



THE CITY OF NEW YORK FIRE DEPARTMENT

REQUEST FOR PROPOSALS

FOR THE PROVISION OF:

CONTRACTOR SERVICES FOR THE FIRE DEPARTMENT
TECHNOLOGY SUPPORT CENTER

Procurement Identification EPIN No: 05724P0001

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TABLE OF CONTENTS:**PAGE**

SECTION I - TIMETABLE	1
SECTION II - SUMMARY OF THE REQUEST FOR PROPOSALS	2
SECTION III - SCOPE OF SERVICES.....	3
A. Fire Department Goals and Objectives.....	3
B. Fire Department Assumptions Regarding Contractor Approach	3
C. Overview of the FDNY Computer Environment.....	4
D. Technology Support Center Requirements.....	13
E. Qualifications of the Contractor.....	21
F. Staffing Requirements	21
G. Qualifications of the Contractor Personnel	22
H. Worksite Requirements.....	27
I. Background Checks and Security Procedures.....	28
J. Quality Control.....	29
K. Subcontracting.....	29
L. Subcontractor Compliance Notice.....	30
M. Participation by Minority Owned and Women Owned Business Enterprises in City Procurement 30	
N. Project Continuity / Replacement of Staffs.....	30
O. Transition Services.....	31
P. Confidentiality.....	31
R. Liquidated Damages	34
S. Term of the Agreement.....	35
T. Compliance with Local Law 34 of 2007	35
U. Whistleblower Protection Expansion Act Rider	35
V. Paid Sick Leave Law Contract Rider.....	35
W. Compliance with the Iran Divestment Act.....	35

X. Compliance with Hire NYC and Reporting Requirements.....	36
Y. Acceptance of City of New York Terms and Conditions.....	36
SECTION IV – FORMAT, CONTENT AND SUBMISSION OF THE PROPOSAL.....	37
SECTION V – PROPOSAL EVALUATION AND CONTRACT AWARD PROCEDURES	43
SECTION VI – GENERAL INFORMATION TO PROPOSERS	45
EXHIBIT 1. FDNY TECHNICAL SUPPORT CENTER SERVICE CATALOG TEMPLATE.....	47
EXHIBIT 2. OPERATING SERVICE LEVEL AGREEMENT TEMPLATE.....	48

SECTION I - TIMETABLE

A. Release Date of This Request for Proposal: In PASSPort system.

B. Pre-Proposal Conference:

A pre-proposal conference shall be held remotely. The schedule and the link of pre-proposal conference will be provided in PASSPort.

Proposers' attendance at this pre-proposal conference is non-mandatory; however, the Department strongly recommends that all interested proposers make an effort to attend. Meeting minutes will be recorded in the format of an addendum.

Nothing stated at the pre-proposal conference shall change the terms or conditions of the Request for Proposal unless a change is made by any written amendment.

C. Proposal Due Date and Time and Location: In PASSPort System

D. Information to Proposers

1. All questions regarding this RFP must be submitted through NYC PASSPort System Discussion Tab, no later than ten (10) days prior to the proposal due date. Responses will be shared in writing via an addendum released through NYC PASSPort System.
2. Proposals shall be submitted in accordance with Section IV of this RFP. All documents shall be submitted via NYC PASSPort "Questionnaire" tab in PDF format. All proposals shall be received no later than the due date and time indicated in PASSPort system.
3. A PASSPort account is required to respond to solicitations (RFx). For more information on PASSPort, visit Mayor's Office of Contract Services (MOCS) PASSPort Webpage:
<http://www.nyc.gov/site/mocs/systems/about-go-to-passport.page>
4. Vendors, and Prospective Vendors requiring assistance from the MOCS Service Desk should use the Inquiry Submission Form below:
<http://mocssupport.atlassian.net/servicedesk/customer/portal/8>

E. Anticipated Contract Start Date: December 12, 2024

SECTION II - SUMMARY OF THE REQUEST FOR PROPOSALS

A. **Purpose of the RFP**

The Fire Department is seeking one (1) appropriately qualified vendor to provide **Helpdesk Services, Help Desk Management System (HDMS) Administration Services and Network Monitoring and Engineering Maintenance Services (collectively referred to as “Services”)** for the Fire Department Technology Support Center.

