.

**Video Remote Interpretation**

Request for Proposal

March 10, 2017

Presented by:

**NYU Hospitals Center**

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# Introduction

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 Video Remote Interpretation.

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

This RFP solicits a detailed offering that includes line item pricing as well as a detailed response regarding your services, experience 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 | 3/10/2017 | 5:00 PM EST |
| Intention to Bid | 3/17/2017 | 5:00 PM EST |
| Vendor Questions Due | 3/24/2017 | 5:00 PM EST |
| Answer to Vendors Due | 3/31/2017 | 5:00 PM EST |
| Initial Proposal Due | 4/7/2017 | 5:00 PM EST |
| Vendor Demos | 4/21/2017 | TBD |
| Final Proposal Due | 4/28/2017 | 5:00 PM EST |

# 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

Initial Proposals are due by April 7, 2017 no later than 5:00 P.M. EST. Final Proposals are due April 28, 2017. You must submit both to be considered.

Please send your complete electronic response via email to [ITSourcing@nyumc.org](mailto:ITSourcing@nyumc.org)

Bidders Note: All questions regarding interpretation or specifications must be submitted in writing to [ITSourcing@nyumc.org](mailto: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.

# 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 April 31, 2022.

# Requirements

All questions need to be answered in this RFP document.

The Video Remote Interpreter (VRI) provides interpreting services to the Limited English Proficient and the Deaf and Hard-of-Hearing population via video. The VRI provides ease of access to an interpreter with one touch. As per the patient’s bill of rights, it allows the patient to be part of their care and for the clinical team to communicate effectively and efficiently with the patient in their native language. Since the preferred modality of interpreting services is face to face, the video remote interpreter ensures that the human connection is not lost without an on-site interpreter. The Video Remote Interpreter is a cost effective alternative to on-site services for last minute, emergency or short sessions.

The interpreters should be qualified/certified medical interpreters. Companies should also ensure there is compliance with all regulatory agencies and the Affordable Care Act Section 1557 guidelines to include clear audio and video interpretation. All interpreters should be[HIPAA trained](https://www.indemandinterpreting.com/blogs/asl/hipaa-compliance-and-language-services/) and well versed in hospital protocol, procedures and ethical practices.

Please fill out the table below:

|  |  |
| --- | --- |
| **RFP Video Remote Interpreter and Telephonic Interpreting** |  |
| **Components** | ***[Enter Vendor Name]*** |
| **Video Remote Interpreting** | |
| Number of years providing VRI Service |  |
| Number of languages provided (video) |  |
| Hours of Service |  |
| Connection time to an interpreter |  |
| Are interpreters qualified/certified |  |
| How are interpreters tested? |  |
| Privacy feature(s) |  |
| Digital Whiteboarding Availability |  |
| Interpreters US based |  |
| Interpreters International |  |
| # of languages available |  |
| Response time to concerns |  |
| Reporting Options |  |
| OnSite/Technical Support |  |
| Type of VRI Devices |  |
| Mounting Solutions |  |
| Battery Life |  |
| Software/App  MyWall (3rd Party Application Integration) |  |
| Volume Controls |  |
| Quality of video (meets ACA 1557) |  |
| Size of the Screen |  |
| Number of Call Centers |  |
| Location of Call Centers |  |
| Hours of Tech Support |  |
| Cost per minute |  |
| # of steps to access an interpreter |  |
| **Telephonic Interpreting Services** | |
| Number of years providing Telephonic Interpreting Services |  |
| Number of languages provided |  |
| Hours of Service |  |
| Connection time to an interpreter |  |
| Are interpreters qualified/certified |  |
| Response time to concerns |  |
| Reporting Options |  |
| VOIP Dual Handset Interpreter Phones |  |
| Analog Dual Handset Phones |  |
| Number of call centers |  |
| Location of call centers |  |
| How are Interpreters tested? |  |
| Quality of Audio (meets ACA 1557) |  |
| Hours of Tech Support |  |
| Cost per minute |  |

# Business Requirements

* + 1. Ability to launch into application without having to authenticate (i.e. authorize by device or other.)
    2. Do you provide an android application?
    3. Do you have API you can provide for us to use for integration?
    4. Is the solution suitable for the translation experience (specifically sign language) to happen on a 10-inch android tablet?
    5. Do you have MyWall integration?
    6. Video Availability: provide the number of locations/resources, call connection time.
    7. Telephonic Availability: provide the number of locations/resources, call connection time.
    8. Video Interpretation Quality: provide the number of languages available, location of interpreters (U.S. based v. International), how interpreters are qualified/certified, how interpreters are tested.
    9. Telephonic Interpretation Quality: provide the number of languages available, location of interpreters (U.S. based v. International), how interpreters are qualified/certified, how interpreters are tested.
    10. Elaborate on the following: quality of video feed, volume controls, hardware options, integration capability, privacy functionality, initiation connection – ease of use, selection of interpreter/language – ease of use, reporting capability/usability, and digital white boarding functionality.
    11. Elaborate on the following: application and software architecture, server architecture, network, enterprise architecture, business continuity.
    12. Landscape diagram showing all devices and network connections required (with full protocol detail and data detail).
    13. Re: #1, use of industry-accepted secure protocols (e.g. SSL/TLS), secure design (e.g. DMZ/proxy component if prudent).
    14. Entire environment must operate on restricted VLAN.
    15. Restrict all network connections except on ports required for correct function.
    16. No ePHI retained by vendor on vendor systems (if any remote hosted system components).
    17. BAA required.
    18. MDM (Airwartch) compatible.
    19. Endpoint anti-virus/anti-malware installed.
    20. If system fails to start or crashes (i.e. downtime), explain use case/solutions to issue.

