NYeC

NEW YORK eHEALTH COLLABORATIVE

Request for Proposals (RFP) For

NYeC AWS Development and Care Infrastructure Consulting Partner

ISSUED BY THE

NEW YORK eHEALTH COLLABORATIVE

RFP INFORMATION	
CONTACT NAME	NYeC
EMAIL ADDRESS	AWSPartnerRFP@nyehealth.org
SUBMISSION DEADLINE	July 28, 2023

All correspondence and proposals should be submitted via email directly to the email address listed above and include '**AWS Consulting Partner'** in the subject line.

I.   STATEMENT OF PURPOSE

The New York eHealth Collaborative ("NYeC") is seeking an AWS Consulting Partner for long-term collaboration on multiple applications and infrastructure projects. NYeC seeks an innovative partner with significant expertise in the AWS ecosystem. Partner must have an unwavering commitment to cloud native Service Oriented Architecture (SOA) applications and be capable of developing and managing applications using modern architectural practices such as CI/CD, Infrastructure as Code (IaC), and similar forward-thinking strategies.

II.   ABOUT NYEC

NYeC is a non-profit organization, working in partnership with the New York State Department of Health to improve healthcare by collaboratively leading, connecting, and integrating Health Information Exchange (HIE) across the state.

NYeC is New York State's designated entity (SDE) who leads the advancement of the Statewide Health Information Network of New York (SHIN-NY), a network connecting healthcare professionals statewide. The SHIN-NY connects all the regional health information organizations (RHIO), or Qualified Entities (QEs), which allow participating healthcare professionals, with patient consent, to quickly access electronic health information and securely exchange data with any other participant. Each QE operates its own network that aggregates data from electronic health records (EHRs) from participating providers in their regions. They are interconnected through a SHIN-NY hub via the statewide patient record lookup (sPRL). The hub is an orchestration and security appliance. Together, the QEs collect and exchange data from acute care hospitals in New York State, provider systems, individual providers, laboratories, public health departments and other data sources such as health insurance payers.

III.   ABOUT THE WORK

NYeC has a strategic journey to modernize the way we manage and exchange healthcare data. This requires the development and management of a series of applications, most of which are focused on enhancing healthcare data exchange.

In the immediate term, our priority is to overhaul and modernize approximately half a dozen homegrown applications. These applications have served us well but are due for technological updates to ensure they remain efficient, secure, and scalable. We are seeking a strategic partner who can work closely with us in this rebuilding process, leveraging modern AWS infrastructure and employing the latest in coding and architectural best practices.

Once the initial phase of modernizing existing applications is complete, our focus will shift to supporting regional data exchange and working on projects related to New York State's Medicaid Section 1115 Waiver. This waiver, which enables experimentation and innovation in healthcare, has specific implications for data management and exchange. We expect this will involve the creation of new applications and services that will enhance care coordination, improve patient outcomes, and drive operational efficiencies.

For this endeavor, we are not merely seeking a partner, but a strategic partner that shares our vision and can be an integral part of our journey. We need a partner who brings deep expertise in AWS, an understanding of modern application development and architecture, and a proven track record in healthcare data management solutions. Together, we aim to transform the landscape of healthcare data exchange, improving the quality of care and enriching the lives of our constituents.

IV.   ELIGIBILITY CRITERIA

Required skills and qualifications:
- Able to complete the New York State Vendor Responsibility Questionnaire
- The selected vendor will have to adhere to certain New York State confidentiality and other requirements, including security requirements, specific to the initiative. These requirements will be outlined in the vendor contract.
- A minimum of 3 years of AWS development experience
- Ability to enter into a Business Associate Agreement with NYeC
- Demonstrate in this RFP response a strong track record of adhering to coding best practices and industry standards in their application development projects. The vendor should showcase examples of projects where they have consistently followed recognized coding conventions and guidelines, resulting in clean, efficient, and maintainable code. Incumbent's response should highlight practices such as modular and reusable code structures, proper documentation, version control, code reviews, and automated testing. Additionally, the vendor should emphasize their familiarity with code practices that are in compliance with regulations and guidelines established by authoritative bodies or organizations such as HITRUST or PCI. The vendor's RFP response should include details on their approach to ensuring code quality assurance and continuous improvement throughout the software development lifecycle.
- Ability to develop, manage, and optimize a diverse portfolio of applications within the AWS ecosystem.
- The selected vendor should have expertise in the following areas related to AWS infrastructure management:
  - Infrastructure Design and Architecture