B. **Anticipated Contract Term**

It is anticipated that the term of the contract awarded from this RFP will be from the date of the written Notice to Proceed until the expiration of five (5) consecutive years unless otherwise terminated, cancelled, abrogated, or amended in accordance with the terms of the Agreement.

C. **Anticipated Payment Structure**

1. It is anticipated that the payment structure of the contract to be awarded from this RFP will be based on performance-outcome measures tied to the satisfactory provision of services.
2. The Department shall compensate the Contractor for Services in accordance with the pricing schedule. The Contractor shall submit a monthly complete project cost proposal delineating the labor in each category multiplied by the fixed unit cost plus a fixed ACD service fee for reimbursable expenses. All price quotes shall be subject to the review and approval of the FDNY Authorized Representative and the Agency Chief Contracting Officer.
3. The Department does not guarantee any number of hours, a minimum quantity of parts, or a dollar amount. The quantity of labor and parts as set forth in the Price Schedule, in each category and as a whole, represents the Department’s best estimate as to the project requirements on an annual basis. The Department reserves the right to increase or decrease the quantities according to the requirements of the Department, at any time during the Agreement. The Department shall not be required to order any quantity of work, nor shall it be limited to the amounts estimated, to fulfill its needs.
4. The Department shall not be responsible for any additional costs incurred by the Contractor without the written approval of another estimate.
5. The Contractor shall receive a Notice to Proceed order upon acceptance of the price quote by an Authorized Representative of the Department. The Contractor shall commence services within seven (7) calendar days from receipt of the Notice to Proceed, or upon a date mutually agreed upon by the Fire Department and the Contractor.

SECTION III - SCOPE OF SERVICES

A. Fire Department Goals and Objectives

The Fire Department's goals and objectives for this solicitation are to obtain the services of a Contractor for the purposes of providing Services for the Fire Department Technology Support Center.

B. Fire Department Assumptions Regarding Contractor Approach

1. The Contractor shall provide all services necessary for the staffing and management of the Technology Support Center (TSC) in accordance with FDNY requirements. The Contractor shall maintain the integration of the various levels of support necessary to maintain the mission critical fire dispatch (FireCAD) and EMS dispatch (EMSCAD). In addition, the Contractor shall continue to provide high level of service to IT users for the Campus Network and the Field. By integrating hardware and software support through a single TSC, FDNY tracks the escalation and resolution of each service request on a real time basis.
2. The TSC is responsible for first line support for technical issues for a population of 16,000 plus employees. This includes, but is not limited to, word processing, databases, applications, electronic mail, operating systems, mission critical applications, and Internet connectivity and infrastructure. To meet a high level of support services the Contractor shall utilize many of the software products currently in use which includes, but is not limited to the following:
 - a. ServiceNow
 - b. Coordination with various support groups including:
 - i. Network Services including network operations and network engineering units
 - ii. Computer Services including:
 - a). Desktop Support Services Group – Headquarters and field service technicians
 - b). Asset Management Group
 - iii. Server and Systems Management
 - iv. Applications Development Group – Internal programming FDNY staff
 - a). Database
 - b). Unisys
 - c). Systems
 - d). Applications
 - e). Web
 - v. Dispatch Operations
 - a). FIRECAD
 - b). EMSCAD
 - vi. Fire Department Operations Center
 - vii. FDNY IT Security
 - viii. City Agencies – OTH, Buildings, Payroll Administration, Office of Management & Budget, FISA, DEP, OATH, Law Department.
 - ix. Vendor Support Organizations – Purvis, Cisco, Enterasys, etc.
 3. The Fire Department intends to evaluate this project as in in-house (embedded) solution:

The Contractor shall provide all helpdesk, network monitoring and engineering maintenance services on site, at 9 and/or 11 Metrotech Center, in Brooklyn, New York. The service coverage shall be twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year.

