

SUNY DOWNSTATE MEDICAL CENTER

Request for Information (RFI)

Information Technology/Systems Services

Issued: December 19, 2012

Submission Deadline: January 22, 2013

All contacts/inquiries shall be made by email to the following address:

itsystemsstudy@downstate.edu

**REQUEST FOR INFORMATION
INFORMATION TECHNOLOGY/SYSTEMS SERVICES
DOWNSTATE MEDICAL CENTER
BROOKLYN, NY**

Downstate Medical Center (DMC), located in Brooklyn, New York, and a component of the State University of New York (SUNY), is a key element of medical and health-related education in New York, as well as an important provider of clinical care in Brooklyn.

Currently, DMC includes a three-campus hospital system, colleges of medicine, nursing, and health related professions, and schools of graduate studies and public health. Its hospitals have a combined average daily census of approximately 700, and its colleges and schools enroll approximately 1,800 students, of which approximately one-half are in the College of Medicine. Approximately 7,500 people are employed by DMC and its close affiliates, and DMC's total spending approaches \$1 billion annually.

DMC has recognized that a crucial strategic element in maintaining continued success in the accomplishment and diversity of its missions is its overall approach to the delivery of information technology and information systems to its educational and clinical communities. Accordingly, DMC is inviting firms and individuals with experience in providing information technology services in health and medical education and clinical delivery/hospital settings to respond to this **Request for Information (RFI)**, describing their organization's efforts, experiences and resources in serving these industries. Responses to this **RFI** may be later used to craft the specifications of a formal solicitation (an **Invitation for Bid (IFB)** on a defined array of services or requirements or a **Request for Proposal (RFP)** for overall or specific services) pursuant to which a contract may be awarded.

DMC's Current Technology Requirements and Resources

- Under a single management structure, DMC provides information technology services to its hospital in central Brooklyn (University Hospital of Brooklyn, or UHB) as well as to its schools and colleges; the schools and colleges are located on the same campus as, and in interconnecting buildings with, UHB. Some administrative activities are located in adjacent or nearby, but not interconnected, buildings.
- In May, 2011, DMC acquired Long Island College Hospital (LICH) and assumed operation of the LICH campus as part of UHB. In 1954, LICH's School of Medicine merged with Downstate and relocated to the central Brooklyn campus. Currently, information technology services at LICH are provided by LICH's former parent, Continuum Health Partners/Beth Israel Hospital, under a Transition Service Agreement which expires in May, 2014. The LICH campus is approximately 5 miles/30 minutes from the main campus.

- Since June 2008 DMC has leased a third hospital facility in Brooklyn's Bay Ridge neighborhood, which is now used for ambulatory and administrative activities, but not emergency or inpatient services. Bay Ridge is about 8 miles/40 minutes from the main campus.
- DMC's Data Center is located in two facilities totaling 3,450 square feet within its main campus buildings. The Data Center facilities comprise 540 devices, including 350 servers, operating through 45 racks.
- DMC IT supports approximately 3,700 Windows PC's/client stations and 400 Apple client stations on its main campus; 1,200 Windows stations at LICH, and an additional 210 Windows stations at various off-campus locations, including Bay Ridge.
- Telephone services are delivered through DMC IT
- The supported application and system inventory is provided at Attachment A.
- A staffing and cost profile is provided at Attachment B.

DMC's Core Issues and Strategic Concerns

- DMC believes that its future information services delivery strategy should not be constrained by existing platforms, resources or philosophy. Accordingly, respondents to this **RFI** should take the broadest possible view of potential options and alternative courses of action.
- DMC's data center is environmentally fragile, with temperature and moisture control highly problematic. Some relocation alternatives have been proposed within existing or nearby buildings. While DMC (like all SUNY units) organizes its delivery system around a campus-centralized server/mainframe approach, other alternatives (remote hosting, cloud) may be more appropriate
- The Transition Service Agreement (TSA) represents a sizeable cost (\$22 million annually) to DMC's hospitals, roughly divided in equal thirds for Patient Accounting/Revenue Cycle systems, Clinical applications, and General IT infrastructure. The TSA roll-off plan has been fragmented, and while progress has been made, the roll-off efforts should be recalibrated, and possibly reorganized under new (internal or outside) leadership.
- DMC's IT organization and management structure has evolved over time, in response to the multiple demands of different missions (education, research, clinical services) compounded by multiple locations. At critical times in the recent past, staff turnover has hampered or delayed progress on important projects.
- Key positions (Chief Technology Officer, Project Managers among others) remain unfilled. The current organization and management structure may not be optimal and other structures or solutions (such as outside management, outsourcing, key position support) should be assessed.

