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 **SOFTWARE ASSET MANAGEMENT (“SAM”)**

Request for Proposal

July 14, 2017

Presented by:

**NYU Hospitals Center**

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# Introduction

NYUHC is one of the nation’s premier academic medical centers. Our trifold mission to serve, teach, and discover is achieved daily through an integrated academic culture devoted to excellence in patient care, education, and research. Located in the heart of Manhattan, with additional facilities throughout the New York City area, NYUHC consists of five inpatient locations: Tisch Hospital, our flagship acute-care facility, Rusk Rehabilitation, Hospital for Joint Diseases, Hassenfeld Children’s Hospital of New York, and NYU Lutheran Medical Center. Specialists at NYUHC treat a full range of medical conditions in both inpatient and outpatient settings at locations throughout New York City’s five boroughs, Long Island, New Jersey, and Westchester, Putnam, and Dutchess counties.

The NYU Hospitals Center (NYUHC) including NYU Medical Center and NYU Hospital for Joint Diseases (NYUHJD) collectively referred to as “HOSPITALS”, invite you (the “SUPPLIER”) to submit a quote in accordance with the requirements, terms, and conditions in this Request for Proposal (RFP) for Software Asset Management Product. Including but not limited to, its related installation, configuration, data conversion/ integration/migration, and training services to increase staff productivity and efficiency, and provide better information to organization’s leadership. NYUHC prefers to enter into agreement with a single software solutions provider that meets the criteria outlined in the Requirements and Functional Objectives section of this document.

# Definitions

NYLMC – NYU Langone Medical Center

NYUSOM – NYU School of Medicine

NYUHC – NYU Hosptials Center

RFP – Request for Proposal

MCIT – Medical Center Information Technology

MCIT BO – Medical Center Information Technology Business Office

CMDB – Configuration Management Database

HEAT - ITSM Configuration Management Database (CMDB)

ITAM – IT Asset Management (Oracle PeopleSoft)

EAM – Enterprise Asset Management (Oracle PeopleSoft)

TBM – Technology Business Management

Apptio - 3rd Party Application Technology business management software as a service application, designed to enable the assessment of IT service costs and communicate those costs to corporate leaders for planning, budgeting and forecasting purposes.

This RFP process is your opportunity to demonstrate your strong commitment to collaborating with HOSPITALS and ensures highly competitive pricing with quality customer support service.

The purpose of this RFP is to solicit proposals from qualified Software Asset Management organizations to meet certain requirements and project objectives as established by the NYU Langone Medical Center NYU Hospitals Center (NYUHC). The conclusion of this process will result in the selection of one (1) vendor who will be invited to enter a contracting phase for a specific and detailed scope of work along with pricing for the designated units of work.

This RFP solicits a detailed offering that includes line item pricing as well as a detailed response regarding your services, initiatives and Contract/Payment Terms compliance. We encourage you to submit a bid that is aggressively priced which will exceed our expectations and influence the consolidation of our SUPPLIERs and market share.

The RFP submissions will be applicable for NYU Hospitals Center (NYUHC) referred to as “Hospitals” having places of business at Tisch NYU Medical Center 550-560 First Avenue, New York, NY 10016 and NYU Hospital for Joint Disease 301 East 17th Street, New York, NY 10003 and Outpatient Surgery Center 333 E 38th Street (at 1st Avenue) New York, NY 10016.

# Milestone Calendar

The following calendar of events is based on planned NYUHC activities and anticipated supplier delivery capabilities.

|  |  |  |
| --- | --- | --- |
| Milestones | Date | Time |
|
| RFP Release Date | July 14, 2017 |  |
| Intent to Bid | July 19, 2017 | 5:00PM |
| Vendor Question due | July 21, 2017 | 5:00PM |
| NYUHC Answers to Vendors due | July 25, 2017 | 5:00PM |
| Initial Proposal Due | August 2, 2017 | 5:00PM |
| Vendor Demos | August 3, - 10, 2017 | 5:00PM |
| Final Proposals Due | August 17, 2017 | 5:00PM |

# Required RFP Response

Suppliers are required to submit their Proposal in the specified electronic format. Supplier will submit their entire RFP response and all completed forms electronically via e-mail to NYUHC with supplier’s information and responses provided in the appropriate places therein. The required electronic applications formats are **Microsoft Word and Microsoft Excel**. Any supporting graphic or presentation-based slides may be submitted in a separate PowerPoint file. PDF format is **not acceptable** for any submitted text, graphics or slides.