       o   Provisioning and Deployment

       o   Performance and Optimization

       o   Security and Compliance

       o   Scalability and Elasticity

       o   Continuous Improvement and Evolution

       The vendor's response should provide evidence of their experience and capabilities in each of these areas, highlighting successful projects or initiatives where they have demonstrated proficiency in building, managing, and evolving AWS infrastructure to meet the evolving needs of healthcare applications.

- Ability to implement and advocate modern architectural concepts and techniques, including CI/CD, Infrastructure as Code, and micro-services, all maximizing the use of AWS cloud native tools and systems.

- Provide examples where you have collaborated closely with customers to build applications, with a strong understanding of their evolving needs and shaping solutions accordingly.

- Vendor must have demonstrable experience in supporting the applications they have developed, including 24/7 support capabilities. This should include provisions for prompt bug fixes, updates, and ongoing technical assistance to ensure the smooth functioning of the applications. The vendor should outline their approach to support and maintenance, including response times, escalation procedures, and communication channels for issue resolution. Additionally, the partner should provide evidence of their ability to adapt the application to evolving healthcare standards and technologies, ensuring long-term compatibility and optimal performance

Preferred skills and qualifications:

- Demonstrate a deep understanding of FHIR (Fast Healthcare Interoperability Resources) standards, which facilitate the interoperability of healthcare data. The vendor's experience with FHIR standards should encompass data exchange, resource modeling, and implementing FHIR-based APIs for seamless integration with other healthcare systems, promoting efficient data exchange and interoperability across the healthcare ecosystem.

V. MANDATORY REQUIREMENTS

- Description of, and references for, at least 3 micro-services built on AWS using modern coding principles.

VI. SCOPE OF WORK

Applicants are required to submit a proposal in response to this RFP, as described in section VII below. At NYeC's discretion, some applicants may be asked to participate in an interview with NYeC to discuss their proposal. NYeC may also request that one or more finalists in the selection process build an AWS-based test application, of limited scope/effort, to demonstrate their collaborative process. The cost of doing so would be covered by NYeC through the execution of a limited duration and cost SOW. To be clear, building a test application is not required for the applicant's initial proposal; it is rather an exercise that NYeC may request from a very small number of applicants as a follow up measure prior to final selection.

VII. CONTENTS OF PROPOSAL

1. **Applicant Overview and Qualifications**

The proposal should provide a general overview of the applicant's capabilities, resources, and experience. The ideal applicant will have at least three years of AWS development experience and expert familiarity with all applicable frameworks and standards. Applicants must provide an overview of your firm, its mission, and how your services align with NYEC's requirements. It should succinctly explain why your firm is best suited for this long-term partnership and your understanding of the project's objectives. This should include details on the specific staff resources that will be assigned to support the engagement with NYeC with a summary of their relevant skills and experience. Please include an org chart and key staff resumes in an appendix to your proposal. This is your opportunity to create a compelling case for your expertise, experience, and approach.

