

**NYS OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE  
DIVISION OF DISABILITY DETERMINATIONS (DDD)**

**FIELD SOURCE MEDICAL EVIDENCE OF RECORD RFP**

**OFFICIAL QUESTIONS AND ANSWERS**

**June 13, 2012**

- 1. Q. RFP Section II.C.6. All electronically captured medical records must be reviewed for accuracy, completeness, clarity and legibility, and returned to OTDA within 15 calendar days from the time the request was made to the contractor staff.**

**C.8. Contractor must return to OTDA all requests and MER within 15 days from the date the MER was received from OTDA. In situations where the request cannot be completed within 15 calendar days, yet there is an indication from the medical source the medical evidence may be available within 5 days.**

**Field Status Codes within Appendix J indicates 21 calendar days.**

**Please confirm the lifetime of the request.**

- A. Refer to Section II.C.8 of the RFP. Fifteen days plus an additional five days should the medical source indicate that the medical evidence may become available. One additional day was added for processing.**
- 2. Q. Appendix A1, 5.b. Can you provide the State and Office procedures regarding information security incident reporting and management that a vendor must adhere to?**
- A. The NYS Information Security Breach and Notification Act, as discussed in paragraph #27 of the RFP, requires contractors to adhere to State and OTDA procedures regarding information security incident reporting and management. In the event of an information security breach, the Contractor must within one hour of discovery notify the Division of Disability Determinations (DDD) and OTDA's Information Security Officer under OTDA procedures. In addition, paragraph #28 of the RFP states that the contractor is responsible for safeguarding Personally Identifiable Information (PII) and within one hour of discovery report any loss to the appropriate Division of Disability Determinations (DDD) and OTDA officials. The contractor shall ensure that all employees report lost or possibly lost PII within one hour of discovery to DDD and OTDA. The contractor shall gather the following information to report the loss of PII: Contact information, description of loss (including time and location), what safeguards were used, which components (division or areas) were involved, whether external organizations were contacted, and whether other**

reports have been filed (e.g. law enforcement). Paragraph #41 of the RFP states that additional procedures can be introduced by OTDA and included under the provisions of the Agreement. OTDA reserves the right to modify reporting and procedural requirements over the term of the Agreement. The New York State Information Security Breach and Notification Act (General Business Law Section 899-aa; State Technology Law Section 208) prescribes additional notification requirements applicable to any person or business which conducts business in New York State, and which owns or licenses computerized data which includes private information.

**3. Q. RFP Section II.C.1. In part, this Service Requirement states that “The contractor must be able to read, interpret and/or generate 2D barcodes on these electronic forms...”**

- (a) Clarify how the 2D barcode will be utilized in the workflow process.**
- (b) Specify what information is contained in the 2D barcode.**
- (c) Can you provide the data content requirements of the 2D barcodes to be generated by the contractor?**
- (d) Is there a specific requirement as to where the generated 2D barcode is to be placed?**
- (e) Could you clarify if this 2D barcode requirement relates to the second paragraph of Section E?**

- A.**
  - (a) The bar code will be used for internal routing of the inbound reports.
  - (b) Data requirements are subject to change but the current data looks like this: Claimant ID Number (9), Task ID (2), Region (1), Creation date (8)
  - (c) Refer to answer (b) above.
  - (d) Top right corner of the 1<sup>st</sup> page.
  - (e) The requirement is based on SSA use of a 2D bar code to route its images.

**4. Q. RFP Section II.C.3. The last sentence of this service requirement states, “When necessary, the contractor also is responsible for accessing the source’s computer system to identify the patient’s identification or medical records number.”**

- (a) Could this be performed remotely?**
- (b) If access cannot be performed remotely, how will access to the source’s computer system be provided to the contractor?**

- A.**
  - (a) The Office is willing to discuss various methods that ensure program integrity and meets SSA security requirements but ultimately must be approved by OTDA/DDD before use.
  - (b) Contractor must work out an onsite strategy with the source.

**5. Q. RFP Section II.C.14. In part, this requirement states that “The Contractor will be responsible for bearing all costs in relation to implementing an agreeable delivery strategy to the Social Security Administration.” In an effort for the Contractor to understand all costs for which they are responsible, please provide the requirements or assumptions that the Contractor must consider for the secure bulk delivery strategy for the transfer of records directly to SSA. Requirements would include the necessary security requirements, data transfer methodology, hardware, integration, connectivity, data format, and reconciliation and reporting specifications.**

**A.** Final details for a Bulk File Transfer option would be subject to negotiation between OTDA and the SSA. The expectation would be use of a commercial software product, allowing transfer of records (most likely in TIFF and XML format) in an automated machine-to-machine mode.

**6. Q. RFP Section II.E Additional Information. Can you provide additional details and/or insight relating to the SSA current project to move claims handling to an electronic business process?**

**A.** This is a fluid dynamic process and at this time, DDD is not sure what the solution will be. As stated in II.E, OTDA and the Contractor will negotiate in good faith to establish the amount by which the Contractor’s expenses have changed and revise reimbursement rates accordingly.

**7. Q. RFP Appendix B. Based on historical information does the 200,000 “annual set scanned” equal the successfully secured MERs?**

**A.** Yes.

**8. Q. Is there an incumbent vendor?**

**B.** Yes.

**9. Q. Can we receive a copy of the current contract?**

**A.** A copy can be obtained via a FOIL request to [Joan.Adams@otda.ny.us](mailto:Joan.Adams@otda.ny.us) or contact the OTDA Public Information Office at 518-474-9516.