# Proposal Due Date, Delivery Instructions and Communication

All Proposals are due by August 17, 2017, no later than 5:00 P.M. EST

Please send your complete electronic response via email to ITSourcing@nyumc.org

Bidders Note: All questions regarding interpretation or specifications must be submitted in writing to ITSourcing@nyumc.org only. Under no circumstances must supplier contact any employee of NYUHC. Any dialogue initiated by the bidder not addressed to contacts above will result in an immediate disqualification. Discussions on other business matters not related to this RFP are permitted.

# Presentations and Demonstrations

In addition to a formal proposal, NYUHC would like to request a presentation of the solution, with clear focus on the Functional Objectives and Requirements. The acceptable forum for the presentation is in person, or via online conferencing (WebEx). On NYUHC side, the Project Manager, Lisa Gibson, will coordinate the presentation. NYUHC reserves a right to request a follow-up presentation that will demonstrate how proposed tool handles specific scenarios set by NYUHC.

# Engagement Governance

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On a weekly basis, Vendor shall present a formal report of progress and accomplishment. The monthly progress report shall address at a minimum the following items:

* Major accomplishments of the past month
* Major disappointments of the past month
* Project Schedule Fidelity
* Project Progress
* Summary of Risks & mitigation activities
* Summary of Issues and Impacts
* Dependencies upon NYUHC personnel

Realization of a Risk documented in the project plan shall be escalated to the designated NYUHC contact within 1 day of discovery

# Proprietary Information Non-Disclosure

Supplier must have no rights in this document or the information contained therein and must not duplicate or disseminate said document or information outside the supplier's organization without the prior written consent of NYUHC.

# Costs Incurred

All costs incurred in the preparation of the Proposal must be borne by supplier. By submitting a Proposal, supplier agrees that the rejection of any proposal in whole or in part will not render NYUHC liable for incurred costs and damages.

# NYUHC Reserves Right to Refuse Any and All Bids

Nothing in this RFP must create any binding obligation upon NYUHC. Moreover, NYUHC, at its sole discretion, reserves the right to reject any and all bids as well as the right not to award any contract under this bid process. NYUHC reserves the right to award portion of this bid. NYUHC reserves the right to adjust the evaluation criteria after finalizing the scope and pricing requirements after the supplier demo meeting. All bids should be governed by NYUHC standard Policy and Procedure and Terms and Conditions.

# Effective Period of Prices

All pricing Proposals by supplier will remain fixed and firm through December 31, 2018.

# Objective

NYUHC is issuing this Request for Proposal (RFP) for Software Asset Management Product, and its related installation, configuration, data conversion/integration/migration, and training services to increase staff productivity and efficiency, and provide better information to organization’s leadership. Additional objectives of this project include reduction of audit risk, tracking license entitlements, and automated reconciliation with software license purchases. Without an automated solution, NYUHC risks not being able to establish a defensible audit position, or to optimize license usage and costs. This system will also provide EAM with improved accuracy of software assets.

# Business Requirements

All questions need to be answered in this RFP document.

1. Easy to use product for wide array users ranging from Financial Analysts, Contract Management Analysts, Sourcing analysts, Application Owners, Application Support, and Leadership across all level of the organization.
2. Meet functional and technical requirements using commercially available robust software solution that requires minimal customizations.
3. Proposed solution must be agile to react quickly to changing business environments, allow for growth, and be able to manage complex licensing structures.
4. The system must be intuitive to use from user perspective, and allow for automation, so minimal manual effort is required on behalf of employees.
5. Easy access to reports which should be user group specific (example: Finance, Contract Management, Executive Leadership)
6. The system should be mobile friendly.
7. The system needs to track assets and report on multiple data attributes.
8. The system should provide live and historical reports.
9. The system should be able to integrate with currently used discovery tools, as well as offer its proprietary discovery solutions.