C. Overview of the FDNY Computer Environment

1. Local Area Network at Headquarters Campus

There are approximately two thousand (2000) users at 9 and 11 MetroTech Center locations utilizing the network for Office 365, e-mail, scheduling, calendar function, Internet/Intranet access, office automation, server connectivity, and database applications.

2. The following is a brief description of the 9 and 11 MetroTech Center infrastructure:

The infrastructure in 9 MetroTech Center, managed by the Network Group, consists of Cisco Catalyst and Nexus switches serving as a core and distribution. These tie into Enterasys switches on each of the eight floors that service the employees on each floor. The core equipment is housed in the 6th FL data center.

The infrastructure in 11 MetroTech Center, managed by the Network Group, consists of Cisco Catalyst and Nexus switches serving as a core and distribution. 11 MetroTech Center 4FL is the main FDNY data center that supports a significant part of the FDNY IT functions including application services. The data center has several hundred pieces of network equipment that facilitate core communications in the FDNY.

Central Offices (CO's) The FDNY has five CO's - one in each borough. Each CO has network equipment to support firehouses and EMS stations in each respective borough. The firehouses and EMS stations connect via the FINO network. FINO is the FDNY outside plant group of BTS running fiber optic cable to all FDNY locations citywide. The FINO network is a high speed, redundant 40G/100G fiber network. Ciena equipment is used for, amplification, encryption, and DWDM (Dense wavelength-division multiplexing). FINO network project was done in Phases, at time of this writing, this project is in Phase 2 which is the final phase.

3. File Servers

The FDNY maintains server farms of 400 physical and virtual file servers running Windows, Linux, Novell NetWare 6.5 and SLES OES operating systems. These servers are currently supporting fourteen hundred (1,400) clients at Headquarters and an additional thirty-five (3,500) clients across NYC and NYS. Servers are administrated by the Server and Systems Management Group.

4. Workstations

a. MetroTech Campus (9 MetroTech, 11 MetroTech)

b. Field Locations (Engine, Ladder, Battalion, Division, Boro Commands, EMS Battalion, EMS Divisions, EMS Boro Commands, Randall Island, Fort Totten, Marine Companies, HazMat Companies, and Special Operation)

c. The Campus PC hardware includes but is not limited to the following:

- i. Workstation hardware ranges from: Intel I5 or I7, and Xeon.
- ii. Memory (RAM) is 8 GB or more.
- iii. Hard Disk Drives are 250 GB or more.
- iv. Operating systems include but are not limited to the following:
 - a). Windows 10 (32 and 64 bit)

- b). Windows 11 (32 and 64 bit)
- c). Windows 10 in dispatch operations
- d. The Campus workstation software includes but is not limited to the following:
 - i. Microsoft Edge
 - ii. Firefox v102.4.0esr
 - iii. MS Office 2019 and Office365
 - iv. EMS-CAD/ PCMSS
 - v. Oracle J Initiator 1.1.1.17 (For accessing WEB applications)
 - vi. Oracle Client 8.15, 10g, 11g
 - vii. Oracle Developer, Oracle Discoverer
 - viii. Adobe Acrobat 2022 Pro
 - ix. Acrobat Reader
 - x. Adobe Creative Suite
 - xi. MS Project 2016 Prof.
 - xii. MS Visio 2016 Prof.
 - xiii. McAfee Anti-Virus Version 11.6
 - xiv. Crystal reports
 - xv. Attachmate & Reflections & MS SNA Client (Terminal Emulation for Citynet Access)
 - xvi. Timbuktu (For PC remote control)
 - xvii. OmniPage Pro (For Scanner OCR)
 - xviii. AcDSee (Used for viewing JPG etc.)
 - xix. PKZip (For Zipped files)
 - xx. SnagIT ver. 12.14.1
 - xxi. Web Applications:
 - a). Accident Report System
 - b). ARS Reports
 - c). BCE
 - d). BHS WCCS Program
 - e). Biological Exposure Follow Up
 - f). BISP
 - g). CAD Geofile
 - h). CD73 (Katrina)
 - i). CD73 (WTC)
 - j). CIMS
 - k). Citytime
 - l). CRIMS
 - m). CTS
 - n). DSCO
 - o). E-CIDS
 - p). Electronic Ride List (EBF-4)
 - q). EM Track
 - r). EMS HRIS
 - s). ENS
 - t). ePCR
 - u). Equipment Gear Survey
 - v). FDNY BIS
 - w). FDOC eCIDS
 - x). FSE Event Tracking
 - y). HPD

