

***Request For Proposal***

**{Vendor Analysis Project Name}**

**{Date}**

**Weill Cornell Medical College**

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# Document History

This chart contains a history of this document’s revisions.

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Change Status** |
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# Introduction

## RFP Objective

## Company Background

Founded in 1898, and affiliated with what is now New York-Presbyterian Hospital since 1927, Weill Cornell Medical College is among the top-ranked clinical and medical research centers in the country. In addition to offering degrees in medicine, Weill Cornell also has PhD programs in biomedical research and education at the Weill Cornell Graduate School of Medical Sciences, and with neighboring Sloan-Kettering Institute and The Rockefeller University, has established a joint MD-PhD program for students to intensify their pursuit of Weill Cornell's triple mission of education, research, and patient care.

Weill Cornell Medical College is divided into 24 basic science and patient care departments that focus on the sciences underlying clinical medicine and/or encompass the study, treatment, and prevention of human diseases. In addition to its affiliation with New York-Presbyterian Hospital, Weill Cornell Medical College and the Weill Cornell Graduate School of Medical Sciences maintain major affiliations with Memorial Sloan-Kettering Cancer Center, The Rockefeller University, and the Hospital for Special Surgery, as well as with the metropolitan-area institutions that constitute New York-Presbyterian Healthcare Network. Weill Cornell Medical College and the Weill Cornell Graduate School of Medical Sciences are accredited by the Liaison Committee for Medical Education of the American Medical Association and the Association of American Medical Colleges.

Weill Cornell has also opened the first American medical school to be located outside of U.S. borders. The Weill Cornell Medical College in Qatar opened for instruction in 2004. Its facilities are found in Education City, Qatar near Doha. The Qatar campus offers a six-year integrated medical education program primarily focused on patient care.

## Project Overview

## Organizational Information

This section is an overview of WCMC’s organizational and infrastructure information to provide context for the questions in the Proposal Questions section of this document.

### User Populations

|  |  |
| --- | --- |
| **User** | **Description** |
| Estimated Total Users | 10,071 |
| Devices | 9,000 (desktop, laptop, mobile, printer, IP phone) |
| Servers | 750 (approximate) |
| Affiliate Organizations | Universities (1)  Hospitals (4) |

|  |  |
| --- | --- |
| **User Breakdown** | |
| Total Employees | 6,436 |
| Total Students | 1,175 |
| Total Qatar Employees | 320 |
| Total Volunteers | 1,140 |
| Estimated Additional Users from WCMC Expansion | 1,000 |
| **Estimated Total Users** | **10,071** |

*\* We also estimate there will be a 5% growth per year for the next four years.*

### Core Infrastructures

| **System** | **Software** |
| --- | --- |
| Authentication Directory | Oracle Directory Server v6.2  Active Directory 2003 & 2008 |
| Mobile Devices Supported | iPhone, iPad, BlackBerry |
| User Directory | People DB (in-house software, WebObjects, Oracle DB) |
| Asset and IP management | AMCONF (in-house software, WebObjects, Oracle DB); various spreadsheets and databases |
| Knowledgebase, Wiki | Confluence (Atlassian), (Oracle DB) |
| Service Catalog | Moveable Type Site, statically published (MySQL DB) |
| Calendar | Oracle Corporate Time 10.1.2, Exchange 2007 & 2010 (will standardize on Exchange 2010) |
| E-mail | SUN-One Messaging v6.3, Exchange 2007 & 2010 (will standardize on Exchange 2010) |
| Mobile Device Management | Mobile Iron |
| Reporting Tool | Business Objects, Cognos |

# Administration

1. All costs incurred by the vendor in the preparation of responses to this Request for Proposal are the responsibility of the Vendor.
2. The responses to this Request for Proposal will be used by WCMC for evaluation purposes. WCMC reserves the right to retain all materials provided in response to this document.
3. WCMC reserves the right to make a decision at any time based on the information provided without further requests for information.
4. If this RFP is amended by WCMC, the amendments will be sent to each vendor in writing via e-mail. No oral responses to these amendments will be considered or acknowledged. Vendors are required to respond in writing to each amendment received, as appropriate.
5. WCMC requires each vendor to provide a list of exceptions taken to this RFP. Any exceptions taken should be identified and explained in writing via mail or e-mail. An exception is defined as the vendor’s inability to meet a mandatory requirement in the manner specified in the RFP. If the vendor provides an alternate solution when taking an exception to a requirement, the benefits of this alternative solution should be clearly identified.
6. This RFP requires that all proposed software be currently in use by at least one other customer in production and generally available by the vendor for a period of six months. Unreleased or Beta Test software must have prior approval by WCMC before it is proposed. It is understood that application software that must be built is excluded from this provision.
7. Vendors, if selected as finalists, will be required to make an oral presentation of their proposal. This presentation will be made to the evaluation staff and executive staff responsible for selecting a product. This requirement is intended to allow vendors the chance to demonstrate their proposed solution, further define the primary features and benefits of their solution, to allow clarification of weak areas in their proposal, and to permit questions from the audience.
8. Oral presentation format is left to the discretion of WCMC. The presentation room will be equipped with audio/visual equipment. In the oral presentation, vendors will be expected to provide the following information:
   * Company overview, partnerships, qualifications and future strategy
   * Proposed solution overview
   * Vendors will be required to participate in a Proof-of-Concept presentation to demonstrate their solution. Please note that the ability to demonstrate the solution features will be weighted heavily in the vendor evaluation process.
9. If WCMC determines that a site visit is desirable, WCMC is not responsible for any costs incurred by the vendor representatives choosing to participate in the site visit.
10. Vendors submitting proposals in response to this RFP may not discuss this RFP with anyone other than those people within the company who are required to participate in the response without advance written permission from WCMC. Any public release of information about participation in this RFP will, at our sole discretion, disqualify that vendor. The final vendor selected may not release the existence of the RFP or any details of the RFP for public information without advance written authorization of WCMC. The management of WCMC specifically prohibits any news release or public announcements relating to this project without explicit advance written authorization.