# Technical Requirements

## Platform Discovery

1. Perform Identification of network-attached physical and virtualized platforms upon which software executes (this ranges from Data Center to End-User devices)
2. Capture cloud-based and mobile platforms and services.
3. Potentially take advantage of NYUHC HEAT CMDB to assist in this process, and perform assessment of the data currently stored in this system

## Platform and Software Inventory

1. Capture Platform configuration information, and extract all software residing within those platforms, along with the usage information
2. Inventory all Enterprise, Data Center, Mobile, Cloud, and SaaS Software
3. \* Currently NYUHC operates 650+ Enterprise Applications, not including all cloud based software, subscriptions, networking software
4. Inventory hardware configuration (many licenses define hardware configurations).
5. Provide consumption analytics
6. Support the International Organization for Standardization (ISO) 19770-2 standard for software identification (SWID) tags

## Inventory Normalization

1. Consolidate the outcome of discovery process, and the data currently residing in NYUHC HEAT CMDB system to resolve duplicates, and conflicts
2. Provide clean, accurate, categorized inventory of IT Software Assets
3. Provide Industry Best Practices for normalization of data
4. Adherence to United Nations Standard Products and Services Code (UNSPSC), to categorize results is preferred

## Reconciliation

1. Perform reconciliation of contracts, purchase, and entitlement information with normalized inventory data
2. Provide reports that analyze the balance of licenses purchased to actual license consumption
3. Potentially, be able to integrate with PeopleSoft Purchasing, and Contracts modules to provide additional information which will enhance the accuracy of reporting
4. Provide robust reporting that will help with planning, modelling and mappings of applications
5. Full support of key enterprise partners including but not limited to Microsoft, Oracle, Adobe, VMware, Symantec

## Optimization

1. Track changing software license structures
2. Provide reports to balance software spending with usage
3. Provide recommendation on the appropriate license type given specific scenarios
4. Help identify unused software licenses and recommend appropriate license harvesting and reassignment

## Information Exchange

1. Provide Enterprise Application Integration APIs to connect with additional repositories of data such as HEAT CMDB
2. Allow seamless integration with currently utilized discovery solutions (Altiris, JAMF, Airwatch, etc.)
3. Exchange information with Oracle PeopleSoft Asset Management, Oracle PeopleSoft IT Asset Management, and potentially other tools such as Procurement, Contract Management, HR
4. Additional integration with Technology Business Management System Apptio

**Supplier Answer**: Indicate your compliance (Yes/No) with each requirement and document any exception

# Infrastructure Requirements

1. Describe the infrastructure requirements that are to be provided by the client to implement your solution.
2. How do you normally establish connectivity with your client organizations
3. What communications infrastructure is in place to facilitate the elevation and resolution of questions and issues during a project?
4. Agents – we prefer no having to have agents on every device if possible
5. The solution should have a single management interface that can support all administrative functions.
6. The solution should have monitoring and alerting capabilities such as user defined thresholds, sending alerts to other management systems, failure notification, etc.
7. The solution should provide default and customized reports containing information on issues, performance, amount of data backed up per device, and total backup size.
8. Access to the management interface must be secure with strong authentication and authorization controls in place, including directory integration and role-based access controls.
9. NYUHC requires a response within one (1) business day for issues that require escalation to the vendor.
10. The solution must have a capability to notify users of failed backups.
11. The storage vendor commits to training in all aspects of configuring and managing the backup infrastructure in order to bring IT to a proficient operational level.

# Hardware, Software and Licensing

1. All hardware must be identified.
2. All software, firmware and licenses necessary to achieve full functionality must be included. Specify terms and level of coverage for all components.
3. All software update services must be included in the service contract, including firmware updates and any other software related to the solution.

**Supplier Answer**: Indicate your compliance (Yes/No) with each requirement and document any exception

# System Overview Information

* + 1. Please provide an architectural overview of the proposed SAM solution.
		- Indicate where third-party solutions are required to provide additional capabilities.
		- Describe the application software that your company provides
		- Define system administrator rights, capabilities, and responsibilities
		- Describe deduplication process
		1. Please provide a detailed list and explanation of the hardware and software that is required for your solution, including storage requirements.
		2. Describe the impact of your solution on network performance.
		3. Describe any network variables that could affect the SAM solution’s performance.
		4. Describe the destination of the SAM. Is it configurable?

# Enterprise Architecture Information

* + 1. Describe how the software scales to multiple facilities in various geographical locations.
		2. Describe how will an end user interact with or have the ability to configure rules within your solution
		3. Describe all enterprise products that the SAM solution can be integrated with.
		4. What is the process and additional cost of expanding the system?
		5. Do you have Value Added Resellers (VARs) from whom this system can be purchased? If so, you provide the support or it is the responsibility of the VAR.?

# Professional Services and Customer Support

All questions need to be answered in this RFP document.

