



Centralized Application Container Management Service

Request for Information

October 9, 2023

Presented by:
NYU Langone MCIT

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1. Background

NYU Langone Health (NYU Langone) 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. NYU Langone comprises NYU School of Medicine (NYUSOM), NYU Long Island School of Medicine (LISOM), and NYU Langone Hospitals, each a New York not-for-profit corporation. NYUSOM, LISOM and NYU Langone Hospitals are Section 501(c)(3) organizations exempt from federal income taxes under Section 501(a) of the Internal Revenue Code and from New York State and City income taxes.

Specialists at NYU Langone 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. Our growing outpatient network brings our world-class medical services directly to the communities where our patients live and work. When more complex care is needed, we bridge the gap between our community-based practices and our hospitals to provide a seamless healthcare experience.

2. Objective

NYU Langone requests responses to this Request for Information (RFI) to understand your capabilities in providing container orchestration tools and services

3. RFI Overview

Introduction

NYU Langone invites you (Vendor) to submit a response in accordance with the requirements, terms, and conditions in this RFI for available container orchestration tools and services.

This RFI process is your opportunity to demonstrate your strong commitment to partnering with NYU Langone and ensures highly competitive pricing with quality customer support services.

This RFI solicits a detailed offering that includes a detailed response regarding your corporate profile, services and capabilities. We encourage you to submit a response with your current and future capabilities as it will be used as a basis for an invitation for selected vendors to submit a Request for Proposal first quarter 2024.

4. Milestone Calendar

The following calendar of events is based on planned NYU Langone activities and anticipated vendor delivery capabilities. It is presented for illustrative purposes only. These milestones will be reviewed as necessary at the time a contract is awarded to a vendor.

Milestones	Date	Time
RFI Release Date	October 13, 2023	5:00 PM
RFI Vendor Questions Due	October 21, 2023	5:00 PM

Responses to Questions due

November 6, 2023

5:00 PM

5. RFI Submission Instructions

a) Required RFI Response Format

Vendors are required to submit one complete and exact copy of their responses to the RFI in a single electronic file electronically via e-mail to NYU Langone, with Vendor'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 only acceptable for providing supplemental documentation such as architecture diagrams, workflow visuals, screen shots, etc. The file should clearly identify the Vendor and include the name. Each response page should be numbered for ease of reference. If possible, the submission should include web links to relevant supporting materials, such as company marketing materials and examples of relevant software solutions, instead of embedding them into the document.

b) Response Due Date, Delivery Instruction and Communication

All responses to questions are due by **November 6th, 2023** no later than **5:00 P.M. EST**. Send your complete electronic response via email to: ITSourcing@nyulangone.org with the subject line Centralized Application Container Management Service.

Bidders Note: All questions regarding interpretation or specifications must be submitted in writing to ITSourcing@nyulangone.org only. Under no circumstances shall Vendor contact any employee of NYU Langone. Any dialogue initiated by Vendor and not addressed to contact above will result in an immediate disqualification. Discussions on other business matters and not related to this RFI are permitted.

c) Questions

Interested parties who need additional information or have questions about this RFI must be submitted via email to ITSourcing@nyulangone.org on or before 5 PM (EST) on October 21, 2023 with the subject line "NYU LANGONE Centralized Application Container Management Service QUESTIONS." All questions and responses will be shared with all vendors on November 6, 2023.

d) Discussions

NYU Langone, at its discretion, may or may not choose to contact vendors. NYU Langone reserves the right to request additional information which, in NYU Langone's opinion, is necessary to understand the information provided by the vendor during the RFI process. In the event we choose to contact vendors, such contact and discussions are only intended to gain additional clarification of the vendor's potential capability to meet the service requirements.

Any verbal communications shall be considered unofficial and non-binding with regard to this RFI. NYU Langone reserves the right to determine, at its sole discretion, the appropriate and adequate responses to written comments, questions, and requests for clarification. NYU Langone's official responses and other official communications pursuant to this RFI shall constitute an amendment of this RFI. Only NYU Langone's official, written responses and communications shall be considered binding with regard to this RFI.

6. Proprietary Information, Confidentiality and Non-Disclosure

NYU Langone is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Vendors' Proposal. Any information contained in the RFI responses that is proprietary or confidential must be clearly designated. NYU Langone will maintain the confidentiality of Vendor's information marked "Confidential" or "Proprietary" in accordance with applicable laws; provided, however, that (i) submitted responses may be reviewed and evaluated by any person except for other vendors, at the discretion of NYU Langone, regardless of any statement contained within your information, and (ii) unless we otherwise specifically agree in writing, we shall be entitled to retain and use information submitted by each vendor with regard to the RFI.

Vendor shall have no rights in this document, or the information contained therein and shall not duplicate or disseminate said document or information outside the Vendor's organization without the prior written consent of NYU Langone.

7. Costs Incurred

All costs incurred in the preparation and presentation of the Proposal shall be borne by Vendor. By submitting a Proposal, Vendor agrees that the rejection of any Proposal in whole or in part will not render NYU Langone liable for associated expenses.

8. Governing Law

This RFI shall be governed by and construed and enforced in accordance with the laws of the State of New York (without regard to the principles of conflicts of law embodied therein) applicable to agreements executed and performable in such state. Each party submits to the jurisdiction of the State and Federal Courts located in New York County in the State of New York for any action or proceeding relating to this RFI, and expressly waives any objection it may have to such jurisdiction or the convenience of such forum.