DMC's Requirements

- DMC is issuing this **RFI** to gain a better understanding of the capabilities, resources and experiences of professional service firms and/or individuals to help address the Information Technology and System challenges DMC currently faces. The information received from this **RFI** may also be used subsequently to issue a **Request for Proposal (RFP)** or **Invitation for Bid (IFB)** for related general or specific services, although the **RFI** does not constitute a commitment to issue an **RFP, IFB**, award a contract, or pay any costs incurred in the preparation of a response to this request.
- **Respondents to this RFI should be familiar with the procedural requirements of doing business with agencies of New York State, including relevant certification requirements.**
- Responses are strongly encouraged from Minority and Women-owned Business Enterprises (MWBE's), and from organizations who partner with MWBE's.
- Responses should provide:
 - Respondent's relevant background and organization description
 - Respondent's general approach to delivering professional services, including typical or usual fee or cost arrangements
 - Specific cost, price or fee quotations are not required in the Response
 - Respondents may disclose rates or prices agreed to with other New York-wide central agencies, such as the Office of General Services.
 - Descriptions of recent similar projects or services involving consulting or implementation or interim executives provided in similar industry settings, including a list of Respondent's health care, education and academic medical center clients
 - The names, experiences and locations of appropriate members of the respondent's professional staff who would likely have material participation or would serve in key, presently unfilled, positions (subject to timing) in an engagement with DMC
 - Any observations gleaned from this **RFI** (and subsequent questions)
 - Any suggestions or recommendations for DMC's next steps (based on this **RFI** and subsequent questions)
 - Other general or industry- or topic-specific information
- Joint or collaborative responses are permitted.

Other Information for Respondents

- SUNY is an Agency of the State of New York, and accordingly DMC, as a component of SUNY, is acting on the Agency's behalf.

- Neither New York State, SUNY, nor DMC will be liable for any costs of work performed in the preparation and production of any **RFI** response. By submitting a response, the respondent agrees not to make any claims for, or have any right to, damages because of any misunderstanding or misrepresentation of the specifications, or because of any misinformation or lack of information, including material contained in the Attachments. The responses shall become the property of the State of New York.
- As noted, this **RFI** is being issued for data gathering purposes only. As a result, neither the issuance of this **RFI** nor DMC's receipt of a response or several responses hereto, binds or otherwise obligates DMC or New York State to procure any products or services. No contract can or will be awarded based on submissions to this **RFI**.
- **This RFI does not fall under the requirements of State Finance Law Sections 139-j and 139-k (the Procurement Lobbying Law) and there is no restricted period.** However, we ask that you direct your questions and responses in writing to the designated email address referenced below.
- Your response is subject to the State's Freedom of Information Law (FOIL)
 - The purpose of FOIL, which is contained in Public Officers Law Sections 84-90, is to promote the public's right to know the process of governmental decision-making and to grant maximum public access to government records.
 - Thus, a member of the public may submit a FOIL request for disclosure of the contents of responses submitted to this **RFI**. The responses may be subject to disclosure under FOIL.
 - However, pursuant to Section 87(2)(d) of FOIL, a State agency may deny access to those portions of responses which "are trade secrets or submitted to an agency by a commercial enterprise or derived from information obtained from a commercial enterprise and which, if disclosed, would cause substantial injury to the competitive position of the subject enterprise."
 - Please note the FOIL has specific instructions for identifying material that an entity claims is exempt from disclosure under FOIL because the information is "trade secrets ... which if disclosed would cause substantial injury to the competitive position." Please also note that information which you may claim as proprietary, copyrighted or "rights reserved" is not necessarily protected from disclosure under FOIL.
 - If there is information in your response which you claim meets the definition set forth in Section 87(2)(d), please inform us in a separate letter accompanying your response.

- The State reserves the right to:
 - Postpone or cancel this **RFI** upon notification to all **RFI** respondents.
 - Amend the specifications after their release with appropriate notice to all **RFI** respondents.
 - Request **RFI** respondents to present supplemental information clarifying their responses, either in writing or in formal presentation.