2. **Approach**

The proposal should provide a detailed explanation of your approach to AWS-based projects, with emphasis on modern coding principles. A description of your firm's methodology when tackling AWS-based projects. Outline your steps from project initiation to delivery, and how you ensure the application of modern coding principles throughout this process. Highlight your commitment to agile practices, CI/CD pipelines, Infrastructure as Code, and other forward-thinking strategies. Demonstrate how you balance these techniques to drive efficiency, scalability, and reliability. Understanding there may be flexibility in how we structure future projects, include a description of your preferred client engagement practices and the typical client experience.

a. **Description of, and references for, at least three microservices built on AWS using modern coding practices.**

Describe at least three microservices your firm has developed on AWS, focusing on the application of modern coding principles. For each case, explain the business challenge, your solution, the specific AWS services utilized, and the results achieved. Be sure to include client references who can vouch for your work.

b. **Evidence of extensive experience and expertise with AWS, specifically in architectural design.**

Detail your firm's experience with AWS, particularly in designing resilient, efficient, and scalable architectures. Provide data on the number of projects completed, certifications earned, and specific architectural challenges overcome. Highlight any recognition or awards received from AWS or other reputable bodies for your work in this domain.

c. **References from at least 2 past clients for whom your firm established a close partnership and developed micro-service cloud native applications.**

Describe at least 2 clients for whom you developed cloud native, microservices-based applications, and with whom you had a close partnership. Detail the nature of your partnerships, how you collaborated with the clients, and the success of the projects. These references should be able to attest to your ability to build strong partnerships and deliver exceptional results.

For the initial submission you don't need to provide company names, we will reach out to references for vendors selected to move ahead in the process. At this phase, you need only describe the partnership.

d. **Elaboration on your approach to establishing a strategic, long-term partnership.**

Describe your approach to building and nurturing a strategic, long-term partnership. Explain how you plan to understand NYEC's objectives, align your team's efforts with these goals, and adapt to NYEC's evolving needs. Discuss how you manage communication, collaboration, and conflict resolution. Finally, elaborate on how you aim to add value beyond just project delivery, such as through consulting, innovation, and thought leadership.

Describe what level of executive commitment NYeC can expect, for example with smaller firms NYeC would expect the CEO to have a detailed understanding of our account, and regular meetings with our executive leadership.

3. Cost

The proposal must include a rate sheet for the types of skills that would be brought to bear for this type of work. As the partnership becomes established, future work may include specific projects that are defined by subsequent SOWs under a broader agreement. These SOWs may include fixed price deliverables.

VIII. APPLICATION PROCESS AND TIMELINE

Proposals will be evaluated by a selection committee. Proposals that do not address all the criteria below may not be evaluated by NYeC.

Proposal submissions are due no later than **July 28, 2023.** Organizations may only contact NYeC using the email address AWSPartnerRFP@nyehealth.org for all matters concerning this RFP.

If you have questions about the application, please submit those questions to the designated mailbox noted on the cover page of the RFP by July 10, 2023 and NYeC will post all questions received and answers to those questions by July 14, 2023 to https://www.nyehealth.org/rfis-rfps/.

After a review of the written proposals, one or more respondents may be asked to participate in an interview with NYeC staff to discuss their proposal in more detail. In addition, after reviewing

all qualifying responses to this RFP, NYeC may ask one or more finalists in the selection process to develop an AWS-based test application (or similar IT project) with NYeC to simulate the experience of working together. This would be a modest effort and NYeC would cover the cost through the execution of a limited duration and cost SOW.

NYeC reserves the right to amend or cancel this RFP at any time prior to a signed contract. NYeC is not responsible for any costs incurred in the preparation of a response to this RFP.

Item	Due Date
RFP Release	Wednesday, June 28, 2023
Deadline to submit Questions to NYeC	Monday, July 10, 2023
Q&A Document posted	Friday, July 14, 2023
Proposal due	Friday, July 28, 2023

IX. EVALUATION CRITERIA

All proposals are to be addressed and evaluated upon the following criteria.
- Thorough understanding of NYEC's technology needs and how they can be advanced through cloud-based architecture, infrastructure, and applications.
- Relevant experience and expertise within AWS, particularly in architectural design and modern coding principles.
- The differentiating factors behind your organization's capabilities and approach that lead to successful outcomes for your clients.
- Awareness of major technology trends and strategies, as well as the demonstrated ability of your organization to build new capabilities and adapt to changing circumstances.
- Quality of the strategic, long-term partnership approach
- Cost