



RFP Number: 038-911
Date: December 17, 2019

Request for Proposals

for

Hospital Police Computer Assisted Dispatch System/ Reporting System

All communication regarding this RFP must be to:

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I. RFP Timeline

	Date	Time (EST)
RFP Release:	12/17/19	n/a
Proposal Due:	01/10/20	3:00 PM

II. NYC Health + Hospitals

New York City Health and Hospitals Corporation (NYC Health + Hospitals) is an integrated health care system of hospitals, neighborhood health centers, long-term care, nursing homes and home care – the public safety net health care system of New York City. NYC Health + Hospitals is committed to the health and well-being of all New Yorkers and we offer a wide range of high quality and affordable health care services to keep our patients healthy and to address the needs of New York City's diverse populations.

www.nychealthandhospitals.org

III. Project Description

NYC Health + Hospitals Hospital Police (HP) perform critical law enforcement functions. HP is looking to purchase a state-of-the-art Computer Assisted Dispatch System which includes a centralized reporting system across the enterprise. The system will provide safety, compliance, training, and performance metrics.

IV. Minimum Criteria

The proposer must meet and attest that it meets all of the following minimum qualifications in order to participate in this RFP (see Section VIII.B.4):

- MWBE Utilization Plan or MWBE Certification (see Section VIII.B.10)
- Must meet NYC Health + Hospitals Security Requirements
- Must have implemented in at least 3 multi-facility organizations
- Must be in business at least 5 years with an annual revenue of at least \$10M dollars.

V. Scope of Work: Hospital Police Computer Assisted Dispatch System/ Reporting System

- The system must accommodate a multi-facility enterprise and include a central repository to be managed through the HP office.
- Must incorporate current reports utilized by HP that can be customized as needed, such as:
 - Crime & Incident
 - Investigation
 - Property
 - Use of Force
 - Workplace Violence
- Must have the ability to create reports to demonstrate service productivity
- Must include executive level summary reports that include types of crimes committed, length of time to handle the incident, officers involved, # of officers involved, supervisor notification, injuries, results after response.
- Must be able to Incorporate HP dispatch functions that work in conjunction with the reports.
- Must have a real-time data dashboard
- Must have an Investigations Module
- Must have a Be on the lookout (BOLO) module
- Must have an Equipment Tracking Module for issuance and inventory of equipment.
- Must have a Lost/Found Property Module
- Must have a Workplace Violence Tracking Module
- Must have an Admin Reporting Module
- Must have Visitor Management functionality
- Must include Data Analytics Software
- Needs to be a Multi module system that can be scaled up and down as needed
- Have Ability to keep logs (visitor, work, daily event, training, property etc.).
- Must include an evidence tracking function and a summons tracking function
- Must be able to load video
- Please list any additional modules that you offer
- Please include your Service Level Agreements, including uptime %, response time, resolution time
- Provide ongoing user training at no cost

VI. Evaluation Criteria

The evaluation criteria shall be as follows:

Category	Weight %
Functionality	40%
Service Level Agreements	20%
Cost	30%
MWBE Utilization Plan or MWBE Status	10%

VII. Contract and Payment

The term of the contract resulting from this RFP shall be for a term of 3 years with two 1-year renewals

Payment will be net 90.

VIII. RFP Process and Rules of Participation

A. RFP Process

1. Questions. Substantive questions regarding the Scope of Work must be received by email before the date and time in the RFP Timeline and by the person designated on the first page of this RFP. Questions not timely received by such person are not guaranteed a response. Emails sent to the person on the first page of this RFP must include the RFP Number as written in this document in the Subject Line.
2. Conference. Pre-proposal conference call is mandatory and shall be held at the time set forth in the RFP Timeline. RSVP by emailing the person designated on the first page of this RFP.
3. Submission. Proposers shall submit the Proposal Package in digital format by the time and date set forth in the RFP Timeline on a CD or flash drive to the person designated on the first page of this RFP.

The Proposal Package envelope must include the RFP name and number.

Proposers may submit the Proposal Package in person or otherwise shall use a common carrier with signature and time stamp required. Proposals that are late or unsealed will not be considered, however, NYC Health + Hospitals may accept late proposals when it is in the best interests of NYC Health + Hospitals.

B. Proposal Package Contents

1. Proposal Package size limit. The Proposal Package shall not exceed 20 megabytes.
2. Cover Sheet. A cover sheet containing the following information:
 - RFP Title
 - Vendor Name and Address
 - Principal contact person name and contact information
 - Number of addenda received
3. Table of Contents. The proposer must provide a table of contents with page numbers.
4. Minimum Criteria. The proposer must attest and provide some description of how the minimum criteria are met.
5. Executive Summary. Provide a summary of no more than one page describing how you will meet the goals of the RFP and a summary of the cost information.
6. Vendor's Background and Organization: In this section provide the following information:
 - Number of employees
 - Organization chart
 - Audited financial statement for the last 3 years
 - Background of principals
 - Recently completed similar size projects
 - A copy of any licenses relevant to this project
 - Duration you have been doing business in this service or product line
7. References. List of three current clients and one former client, including client email addresses and phone numbers.
8. Technical Proposal. The Technical Proposal must address all issues in the Scope of Work and include any other information you believe would be relevant. The technical proposal shall not exceed 20 pages.

9. Cost Proposal. If not already addressed in the Technical Proposal, vendor must set forth a cost proposal including line item detail of equipment, labor and all overhead and profit within the proposal.