- DMC will endeavor to share any questions about the **RFI** received from any registered respondent (as defined below) and the answers provided with all registered respondents.

Next Steps for Respondents

- In order to assure continuity of communication, potential respondents should Register their Intent to submit a response to this **RFI** as soon as practical at the email address below. Registering intent does not obligate a response to this RFI. Non-registrants may submit responses, but in doing so may not have the advantage of knowing answers to any questions submitted.

- The timetable for responses is:

○ RFI release date	December 19, 2012
○ Registration of Intent by	Noon, ET, January 7, 2013
○ Deadline date for questions	Noon, ET, January 7, 2013
○ RFI Response Due Date	3 PM, ET, January 22, 2013

- All materials submitted in response should be in electronic file format, including electronic copies of preprinted marketing materials.

- Respondents should clearly indicate their single Contact Person’s name, telephone number(s) and email and physical addresses on the Registration of Intent, on Questions, and in the Response.

- Registration of Intent, Questions, and Responses should be directed to the following email address:
 - itsystemsstudy@downstate.edu

**ATTACHMENT A
REQUEST FOR INFORMATION
INFORMATION TECHNOLOGY/SYSTEMS SERVICES
DOWNSTATE MEDICAL CENTER
SUPPORTED APPLICATION AND SYSTEM INVENTORY**

Currently, DMC supports system applications in Hospital, Faculty Practice, Academic (including Library) and Centerwide/Administration and Finance functional areas. Qualified Respondents are likely to be familiar with most or all of these applications and systems. Some applications or systems were self-developed (“DMC own”); other applications were developed by SUNY or are part of the State’s Financial System (“SFS”).

Hospital Application and System Inventory

3M Coding	Allscripts EPI	Cactus credentialing	Cerner Lab
Chartlink Med Recs	CoPath Pathology	DMC own Radiology IS	T-System ED
Edischarge	GE Centricity cardiology	DMC own Med Recs Transcription	MicroMedex
Navicare	Philips OB TraceVue	OneSource Pharmacy	ORSOS
Sectra PACS	Mosiaq IMPAC	Penrad mammography	R4 Ultrasound
Respond-3	Res-Q Nurse Scheduling	Allscripts Sunrise ER Registration	Allscripts Enterprise Scheduling
TALKStation dictation	TeraRecon Radiology	Velos Renal	Allscripts HealthBridge
Pyxis Pharmacy	Biomed Equipment Maintenance	TAO ancillary orders	TransChart Transplant Mgt
DMC own Lab Reference	Healthix RHIO	DMC own Hospital Policy Server	Eagle 2000
Emedon	EMEVS	FISRAS Report Archiving	NY State Cost Reporting
Omnipro claims verification	Phinms Banking	OfficePracticum	

Faculty Practice Application and System Inventory

AlthenaNet Billing	CredTrak credentialing	Orthopedics Clinical	Laserfich document management
Accupac financial accounting			

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Academic and Library Application and System Inventory

AMCAS Med School Application	ApplyYourself Banner	AppWorx Banner	Argos Banner
BoardMaker	Casper desktop management	Citrix Presentation Server	Code Blue training
Critical Thinking nursing	DMI CT Image quiz	Banner Document Management	DxR case Learning
ERI computerized exams	Examssoft	Fluids & electrolytes training	Foot pedal mouse
Medical Education management	MicroSim clinical training	Muse healthcare scenario simulation	NetSupport School
NeuroQuiz DMC own training	NutriTrac training	Banner Operational Data Store	Pharos3 Library printing
Photoshop Elements	Posit Science training	Procedures Consult training	RALES lung sound training
Renal Dialysis	DMC own School Calendar	ScreenMAG desktop management	Spelunker student management
Turn It In writing tool	Typhon procedure training	VH Dissector training	Virtual Microscopy
SAS	Banner Student Information	Filemaker Pro	Banner FormFusion
Banner Intellicheck	DMC own HR-PDS personnel reporting	Access Medicine library	Access Pediatrics Library
Access Surgery Library	Clinical Evidence training Library	EBSCO Host Research Library	EmBase data base
First Consult Library	FirstSearch data base search tool	Global Health library abstracts	Healthcare Simulation
IndexCat Library database	JAMAEvidence assessment tool	LexisNexs	MD Consult
OVID E-Books library	OVID E-journals library	Psychiatry Online library	Science Direct library
STAT!Ref library	Cochrane Library	UpToDate clinical library	Web of Knowledge
IRB DMC own Research	Angel CMS curriculum delivery	Classroom schedule server	Open Archives search engine
Prime online learning resource	SPSS statistical software	Multimedia Event Production	Video Conferencing