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

# Architecture Requirements

* + 1. Please describe your system architecture depicting components inside and outside of the NYUMC enterprise network.
    2. If the solution includes wireless components, provide the following information: OS, wireless band (2.4G or 5G), authentication supported (WPA PSK, WPA Enterprise, etc.), roaming requirements, etc.
    3. Does the solution include an app on mobile devices? If yes, what mobile OS does your solution support? Describe how an enterprise MDM such as AirWatch can be used to streamline the app deployment.
    4. Do you test pre-released mobile OS  (IOS and Android) to make sure your software in compatible with it when it is release officially?
    5. If your system involves voice and video, please provide the network quality of service (QoS) settings required for both wired and wireless devices.
    6. Describe the security features of your system.
    7. Are all communication traffic encrypted? Please describe the encryption protocols.
    8. Does your system deal with patient information? If yes, please describe your reference network architecture to support HIPPA compliance.
    9. Describe how the solution provide high-level system resiliency.
    10. NYUMC has two data centers. Can the solution take advantage of two data centers and provide active-active configuration?
    11. How is data replicated between data center?
    12. How's the impact of Internet failure to the normal operation of your system?
    13. Describe the impact of component (components described in question 1)  failure to the normal operation of your system.
    14. Does your system have problem communicating through firewall?
    15. What's the bandwidth requirements (among system components, to/from end users, to/from Internet, etc.)?
    16. Does your system have built-in performance monitoring capabilities? How does your system report performance issues?
    17. Does your system provide pre-test capabilities to test speaker, microphone, and network bandwidth?
    18. Does your system support DHCP?
    19. What's your identity and access management architecture? Does your system integrate with Active Directory?
    20. Please describe Role-Based Access Control (RBAC).
    21. Please describe your Disaster Recovery procedures.
    22. What type of VPN access do you need to support the system?
    23. Please describe system overview and technology roadmap.

# Hardware, Software and Licensing

* + 1. All hardware for storage 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.

# Customer Support

All questions need to be answered in this RFP document.

* + 1. Describe your professional services practice.
    2. Describe your tech support availability.
    3. Describe your response time to complaints (SLA.)
    4. Describe your experience in providing these types of services. Highlight company strengths as it relates to the request from NYUHC.
    5. What personnel will be involved in delivering services both direct and indirect?
    6. 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.
    7. Identify the key owner in your organization who is ultimately responsible for ensuring the success of this implementation.
    8. 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
* 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?

# 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 A1. All hardware, support and services should also be included for 5-year agreement. Please include renewal terms and costs.

Please see the enclosed Attachment A1 to provide your pricing information

# Implementation Timeline

Implementation will be over multiple phases: (These timelines are tentative)

1. Phase 1 : Implementation
2. Phase 2 : Acceptance Testing & Go-Live

# Description of Company

All questions need to be answered in this RFP document.

The designated supplier must have provided Video Remote Interpretation Services and solutions to the Healthcare Industry for a minimum of three (3) years. The supplier will offer a comprehensive package for Video Remote Interpretation 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. A brief historical perspective on your company (years in the business, growth via mergers and acquisitions, key industry innovations)
3. What are your company values?
4. Describe your corporate culture. Explain how you differentiate yourself from your competition.
5. 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.
6. List office locations and specific responsibilities of each area.
7. Please provide an overview of your company’s growth over the past five years.
8. Provide audited financial statement for the two fiscal years immediately prior to this one.
9. What percentage of your business is in healthcare?

# Past Performance and References

Provide at least three (3) references of past deployments of Video Remote Interpretation Services in a healthcare setting of similar size and scope of NYUHC.

For each reference, please include the following:

1. Healthcare organization name, contact name, title, address and telephone number.
2. Describe the relationship and services provided.
3. 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.
4. Provide current and past account information, of similar size and configuration. Include:
5. A current, long-term customer
6. A current customer implemented in the past 18 months
7. 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.

**Supplier Answer**: Indicate your compliance with each requirement and document any exception

# Evaluation Criteria

NYUHC plans to evaluate the supplier’s response based on the following criteria:

1. Solutions to Stated Use Cases
2. System Capabilities/Functionality
3. Technology/Architecture Roadmap
4. Infrastructure Maturity
5. Price Competitiveness
6. Ability to Adhere to NYUHC Terms and Conditions
7. Product and Customer Support
8. References
9. Vendor Presentation

# Attachments

a. Attachment A1 – VRI Pricing Sheet

b. Attachment A2 – Terms and Conditions Document (To Be Issued As An Addendum)