital events electronic registration management system, remote order and payment processing system, and secure digital mailroom.

- a) Describe your proposed Vital Events Integrated System (VEIS) and how it meets the scope of work, including registration, remote order/payment processing, and secure digital mailroom requirements.
- b) Describe the system architecture, hosting environment, security, and scalability.
- c) Describe how the solution will support compliance with NYS and federal reporting requirements (e.g., SSA, NCHS, CDC, FHIR, HIPAA, ADA).
- d) Provide experience of transmission of HL7 Fast Healthcare Interoperability Resources (FHIR) data between jurisdictional Vital Records Offices and the National Center for Health Statistics (NCHS).
- e) Describe how the system will integrate with existing government or third-party systems and provide examples.
- f) Describe how the system ensures compliance with relevant privacy laws and regulations governing vital records information.
- g) Describe the quality assurance process that occurs before a solution is delivered.
- h) Describe how the system handles multiple platforms, such as smart phones or tablets.
- i) Describe the features included for accessibility and multi-language support.
- j) Describe how the system scales to include additional users or volume over time.

A. Vital Events Electronic Registration Management System

Bidder should describe their capabilities, knowledge, and experience in providing a Vital Events Registration Management System. Bidder should:

- a) Describe the plan to support all vital event types for electronic registration.
- b) Describe how the system handles the full life cycle of electronic registration of births, deaths, pregnancy loss, marriages, divorces, and adoptions, including amendments and corrections.
- c) Describe how the solution will provide real-time data exchange with federal, state, and local agencies.
- d) Describe how the system ensures 24/7 support, monitoring, and availability.
- e) Describe how the system will enforce timely registration deadlines.
- f) Describe the audit trail for all data entries and changes.

- g) Describe the electronic vital events registration system support direct entry by multiple external users (e.g. hospitals, coroners, etc.). Describe how different user roles are authenticated and authorized to enter or modify data.
- h) Describe how the system will ensure electronic records are linked and searchable across vital event types.
- i) Describe how the system handles duplicate or erroneous data.
- j) Describe how the system handles amendments and corrections to vital event records.
- k) Describe how the system integrates with hospital or coroner/medical examiner systems to streamline data collection.
- l) Describe how sensitive data is protected during data entry, processing and storage.
- m) Describe how the system is able to handle remote order processing and payment and the secure digital mailroom applicants for certificates.

B. Remote Order and Payment Processing System

Bidder should describe their capabilities, knowledge, and experience in providing a Remote Order and Payment Processing System. Bidder should :

- a) Describe how the system offers a secure, web-based portal accessible 24/7 and 365 days per year for the public and authorized users to place orders remotely.
- b) Describe the web-based remote order and payment processing web-based portal compatibility with all major browsers.
- c) Describe how the system allows users to order multiple types of vital records certificates in one transaction.
- d) Describe how the system notifies requestors automatically on order status updates, including payment confirmation, processing and shipping.
- e) Describe how the solution authenticates applicant identity and entitlement, process payments securely, and handle more than 5,000 orders monthly.
- f) Describe details on system security for financial transactions and compliance with applicable laws (e.g., 42 CFR Part 2, NYS Public Health Law).
- g) Describe how remote order processing will be integrated into existing vital records content management, secure digital mailrooms, and issuance systems.
- h) Describe how the system interfaces with identity management systems or national databases to verify registrant identity.
- i) Describe how the system tracks orders and payments by order, user and payment type. Describe what reports on this may be generated.
- j) Describe how the system supports refunds or voids of payments with proper audit trails.
- k) Describe what detailed financial and accounting reports on payments and fees may be generated.
- l) Describe the system integration with existing vital events electronic registration management system and vital events integrated system to automatically identify existing records.
- m) Describe what customer support is offered to users placing remote orders

C. Secure Digital Mailroom

Bidder should describe their capabilities, knowledge, and experience in providing a Secure Digital Mailroom. 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.

D. Information Technology Infrastructure Management

Bidder should describe their capabilities, knowledge, and experience in providing Information Technology Infrastructure Management. Bidder should:

- a) Describe all infrastructure components monitored and maintained to ensure performance and reliability.
- b) Describe the infrastructure management which will ensure all work will be performed within the United States.
- c) Describe the solution includes offsite and cloud backup as well as restoration capability.

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
- b) Legacy applications and content management systems
- c) Federal data exchange systems (SSA, NCHS, CDC)
- d) Municipal using Electronic Registry Systems
- e) Content management systems
- 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

Provide examples of previous integrations with similar large-scale government systems.

- a) Describe what types of data mapping and transformation capabilities the solution has for the different source/target formats (e.g. adapting to legacy system fields).
- b) Describe how the VEIS solution handles changing federal or policy requirements or new data exchange formats.
- c) Describe the current workflows between registration, mailroom, and content management systems for document storage and security compliance.
- d) Describe how incoming digitized mail has been indexed and transferred automatically to the registration, content management systems and remote order payment processing systems.
- e) Describe how the system has gone through interoperability and implementations with NCHS and other vital events jurisdictions.
- f) Describe the support provided in past systems including integration guides, support and training to support the linking to all platforms and applications.
- g) Describe deployment of automated identity verification for applicants.
- h) Describe alerts and monitoring for any unauthorized access attempts or failed login attempts.
- i) Describe past formal incident response protocol for suspected or confirmed breaches and if so, what it includes.