10. MWBE Utilization Plan (attached). NYC Health + Hospitals follows New York State Executive Law Article 15-A which requires 30% participation of New York State Certified Minority or Women-Owned Business Enterprises (MWBE) as subcontractors. An MWBE Utilization Plan shall be submitted with the names of the MWBE subcontractors the proposer plans to use to meet such goal. Alternatively, proposers may meet this requirement by being a certified MWBE with the State of New York or the City of New York. Waiver of the 30% goal, total or partial, may be given but only after good faith efforts have been demonstrated.

11. Doing Business Data Form (“DBDF”) (attached). In accordance with New York City Local Law 34 of 2007, the proposer must submit an accurate and complete DBDF, enclosed in a separate envelope. Failure to do so will result in rejection of the proposal.

12. Vendor Security Requirements Checklist (attached). This document has been created to highlight NYC Health + Hospital’s security requirements which should be understood by all Proposers. It does not replace the requirement to complete a security review during the new business or project initiation request process (i.e. Project In-Take) for awarded Vendor. This can be provided in a Word document upon request.

Additional Forms (attached). Upon contract award the proposer will be required to submit the following:

Vendor Demographics Form with W9

Equal Employment Opportunity Report

PASSPort Registration (for contract values over \$1M)

C. Rules of Participation

1. Communication with NYC Health + Hospitals. From the date this RFP is issued until the award of contract proposer and its staff shall direct all communications relating to this RFP solely to the person set forth on the first page of this RFP. Emails sent to the person on the first page of this RFP must include the RFP Number as written in this document in the Subject Line.
2. Solely within its discretion, NYC Health + Hospitals may withdraw this RFP prior to award of a contract, postpone this RFP, reject all proposals, award in part, or choose not to award a contract as a result of this RFP.
3. Addenda. NYC Health + Hospitals may issue addenda to this RFP to correct or clarify the solicitation. It is the proposer's responsibility to ensure that it has received all addenda. Prior to submitting the Proposal Package the proposer should check with the contact person on the first page of this RFP.
4. Minimum Criteria. Please provide a signed attestation confirming that you meet such minimum criteria and the evidence supporting the qualification.
5. Mistakes. NYC Health + Hospitals may waive or modify any mistakes in proposals that are deemed to be not material.
6. NYC Health + Hospitals shall not be bound by any oral or written representations, statements or explanations other than those made in this RFP or in formal written addenda issued to this RFP.
7. Proposal. The proposal is a written offer and shall be irrevocable for six months. The offer may not be withdrawn after the submission deadline.
8. Modifications to or withdrawals of a proposal after the submission deadline shall not be considered.
9. Costs. NYC Health + Hospitals shall not be liable for any costs incurred by proposers in the preparation of proposals or for any work performed in connection therewith.
10. Negotiations. NYC Health + Hospitals may award a contract on the basis of initial offers received. The Proposal Package should therefore contain the proposer's best terms from a

programmatic and cost standpoint. NYC Health + Hospitals may choose to negotiate all proposers or a limited pool of proposers and award a contract to one or more proposers.

11. Conditions of Award. All proposed awards will be subject to compliance with NYC Health + Hospitals legal requirements, vendor responsibility determination, and approval by its internal governing bodies.

12. Confidential or Proprietary Information. NYC Health + Hospitals is a public entity subject to New York State's Freedom of Information Law (FOIL). Confidential material shall be clearly marked by the vendor and be easily separable or redacted, and will not be disclosed unless required by Freedom of Information Law or other applicable state or federal laws.

13. NYC Health + Hospitals Terms and Conditions, Form 110-96 (attached). NYC Health + Hospitals does not accept any changes to the terms and conditions set forth as mandatory within Form 110-96. Any exceptions taken to such mandatory terms may result in rejection of the proposal.

Any exceptions to the terms and conditions must be set forth in writing, with reasons for such objection, and alternate language suggested, or are otherwise waived.

D. Evaluation

1. Evaluation Committee. An Evaluation Committee shall be formed and comprised of a minimum of five persons who will evaluate the proposals.
2. Scoring. The Evaluation Committee shall score and weight responsive proposals of proposers that meet the Minimum Qualifications in accordance with the scoring criteria set forth above in this RFP. As part of the evaluation process there may be a request for additional information from all or a subset of proposers that might result in additional scoring.
3. Presentations. The Evaluation Committee may require all or a short list of proposers to give one or more oral or visual presentations in support of their proposals and/or otherwise demonstrate the information contained therein.

Proposal Package Checklist

An envelope addressed to the person set forth on the first page of this RFP, including the name and number of this RFP	
A flash drive or CD containing the Proposal Package	
MWBE Utilization Plan, Waiver, or Certificate	
Doing Business Data Form	
Vendor Security Requirements Checklist	

Exhibit A: Cost Template

HOSTED	YR 1	YR 2	YR 3	YR 4	YR 5	TOTAL
HARDWARE						
SOFTWARE						
IMPLEMENTATION FEES						
MAINTENANCE/LICENSE FEES						
TOTAL PER YEAR						

ONSITE	YR 1	YR 2	YR 3	YR 4	YR 5	TOTAL
HARDWARE						
SOFTWARE						
IMPLEMENTATION FEES						
MAINTENANCE/LICENSE FEES						
TOTAL PER YEAR						