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22 Nov 11

#### **Addendum # 4**

RFP # 7449059

Title: Public Health Emergency Management Suite (PHEMS) Application Service Provider

**Submission Deadline: EXTENDED to 9 December 11 @ 11:30 AM (Eastern Time)**

- **Note that the submission deadline has been extended.**
- **All questions submitted in reference to this solicitation and posted, and answered, in this addendum.**
- **No additional questions shall be entertained.**

A handwritten signature in black ink, appearing to read "J. Moynihan", with some ink bleed-through from the reverse side of the page.

Jerome D. Moynihan, C.P.M., CPPO  
Assistant Director for Special Projects

**RFP 7449059 PHEMS application Service Provider.**

**Section 2 – Background and purpose**

Last sentence speaks about patient data being exchanged which will increase as new build outs take place for instance with ePCR.

**Question:** Are there any thoughts or requirements around implementing a Universal Identity Service?

**Answer:** Out of the scope of this bid at this time.

**Question:** Do you have any internal requirements or requirements associated with the federal funding to have the data or system FISMA or HIPAA compliant?

**Answer:** This is a closed system. The information should be secured following HIPAA and FISMA compliance guidelines.

**Question:** Any requirements to be PCI-DSS compliant?

**Answer:** No there is no payment info exchanged.

**Section 3 Scope of Work**

In the first paragraph you refer to the system must have a response time of 1-3 seconds.

**Question:** Would please define precisely what portion of the system needs a response time of 1-3 seconds?

**Answer:** We are seeking to have near real time system response. The reference provided refers to the processing time it takes for the system to process inquiries once received. The system should begin the process of response within 1-3 seconds or as close to near real time as possible.

**Referring to the statement of unlimited bandwidth**

**Question:** The RFP references unlimited bandwidth. There is always a finite amount of bandwidth at any one location/network/carrier. Can you clarify this statement?

**Answer:** This was in reference to cost per data usage not amount of bandwidth necessarily available. There should not be a per-kilobyte or per gigabyte fee above a certain amount of data transmission during any given month. The fee for service should follow an unlimited usage plan. Unlimited usage and no limit on performance related to data transfer rates.

**Question:** What has been the average steady state of bandwidth usage?

**Answer:** Steady state bandwidth usage is approximately 1.5 GB.

What is the maximum usage you have seen?

**Answer:** Peak usage has been observed as high as 2.5 times steady state (approximately 3.75 GB).

What might you anticipate for the upcoming 12 months for both?

**Answer:** It is reasonable to assume an increase of 15-25%.

**Question:** What is the size of the current data circuit that is in use?

**Answer:** 200Mb (shared by many systems/servers).

**Relative to SW licenses**

**Question:** What are expectations around who will be supply the SW licenses?

**Answer:** The SQL server license and the OS system license shall be provided by the vendor.

**Question:** Will shared admin access to the OS meet the State's requirements?

**Answer:** Yes. OS system updates, server maintenance and anti-virus software will be the responsibility of the vendor in coordination with the state. All PHEMS application software updates will be the responsibility of the state. All other system support & updates will be the responsibility of the vendor in coordination with the state.

### **Relative to Operating System and IIS & SQL**

**Question:** What are your requirements to have the above applications hardened?

**Answer:** The vendor shall be responsible for ensuring system security with all IIS, Microsoft, SQL and anti-virus product updates and all recommended patches, security system updates and industry recommendations with a balance on system usability. It is expected that system changes shall be communicated and coordinated with the State.

### **Relative to Key Staff and related experience, number 3; Provide a Business Continuity Plan**

**Question:** Could you be more precise in what you are looking for? What challenge are you trying to mitigate with this request?

**Answer:** This is an emergency response system that must be hardened from the potential impacts of a disaster. As stated in the RFP if your primary site fails due to impact by a disaster or emergency such as a power failure, network failure, natural or man-made disaster what is your plan for keeping the system up and running? Disasters to consider include hurricane, fire, earthquake, ice storm, power failure, civil disturbance, terrorist attack, hazardous material incident, flood just to name a few.

**Question:** Are you looking for an Active/Active or Active/Passive site?

**Answer:** Active/Active. Vendor is responsible for primary hosting and is prohibited from subcontracting to a third party hosting company.

### **Relative to Hardware**

**Question:** Should the term DUD be a DVD, if not please describe?

**Answer:** Should be DVD.

### **Data Center Location**

**Question:** Are there any requirements as to where the hosted facility needs to be located?

**Answer:** Continental U.S.

**Question:** How many people hit the PEHMS system in a month and what are their peak loads?

**Answer:** Over a typical month, approximately 50 million hits are generated by users from 1,800 unique IP addresses. On average, roughly 100 simultaneous users generate nearly 70,000 hits per hour (24/7). Peak activity may bring increased user load (2x), higher traffic per user (x3), or both.

### **Section 3, Item No.3 in "Contractor Responsibilities" section the RFP states the Contractor will be responsible for indemnification, insurance and performance bond**

**Question:** Can you please clarify or provide exact requirement as it relates to indemnification and insurance? Also, can you please confirm whether or not performance bond is required under Section 3, Item No. 3, since on Page 1 of the RFP it indicates that surety or bond are not required? We are primarily concerned with uptime and looking for a vendor that can provide near 100% up-time for application use.

**Answer:** This is standard language within the purchasing contract. I am unable to answer this question.

**END**