6.2.4.1.3 User Interface and Usability Requirement

Bidder should describe their capabilities, knowledge, and experience in providing User Interface and Usability Requirement. Bidder should:

A. Ease of Use

- a) Describe how the system ensures ease of use, multilingual support, and accessibility (ADA and NYS accessibility standards).
- b) Describe the features that support workflow automation, notifications, and error handling.
- c) Describe what customizable dashboards, data validation, and reporting features your system provides for staff and external users.
- d) Describe how the user interface supports easy navigation for internal and external users.
- e) Describe how the system provides user friendly interface for non-technical users and what options exist for customization without coding.

B. Data Entry and Editing

- a) Describe how the system handles data entry and editing.

C. Printing Certified Documents

- a) Describe how the system handles printing certified documents.

6.2.4.1.4 Workflow and Process Automation Requirements

Bidder should describe their capabilities, knowledge, and experience in providing Workflow and Process Automation Requirements. Bidder should be sure to describe how the system will:

- a) Allow funeral directors to claim case ownership and electronic access post registration
- b) Seal and unseal records per court order
- c) Manage legal requests for original birth information by adoptees (as allowed by NYS law)
- d) Flag and unflag records for missing and deceased persons
- e) Special handling of amendments and corrections to existing records
- f) Verify officiant credentials to confirm eligibility to perform marriages
- g) Automate workflow for marriage record amendments, annulments, and dissolutions
- h) Provide quick access to urgent info in cases involving legal and/or financial proceedings
- i) Handle contested divorces, annulments, and accommodation of changes to legal orders.
- j) Automates workflows, such as notifying registrars or generating certificates after event registration.

A. Notification Triggers

- a) Describe what experience you have with real-time administrator notifications for service outages, degradations, and errors.

- b) Describe what experience you have with workflow automation and efficiency tracking.

6.2.4.1.5 Access Auditing

Bidder should describe their capabilities, knowledge, and experience in providing Access Auditing. Bidder should:

- a) Describe how the system captures audit log records for each access or attempted access.
- b) Describe how all inbound and outbound interface transactions, including from external systems, batch processes and non-standard data fixes are logged in detail.
- c) Describe plan to ensure each log entry includes essential information, such as user ID, name/ID of record accessed or attempted to access, specific documents accessed, action taken, edits/changes and date and time of access/attempted access.
- d) Describe how long system maintains audit logs are stored and for how long.

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 this service 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.

6.2.4.1.7 Customization and Configuration

Bidder should describe their capabilities, knowledge, and experience in providing Customization and Configuration. Bidder should:

A. Configurations

- a) Describe how the system supports processing of different payment types (e.g. credit cards, debit cards, checks, etc.) and flexible data entry.
- b) Describe how the solution streamlines order processing workflows, including remote order entry, approval and notification.
- c) Describe how the system configures business rules, user roles, and internal routing without the need for coding expertise.
- d) Describe how the system will integrate vital statistics fields with relevant clinical outcomes, measures and identifiers.

B. Custom Development

- a) Describe how the customization and system development meet compliance with HIPAA standards during implementation and ongoing operations.
- b) Describe how end-to-end development, testing, deployment and maintenance is coordinated to guarantee alignment with HIPAA, DOH and other requirements.
- c) Describe how custom configurations, including testing, documentation and approvals, are managed prior to deployment.
- d) Describe what rollback strategies are included to safely revert custom updates or configurations, should an issue develop.
- e) Describe how the system designed to scale with increasing users and data volume, while maintaining performance.
- f) Describe how new legislation or policy requirements will be incorporated.
- g) Describe the plan and experience in incorporating APIs to support secure, real-time data sharing across the platform, while protecting sensitive data in accordance with HIPAA standards.
- h) Describe any integrated payment gateways that are included or supported by APIs.

C. Workflow

- a) Describe how are role-based access controls implemented in the system to accommodate multiple different users (e.g. LHDs, hospitals, medical examiners, etc.).
- b) Describe how user roles are created, managed and updated.
- c) Describe the process for customizing and configuring workflow rules and system features.
- d) Describe the internal messaging system within the system. Describe how it supports communication between users, specific to tasks or records.
- e) Describe how the messaging system allows file attachments along with what types and sizes are supported.

