

Enterprise Data Protection

Request for Proposal

December 7th, 2020

Presented by:

**NYU Langone Health**

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# 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.

Located in the heart of Manhattan, with additional facilities throughout the New York City area, NYU Langone consists of five inpatient locations:

* [Tisch Hospital](http://nyulangone.org/locations/tisch-hospital), our flagship acute-care facility and a major center for specialized procedures in cardiovascular services, neurosurgery, cancer treatment, reconstructive surgery and transplantation
* Martin S. and Helen L. Kimmel Pavilion, a 830,000 square foot state-of-the-art clinical space, with 374 single-bedded rooms on 11 patent floors, which also houses the new [Hassenfeld Children’s Hospital at NYU Langone](http://nyulangone.org/locations/hassenfeld-childrens-hospital%22%20%5Ct%20%22_blank), which provides comprehensive children’s health services
* [NYU Langone Orthopedic Hospital](http://nyulangone.org/locations/nyu-langone-orthopedic-hospital), formerly known as Hospital for Joint Diseases, a dedicated inpatient orthopedic hospital, specializing in orthopedic, neurologic, and rheumatologic services
* [NYU Langone Hospital—Brooklyn](http://nyulangone.org/locations/nyu-langone-hospital-brooklyn), formerly known as NYU Lutheran Medical Center, a full-service teaching hospital and level 1 trauma center located in Sunset Park, Brooklyn; and
* NYU Winthrop Hospital, formerly known as Winthrop-University Hospital, a 591-bed medical center located in Mineola that provides inpatient and outpatient medical care to adults and children throughout NYU Langone’s network of Long Island healthcare facilities.

Specialists at NYU Langone treat a full range of medical conditions in both inpatient and outpatient settings at [locations](http://nyulangone.org/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.

# Objective

NYU Langone requests quotes in response to this Request for Proposals (RFP) for Enterprise Data Protection Platform.

# RFP Overview

NYU Langone invites you to submit a quote in accordance with the requirements, terms, and conditions in this RFP for Enterprise Data Protection solutions.

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

Today, NYULH’s data protection systems are distributed across multiple data centers located in Carlstadt, NJ; New York, NY, and Quincy, WA. However, that landscape is changing. The data protection system runs both full and incremental backups on a wide variety of platforms and systems distributed across these multiple data centers.

NYULH is looking to build a next generation data protection system that will support the continued growth and support the digital transformation of the health system. A new data center space of approximately 5000 sq. ft. will be added in early 2021 creating the opportunity to build and install this a part of this new system in a ground-up approach.

The overall design should take into consideration all data centers (primary, secondary, and tertiary) and consider a hybrid/cloud data protection architecture with the ability to adapt to NYULH’s data center strategy. As depicted in Figure 1, NYULH operates a smaller on-premises Berg Data Center (BDC) for disaster recovery of critical tier 0 and 1 systems. NYULH is planning to build a 2500 sq. ft. secondary data center in Midwest in 2021/2022 as an extension to BDC for tier 0, 1, & 2 systems and application disaster recovery. Piscataway Data Center (PDC) hosts NYULH’s High Performance computing (HPC) system.



Figure 1: NYULH Data Centers

NYULH’s data center strategy is hybrid multi cloud with the following characteristics:

1. Electronic Medical Record (EMR), Enterprise Resource Planning (ERP), High Performance Computing (HPC), and Picture Archiving and Communications System (PACS) represent 80% of all workloads and will remain on premises

2. DevOps team is leading the push to public cloud to take advantage of on-demand infrastructure

3. Cloud native applications, especially those from School of Medicine and Research, are taking advantage of public cloud offering such as serverless, AL/ML, Inexpensive DNA sequencing, voice and image recognition, etc.

4. Public cloud is being considered for selected tier-2 apps, DR, and data archive.

The use of public cloud will start small and the ramp-up will be slow at first. NYULH’s hybrid multi-cloud strategy will anchor around on-premises data centers. NYU Langone is looking for solutions which will allow IT staffs to effectively manage on-premise workloads as well as cloud workloads and cloud native applications from a network, security, and automation perspective.