- z). HRIS
 - aa). Injury Reporting System
 - bb). MIRS
 - cc). NYFIRS
 - dd). OARS
 - ee). Personal Safety System
 - ff). Project Tracking
 - gg). Risk Assessment
 - hh). Roster
 - ii). Spare Radio Application
 - jj). Statistics
 - kk). TRAQS
 - ll). WTC Notice of Participation
 - mm). FIRES including Accela Automation (Internal Inspection software), Accela Citizen Access (public-facing portal) and a mobile component for Inspectors in the field
- e. Field PC hardware includes but is not limited to the following:
- i. Workstation hardware ranges Intel I5 and I7.
 - ii. Memory (RAM) eight (8) GB or more.
 - iii. Hard Disk Drives are 250 GB or more.
 - iv. Operating systems include:
 - a). Windows 10 (32 bit and 64 bit)
- f. Field workstation software includes but is not limited to the following:
- i. Microsoft Edge
 - ii. Mozilla Firefox v102.4.0esr v 46 or better
 - iii. MS Office 2019 and Office365
 - iv. EMS-CAD/ PCMSS
 - v. Oracle J Initiator 1.1.1.17 (For accessing WEB applications)
 - vi. Adobe Acrobat 2022 Pro, Acrobat Reader
 - vii. Adobe Creative Suite
 - viii. MS Project 2016 Prof.
 - ix. MS Visio 2016 Prof.
 - x. McAfee Anti-Virus Version 11.6
 - xi. Timbuktu (For PC remote control)
 - xii. NYFIRS (Fire Reporting System)
 - xiii. Fortress (Used to Lock down PC)
 - xiv. AcdSee (Used for viewing JPG etc)
 - xv. PKZip (For Zipped files)
 - xvi. Web Applications:
 - a). Accident Report System
 - b). ARS Reports
 - c). BCE
 - d). BHS WCCS Program
 - e). Biological Exposure Follow Up
 - f). BISP
 - g). CAD Geofile
 - h). CD73 (Katrina)
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- j). CIMS
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- l). CRIMS
- m). CTS
- n). DSCO
- o). E-CIDS
- p). Electronic Ride List (EBF-4)
- q). EM Track
- r). EMS HRIS
- s). ENS
- t). ePCR
- u). Equipment Gear Survey
- v). FDNY BIS
- w). FDOC eCIDS
- x). FSE Event Tracking
- y). HPD
- z). HRIS
- aa). Injury Reporting System
- bb). MIRS
- cc). NYFIRS
- dd). OARS
- ee). Personal Safety System
- ff). Project Tracking
- gg). Risk Assessment
- hh). Roster Staffing
- ii). Spare Radio Application
- jj). Statistics
- kk). TRAQS
- ll). WTC Notice of Participation
- mm). ICAPP
- nn). MyFDNY
- oo). SSO

g. Operating System Note:

At the time of the release of this RFP, MS Windows 11 is not a standard for FDNY. FDNY is in the process of testing and certifying all applications and add-ons, as well as obtaining certifications of compatibility from publishers of software utilized by the agency. It is expected that during the life of this contract current versions of MS operating systems and its components will become FDNY standard.