6.2.4.1.8 Project Management

Bidder should describe their capabilities, knowledge, and experience in providing Project Management. Bidder should:

- a) Describe the proposed titles and qualifications of the proposed core project team.
 - b) Describe how ramp-up and rollout activities, including project plan, transition, features awareness, and training, will be addressed.
- A. Project Deliverables and Documents**
- c) Describe the project deliverables and documents that will be utilized to ensure all items outlined in this section are maintained.
- B. Risk Management**
- d) Describe the project schedule, including progress tracking, percent completion and resource allocation adjustments.
 - e) Describe the approach to maintaining and updating the project schedule.
- C. Change Management**
- f) Describe the process for submitting, reviewing and approving project change requests, including full documentation and version control.
- D. Requirements Analysis and Management Plan**
- g) Describe the methods for conducting a Fit-Gap Analysis. Describe how you evaluate each requirement as bulleted in this section.
 - A summary of the analysis.
 - Designation for method of requirement fulfillment: Configuration, Customization or Out-of-the-Box.
 - A description of how the contractor's system and/or a modification in business process will fulfill each requirement. Identification of any requirements that cannot be fulfilled using the system, including a recommendation of how to meet those requirements. An impact assessment of the non-critical system configurations and customizations and the requirements that cannot be fulfilled, including benefits and risks.
 - Proposed high-level future state process flow diagrams for business and technical operations.
 - h) Describe the Requirements Traceability Matrix (RTM) and what tools or platforms are used to create and maintain it. Be sure to include how each requirement is correlated to the respective configurations and customizations in the system.
 - i) Describe how will the RTM track the status of each requirement, including implementation progress and testing.
 - j) Provide a high-level project plan.

6.2.4.1.9 System Access Control and Identity Management

Bidder should describe their capabilities, knowledge, and experience in providing System Access Control and Identity Management. Bidder should:

- a) Describe how the system complies with federal and state data reporting standards, including STEVE, FHIR, ADA compliance and NYS IT standards.
 - b) Describe the interface engine and how it manages diverse data formats and execution of transactions.
 - c) Describe what mechanisms are in place to detect, rollback and restore data.
 - d) Describe the search functionality to identify and retrieve information in the system. Is there an ability to search by fields and order status, at a minimum.
 - e) Describe how the system tracks order lifecycle and status visibility for DOH.
- A. Data Access**
- a) Describe how the system ensures unified user management with real-time synchronization and matching of users across separate systems.

B. Health Commerce System

- a) Describe how the system will integrate with the HCS.
- b) Describe how the system provides the ability to control who can grant or change authorizations on a user account.

C. Roles and Permissions

- a) Describe the system supports role-based access control with predefined roles (e.g. hospitals, local registrars, etc.) for vital event registration workflows.
- b) Describe how the data is encrypted both in transit and at rest to prevent unauthorized access.
- c) Describe the comprehensive tracking, logging and audit trails of all user actions on orders and documents for compliance and accountability.

6.2.4.1.10 System Performance

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

Bidder should:

A. System Maintenance

- a) Describe the mechanism by which the system can provide continuous health checks and real-time monitoring of key performance metrics (e.g. uptime, response time, record retrieval, etc.).
- b) Describe how the automated alerts will be in place to notify DOH of failures or performance degradation.
- c) Describe what error detection methods and automated workflows are in place to identify and correct data issues.
- d) Describe daily backup routines and data restore processes.
- e) Describe how the secure digital mailroom information trigger automated workflows, such as notifications or approvals within the integrated system.

B. Downtime

- a) Describe what the procedures are in an event of a system failure. Describe how these are escalated and what is the timeframe for expected resolution.
- b) Describe the web-based application availability during downtime to ensure continuous secure access to information and updates.
- c) Describe the system's uptime history and how it will ensure unscheduled downtime remains below 1% annually.

C. Solution 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.

6.2.4.1.11 Cutover, Transition, and Stabilization

Bidder should describe their capabilities, knowledge, and experience in providing Cutover, Transition, and Stabilization. Bidder should:

- a) Describe how a comprehensive cutover transition plan, detailing all activities, timelines dependencies and resources for the transition will be provided. Describe what tools are used to manage the plan.

- b) Describe how the vendor identifies and handle risks during the transition from the existing to new system. Provide examples of successful cutovers resulting in the new system going live in production.
- c) Describe how user support and training will be handled during the cutover, transition and stabilization period.
- d) Describe the vendor's experience with integrated vital records management systems.
- e) Describe the approach to manage the transition to facilitate seamless adoption of the new solution.

A. Data Migration

- f) Describe how the migration and integration of electronic and paper records will be handled.
- g) Describe the experience handling a hybrid system where some records are paper.
- h) Describe what data conversion, migration and bridging plans will the vendor use to synchronize legacy data with the new system.
- i) Describe what experience the vendor has in managing similar complex system transitions and provide examples.
- j) Describe a comprehensive migration plan, including detailed data mapping, cleansing, transformation and validation processes before integration.
- k) Describe the multi-phase validation (before migration, during migration and after migration) to verify data integrity and accuracy throughout the cycle.
- l) Describe the plan to ensure the migration preserves the authenticity, reliability and integrity of all vital records data without any loss.

B. Stabilization Requirements

- m) Describe if the system has monitoring tools to provide real-time alerts and diagnostics for rapid identification and resolution of bugs or defects.
- n) Describe if the system has performance validation, including tracking key system KPIs to maintain operational efficiency and responsiveness after implementation.
- o) Describe how the system will have ongoing data integrity validation.

