

New York State Department of Health
Office of Professional Medical Conduct

Requests for Proposals No. 16342
New York State Physician Profile

Amendment # 1
December 20, 2016

The following are official modifications, which are hereby incorporated into the New York State Department of Health, Office of Professional Medical Conduct (RFP) #16342, issued November 4th, 2016. The information contained in this amendment prevails over the original RFP language. For all amendments below, deleted language appears in strikethrough (“~~xxx~~”) and added language appears in underline (“xxx”).

#1. Question and Answers Document

The Questions and Answers Document that was posted on December 9, 2016 has been amended with answers to several questions received by the due date for written questions, but omitted in the original response document. Please see added question #s 36-45.

#2. Page 4, 1.0 Calendar of Events, is amended as follows:

1.0 CALENDAR OF EVENTS

RFP #16342- NEW YORK STATE PHYSICIAN PROFILE	
<u>EVENT</u>	<u>DATE</u>
Issuance of Request for Proposals	November 4, 2016
Deadline for Submission of Written Questions	November 29, 2016 5:00 p.m. ET
Responses to Written Questions Posted by DOH	On or About December 9, 2016
Deadline for Submission of Proposals	Proposals Due January 18, 2017 4:00 p.m. ET <u>EXTENDED</u> <u>February 16, 2017</u>
<i>Anticipated</i> Contract Start Date	August 1, 2017

#3. Page 6, 3.0 Scope of Work, is amended as follows

3.0 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: 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 use of the term “Call Center” shall refer to a call center solution, not a physical center.

#4. Page 7, 3.1.1 Maintaining the Physician’s Self Reporting Web Application and Public Web Site, is amended as follows:

3.1.1 Maintaining the Physician's Self Reporting Web Application and Public Web Site

- a. The Contractor must develop/maintain capability for a physician to update and/or change required self-report information via the web as well as by hard copy. The electronic self-reporting of information must utilize the Department’s Health Commerce System for authentication, access and identification. The self-report application must comply with the **Security Requirements** outlined in [Attachment Q](#).
- b. The Contractor must develop/maintain and update a public web site in accordance with Department security specifications and application standards. The Contractor will ~~house~~ host the database server, web server and physician profile application. The public web site’s functional requirements must meet or exceed the current website which is available at: <http://www.nydoctorprofile.com/>. The Department owns the URL of the Physician Profile public web site. The public web site must comply with the **Security Requirements** outlined in [Attachment Q](#).

#5. Page 11, 3.1.3 Operation of a Call Center, is amended as follows:

3.1.3 Operation of Call Center

- a. The Contractor must staff the Physicians' Help Desk to support the electronic submission of changes in profile information Monday through Friday from 8:00am to 5:00pm EST. The Contractor shall also maintain the capability to voice record messages received during off hours and return any messages the next business day. The Contractor shall sufficiently staff and operate a Call Center, within ~~New~~

~~York State~~ the continental United States, that includes a Physicians' Help Desk to answer questions from physicians regarding any aspect of the New York Profile and a separate Consumer Help-line to answer individual profile questions. The Call Center must be staffed by individuals working within the continental United States. The consumer Help-line must offer interpretation services in Chinese, Spanish, Russian, Korean, Italian, Polish, Arabic and Haitian Creole.