

## **SOECK RFP Question and Answers**

### **Barcodes**

1. RFP Section 3.1.7 - Does OVS already possess wireless barcode scanners to process the kits? If not, is there a plan to procure them, and can you describe that plan?

*OVS does not currently possess barcode scanners to process the kits or other items. These devices will be purchased at a later date once hardware and/or software requirements for the selected bidder's tracking system are finalized.*

2. RFP Section 3.1.6 - Is there a backlog of existing kits and items that need to be barcoded?

*Yes, there is currently a quantity of existing, collected, legacy kits and associated items being stored by medical facilities that will need to be barcoded for the new SOEC Kit Tracking System. We estimate that there are approximately 10,000 legacy items. There is also a possibility that unused legacy kits will be used by medical facilities for some time until their supplies run out – these will need to be barcoded as well.*

3. RFP Section 3.1.6 - Regarding the three barcodes that print - can you advise as to the size and label type? How are these printed today? How are these labels affixed to clothing and bedding?

*OVS has not yet begun the process of printing and distributing labels for existing legacy kits or items. The specifics of the barcodes and printers will be determined at a later date based on the specifications of the selected bidder's tracking system.*

4. RFP Section 3.1.7 - Please advise if "wireless barcode scanners" in this case means mobile computers with integrated barcode scanners or simple handheld barcode scanners. If the former, please advise the model and/or operating system (Android, iOS, Windows Mobile, other).

*Please see the response to Question 1.*

5. RFP Section 3.1.6 - Does OVS prefer a specific barcode type?

*Please see the response to Question 3.*

6. Is there particular bar code scanning equipment that you will be using, or is the how and what will be used for scanning barcodes dependent on the provider of the tracking system.

*Please see the response to Question 1.*

7. RFP Section 3.1.6 - What type of printers will be used to print the label? What information will be printed on the label and what size is the label.

*Please see the response to Question 3.*

8. RFP Section 3.1.7 - Are scanners keyboard wedge scanners?

*Please see the response to Question 1.*

9. RFP Section 3.3.1.4 - Will every computer/laptop be using wedge barcode readers? If not what other types?

*Please see the response to Question 1.*

10. RFP Section 3.4.2 - Please confirm what processes will be implemented to provide data tracking movement. Will any of these processes utilize data capture technology other than the SOEC Kit Barcode (e.g. other barcode data such as employee IDs, or other technology such as RFID tags or BLE sensors)

*Only barcodes or manual entry of tracking ID numbers will be utilized to track the movement of items. RFID or other sensor technology is not a current requirement.*

11. Are vendors expected to quote the needed hardware (barcode scanners, printers, tags, etc.) required for this system? If so please supply details and quantities.

*Vendors are not required to include hardware expenses such as scanners or printers that will be used in the operation of the SOEC Kit Tracking System in their bid. Any such hardware will be purchased at a later date. Please see the response to Questions 1 and 3 for additional information.*

## **Data**

12. RFP Section – 1.6 - Does your organization anticipate storing CJI data as a part of the cloud-based solution?

*No, OVS does not anticipate storing CJIS data as part of the solution.*

- a. If so, can a solution be proposed whereby CJI data lives in an on-premise solution at a data center and is integrated with the cloud-based solution being proposed using tokenization to ensure Cloud Service Provider (CSP) personnel have no access to the CJI data? With this approach, CJI data would not be stored in a cloud database but would provide a pointer from a cloud database to the CJI data stored in the data center enabling your organization users to securely access that data.

*Not applicable.*

- b. If so, we further assume that the CSP will not need to comply with the CJIS compliance requirements. Please confirm.

*Not applicable.*

13. RFP Section 3.1 - How do HIPAA laws impact the tracking process? Will any data be considered PHI (Personal Health Information)?

*Some of the data that will be contained in this tracking system may be considered PHI. Medical facilities are bound by HIPAA laws and must ensure protection of the victim's PHI. The OVS facility is not considered a medical facility, but it is expected that the information maintained by OVS in the tracking process will be subject to a high level of confidentiality.*

14. RFP Section 3.1.10 - Can you please provide any details regarding the imports required in this section?

*Should any medical facilities utilize an internal tracking system for the legacy kits they have in storage, it would be desirable to have the ability to import their data to the OVS tracking system. OVS has not identified any systems that currently require imports.*

15. RFP Section 3.1.9 & 3.1.9.1 - Does this mean one AssetID/Record per incident? Or is every item within a kit assigned an individual ID and then the entire kit a parent ID?