6.2.4.1.12 Solution Architecture and Infrastructure Requirements

Bidder should describe their capabilities, knowledge, and experience in providing Solution Architecture and Infrastructure Requirements. Bidder should:

- a) Describe how the architecture will support a clientless framework and external users completing designated sections, consistent with current procedures.
- b) Describe how the system integrates paper records into electronic data for data collection and reporting.
- c) Describe the network architecture to enforce security and flexibility while allowing autonomy over system functionality.
- d) Describe if the data center meets Tier 3 or Tier 4 standards. Describe if they can handle a 99.9% or greater availability.
- e) Describe how the cluster database server is configured to handle failovers and ensure continuous service.
- f) Describe how the vendor ensures the hosting infrastructure is secure, reliable, scalable and compliant with data security standards and policies.
- g) Describe plan and experience to ensure separate environments for production, training, testing, staging and development and how these environments are isolated.
- h) Describe how you will provide evidence of compliance with data security data standards, including any certifications.
- i) Describe what security measures at the data centers are available to ensure protection of hosted systems and data.
- j) Describe how server hosting infrastructure is designed to ensure scalability and reliability.
- k) Describe what uptime guarantees or SLAs do you provide for hosting services.
- l) Describe what support services are available for the hosted system.
- m) Describe how the vendor ensures the hosted solution is delivered fully functional.

6.2.4.1.13 Testing

Bidder should describe their capabilities, knowledge, and experience in providing Testing. Bidder should be sure to:

- a) Describe what testing methodologies will be employed and if the solution uses Agile, Waterfall, neither or a combination of both.
- b) Describe your testing life cycle and elaborate on each phase of your testing life cycle, from test planning and design to execution and closure.
- c) Describe what types of testing are practiced.
- d) Describe the plan to integrate automated testing and determining which tests to automate.
- e) Describe what test management tools and technologies are used. Describe what security testing tools or methodologies are incorporated.
- f) Describe performance and load testing tools, which ones, and what are your typical testing scenarios.
- g) Describe your process for bug reporting, triage, and resolution. Describe how bugs are prioritized and tracked to completion. Provide examples of bugs from previous projects and describe how were they identified and resolved.
- h) Describe what metrics you use to measure testing success.
- i) Describe your approach to continuous testing and integration. Describe how testing will be incorporated throughout the development life cycle and what practices the system will follow to maintain a smooth integration.
- j) Describe how regression testing will be handled.
- k) Describe methodology for exploratory testing.
- l) Describe the proposed testing team's qualifications, training, and specialized skills.
- m) Describe the policy on handling critical issues post-release.
- n) Describe what types of testing environments you maintain (e.g., QA, development, staging, production-like). Describe how these environments are managed and kept consistent.
- o) Describe strategy for testing third-party integrations and APIs.
- p) Describe how accessibility testing will be performed.
- q) Describe what types of reports are generated from your testing activities, and how frequently are they shared.
- r) Provide examples of test coverage reports or metrics that demonstrate the thoroughness of your testing.
- s) Describe how you communicate test results and the overall quality of the software to stakeholders.

6.2.4.1.14 Training and Knowledge Transfer

Bidder should describe their capabilities, knowledge, and experience in providing Training and Knowledge Transfer. Bidder should:

- a) Provide experience creating training materials and documentation as described in the section 4.1.14A "Self-Service Resources".
- b) Describe the process for offering multi language options in training materials.
- c) Describe if you offer "train the trainer" to ensure adequate transfer of system knowledge.
- d) Describe the training included within the system for common tasks and activities.
- e) Describe if the system contains a tutorial library for common questions.
- f) Describe if the system is equipped for additional training materials to be uploaded by DOH users.
- g) Describe how training around system updates or changes will be handled.
- h) Describe the plan, experience and approach to on-site training if requested.
- i) Describe the plan to ensure the training materials align with the Department specific business goals.

6.2.4.1.15 Ongoing Operations/Maintenance

Bidder should describe their capabilities, knowledge, and experience in providing Ongoing Operations/Maintenance. Bidder should:

- a) Describe approach to proactively monitor the system.

- b) Describe how maintenance updates (i.e., security patches, software updates, and system updates) are managed. Describe how they are scheduled or triggered by the need for urgent fixes.
- c) Describe a typical release cycle (e.g., monthly, quarterly, ad-hoc for critical fixes). Describe how often major version upgrades or significant new features are released.
- d) Describe the proposed process for notifying customers about upcoming releases and changes.
- e) Describe the process for implementing new features or enhancements.
- f) Describe the process for knowledge transfer and training for the internal DOH team.
- g) Describe incident response process including escalation process and the expected response times. For major incidents, describe Root Cause Analysis and a reporting. Describe any process for reviewing recurring issues to prevent future occurrences.
- h) Describe the plan to meeting the service level agreements (SLAs) outlined in section 4.1.15 B. Bidder should be sure to include guarantees around uptime, response and resolution times. . Describe what guarantees you can provide regarding uptime, response times, and resolution times. Describe how you ensure the system continues to perform under peak loads or increased usage.
- i) Describe the plan for handling security vulnerabilities. Include monitoring for security issues, protocol for vulnerabilities and plan to patch critical security vulnerabilities.
- j) Describe the management system performance monitoring and optimization. Describe tools and methodologies for monitoring system performance and resource utilization. Describe what measures are in place to optimize the software for the best possible user experience.
- k) Describe the performance of the system monitored for speed, availability and resource use.

