

## REQUEST FOR PROPOSAL FOR CLOUD MSP SERVICES

### QUESTIONS & ANSWERS

#### SCOPE OF WORK/ TECHNICAL

1. Is your existing cloud infrastructure hosted in AWS, GCP, Azure, or another provider?
  - TechBD is a new organization, initiating a new effort to establish a shared infrastructure and solution to support the operations of multiple Qualified Entities (Health Information Exchanges) in the State of New York. TechBD has a small, currently non-production, established infrastructure built in AWS. Additional infrastructure is in the planning stages and to be determined.
2. Can you provide an overview of your current hosted infrastructure, including the number of instances, services, databases, networking, and storage? Are you able to share an architectural diagram of the hosted infrastructure?
  - See answer to question 1. No diagram is currently available and will be developed with the buildout of this new infrastructure.
3. Is there a forecasted increase in any of the above resources in the near future?
  - Yes, the team plans to establish resources to support, at a minimum, interface engine and data storage related infrastructure. Additional information related to the roadmap and planned infrastructure elements will be shared with the selected vendor.
4. What is the current and projected daily volume of data and number of transactions handled by your cloud infrastructure?
  - The current daily volumes handled by the infrastructure are little/none. The currently projected volumes of data/transaction processing can be found below. It is expected that these numbers can and will increase in the future. Additionally, there are two other QE's who may opt into the infrastructure at a sometime in the future which will also increase the total volumes.

#### **Inbound Data**

Metrics below represent incoming data for system processing, aggregation, normalization, and appropriate routing.

Inbound Metrics (Annual)	In Scope HIEs				IN SCOPE TOTAL
	QE #1	QE #2	QE #3	QE #4	
ADT Messages	48,973,238	50,340,000	179,538,228	97,777,635	376,629,101
Lab Messages	21,452,679	21,080,000	45,458,699	21,842,713	109,834,091
Radiology Messages	2,661,879	2,300,000	6,157,118	954,024	12,073,021

Continuity of Care Documents	11,215,327	22,020,000	42,167,479	30,840,095	106,242,901
Text reports	5,368,094	4,500,000	26,322,513	9,159,522	45,350,129
<b>Total</b>	<b>89,671,217</b>	<b>100,240,000</b>	<b>299,644,037</b>	<b>160,573,989</b>	<b>650,129,243</b>

**Outbound Data**

Figures below represent messages of varying types that are distributed to participating entities.

Outbound Metrics (Annual)	In Scope HIEs				IN SCOPE TOTAL
	QE #1	QE #2	QE #3	QE #4	
Results Delivered	15,822,531	30,459,607	5,240,723	294,071,843	345,594,704
Alert Notifications	7,611,484	6,471,613	113,535,440	3,665,253	131,283,790
CCD Documents Queried	3,364,288	595,913	19,697,896	55,816	23,713,913
CCD Documents Pushed	5,091,986	8,551,906	1,994,971	0	15,638,863
# of Images Viewed	34,000	N/A	168,000	N/A	202,000
Secure Direct Messages	3,499,992	714,494	8,662,703	2,281,598	15,158,787
<b>Total</b>	<b>35,424,281</b>	<b>46,793,533</b>	<b>149,299,733</b>	<b>300,074,510</b>	<b>531,592,057</b>

5. What additional technologies are currently in use?
  - See answer to question 1.
6. Does TechBD plan to utilize existing tools (e.g., endpoint protection, SIEM) or do you expect the MSP to provide all necessary tools, such as endpoint security, firewalls, SIEM, logging, etc.?
  - The MSP is expected to provide recommendations on necessary tools upon request as a part of establishing this infrastructure.
7. Can you provide an overview of TechBD's interface application?
  - TechBD plans to utilize a commercially available interface engine. This interface engine will manage interface connections and inbound/outbound message traffic from QE Participants, data sources, and other third parties including organizations and technical applications.

8. How do you handle backup and data recovery presently? Is there a current or planned disaster recovery environment that the MSP will be responsible for supporting?
  - See answer to question 1.
  - The selected MSP will be required to establish/maintain disaster recovery capabilities.
9. What are your primary security concerns or challenges?
  - Primary concerns include ensuring that tools, policies, processes, and security controls are in place to detect potential threats or issues as early as possible while focusing on preventative measures. Additional concerns include the need to maintain compliance whenever security and compliance regulations are updated. For additional details, please review the security and compliance tab on the RFP response form.
10. Can you confirm that an inventory and specific scoping will be provided upon down selection?
  - Yes, additional detail will be provided upon selection.
11. Does TechBD have an existing ticketing system that vendors would be required to use? Or will TechBD allow vendors to provide a ticketing platform?
  - TechBD has not selected a final ticketing system but would like to understand vendors' recommended solutions, including those which vendors have had (un)successful experiences. Please provide this information within proposal responses.
12. Does TechBD want vendors to provide management and monitoring tools? Or does TechBD have existing or preferred tools for vendors to use?
  - TechBD would like to understand vendors' recommended solutions for establishing management and monitoring capabilities, including products which vendors have had (un)successful experiences with. Please provide this information within proposal responses.

#### GENERAL/ ADMINISTRATIVE

1. Are vendor personnel expected to be on-shore/US only? Citizens or just US-based?
  - Any TechBD systems or data accessed under this scope of work shall not be accessed by employees, agents, representatives, or contractors of vendor who are located outside of the United States and its territories. There is no specific requirement that employees be US citizens only that they must be based in the US and its territories.
2. What is the anticipated contract term?
  - A minimum of one year. The final contract term has not yet been defined and will be determined in contracting with the selected vendor.