This RFP solicits a detailed offering that includes line item pricing as well as a detailed response regarding your corporate profile, services, capabilities, and contract/payment terms compliance. We encourage you to submit a quote that is aggressively priced which will exceed our expectations and influence the consolidation of our Vendors and market share.

# 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** |
| RFP Release Date | December 7th, 2020 | 17:00 EST |
| Additional Questions due | December 21st , 2020 | 17:00 EST |
| NYULH Answers to Questions due | January 11th, 2021 | 17:00 EST |
| Proposal due | January 18th, 2021 | 17:00 EST |

#

# RFP Submission Instructions

## Required RFP Response Format

Vendors are required to submit one complete and exact copy of their responses to the RFP (Proposal) 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.

## Proposal Due Date, Delivery Instruction and Communication

All Proposals are due by **January 18th, 2020** no later than **5:00 P.M.** **EST**. Send your complete electronic response via email to: ITSourcing@nyulangone.org with the subject line “*Enterprise Data Protection RFP*”.

**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 RFP are permitted.

## Questions

Interested parties who need additional information or have questions about this RFP must be submitted via email to ITSourcing@nyulangone.org on or before **5:00 P.M. EST** on **December 21st, 2020** with the subject line “*Enterprise Data Protection RFP Questions*” All questions and responses will be shared with all vendors on January 11th, 2020.

## 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 RFP 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 RFP. 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 RFP shall constitute an amendment of this RFP. Only NYU Langone’s official, written responses and communications shall be considered binding with regard to this RFP.

# 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 RFP responses that is proprietary or confidential must be clearly designated. NYU Langone will maintain the confidentiality of Vendor’s information marked “Confidential” of “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 RFP.

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.

# 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.

# Governing Law

This RFP 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 RFP, and expressly waives any objection it may have to such jurisdiction or the convenience of such forum.

# 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.

# Use of Content by NYU Langone

All material submitted in response to this RFP 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 RFP. 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 RFP process.

# Amendment/Addenda/Right to Cancel

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

# 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.

# NYU Langone Reserves Right to Reject Any and All Bids

Nothing in this RFP 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.

# Effective Period of Prices

All pricing Proposals by Vendor will remain fixed and firm until June 15th, 2021.

# Request for Proposal Scope

NYU Langone is seeking a proposal for advanced data protection solution as part of the existing data centers and as part of the implementation of a new datacenter and affiliated locations. It is expected that this would be based on the latest data protection technologies, with support for the latest and emerging technologies (e.g. Ransomware, Deduplication, Compression, Encryption, Disk/Tape/Cloud Storage).

Due to the highly integrated nature of NYU Langone’s environment, the scope of this RFP is for a number of data protection devices located in three separate datacenters. The initial solution will be located in the primary datacenters for non-production environments and subsequent phases will implement similar services for production environments over calendar years 2021, 2022 and 2023.

NYU Langone reserves the right to limit the scope of the RFP based on changes in business requirements.

NYU Langone requests that your proposal for an Enterprise Data Protection solution is designed to provide these capabilities, please describe each item in as best detail as possible:

* Continuous Data Protection
* Advanced Reporting and Audit Capabilities.
* Encryption, Deduplication, Compression
* RESTful API architecture/endpoints.
* Ransomware detection and remediation.
* Self-balancing capacity for a distributed architecture.
* Cloud Agnostic
* Database Change Block Tracking.
* Centrally managed.
* Highly Automated and Reliable
* Scalable and modular design – ability to add additional infrastructure quickly and easily.
* Live Mount for VMs and databases, instant/granular protection and recovery.
* Distributed architecture – can be placed within a datacenter, hospital building, etc. but easily manageable and integrate with other infrastructure.
* Forever incremental – reduce overall backup times.
* Intelligent software on commodity hardware – less complicated hardware.
* Ease of use, low operational overhead.
* Software, hardware, support all in one product.
* Immutable data integrity, ransomware safety.
* Bare Metal Backup/Restore.
* RBAC.
* Cost effective, tiering of backup data to lower cost storage solutions.