6.2.4.1.16 Business Continuity and Disaster Recovery

Bidder should describe their capabilities, knowledge, and experience in providing Business Continuity and Disaster Recovery. Bidder should be sure to:

- a) Describe how the disaster recovery plan addresses the design and development phases of the integrated system. Describe how disaster recovery is integrated into these phases.
- b) Describe the staff roles and responsibilities during disaster recovery and business continuity events.
- c) Describe how often full failover tests are conducted and if these tests are documented, and the results shared with stakeholders.
- d) Describe the process for notifying stakeholders about disaster recovery events, including test failures or actual disasters.
- e) Describe how you detect, report and remediate disaster recovery incidents, including security related risks.
- f) Describe the backup, failover sites and redundancy infrastructure to support continuous operations and services.
- g) Describe what mechanisms are in place for secure digital mailroom and ensure remote order processing continuity, especially under disaster scenarios.
- h) Describe the frequency of the disaster plan update to reflect changes in system, staff or requirements

6.2.4.2 Staffing

Bidder should describe their capabilities, knowledge, and experience in providing Staffing. Bidder should be sure to:

- a) Describe proposed staffing levels to appropriately perform the activities and tasks described in the RFP, with documentation or explanation supporting the proposed staffing level.
- b) Describe how the bidder plans to recruit and train an adequate number of staff.
- c) Describe the bidder's ability to provide qualified staff to carry out the projected workload during the contract and how they plan to provide staff to meet the scope of work over the entire contract period.

- d) Describe the bidder's ability to provide sufficient additional management and administrative support staff necessary to organize, prepare and carry out all administrative tasks associated with conducting the services.
- e) Describe the Bidder's process for ensuring all Contractor and subcontractor staff are appropriately trained and how the training protocols provide for consistency among audit staff and the analysis of findings.
- f) Describe how the Bidder intends to maintain the staffing levels and personnel planned.
- g) Include an organizational chart that delineates the titles and quantities of the staff responsible for fulfilling the tasks/deliverable detailed in Section 4.0 Scope of Work, their lines of communications, and outlines how the Bidder intends to organize staff and management for this project.

6.2.4.3. Reporting

Bidder should describe their capabilities, knowledge, and experience in providing Reporting. Bidder should:

- a) Describe what comprehensive reporting capabilities the system has for vital event management, including handling standard reports, customizing existing ones, and developing new reports on a daily, weekly, monthly and longer intervals.
- b) Describe how the system generates daily, monthly and annual reports to support recurring and ad hoc reports that meet federal requirements, such as NCHS, SSA, and CDC.
- c) Describe the timing of recurring reports minimizes operational disruption for both internal and external users.
- d) Describe how the system ensures extracts and reports comply with mandated file layouts and data format standards. Describe how the system automates data quality checks on reports and extracts and provide examples.
- e) Describe how the system will handle custom reports and customizable capabilities. and if so, describe the customization capabilities.
- f) The Bidder should provide plan and experience in providing various reports including but not limited to Security, Registration, Productivity, MBD reporting and ad-hoc reporting.
- g) Describe the reports provided for monitoring registration, timeliness and data quality

6.2.4.4. Information Technology

Bidder should describe their capabilities, knowledge, and experience in providing Information Technology.

Bidder should:

- a) Clearly describe in detail your approach to information technology requirements listed in Scope of Work Section 4.4
- b) Describe the approach to infrastructure hosting, backup/recovery, and disaster recovery, including compliance with NYS ITS standards.
- c) Describe the solution's monitoring, maintenance, and patching processes.
- d) Describe the plan to provide complete management of servers, storage, networking, and software, including cloud services.

6.2.4.5. Proposed Approach- Security

Bidder should describe their capabilities, knowledge, and experience in providing Information Technology.

Bidder should describe in detail the approach and ability to Security requirements listed in Scope of Work Section 4.5.

6.2.4.6 Proposed Approach- Transition (see Scope of Work Section 4.6)

Bidder should describe their capabilities, knowledge, and experience in providing Transition. Bidder should describe in detail your approach to Transition requirements listed in Scope of Work Section 4.6

6.3 Cost Proposal

Submit a completed and signed [Attachment B – Cost Proposal](#). The Cost Proposal shall comply with the format and content requirements as detailed in this RFP and in Attachment B. Failure to comply with the format and content requirements may result in disqualification.

The bid price is to cover the cost of furnishing all of the product(s)/ services sought to be procured, including but not limited to travel, materials, equipment, overhead, profit and labor to the satisfaction of the Department and the performance of all work set forth in said specifications.

7.0 PROPOSAL SUBMISSION

A proposal consists of three distinct parts: (1) the Administrative Proposal, (2) the Technical Proposal, and (3) the Cost Proposal. The table below outlines the requested format and volume for submission of each part. Proposals should be submitted in all formats as prescribed below.