**ATTACHMENT A
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SUPPORTED APPLICATION AND SYSTEM INVENTORY**

Center-wide/Administration and Finance Application and System Inventory

Blackberry Server	Checkpoint Firewall	Lotus Notes email and calendar	Intrusion Protection
Patch Management	Symantec Anti Virus	Lotus Notes Traveler	WAN Network
Wireless Service	WWW Content Management	Citrix	Data Center Service
F5 Load Balancing	GAAP SFS	TSM Backup server storage	Virtual Machine (VM) servers
Virtual Private Network (VPN)	Audio Conferencing	Wireless data cards	Cellular Telephone
Circuit Request Service	Fax Service	Online Directory	Premise Telephony
Sharepoint business collaboration	FTP Documentation and File Server	EZ Proxy	HR-PDS DMC own Hr
SUNY HR Data Repository	ACL Audit Compliance Data	HCCS Online Compliance training	PaySr SFS Payroll
SMRT SUNY reporting system	OACIS SUNY Research	Digital signage	Web Development
Multimedia Event Production	Video Conferencing	Website Content Management	Lawson ERP system
Lawson Business Intelligence (LBI)	Lawson Mobile Supply Chain Mgt	Lawson General Ledger	New Innovations Residency Tracking
Active Directory Service	C-Cure card access control	Emergency Alert Reporting System	Image-Ware smart card
Microsoft SMS desktop support	Tivoli Endpoint patching	HL7 Application Integration	SUNY PO Web System
Open Engine HL7 Messages	Lawson Budgeting and Planning (LBP)	Enterprise Web Servers	IT Service (Help) Desk
Microsoft Office Suite	SAP Business Objects	Shared Drive Access	Structured Cable Installation
Tangiers physician scheduling	TrackIT work order and asset tracking	Web Conferencing	WhatsUp Gold system monitoring

**ATTACHMENT B
REQUEST FOR INFORMATION
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STAFFING AND COST PROFILE**

The table below summarizes DMC's current IT Organization structure, Staffing complements and operating expenses. As currently configured, all components report to the Assistant Vice President/Chief Information Officer.

Substantially all FTEs are full time. The majority of staff are "split funded" between the Hospital and other campus cost centers, based on estimates of time or effort made in the past. In the aggregate, the Hospital absorbs about 85% of IT costs incurred on the campus, and 93% including the Transition Service Agreement. Personnel services do not include benefits. Other Expenses primarily represent licensing fees and maintenance arrangements. The negative amount for Medical Illustration is the effect of recharging direct expenses to other campus units.

	FTEs	<i>thousands</i>			Hospital %
		Personnel Services	Other Expenses	TOTAL	
Financial Information Systems	9.90	\$ 956	\$ 1,165	\$ 2,121	100%
Hospital Clinical Systems	8.60	946	1,065	2,011	100%
Eclipsys EMR	4.00	563	124	687	100%
Enterprise Resources - Lawson	2.00	233	312	545	100%
Hospital Customer Support Center	3.00	228	187	415	100%
Off-site Info Services	1.37	86	280	366	100%
Network Cabling	2.00	70	285	355	100%
Systems Operations	16.00	1,430	1,259	2,689	92%
Network Technology	10.00	1,082	1,383	2,465	75%
Customer Support Center	11.10	878	155	1,033	77%
Integration Development	7.60	920	5	925	67%
Telephone	18.00	894	21	915	85%
Medical Illustration	11.00	890	(55)	835	65%
Information Security	3.00	343	128	471	57%
Office of the CIO	3.00	192	192	384	83%
Banner	3.50	341	120	461	0%
Subtotal	114.07	10,052	6,626	16,678	85%
Transition Service Agreement			21,803	21,803	100%
TOTAL	114.07	\$ 10,052	\$ 28,429	\$ 38,481	93%