Responses to this RFP should address the core functionality and features of specific Enterprise Data Protection solutions, including architectural design concepts, equipment specifications, licensing and maintenance requirements, and ongoing support offerings. To clarify, the scope of this RFP is for hardware, software, system licenses and support, as well as implementation services. If you do not offer implementation services please identify and complete this RFP with a preferred implementation partner.

Preference will be given to solutions that are based on industry standard technologies however novel methods of providing these capabilities would be looked on favorably.

# Requirements and Functional Criteria

This section provides technical requirements for each phase as outlined above.

## Overview

NYU Langone has a large amount of data across all three datacenters used by virtual machines, database clusters (mainly Oracle, SQL Server, Intersystems Caché, MongoDB, and MySQL), and dedicated standalone systems running Windows, Linux and UNIX.

* From an operating system perspective, there are over 400 physical servers running VMWare vSphere (predominantly v6.5 and above) running on Cisco UCS[[1]](#footnote-1) and HPE[[2]](#footnote-2) hardware, and many hundreds of others running Windows Server (2012 and above), and various flavors of Linux (largely Red Hat Enterprise Linux v7 and above). There are also a small number of physical IBM POWER systems running AIX. Around 9,000 VMs (83%) run Windows, ~1,100 running some version of Linux, and ~650 other proprietary operating systems. These platforms are in scope for this data protection solution.
* SAN connectivity is currently delivered via 8Gb/s or 16Gb/s Fibre Channel. In some environments converged networking is used to carry both Ethernet and Fibre Channel traffic from hosts to an aggregation tier which then separates the different protocols[[3]](#footnote-3). Any solution require SAN connectivity should support full end-to-end 32Gb/s. Backwards compatibility to lower data rates will be needed for systems that cannot support faster ones.
* To provide room for growth, please provide a total capacity that would be approximately 60% of current usable capacity levels. See sections c)–e) below for more details.
* Advanced data management features are also required:
	+ Fully encrypted data at rest (FIPS 140-2 compliance highly desirable) and data in flight.
	+ Compression and/or deduplication on both local storage and cloud platforms.
	+ Space-efficient and scalable/module systems, distributed design is desirable.
	+ Remote synchronous and asynchronous replication/archive.
	+ Separation of production and non-production systems.
* Premium 24x7 hardware and software support (see also section “*18. Pricing for Software Licensing, Support and Services*” below)
* Finally, adherence to all applicable regulatory and industry standards are required:
	+ The Joint Commission
	+ HIPAA (Health Insurance Portability and Accountability Act)
	+ HITECH (Health Information Technology for Economic & Clinical Health Act)
	+ CMS (Centers for Medicare and Medicaid Services)
	+ FDA (Food and Drug Administration)
	+ CCHIT (Certification Commission for Healthcare Information Technology)
	+ FISMA (Federal Information Security Management Act)
	+ FERPA (Family Educational Rights and Privacy Act)
	+ State specific requirements and mandates

Detailed breakdown of hosts, operating systems, firmware levels, etc. by location are available on request.

## Primary datacenter

The primary datacenter provides the majority of services for NYU Langone, covering a range of workloads, ranging from small test and development systems, through to very large, high performance transactional databases. It is expected that the proposed solution would be able to support these kinds of diverse systems and will be able to meet or exceed the following criteria:

|  |  |  |
| --- | --- | --- |
| Metric | Average | Max |
| Number of Systems to Protect across all data centers | 4,800 | 6,500 |
| Amount of Data to Protect Weekly across all data centers | 4,500 TB | 8,000 TB |
| Number of Physical Datacenter Locations | 4 | 5 |

The following table outlines representative application workload types and the current provisioned and actual capacities:

|  |  |  |
| --- | --- | --- |
| Source Data | Production | Non-Production |
| VMware | 2,025 TB | 975 TB |
| Windows | 175 TB | 25 TB |
| Linux | 225 TB | 25 TB |
| SQL | 250 TB | 125 TB |
| Oracle | 50 TB | 25 TB |
| Intersystems Caché | 50 TB | 50 TB |
| Microsoft Exchange | 125 TB | 25 TB |
| Total | 2,900 TB | 1,250 TB |

As per section 16(b), the total data currently required is 4,150TB. Projected growth is 20% year over year.