## Contact Information

For the duration of the RFP process all communication must be made through the person listed below. Vendor candidates who do not adhere to this request and contact other people within WCMC will be, at our discretion, disqualified from further consideration.

**[Name]**

**[Title]**

**[Department]**

**[E-mail Address]**

**[Phone Number]**

## Statement of Confidentiality

The information shared in this document from Weill Cornell Medical College vendor is proprietary and confidential. Vendor will provide appropriate and adequate measures to preserve the confidentiality of any information concerning WCMC’s operations. WCMC’s confidential information includes all information, material, equipment, or documents obtained by the vendor from WCMC.

Vendor agrees not to disclose any of the confidential information or make it available to others without prior written permission of WCMC.

WCMC will provide appropriate and adequate measures to preserve the confidentiality of any information concerning the vendor’s operations. This includes all information, material, equipment, or documents submitted as part of the RFP. WCMC agrees not to disclose any of the confidential information or make it available to others.

# Proposal Preparation & Submission

This RFP contains sufficient information and instructions to enable qualified vendors to prepare and submit proposals and supporting material. To be considered responsive, vendors must submit a complete proposal that satisfies all requirements as stated in this RFP. Vendors shall meet the requirements of this RFP with standard, currently available products and services unless clearly identifying future products or functionality.

## Proposal Schedule

Below are the important dates associated with this RFP process. Please be aware of these dates as no late submissions will be accepted.

|  |  |
| --- | --- |
| **Milestone** | **Date** |
| RFP issued to vendors |  |
| Response from vendors stating desire to participate |  |
| Deadline to submit questions to WCMC |  |
| WCMC’s answers to vendor questions |  |
| **Vendor proposals due** |  |
| Vendors on-site oral presentation for product overview and proof-of-concept demonstrations |  |

## Preparation Guidelines

Proposals shall be prepared in accordance with the following guidelines:

* Proposals should include all data and information requested in this RFP
* The proposal should be prepared in sufficient detail for effective evaluation by WCMC
* Emphasis should be placed on providing brief, complete, and factual data
* Use of tables and information summaries to describe compliance with RFP requirements is encouraged

## Proposal Content

Proposals shall include the following five sections:

### Transmittal Letter

The proposal shall be accompanied by a transmittal letter. The letter should be brief, and should include the vendor name, mailing address, and contact for this RFP.

### Executive Summary

The executive summary shall serve to familiarize WCMC personnel with the key elements and unique features of the proposal by briefly describing the proposed solution. The executive summary shall contain the following information:

* Brief description of and the key strengths of the proposed solution
* A summary of the most important aspects of each section of the RFP
* A list of exceptions taken to this RFP and related reasons
* Summary of proposal cost, which should contain, but not be limited by, the following:
* Final pricing with appropriate discounts
* How pricing was computed
* Projected life cycle cost of proposed solution
* Projected yearly incremental costs
* Any related costs that WCMC has not anticipated

### Response to Proposal Questions

The proposal section shall consist of complete answers to all questions listed in the “Proposal Questions” section of this RFP. This RFP was designed to facilitate vendor responses to the requirements and to provide the evaluation committee with a standard method for comparing responses. Responses should be given in the tabular format provided.

Vendors are encouraged to answer all questions without requiring reference to manuals, data sheets, product brochures, or other supporting material. When necessary, vendors may support answers by reference to other material, but answers should be understandable without reading the other material. Answers such as “See Appendix A, Technical Manual” will be marked as non-responsive. Any supporting material cited in an answer must be referenced by appendix, name of document, and page(s) to be reviewed.