*Every item associated to a single incident must be linked together either through individual IDs that are linked to each other (e.g., Incident 1234: Item A linked to Item B and C, Item B is linked to Item C and A, and Item C is linked to Item A and B) or through a parent-child relationship. This is necessary as it may not be practical to store all the materials in the same location in the facility.*

*Below is an example for a parent-child relationship where one incident that contains one SOEC Kit, one DFSA kit and numerous items of clothing:*

*Example:*

*(Parent) Incident # ABCD  
(Child) SOEC Kit – A1  
(Child) DFSA Kit – B1  
(Child) Clothing Article #1 – C1  
(Child) Clothing Article #2 - C2*

*When describing the proposed solution, descriptions of the connections of records and assignment of ID numbers which are different than those described here may be included.*

16. RFP Section 3.2.3 - Medical staff documents additional clothing items to be associated to the SOEC kit. Is this free form text where they describe the clothing or is there a previously agreed upon value list?

*The description of additional items should be a free form text field, as the specific items that need to be described will vary for each record.*

17. RFP Section 3.4.2 - What steps, if any, are capturing the chain of custody during initial handoff to transport?

*Chain of custody begins at the medical facilities before the material leaves the medical facilities. An initial inventory/certification of which item(s) are being sent should be captured before the material is handed-off by the medical facility to the carrier for transport. The medical facilities should also be able to provide notation(s) as to the condition of the materials and other information which may be important when accepting the material for storage.*

18. RFP Section – 3.4.2 - Will there be an initial import of existing SOEC kits currently in long term storage to track for destruction?

*Yes, existing legacy kits and associated items that are being stored by medical facilities will need to be imported to the tracking system. See the response to Question 14 for additional information.*

19. Attachment 1 – Project Narrative – B.6 - How many different evidence systems will be migrated to the new system, and what is the size of that data (number of tables and records)?

*OVS has not identified any systems for integration at this time. Please see the response to Question 14.*

20. RFP Section 3.1.10 - What systems will be integrated with or will we upload the data? How many systems will need this and what are they? Is there a common data structure and file type?

*OVS has not identified any systems for integration at this time. Please see the response to Question 14.*

21. RFP Section 3.3.1.4 - How is change of custody data to be entered. Does everyone have a barcoded badge and access to the system?

*Change of custody will be entered by Hospital/medical facility staff and OVS staff whenever the item is moved from one location to another or there is a status change for the kit. Scanning of the barcode affixed to the item is expected to be used to perform this task. Examples of movement or status include, but are not limited to:*

- *At hospital*
- *In transit to warehouse*
- *At OVS warehouse*
- *In storage room A, shelf G3, bin 2*
- *Moving to storage room B*
- *In storage room B, shelf A1, bin 1*
- *Scheduled for destruction*
- *Transferred to law enforcement*

*Each movement and status change must be documented with dates, times, and user information. Please see RFP Section 3.4 for Chain of Custody Requirements*

*Chain of Custody will be documented based on user login credentials and the utilization of scanned barcodes. Please see RFP Section 3.3.1.4 for information on the Chain of Custody Report requirements. Also please see the response to Question 17.*

### **ITS Policies**

22. Is off-shore development permitted or must all development work be performed in the continental US?

*Yes, offshore development is permitted, though no connections to state networks are permitted outside the U.S. All help desk, online, and support services that access any Data must be performed within the Contiguous United States (CONUS). The data must be stored within the CONUS (See RFP Section 9.6 – Storage of Data, Access, and Location).*

23. Please provide: NYS ITS and cyber security requirements

*The New York State ITS and cyber security requirements are listed in RFP Section 9. These policies may be found at <https://its.ny.gov/tables/technologypolicyindex>.*

### **Notifications**

24. RFP Section 3.1.5 - Are notifications a standard form or customized?

*The format of the notifications has not yet been determined. It is anticipated that they will be a standard format.*

### **Operations**

25. RFP Section 3.4 - Approximately how many kits are transported statewide in a typical Week/Month/Year?

*The warehouse facility is not yet operational so there are no kits or associated items currently being transported to OVS. It is currently estimated there will be 2,500 to 3,000 items (kits, clothing, etc.) transported to the warehouse facility annually. This estimate does not include the initial delivery of legacy kits described in Question 2.*

26. RFP Section 3.4 - What is the breakdown of transporting New Kits vs kits already warehoused, if applicable.

*The warehouse facility is not yet operational so there are no kits currently being warehoused. Please see the response to Question 2 regarding legacy kits currently stored at hospitals and medical facilities. The response for Question 25 includes annual estimates for kits that will need to be warehoused once the facility is operational.*

27. RFP Section 3.4 - How are the kits transported from point of collection to the warehouse? Is it via a law enforcement agent, private courier for hire, UPS/FedEx, etc?