5. Protocols

Network protocols that are currently used are based on TCP/IP. BGP, OSPF, and EIGRP are typically used for routing.

6. Directory Services

Directory Services, including but not limited to the following, are employed by the FDNY and the City: Active Directory, E Directory, and LDAP.

7. E-mail

FDNY e-mail is hosted by the Office of Technology and Innovation (OTI) in an Office 365 environment. This environment provides access to e-mail via an Outlook client, Outlook Web Access (OWA.)

8. Emulation Software

The Reflections software suite allows users to establish 3270 sessions to connect to CityNet via the SNA/SAA servers. All 3270 sessions to City net are hosted by OTI. Users connect via a direct IP connection. UTS-Express is used to establish connections to the Unisys mainframe system currently located at 11 MetroTech Center. Remote field users accessing the Unisys mainframe use the Unisys Attachmate emulation product.

9. Backups

All the Windows servers under the control of the Server and Systems group are backed up on a nightly basis using an Auto-changer library running Symantec Backup Exec. Full server backups are done on weekends, while incremental backups are done nightly. Agents running on each of the servers allow the backups to be completed, while a separate Novell file server is used for each tape library. Other Windows servers are backed up utilizing Netbackup. Other backup solutions are deployed throughout the environment to support various system platforms.

10. User Directories

All Novell/Windows users have a home directory on LAN file servers, as well as access to several Department wide shared directories. Access to the shared directories is dependent on NDS group membership or NDS access rights.

11. NJDR

The FDNY currently has its disaster recovery (AKA NJDR) operation location at 365 S Randolphville Rd Piscataway, NJ 08854. The site has full disaster recovery equipment including VxRail, Oracle Exadata, PCA, Cisco, Palo Alto, etc. This can take over as needed to run the entire FDNY IT Operation with the exception of Computer Aided Dispatch systems which are located at PSAC1 and PSAC2.

12. PSAC2

The FDNY is currently building full data center operations at PSAC2. This will supplement the Admin data center operation at 11 MTC.

h. Randall Island and Fort Totten:

These two sites are the training facilities for the FDNY fire operations and EMS operations respectively. Both of these facilities have multiple buildings that are interconnected in a hub and spoke configuration with fiber optic data links. All off-site data traffic is routed from the site core router back to the Metrotech campus.

i. Bureau of Fire Investigations (BFI) Bases:

FDNY currently has four BFI (Bureau of Fire Investigations/Fire Marshall) remote locations in Brooklyn, Queens and Manhattan. Each of these locations has a local copper cable plant and T1 connectivity back to MetroTech.

j. Counseling Services Units

These units share a physical location and File server with the Manhattan BFI base. There are five (5) locations throughout the greater New York area.

k. Maspeth

The Maspeth facility houses Fleet Maintenance (EMS) and part of the Buildings unit. This facility has a dedicated Fileserver.

l. Long Island City (LIC)

The LIC facility houses Fleet Maintenance (FIRE) and the Buildings and Facilities units. These units share a dedicated file server and connectivity to Citynet for the MCMSS fleet maintenance application.

m. Technical Services

Tech Services is a facility that supports the Technical services group, which includes the Medical Equipment Unit (MEU) and Fire Tools unit.

n. Radio Repair / Telemetry

This facility, located in Maspeth, NY is the home of the FDNY combined FIRE and EMS radio repair units as well as the telemetry unit. The facility is currently connected to the MetroTech campus via a T1 line.