Vendors must use the following legend when responding to requirements questions, and should also provide an explanation of each line item:

* **Yes** – the solution meets the requirement out of the box
* **Partly** – the solution partially meets the requirement
* **C** – the solution will meet the requirement with customization
* **TP** – Third Party – the solution meets the requirement with a third-party product
* **No** – the solution does not meet the requirement

### Appendices

Vendors shall provide the following materials as appendices to their proposals:

* List of out of the box reports offered by the solution that WCMC would find valuable
* Product roadmap
* Additional documents that support Response to Proposal Questions as needed

## Proposal Format

Proposals shall be formatted in accordance with the following guidelines:

### Table of Contents

The proposal should contain a Table of Contents, identifying major sections by number, title, and page number. See the following example.

*1. Executive Summary . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .2*

*1.1 Introduction . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .4*

*1.2 Technical Solution . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .5*

### Response to Proposal Questions

In the Response to Proposal Questions section of your proposal, answers should be documented in the tabular format provided in this RFP.

### Attachments

Vendors may provide supplemental information in response to a requirement. This information should be provided under the Appendix section of the proposal. Information to be included in the Appendix should be referenced in the main body of the proposal and easily identified in the table of contents.

### Cross-Referencing

Cross-referencing material in the proposal to the appendices is permitted. Its use should be limited, however, and apply only where a long technical explanation could add benefit to the evaluation (e.g., architectural drawings of how software components fit together or samples of a tool’s output).

## Proposal Submission

Proposals shall be submitted in accordance with the following guidelines:

* Proposals must be submitted in electronic format as Microsoft Word documents
* Proposals must be signed by an officer of the company (an electronic copy of the signature page will suffice)
* Proposals should be delivered (via e-mail) to the person listed in the Contact Information section prior to the due date

# Proposal Questions

## Vendor Profile

|  |  |
| --- | --- |
| **Question** | **Response** |
| About the Supplier  Provide a brief description about your company, including the number of years in operation, the number of offices and employees. |  |
| Industry Experience  Describe and provide examples to demonstrate your corporate industry experience within WCMC’s industry and requirements. |  |
| Proposed Project Team  Provide information about the implementation team and departments involved in delivering the proposed solution to WCMC. Include and organizational chart and any supporting information that may help as part of the review process |  |
| Customers  Provide a sample list of your active clients, specifically focusing on clients who are similar to WCMC (medical centers / colleges). If possible please provide a brief description of the client project (i.e. requirement, number of users, etc.). |  |
| References  Please supply the name of three (3) references, preferably those that are medical centers or colleges. If your organization is shortlisted, we will ask you for their full contact details. |  |
| Financials  Provide a brief statement about your organization’s financial viability. |  |

## Technical Requirements

The following table contains questions related to WCMC’s project requirements. Your responses to these questions are your opportunity to describe how your solution satisfies these requirements. This format was designed to facilitate vendor responses to the requirements and to provide the evaluation committee with a standard method for comparing responses. Responses should be given in the tabular format provided. Vendors must use the following legend when responding to proposal questions:

* **Yes** – the solution meets the requirement out of the box
* **Partly** – the solution partially meets the requirement
* **C** – the solution will meet the requirement with customization
* **TP** – Third Party – the solution meets the requirement with a third-party product
* **No** – the solution does not meet the requirement

Vendors should also add an explanation of each line item. For each question, please provide the following information, as appropriate:

* Can your product support the function in the current release?
* Briefly describe how the system supports that function.
* If customization is required, please indicate the type of customization:
  + Programming language required
  + Will vendor support product with customization
  + Does the vendor provide a code base or user group to share customizations
  + Third-party products required, if applicable
* Indicate any third-party relationships/partners that your product uses/works with (e.g. OEM products, integrators) to meet specifications.
* Indicate any functions that are not currently supported, but will be included in the next release of your product. Indicate if this is a planned enhancement or a customization for our requirements, and provide an estimated availability date for this new feature.

| **Ref No.** | **Requirement**  **Type** | **Requirement** | **Yes, P, C, TP, No** | **Notes** |
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## Implementation

|  |  |
| --- | --- |
| **Question** | **Response** |
| Implementation Plan  Provide a plan outlining likely timescales for the implementation of the proposed solution. |  |
| Training  Please describe the training procedure for the proposed solution. Be sure to include any additional costs to the Pricing section. |  |
| Support Services  Please describe the technical support processes and the options available for your proposed solutions. Outline your escalation process and typical response times. Attach you SLAs in the Appendix. |  |

## Cost and Pricing

Please supply all costs associated with your proposed solution. All costs supplied should include quantity discounts and any available discounts where applicable.

Please line item any costs with associated with value-add or optional requirements.

| **Deliverable** | **Year 1 Costs** | **Year 2 Costs** | **Year 3 Costs** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| ***TOTAL*** |  |  |  |