	Electronic Submission
Administrative Proposal	1 email PDF(s) labeled “Administrative Proposal, Bidder’s Name, RFP#C041700” containing a standard searchable PDF file with copy/read permissions only.
Technical Proposal	1 email PDF(s) labeled “Technical Proposal, Bidder’s Name, RFP#C041700” containing a standard searchable PDF file with copy/read permissions only.
Cost Proposal	1 email PDF(s) “Cost Proposal, Bidder’s Name, RFP #C041700” containing standard searchable PDF file(s) with copy/read permissions only.

Email PDF / Electronic Submission Instructions:

Submit three (3) separate, searchable, and open and permission password protected, PDF proposals in three (3) separate emails to: BVRprocure@health.ny.gov. Use this naming convention for the subject line of each email: <Type of Proposal Submission, Bidder Name, RFP#C041700>.

1. Include, as attachment to each email, the distinct PDF file labeled “Administrative Proposal”, “Technical Proposal”, or “Cost Proposal” followed by Company name and RFP number. Example: “Technical Proposal Submission, ABC Company, RFP#12345”.
2. All electronic bid submissions should be clear and include page numbers at the bottom of each page.
3. All electronic bid submissions should be in PDF Optical Character Recognition (OCR) searchable format.
4. The body of the email should also include the password to the file, contact information, and indicate the total number of pages intended, and, where indicated, each subset of pages listed. **Example: Administrative Proposal 14 pages total, Attachment 3 – 1 page.**
5. A font size of eleven (11) points or larger should be used. All submitted documents should contain appropriate header and footer information.
6. In the event an electronic submission cannot be read by the Department, the Department reserves the right to request a hard copy and/or electronic resubmission of any unreadable files. Offeror shall have 2 business days to respond to such requests and must certify the resubmission is identical to the original submission.
7. Where signatures are required, the proposals should have a handwritten signature (wet ink) and be signed in blue ink. A scan of the handwritten (wet ink) signature can be used for electronic submission in the PDF. The Department reserves the right to request hard copy originals of all signature pages at any time.
8. The Department discourages overly lengthy Bid, greater than thirty (30) pages. Therefore, marketing brochures, user manuals or other materials beyond that sufficient to present a complete Bid, are not

desired and will not be reviewed or evaluated. Elaborate artwork or expensive paper is not necessary or desired. In order for the Department to evaluate bids fairly and completely, all Bids should follow the format described in this RFP and provide all requested information and no extraneous or additional information or material.

9. Audio and/or videotapes are not allowed. Any submitted audio or videotapes will be ignored by the evaluation teams.

The proposal must be received by the Department, no later than the Deadline for Submission of Proposals specified in [Section 1.0](#), (Calendar of Events). Late bids will not be considered.

7.1 No Bid Form

Bidders choosing not to bid are requested to complete the No-Bid form, [Attachment 2](#). Although not mandatory, such information helps the Department direct solicitations to the correct bidding community.

8.0 METHOD OF AWARD

8.1 General Information

The Department will evaluate each proposal based on the “Best Value” concept. This means that the proposal that best “optimizes quality, cost, and efficiency among responsive and responsible offerors” shall be selected for award (State Finance Law, Article 11, §163(1)(j)).

The Department, at its sole discretion, will determine which proposal(s) best satisfies its requirements. The Department reserves all rights with respect to the award. All proposals deemed to be responsive to the requirements of this procurement will be evaluated and scored for technical qualities and cost. Proposals failing to meet the requirements of this RFP may be eliminated from consideration. The evaluation process will include separate technical and cost evaluations, and the result of each evaluation shall remain confidential until evaluations have been completed and a selection of the winning proposal is made.

The evaluation process will be conducted in a comprehensive and impartial manner, as set forth herein, by an Evaluation Committee. The Technical Proposal and compliance with other RFP requirements (other than the Cost Proposal) will be weighted **70%** of a proposal’s total score and the information contained in the Cost Proposal will be weighted **30%** of a proposal’s total score.

Bidders may be requested by the Department to clarify the contents of their proposals. Other than to provide such information as may be requested by the Department, no Bidder will be allowed to alter its proposal or add information after the Deadline for Submission of Proposals listed in [Section 1.0](#) (Calendar of Events).

In the event of a tie, the determining factors for award, in descending order, will be:

- (1) lowest cost and
- (2) proposed percentage of M/WBE participation.

8.2 Submission Review

The Department will examine all proposals that are received in a proper and timely manner to determine if they meet the proposal submission requirements, as described in [Section 6.0](#) (Proposal Content) and [Section 7.0](#) (Proposal Submission), including documentation requested for the Administrative Proposal, as stated in this RFP. Proposals that are materially deficient in meeting the submission requirements or have omitted material documents, in the sole opinion of the Department, may be rejected.

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:

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

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

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:

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

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.

8.5 Composite Score

A composite score will be calculated by the Department by adding the Technical Proposal points and the Cost Proposal points awarded. Finalists will be determined based on composite scores.

8.6 Reference Checks

The Bidder should submit references using [Attachment 9](#) (References). At the discretion of the Evaluation Committee, references may be checked at any point during the process to verify Bidder's qualifications to propose (Section 3.0).