1. Describe your professional services practice.
2. Describe your experience in providing these types of services. Highlight company strengths as it relates to the request from NYUHC.
3. What personnel will be involved in delivering services both direct and indirect?
4. Briefly describe your experience in implementing similar solutions. Indicate how you provided support to the company to implement such solutions and outline any road blocks you encountered and how they were resolved.
5. Identify the key owner in your organization who is ultimately responsible for ensuring the success of this implementation.
6. Describe your proposed implementation methodology, including:
* Timeline for implementation, key milestones and dates
* Provide a detailed management plan and outline of the proposed workflow and any requirements to deliver services
* Describe the project life cycle methodologies with which you are familiar and provide a summary of your experience with that methodology (i.e. waterfall, agile, iterative, etc).
* Describe your test methodology
* Outline the required NYUHC team members required for a comprehensive deployment and approach for engagement.
* What types of standard or ad hoc reports do you provide detailing project status?
* What service guarantees do you offer?
* What penalties have you incurred in the past year?

# Project Management

NYUHC will provide the Project Manager to oversee project activities from NYUHC’s perspective. Vendor should ensure that its development team adheres to the project plan, and deliverables. During the implementation process, NYUHC will provide access to Subject Matter Experts who will provide additional knowledge of respective areas. The selected Vendor will work closely with MCIT Business Office representatives, and the Project Manager who will provide additional expertise, and will ensure project’s criteria are met.

A joint status reporting protocol will be established on a weekly basis to report progress, issues and upcoming deliverables.

# Integration Experience

1. Describe your experience with integration of your SAM solution with Oracle PeopleSoft ERP, especially IT Asset Management Module. In the description, indicate successful projects integrating SAM with AM/ITAM.
2. Describe your experience integrating your product with different discovery tools such as Altiris, Airwatch, and JAMF. What are the benefits of using client provided discovery vs. your proprietary discovery tool?
3. Describe your experience integrating your product with CMDB and ITSM tools (HEAT)?

# Training

1. Describe technical and administrative training.
2. Describe end user training materials that have been used successfully.

# Pricing

Please provide pricing information in the enclosed Attachment. All hardware, support and services should also be included for multi-year agreement. Please include renewal terms and costs.

Please see the enclosed Attachment A to provide your pricing information

# Testing and Implementation Timeline

Upon completion of every milestone, UAT testing needs to be performed by NYUHC to ensure satisfaction and adherence to the scope and requirements.

# Required Vendor Information

All questions need to be answered in this RFP document.

The designated supplier must have provided privileged access services and solutions to the public for a minimum of three (3) years. The supplier will offer a comprehensive package for storage services as specified in this RFP to all NYUHC facilities.

Please provide:

1. The company’s full name, address, main telephone and appropriate contact information including e-mail address.
2. Provide an overview of your company, including date of incorporation, operating locations, number of employees, area(s) of specialty, number of successful projects with US-based customers
3. Describe your organizational structure and explain how your organization qualifies to be responsive to the requirements of this RFP
4. Describe the types of project organizations with which you have experience.
5. Have you ever worked with an integrated Medical Center organization? If so, describe the kinds of actions and strategies you employed to overcome the client’s challenges
6. A brief historical perspective on your company (years in the business, growth via mergers and acquisitions, key industry innovations)
7. What are your company values?
8. Describe your corporate culture. Explain how you differentiate yourself from your competition.
9. Describe the full range of services your company offers and the corresponding rates. Include all services that will be available and all expenses that we would incur under this agreement.
10. List office locations and specific responsibilities of each area.
11. Please provide an overview of your company’s growth over the past five years.
12. Provide audited financial statement for the two fiscal years immediately prior to this one.
13. What percentage of your business is in healthcare?

# Past Performance and References

Provide at least three (3) references including the names of persons who may be contacted, position of person and phone numbers where similar products or services in a healthcare setting of similar size and scope of NYUHC in accordance with the requirements of this RFP have been provided.

For each reference, please include the following:

1. Organization name, contact name, title, address and telephone number.
2. Have you worked on projects of similar functionality? Please provide a brief description of the project including project scope overview, staffing size, project duration, project organization and key deliverables.
3. Describe your experience working on projects that are within the industry? Provide special attention to experience relevant to integrated Medical Centers
4. Describe the relationship and services provided.
5. If you cannot provide at least one healthcare reference of a similar size and scope of NYUHC, please explain and indicate the largest installation you have performed.
6. Provide current and past account information, of similar size and configuration. Include:
	1. A current, long-term customer
	2. A current customer implemented in the past 18 months
	3. A former customer terminated within the past 18 months and reasoning for termination other than consolidation

Failure to provide suitable references to NYUHC will result in the Supplier’s bid being rejected without further consideration.