## Secondary datacenter

Certain systems and services operate in an active/active or active/standby mode distributed across both the primary and secondary datacenters. A combination of application, database and storage replication is used to provide data consistency between the two. For services provided at this facility, it must be able to operate at full production levels of performance (see Primary datacenter above).

Workloads at the secondary facility include:

|  |  |  |
| --- | --- | --- |
| Source Data | Production | Non-Production |
| VMware | 450 TB | 0 TB |
| Windows | 75 TB | 0 TB |
| Linux | 100 TB | 0 TB |
| SQL | 25 TB | 0 TB |
| Oracle | 100 TB | 0 TB |
| Intersystems Caché | 50 TB | 0 TB |
| Microsoft Exchange | 0 TB | 0 TB |
| Total | 800 TB | 0 TB |

As per section 16(c), the total data protection required is ~800TB. Projected growth is 20% year over year.

## Tertiary datacenter

A tertiary facility currently operates as a “data bunker”, providing a small number of active services. In general, these are not performance sensitive: and may be provisioned through a hybrid solution if that is felt to be appropriate.

|  |  |  |
| --- | --- | --- |
| Source Data | Production | Non-Production |
| VMware | 75 TB | 0 TB |
| Windows | 0 TB | 0 TB |
| Linux | 0 TB | 0 TB |
| SQL | 0 TB | 0 TB |
| Oracle | 0 TB | 0 TB |
| Intersystems Caché | 0 TB | 0 TB |
| Microsoft Exchange | 0 TB | 0 TB |
| Total | 75 TB | 0 TB |

NYU Langone is planning that the workloads at this location will change over time to accommodate a more varied set of applications, similar to those at other facilities (e.g. general purpose compute and database systems). The projection is a 10% growth rate Year-over-Year.

# Implementation

NYU Langone plans to implement the solution in a phased approach starting with phase 1, non-production environments of VMware, Windows, Linux, SQL, and Oracle followed by phase 2, production environments of the same. The approach for both Microsoft Exchange and Intersystems Caché will occur in phase 3. The initial phase will be for the installation, configuration and thorough testing of the entire non-production environments listed in phase 1.

We are targeting to go-live with the non-production environments in the first quarter of calendar year 2021 and the production environments in the second quarter of calendar year 2021.

# Response

An RFP 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 – Enterprise Data Protection RFP 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

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, 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.

## Physical Infrastructure Solution

## How does your Data Protection Solution demonstrate hardware leadership?

* + 1. Detail the total number of 1Gb, 10Gb, 25Gb, etc. connections in the design.
		2. Explain how your solution has the ability to scale both for on-premises and for cloud.
		3. Describe the redundancy/resiliency architecture, components, and the overall solution.
		4. Describe the monitoring and alerting for hardware failure.
		5. Describe the physical security model, hardware encryption, etc.
		6. Describe how the design removes all single points of failure.
		7. Describe the impact to the system when one or more physical systems in your design is down/unavailable.
		8. Detail the MTBF for all hardware in the proposal.

## Software Solution

1. Describe how continuous data protection is designed.
2. Describe the encryption at rest and in flight features.
3. Describe how your solution reduces backup time and improves recovery time.
4. List which databases and email systems are supported.
5. Describe the software security model, software encryption, RBAC, reporting, data integrity in as much detail as possible.
6. Describe how the software scales as the amount of data protection jobs increase, the number of systems to protect increases, the amount of data to protect increases, etc.
7. Describe how your solution utilizes automated methodologies to reduce operational overhead in managing and maintain the system.
8. Describe how the software is reviewed for vulnerabilities, and the patch/upgrade process in as much detail as possible.

## Tape / Cloud Integration

1. List which cloud platforms are supported by your solution.
2. Describe how encryption, deduplication and compression are implement when using cloud storage.
3. Describe how tape library systems are integrated with your solution.