*When the warehouse facility is operational, it is anticipated that transportation will be primarily provided via common carrier. The method of transportation will be determined by the originating medical facility.*

28. RFP Section 3.4 - If Law Enforcement personnel or a courier, how is that currently scheduled and tracked?

*The warehouse facility is not currently operational. Please see the response to Question 27 for additional information.*

*Law enforcement will not be delivering or transporting kits to the warehouse facility.*

29. RFP Section 3.4 - Who schedules the transport?

*When the warehouse facility is operational, it is anticipated that the transportation schedule will be coordinated jointly between the medical facility and OVS staff.*

30. RFP Section 3.4 - How is it determined who is best resource for transport? Is there an opportunity to improve or automate this process?

*Please see the response to Question 27.*

31. RFP Section 3.4 - How do SANE and SAFE personnel determine where / which warehouse the kit should be transported to?

*There will only be one central OVS warehouse facility for SOEC kits, which is located in Washington County, NY.*

32. RFP Section 3.4 - Is there variability on where a kit may be sent from a given location based on certain variables like nature of the case etc. or do all kits in a given region go to the same warehouse based on region / geography? i.e., all kits collected in Albany County go to the same lab.

*Please see the response to Question 31.*

33. RFP Section 3.4 - Is chain of custody tracked electronically today? If so, in which system(s)?

*Some of the medical facilities are using electronic means to track chain of custody. This is not uniform and is not provided by the State.*

34. RFP Section 3.4 - Is it important to track the exact route taken by the individual transporting the kit?

*OVS does not intend to track specific traffic routes that are used during transportation of the SOEC kits and associated items.*

35. RFP Section 3.4 - Does the transporting party currently use any electronic tools provided by the state or otherwise to manage the tracking or routing of the kit?

*The warehouse facility is not yet operational so there are no kits or associated items currently being transported to OVS. Some of the medical facilities have existing internal tracking methods. The State does not currently provide any electronic tools for tracking or routing of the kits.*

36. RFP Section 3.4 - Would a mobile app or other electronic tool make the transporting party more effective or efficient? – i.e. driving directions, electronic notifications, ability to start/stop route, scan barcodes, ability to work offline, etc.?

*Mobile applications are not currently a requirement. We anticipate that common carriers will primarily be used to transport items from the medical facilities to the warehouse facility. Please see the response to question 27 for additional information.*

37. RFP Section 3.4.2 - Can personal items held in storage be returned to a victim at any time before destruction?

*A victim may request the return of their personal items at any time during the twenty-year storage period.*

38. RFP Section 3.4.2 - Once a SOEC kit enters long term storage, can it be “moved” in and out of storage for any reason?

*Kits and associated items may be moved among different storage locations within the warehouse facility. These internal warehouse facility movements must be tracked by the SOEC Kit Tracking System. Additional statuses that will be tracked may include, but are not limited to, returned to victim, released to law enforcement, or destroyed/disposed. Once the kit and associated items leave the warehouse facility, they will not be returned to OVS.*

39. Are there any forms that are initially completed manually and then have to be keyed into the system by staff? If so, is there interest in Document AI, which could automate that feature?

*Medical facilities may use forms during the evidence collection process, but it is not anticipated that the medical facility forms will be associated with this tracking system.*

## **Procurement**

40. Did your organization use a vendor to help develop the RFP? If so, can your organization please share the name of the vendor?

*OVS did not utilize the services of another vendor to develop this RFP.*

41. Did your organization evaluate solutions that could meet its requirements through vendor demonstrations leading up to the RFP release? If so, what types and names of solutions and vendors were evaluated (hosted and on-premise)?