8.7 Best and Final Offers

The Department reserves the right to request best and final offers. In the event the Department exercises this right, all Bidders that submitted a proposal that are susceptible to award will be asked to provide a best and final offer. Bidders will be informed that should they choose not to submit a best and final offer, the offer submitted with their proposal will be construed as their best and final offer.

8.8 Award Recommendation

The Evaluation Committee will submit a recommendation for award to the Bidder(s) with the highest composite score(s) whose experience and qualifications have been verified.

The Department will notify the awarded Bidder(s) and Bidders not awarded. The awarded Bidder(s) will enter into a Contract substantially in accordance with the terms of Attachment 8, DOH Agreement, to provide the required product(s) or services as specified in this RFP. The resultant Contract shall not be binding until fully executed and approved by the New York State Office of the Attorney General and the Office of the State Comptroller.

9.0 ATTACHMENTS

The following attachments are included in this RFP and are available via hyperlink or can be found at: <https://www.health.ny.gov/funding/forms/>.

1. [Bidder's Disclosure of Prior Non-Responsibility Determinations](#)
2. [No-Bid Form](#)
3. [Vendor Responsibility Attestation](#)
4. [Vendor Assurance of No Conflict of Interest or Detrimental Effect](#)
5. [Guide to New York State DOH M/WBE Required Forms & Forms](#)
6. [Encouraging Use of New York Businesses in Contract Performance](#)
7. [Bidder's Certified Statements](#)
8. [DOH Agreement](#) (Standard Contract)
9. [References](#)
10. [Diversity Practices Questionnaire](#)
11. [Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination](#)
12. [Executive Order 16 Prohibiting Contracting with Business Conducting Business in Russia](#)

The following attachments are attached and included in this RFP:

- A. Proposal Document Checklist
 - B. Cost Proposal
- Acronyms

**ATTACHMENT A
PROPOSAL DOCUMENT CHECKLIST**

Please reference Section 7.0 for the appropriate format and quantities for each proposal submission.

RFPXXXXX – TITLE OF RFP		
FOR THE ADMINISTRATIVE PROPOSAL		
RFP §	SUBMISSION	INCLUDED
§ 6.1.1	Attachment 1 - Bidder's Disclosure of Prior Non-Responsibility Determinations	<input type="checkbox"/>
§ 6.1.2	Freedom of Information Law – Proposal Redactions (If Applicable)	<input type="checkbox"/>
§ 6.1.3	Attachment 3 - Vendor Responsibility Attestation	<input type="checkbox"/>
§ 6.1.4	Attachment 4 - Vendor Assurance of No Conflict of Interest or Detrimental Effect	<input type="checkbox"/>
§ 6.1.5	M/WBE Participation Requirements:	<input type="checkbox"/>
	Attachment 5 - Form 1	<input type="checkbox"/>
	Attachment 5 - Form 2 (If Applicable)	<input type="checkbox"/>
	Attachment 5 - Form 4	<input type="checkbox"/>
	Attachment 5 - Form 5 (If Applicable)	<input type="checkbox"/>
§ 6.1.6	Attachment 6 - Encouraging Use of New York Businesses	<input type="checkbox"/>
§ 6.1.7	Attachment 7 - Bidder's Certified Statements	<input type="checkbox"/>
§ 6.1.8	Attachment 9 - References	<input type="checkbox"/>
§ 6.1.9	Attachment 10 - Diversity Practices Questionnaire	<input type="checkbox"/>
§ 6.1.10	Attachment 11 - EO 177 Prohibiting Contracts with Entities that Support Discrimination	<input type="checkbox"/>
§ 6.1.11	Attachment 12 – EO 16 Contracting with Businesses Conducting Business in Russia	<input type="checkbox"/>
§ 6.1.12	State Finance Law Consultant Disclosure	<input type="checkbox"/>
§ 6.1.13	Sales and Compensating Use Tax Certification	<input type="checkbox"/>
FOR THE TECHNICAL PROPOSAL		
RFP §	SUBMISSION	INCLUDED
§ 6.2.1	Title Page	<input type="checkbox"/>
§ 6.2.2	Table of Contents	<input type="checkbox"/>
§ 6.2.3	Documentation of Bidder's Eligibility (Requirement)	<input type="checkbox"/>
§ 6.2.4	Technical Proposal Narrative	<input type="checkbox"/>
FOR THE COST PROPOSAL REQUIREMENT		
RFP §	REQUIREMENT	INCLUDED
§ 6.3	Attachment B- Cost Proposal	<input type="checkbox"/>

**ATTACHMENT B
COST PROPOSAL
RFP #C041700**

Bidder Name: _____

Pricing

Items described in this RFP may require configuration and/or custom development; however, it is the expectation of the Department that any proposed solution will be substantially commercial-off-the-shelf (COTS).

A. Solution Deliverable Requirements

The Bidder must complete the table below. In order to complete, the bidder must:

Provide one (1) bid price for each deliverable listed in the table below in the column labeled “RFP Section”. Such price must be an all-inclusive cost related to furnishing all of the said services, including but not limited to any costs to configure or customize as well as travel, materials, equipment, overhead, meetings, reporting, analysis, and any other costs required to complete the services detailed in Section 4.0, Scope of Work to the satisfaction of the Department of Health

The Bidder must provide a bid rate for the following deliverables listed in the table below:

- Bidder must provide one (1) all-inclusive rate for Future Enhancements and/or Change Requests. Such rate must include all costs related to furnishing all of the said services, including but not limited to travel, materials, equipment, overhead, meetings, reporting, analysis.