# Product Roadmap

Please provide product roadmap for the next 12 and 24 months. What other innovations will be incorporated into the Enterprise Data Protection solution? Only the OEMs need to respond to this request.

# Implementation Staffing and Methodologies

A key element of our selection criteria is ease and speed of implementation. Please provide an outline of your recommended approach for implementation, including your recommendations on the optimal utilization of professional services through each phase.

If you offer implementation services, please answer the following questions listed below. If you do not offer implementation services please identify and work with a 3rd party implementation partner to complete the RFP.

## Methodologies

* Describe recommended implementation strategy to achieve results in optimal time throughout the whole project.
* Provide a detailed overview of the company’s project management methodologies including documentation deliverables.
* Describe your proposed implementation process, including:
	+ Timeline with key milestones/steps for implementation.
	+ Process for confirming requirements, configuring, testing, etc.
	+ Specify all resource types (both from your organization, a professional services implementation team, and NYU Langone’s) who will be required for implementation, their functions, and responsibilities.
* Provide project documentation/templates used to support the full implementation process.
* Describe proposed training approach/methodology. If providing multiple options, document the pros/cons for each and your recommended approach.
* Describe your change management and adoption approach. Define typical change management issues you encountered during similar projects.
* Provide a comprehensive communication plan based on application design and NYU Langone culture.
* Define go-live as well as post-go-live support and infrastructure.
* Briefly describe your experience in implementing similar programs.
* Please share with us any internal policies and procedures you have helped to develop for other organizations regarding similar initiatives.

## Proposed Staffing Approach

* Provide an outline of a proposed staffing for the implementation engagement and include the below information.
	+ Reporting relationships
	+ Resource skill set
	+ Project role and responsibility
	+ Suggested work location
	+ Named assignments and resumes
	+ Number of years of experience relevant to this project
	+ Indicate the engagements in which the team member participated and their role
	+ Standard hourly rate
* Are you willing to provide project resources for the entire duration of the project? Dedicated resources cannot be replaced without NYU Langone’s expressed written permission.
* NYU Langone reserves the right to refuse proposed staff.

# Pricing for Software Licensing, Support and Services

* Utilizing the attached pricing worksheet (*Appendix B – Enterprise Data Protection RFP Pricing Worksheet.xlsx*), provide a detailed price estimate, including a summary of all costs and a detailed list of each item proposed and its associated cost. Please list all hardware, software, firmware and licenses necessary to achieve full functionality.
* All hardware, software, firmware and licenses necessary to achieve full functionality need to be accounted for, including third-party software used.
* All support services need to be included, including response time and service level agreements.
* All software update services need to be included in the service contract, including firmware updates and any other software related to the solution.
* Please list all professional services and rates for both implementation and ongoing maintenance or support. This includes availability for Resident Engineer Services, if available.
* Please distinguish each proposed cost into categories, for example: licenses, professional services, training, travel, etc.
* Please list any training services that are included. NYU Langone requires training for at least four (4) Data Protection Engineers.

# 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.

## 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
* Dunn 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.

## 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.

## Past Performance and References

Describe your experience in providing Enterprise Data Protection products. Including:

* Your company and product strengths as it relates to us.
* How many companies use these solutions, and how many have implemented in the past 2 years?
* How many companies use other products you offer in conjunction with the proposed 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 RFP 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.

# Evaluation Criteria

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| --- |
| **Evaluation Criteria** |
| **Functional Requirements, Architecture/Engineering, Security, Operational Management*** Refer to Section 16 / Appendix A
 |
| **Implementation Considerations*** Refer to Section 17 /Appendix A
 |
| **Pricing*** Refer to Section 21 / Appendix B
 |
| **Company Overview and References*** Refer to Section 22
 |

1. Both blade and rackmount form factors are utilized. Blade environments utilize the Cisco Fabric Interconnect to provide a converged networking environment. [↑](#footnote-ref-1)
2. The HP C7000 blade environments are being deprecated however will still be extant through 2021. [↑](#footnote-ref-2)
3. For example, Cisco UCS Fabric Interconnects or HP Virtual Connect modules. [↑](#footnote-ref-3)