9. Independent Contractor

Vendor is an independent contractor and no employee or agent of vendor shall be deemed to be an employee or agent of NYU Langone.

10. Use of Content by NYU Langone

All material submitted in response to this RFI will become the property of NYU Langone and may be returned only at NYU Langone's option. NYU Langone has the right to use any or all ideas not protected by intellectual property rights that are presented in any response regardless of whether the response becomes part of a contract. Notwithstanding any vendor copyright designations contained on responses, NYU Langone shall have the right to make copies and distribute responses internally.

NYU Langone will not return responses to this RFI. Vendors will not be notified of the result of NYU Langone's review, nor will they be provided copies of it. If NYU Langone issues a procurement document, no vendor will be selected, pre-qualified, or exempted based on its participation in this RFI process.

11. Amendment/Addenda/Right to Cancel

NYU Langone reserves the right to alter and/or cancel the RFI timeline or other portions of this RFI at any time.

12. Nondiscrimination

No person shall be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or activities on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by federal or State Constitutional or statutory law; nor shall they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with NYU Langone.

13. NYU Langone Reserves Right to Reject Any and All Bids

Nothing in this RFI shall create any binding obligation upon NYU Langone. Moreover, NYU Langone, 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. NYU Langone reserves the right to award portion of this bid. All bids should be governed by NYU Langone standard Policy and Procedure and Terms and Conditions.

14. Requirements and Functional Criteria

An RFI questionnaire matrix has been provided for your use in answering of all questions. ALL responses to the questions in the questionnaire must be provided on this matrix.

Please answer all questions in *Appendix A – Questionnaire.xlsx*, scoring your platform as such:

- 0 – No (Capability not supported)
- 1 – Yes, but requires customization
- 2 – Yes, but requires configuration
- 3 – Yes, out of the box
- 4 – Future capability within the next 6-12 months
- NA – Question not applicable for yes/no response (e.g. description question)

Please also provide notes as needed to explicate the details of your response. Where relevant, attachments to demonstrate solution architecture, user experience, workflows, and timelines are welcome, and can be provided as supplemental attachments to your response.

If you are invited to demonstrate your product, we will provide you with a preset list of scenarios to step through for us that will highlight each of the required capabilities listed in Appendix A.

15. Company Overview and References

Please provide information on all items listed below. If you are bidding with a 3rd party implementation partner, please provide the information for both companies.

a) Company Profile

Please provide information that will enable us to evaluate your company's financial stability. We require that you include the following:

- Company description: including ownership, number of years in business, strategic direction, overview of product offerings, mission, history, acknowledgements or awards
- Recent financial results and 5-year growth history
- Dun and Bradstreet Number
- Recent acquisitions
- Partner relationships
- Description of selection criteria for contractor or co-implementation partners
- Work force distribution by country, city, state, etc.
- Total number of employees: include number of project managers, implementation specialists, development engineers, % full time versus contracted, etc.
- Average number of years of application and implementation experience and business process definition for consultants and managers.
- Describe your differentiating qualities and indicate why you are the best vendor for NYU Langone, and why you will be the best 2 years from now.

b) Affiliation with NYU Langone

Any relationships or financial interests disclosed by the vendor shall be communicated to the Compliance Office, who shall evaluate whether such disclosure precludes the vendor from further consideration.

As part of the evaluation process, each vendor must disclose in writing all relationships or financial interests that they may have with any NYU Langone board member, employee or physician (employed or voluntary). The term "financial interest" shall include, but not be limited to, the following transactions or relationships between an employee, director or officer of NYU Langone or any member hospital of NYU Langone and the vendor (a) consulting fees, honoraria, gifts or other emoluments, or "in kind" compensation; (b) equity interests, including stock options, of any amount in a publicly or no-publicly-traded company (or entitlement to the same); (c) royalty income (or other income) or the right to receive future royalties (or other income); (d) any non-royalty payments or entitlements to payments; or (e) service as an officer, director or in any other role, whether or not remuneration is received for such service.

Please provide information regarding affiliations you may have with NYU Langone or other business partnership which may have relevance, including:

- Any relevant financial interests as defined above.
- Any previous relationship with NYU Langone, and the types of services previously provided to NYU Langone, including a NYU Langone facility and include respective facility contacts. Include annual business transactions and any corresponding or related earnings and sales activity.
- Any business partnerships you have that could interfere with your potential obligations to NYU Langone.

- Your preferred supplier relationships with respect to the manufacturers or any suppliers you may use. Include any additional industry-related partners that may not be listed but that would be meaningful to NYU Langone.

c) Past Performance and References

Describe your experience in providing contract management lifecycle products. Including:

- Your company and product strengths as it relates to us.
- How many companies use your Centralized Application Container Management solution, and how many have implemented in the past 2 years?
- How many companies use other products you offer in conjunction with your CLM solution
- How many companies have stopped using your solution and why?

Please provide a list of three academic hospitals who have received services on similar engagements as the one outlined by this RFI and include the information below.

- Client name and headquarter address
- Contact name
- Telephone number
- Email address
- Length of time using your services
- Brief description of the service provided

Failure to provide suitable references to NYU Langone will result in the vendor's bid being rejected without further consideration.