System Development Expenses:

Table 1: Vital Events Electronic Registration Management System- Core Functionality of Current Platform

RFP Section	Contract Period	Initial System Development Price
4.0, 4.5	09/01/2026 – 08/31/2027	
	Subtotal	

**ATTACHMENT B
 COST PROPOSAL
 RFP #C041700**

Bidder Name: _____

Ongoing Expenses Table:

Table 1: Vital Events Electronic Registration Management System- Maintenance Fees

RFP Section	Contract Period	Bid Price
4.0, 4.13, 4.18, 4.28	09/01/2026 – 08/31/2027	
4.0, 4.13, 4.18, 4.28	09/01/2027 – 08/30/2028	
4.0, 4.13, 4.18, 4.28	09/01/2028 – 08/30/2029	
4.0, 4.13, 4.18, 4.28	09/01/2029 – 08/30/2030	
4.0, 4.13, 4.18, 4.28	09/01/2030 – 08/30/2031	
4.0, 4.13, 4.18, 4.28	09/01/2031 – 08/30/2032	
4.0, 4.13, 4.18, 4.28	09/01/2032 – 08/30/2033	
	Subtotal	

Table 2: Vital Events Electronic Registration Management System- Hosting Fees

RFP Section	Contract Period	Bid Price
4.0, 4.15, 4.28	09/01/2026 – 08/31/2027	
4.0, 4.15, 4.28	09/01/2027 – 08/30/2028	
4.0, 4.15, 4.28	09/01/2028 – 08/30/2029	
4.0, 4.15, 4.28	09/01/2029 – 08/30/2030	
4.0, 4.15, 4.28	09/01/2030 – 08/30/2031	
4.0, 4.15, 4.28	09/01/2031 – 08/30/2032	
4.0, 4.15, 4.28	09/01/2032 – 08/30/2033	
	Subtotal	

Table 3: Vital Events Electronic Registration Management System- Enhancements/Work Orders

RFP Section	Contract Period	Bid Price
4.0, 4.9, 4.16	09/01/2026 – 08/31/2027	
4.0, 4.9, 4.16	09/01/2027 – 08/30/2028	
4.0, 4.9, 4.16	09/01/2028 – 08/30/2029	
4.0, 4.9, 4.16	09/01/2029 – 08/30/2030	
4.0, 4.9, 4.16	09/01/2030 – 08/30/2031	
4.0, 4.9, 4.16	09/01/2031 – 08/30/2032	
4.0, 4.9, 4.16	09/01/2032 – 08/30/2033	
	Subtotal	

**ATTACHMENT B
COST PROPOSAL
RFP #C041700**

Bidder Name: _____

Table 4: Secure Digital Mailroom

RFP Section	Contract Period	Estimated Annual Mail-In Applications	Price Per Mail-In Applications Processed	Total Price (# Orders x Fee Price)
4.1.C.	09/01/2026 – 08/31/2027	22,100		
4.1.C.	09/01/2027 – 08/30/2028	22,100		
4.1.C.	09/01/2028 – 08/30/2029	22,100		
4.1.C.	09/01/2029 – 08/30/2030	22,100		
4.1.C.	09/01/2030 – 08/30/2031	22,100		
4.1.C.	09/01/2031 – 08/30/2032	22,100		
4.1.C.	09/01/2032 – 08/30/2033	22,100		
			Subtotal	

Table 5: Remote Order and Payment Processing System

The cost below is the intrinsic value of the contract to New York State in the form of customer fees associated with processing remote orders.

RFP Section	Contract Period	Estimated Annual Remote Orders	Customer Charged Processing Fee	Total Price (# Orders x Fee Price)
4.1.C.	09/01/2026 – 08/31/2027	75,000		
4.1.C.	09/01/2027 – 08/30/2028	75,000		
4.1.C.	09/01/2028 – 08/30/2029	75,000		
4.1.C.	09/01/2029 – 08/30/2030	75,000		
4.1.C.	09/01/2030 – 08/30/2031	75,000		
4.1.C.	09/01/2031 – 08/30/2032	75,000		
4.1.C.	09/01/2032 – 08/30/2033	75,000		
			Subtotal	

Total Price for 7 years	
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**ATTACHMENT B
COST PROPOSAL
RFP #C041700**

Bidder Name: _____

Estimates may fluctuate. Actual volume may be higher or lower than estimated. . The contractor will not be reimbursed for any costs outside of the prices provided in their cost proposal. Payment for each deliverable will be made based upon department acceptance of the deliverable as being fully functional and able to pass User Acceptance Testing as described in Sections 4.0 Scope of Work and 4.7 Payment.

By signing this Cost Proposal Form, bidder agrees that the prices above are binding for 365 days from the proposal due date.

Signature Date

Print Name Title