*Prior to the development of this RFP, OVS staff attended virtual demonstrations of two systems. STACS DNA presented a demonstration of their Track-Kit system. SAFE Storage LLC provided a demonstration of their case tracking system.*

42. Attachment 2 – Cost Proposal - Will the State consider using the OGS contract to procure the licensed Software?

*No, OVS will not be using OGS Centralized Contracts to procure the software solution, the project management services, or the help desk services.*

43. Will the selected vendor need to be on the NYS contract?

*Please see the response to Question 42.*

44. Does OVS currently have a system in place for SOEKT? If so, is this a custom built system or a COTS product?

*No, OVS does not currently have a system in place to track SOEC kits, DFSA kits, or associated items. Please see RFP Section 1.3 Purpose and Section 2.1 Minimum Proposer Qualifications for more information. Preference will be given to systems that are Commercial Off the Shelf (COTS) products with the expectation of modifications for a unique solution.*

45. Would OVS consider a 3 week extension to the due date to allow the vendors to adjust our approach based on how these clarifying questions are answered?

*OVS reserves the right to change any of the scheduled dates of this RFP. Currently, the Bid Due date remains Tuesday, March 22<sup>nd</sup> by the end of the day (EST).*

## **Reports**

46. Are the required reports limited to just the reports mentioned in the document Use Case ID 4,5? Or will you need an additional analytic system to help execute advanced reporting queries (ex. Advanced SQL Queries)?

*The reports are not limited to the reports in the Use Cases. Please refer to RFP Section 3.3 for a list of Mandatory Reporting Requirements. RFP Section 3.3.3 describes the requirement for advanced reporting queries.*



## **Security**

47. RFP Section 9.3 - The CSP shall be required to report all computer security incidents to the Customer. Any incident that involves compromised Personally Identifiable Information (PII) must be reported to the Customer within 1 hour of detection regardless of the incident category reporting timeframe. Notification outside of this window will be considered a breach of contract. We assume this only applies to contractor personnel that are performing the solution implementation services and not the Cloud Service Provider (CSP) personnel that are hosting the solution.

*The responsibility of notifying OVS of a security incident is the responsibility of the prime contractor. The prime contractor is responsible for subcontractors (See [Appendix D, Section XXXVII](#)). If a security incident occurs within the scope of the subcontract, the prime contractor is responsible for notifying OVS of any suspected or actual breaches of data immediately upon discovery.*

48. RFP Section 4.15 - For example, CSP engages the services of a background screening vendor to conduct background checks on employees at the time of hire. The CSP also performs background investigations in certain foreign countries. The scope of these checks is subject to local laws in the jurisdictions in which the employee is hired. Can your organization please modify this requirement accordingly? Does your organization agree with this interpretation of this requirement? If your organization mandates that CSP's also needing to meet this requirement, will your organization be willing to sponsor and pay for these background checks?

*OVS reserves the right to conduct background checks on any employee at the agency's discretion. OVS also reserves the right to require employees or contract staff to sign confidentiality agreements. Requirements outlined in RFP Section 4.15 will not be modified at this time. For additional information on Contractor Staff see RFA Appendix D, Section XX. Contractor Staff.*

## **System Functionality**

49. RFP Section 9 - Cloud based solutions are generally not 100% 508 and/or WCAG compliant out-of-the-box. The Cloud Service Provider's (CSP's) SaaS/PaaS solutions can be configured and customized by the CSP's customers and partners. Customizations can include user interface components, forms, navigation, color selections, embedded videos, tags, labels, and images. Due to this fact, CSP cannot ensure 100% accessibility of the final solution. Will your organization accept accessibility status as detailed in a VPAT and evaluate overall accessibility capabilities based on final solution design, implementation, and customizations?

*OVS is dedicated to ensuring accessibility of its services to all residents of New York State. The Contractor is expected to develop a system that meets NYS Information Technology Requirements by the time the system goes live.*

50. RFP Section 3.1.3 - Seeking clarification on the integrations with external applications  
(1) What are the systems/applications? (2) Are these real-time or batch integrations

*OVS does not currently have any external applications that need to integrate with the tracking system. OVS requires the tracking system have the functionality to support integrations using industry standard integration technologies should the need arise in the future.*

*(1) Not Applicable*

*(2) If we choose to integrate in the future, batch integrations are expected to be a minimum requirement.*

51. Do you only require a web application (open in a web browser) or do you require a mobile app?

*Mobile applications are not a current requirement. See RFP Section 3.1.2 for the web application browser compatibility requirements.*

## **Training**

52. RFP Section 4.4 - Is the state interested in training solutions other than the training manuals and instructor-led sessions explicitly described in this section (e.g., self-guided eLearning, training videos, microlearning, etc.)?

