Request for Expression of Interest
(RFEI)

Incident Management System

I. **Invitation and Terms**

New York City Emergency Management (NYCEM) invites submissions of Expression of Interest (EOI) to determine the feasibility of a vendor to host, maintain, and support a Crisis/Incident Management Platform (C/IMP) also known as an Incident Management System (IMS).

This Request for Expression of Interest (RFEI) is intended to determine whether there is sufficient market interest to proceed to a competitive bidding process. In the event there is sufficient interest in this scope, NYCEM may, but is not obligated to, initiate a competitive bidding opportunity through a subsequent Request for Proposal (RFP) or authorized procurement method in accordance with the New York City Procurement Policy Board (PPB) Rules. Interested parties may voluntarily submit information as part of an EOI with the understanding that this RFEI is for information gathering purposes only; it is not an offer. No contractual relationship will be automatically generated between the respondent and NYCEM or the City of New York by responding to this request. Any cost information submitted by responders will be kept confidential and used solely for the purpose of market analysis.

II. **Who May Be Interested**

NYCEM encourages a broad range of respondents to submit EOIs. Potential responders to this RFEI include: vendors who can provide hosting, maintenance, and support for a flexible and customizable C/IMP and/or IMS.

In order to do business with New York City, vendors MUST register with the Payee Information Portal (PIP) and submit their paperwork to VENDEX. Please refer to the links below for additional details.

- VENDEX: http://www1.nyc.gov/site/mocs/resources/forms.page
- PIP: https://a127-pip.nyc.gov/webapp/PRDPCW/SelfService

Additionally, vendors MUST be in compliance with New York City Department of Information Technology & Telecommunications (DoITT) cloud policy DoITT Cloud Policy:

http://cityshare.nycnet/html/cityshare/downloads/policy/policies_and_guidelines/Cloud_Citywide_Policy.pdf

Contracting Considerations:

http://cityshare.nycnet/html/cityshare/downloads/policy/policies_and_guidelines/Cloud_Contracting_Resources.docx

See the attached DoITT checklist for your reference.

In your EOI, please certify that you have reviewed the DoITT cloud policy in its entirety.

III. **Purpose**

The focus of this RFEI is to identify a vendor that can provide hosting, maintenance, and support for an IMS to support emergency management operations and the requirements listed below. An IMS should help the City of New York build a common operating picture of incidents and events and support the management, exchange, and sharing of information for situational awareness. To do this, NYC needs a flexible software solution that can be used to monitor incidents in its 24/7 Watch Command that can also support information sharing and resource management during a large scale or complex incident that requires activation of the City of New York's Emergency Operations Center.

Requirements:

1. A clean, user-friendly, and intuitive interface
2. Accessibility via a range of devices and from a range of locations, including commercially-available mobile platforms
3. Specific user views based on role and varying levels of administration rights
4. Real-time situational awareness at both the strategic and operational levels
5. Features to easily inform personnel of key events and status updates, including notifications (e.g. push notifications, SMS, and e-mail)
6. Resource management feature that allow users to coordinate intake, approval, sourcing, and movement control processes
7. The ability to communicate with other databases and systems to maintain integrity of information and data
8. The ability to develop and implement features and/or forms in house, with minimal support from the vendor
9. Customizable information forms to reflect processes
10. Data migration/ability to incorporate NYCEM's existing IMS data into the system before launch

Preferred Features:

1. Cloud solution and on-premise hosting that replicates to the cloud

2. Tailored homepage reflecting user's position and the overall status of an incident or incidents

3. Duty log to support transition and shift change processes

4. Chat tool and/or integration with email

5. Ability for users to capture and sort information easily by fields

6. Ability for users to create customized reports (e.g., roll-up reporting) in a readable manner

7. Task delegation and/or tracking function

8. The ability to communicate with inventory management and GPS tracking systems

9. Native mapping component that is compatible with the Esri GIS platform

10. Ability to ingest and display map/feature services published from NYCEM data catalog

11. Ability to support publishing map/feature services in order to display and analyze data within NYCEM GIS system

12. Ability to support simple export of geolocated incident data from the IMS

13. Ability to incorporate City geocoding services (Geosupport - https://www1.nyc.gov/site/planning/data-maps/open-data/dwn-gde-home.page) into the system

14. Tech support available for administrator

15. NYCEM administration rights over all users

16. Data backup and recovery

17. Ability to incorporate custom branding

18. Browser compatibility with Internet Explorer (version 11 and forward) and Firefox. Compatibility with Chrome is preferred, but not required

19. Reliability (99.99% or more uptime), and an emergency contact if the system is down when there is a large-scale emergency in NYC

V.   EOI Submission Requirements

Responders are asked to provide all information requested below. EOIs will be evaluated on the basis of content, not length:

A. **Cover Letter**   Submit a letter describing the responder's interest in entering into an agreement to perform this work for the City of New York. The letter should be completed, signed and dated by an authorized representative of the responder.

B. **Statement of Interest**   In the EOI, respondents are asked to relate their interest in providing IMS to NYC to their established expertise. This statement should be a clear, concise narrative that describes the responder's current capabilities, services, and areas of specialty and addresses how the responder can fulfill NYC's goals and objectives for IMS.

C. **Relevant Experience**   Provide a company background and illustrate relevant

expertise. Detail current capabilities and services and submit a portfolio of completed or current projects that relate to IMS in areas such as hosting, maintaining and supporting. . Note professional association memberships, industry awards and past or current government projects, and include annual reports or other financial performance data.

D. **Team**   Include brief biographies of company principals and potential managers for this project, noting prior disaster response experience, if any. Describe entities that may be partnered with or subcontracted to the responder to implement the proposed vision and define their role. Note prior collaborations with proposed partners.

E. **Information Sheet**   Provide a one-page document with a brief firm profile that summarizes company history, corporate vision, and current size and range of services. List locations of any additional offices. Include full contact information and note any potential conflict of interest in working with the Federal, State or City Government.

V.   **Timetable**

A. **RFEI Issued on February 21, 2017.**

B. **Inquiries** Questions regarding the meaning or interpretation of this RFEI must be submitted via the "RFEI Questions and Answers" to procurement@oem.nyc.gov. Questions must be submitted no later than 5 PM on February 28, 2017. Responses will be posted on the "Contracting Opportunities - page of the NYCEM website http://www1.nyc.gov/site/em/about/contracting-opportunities.page /) page by March 6, 2017 with preference given to topics questioned most frequently.

C. **Submission Deadline** Respondents are responsible for ensuring that NYCEM receives one (1) electronic version of the EOI on or before 4 PM on March 13, 2017. Proposals shall be e-mailed to procurement@oem.nyc.gov. Feel free to contact Elizabeth Haza Sainz at 718-422-4629 to confirm receipt of RFEI.

D. **Review** All submissions will be reviewed by NYCEM to determine their responsiveness to the requisites of this RFEI.

E. **Subsequent Request for Proposals (RFP)** It is the intent of NYCEM to follow this RFEI with an RFP for services related to IRMS described in Section III. Failure to respond to this RFEI will not disqualify prospective bidders from participating in any subsequent RFP process. Information gathered from these EOIs may inform the specifics of the forthcoming RFP.