*OVS encourages the use of diverse training materials that will meet the contract requirements. If additional types of training or training materials beyond the mandatory requirements are proposed, describe these trainings and how they will be administered to users.*

53. RFP Section 4.4 - Does the State have an LMS it anticipates being used as part of this training effort?

*OVS does not anticipate using the State's LMS (Learning Management System) as part of this training effort currently.*

54. RFP Section 4.4 - How many training participants are anticipated for the Train-the-Trainer program annually?

*OVS anticipates a maximum of 10 participants for the Train-the-Trainer program annually.*

55. RFP Section 4.4 - How many training participants are anticipated for each user role annually?

*Approximately 1,200 users will require training prior to go-live. On-going training for new users will be required post go-live, through the life of the contract. The number of new users will vary annually. Refer to RFP Section 4.4 for mandatory training requirements.*

56. RFP Section 4.4 - Is the vendor expected to train the end users or just train the trainers?

*The vendor is expected to train the end users and train the trainers. Please refer to RFP Section 4.4 for mandatory training needs.*

57. RFP Section 4.4 - Are the user roles described in section 3.7 User Interface (OVS staff, Hospital/medical facility staff, victim) the user roles that will require training -and if so, are these the only roles?

*Yes, the user roles described in RFP Section 3.7 (1. OVS Staff, 2. Hospital/medical facility staff, 3. Victims), are the roles that will require training. Victims will not require face-to-face or instructor-led virtual training, but OVS should be provided with appropriate training materials that can be made available to this user group (self-guided videos or written how-to guides).*

### **User Roles**

58. RFP Section 3.6.1 - The system "must accommodate a minimum of 1,200 active user accounts for medical facility and OVS staff". Can the individual figures for medical facility and OVS staff be provided? For OVS staff, what are the expected roles of the users (please describe those different roles).

*Medical facility staff will account for approximately 1,175 users and OVS staff will account for approximately 25 users. OVS staff will consist of the following user roles:*

- *Staff accounts*
- *Super Users*
- *Administrators*

*Refer to RFP Section 3.2.4, 3.2.5, and 3.2.6 for details regarding the user roles required for OVS staff.*

59. RFP Section 3.6.1 - How many of the 1,200 active users are OVS Staff?

*See response to Question 58.*

60. RFP Section 3.6.3 - Please clarify if the victims will be required to register to create an account and authenticate (login) for subsequent access to the system?

*Victims will not be required to register or create an account for access to the system. They will be accessing the system by way of the SOEC Kit's unique identifier and will only be able to see the current status of the kit(s) and associated items, e.g., at medical facility, at warehouse, returned, or destroyed.*

61. RFP Section 4.4 - How many end-users do you expect to be trained prior to Go-Live date, and do you expect this training to be delivered in person?

*OVS expects approximately 1,200 users to be trained prior to go-live. OVS prefers web-based self-guided or virtual training sessions based on the varied geographical locations of medical facilities throughout New York State. Any in-person training should adhere to local health department guidelines as they relate to public health circumstances.*

62. RFP Section 3.6.1 - Of the 1200 active account users, what is the breakdown of stationary versus mobile application users?

*All 1,200 users will have stationary access through web browsers (see Core Requirement 3.1.2). Mobile applications are not a current requirement.*

63. RFP Section 3.6.3 - Please define requirements for an "anonymous" account. Does NYS wish for anonymous users to gain access to the system without a login and use some kind of identifying number issued by NYS to search for their case data/status? Or does NYS envision users accessing the system via a login that uses that control number?

*Please see the response to Question 60 for anonymous victim accounts. OVS staff and hospital/medical facility staff will have login credentials. Security requirements for creating accounts and authentication will be determined during system development sessions.*

64. RFP Section 3.3.1.5 - Will these people have login credentials?

*Yes, any users that have access to run reports will have login credentials. This includes OVS staff and hospital/medical facility staff.*

65. RFP Section 3.4.2 - Will users have access to the system at all of these locations? Are you open to using RFID to automatically track movements?

*OVS and Hospital/medical facility staff must be able to access the system from any computer located in an office, hospital room, or the warehouse facility through a common web browser (e.g., Chrome, Edge, Firefox, Safari). RFID is not a current requirement.*