13. Overview of Current Support Groups

a. Technology Service Center

The existing Helpdesk is located in at the Metrotech campus. The current staffing includes:

- i. One (1) Client Services Manager
- ii. One (1) level 2 helpdesk Supervisor
- iii. One (1) helpdesk lead
- iv. Eleven (11) level 1 helpdesk analysts

In addition, staffing is provided for:
network monitoring and engineering services

- i. Network Engineers
- ii. Network Architects
- iii. Rotating operations engineers (weekend coverage)

Project Management

- i. Two (2) Senior project managers

- b. Customer Service Center
 - i. One (1) Customer Service Center Supervisor
 - ii. One (1) Customer Service Center Agent
- c. Data Support Services
 - i. Two (2) Data Base
- d. Desktop Support Services

Presently the Desktop Support Services (DSS) group utilizes escalation and prioritization techniques based on service level agreements and priority user groups/individuals. Service requests are evaluated and assigned by the helpdesk analyst. The helpdesk currently uses ServiceNow This product is an appropriate tool for the dispatching and support of Headquarters and Field requirements. It possesses the ability to effectively track calls from inception to closure.

- e. Inventory Group

The Inventory (Asset Management) Group is charged with the implementation of the Department of Investigation (“DOI”) issued “Standards of Inventory Control and Management.” These standards require secure areas for the receiving of and storage of equipment, computer equipment and the rotating of staff with access to these areas to prevent theft and corruption of City assets. The DOI standards require an annual review of all computer equipment owned by the Fire Department.

The Inventory group is also charged with the responsibility of checking and inventorying all new computer equipment purchased by the Department. This requires every computer product to be opened then cross-referenced to the purchase order to check for accuracy, and then each item is tagged with a Department asset tag. Once the physical inventory is completed, each item is manually entered into the asset management database.

The Inventory group is also responsible for the relinquishment of Department assets. This requires every computer item with an identifiable serial number or asset tag be manually entered, one line at a time for each item, onto the DCAS 23-S-154 “Relinquishment” form. Once this form is reviewed by and approved by DCAS, the form ID number issued by DCAS is transposed on to each individual computer part. Once the relinquished items are removed, each line item must be identified in the asset management database (Service Now) and identified as no longer being an FDNY asset.

The Inventory group interfaces intimately with the Helpdesk staff as all work orders are cross-referenced to the asset management tags, and the inventory of IT assets for the FDNY is stored in the Service Now database.

- f. Network Services

Network Services consists of engineering, monitoring, data center, and operations.

- i. Network Support

The Network Services group is responsible for the FDNY local area networks and the network infrastructure. This includes specifications for physical cable installations at each facility, installations and maintenance of all user servers that will contain individual user home directories and files. Responsibilities every aspect of network operations and engineering in

FDNY. Server and Systems Group also acts as liaison with OTI for network issues spanning multiple agencies.

APN Network-The FDNY uses Cradlepoint with Netmotion to have ambulances and Fire trucks connect to network services.

SDN Software Defined Networking- FDNY uses SDN for remote locations that are not connected to the FINO network or for Firehouse locations for backup purposed to FINO.

Network Infrastructure monitoring is 24x7x365, with key individuals on call as needed.

ii. Data Center Operations

Network Services is also responsible for Data Center operations. This includes all aspects of cabling, racking, installing, relinquishing any and all equipment in 13 FDNY data centers.

iii. Server and Systems Group and Devices

Network Services currently manages several thousand pieces of network gear which included but is not limited to: Cisco, Arista, Palo Alto, Ciena, Fortinet, F5, etc. The devices include: routers, switches, firewalls, load balancers, authentication servers, Cradlepoint, Velocloud, etc.

g. Network Engineering

Network Engineering is tasked with the design and architecture of the network, planning and review of existing designs, delivery of documentation of all network designs and provide engineering review of such designs. Engineering also serves as the technical escalation point for implementation and operational issues. Engineering staff also interfaces with vendors and contractors in order to ensure both quality and cost-effectiveness of the solutions that they present to the Fire Department.

h. Network Operations Center

FDNY has implemented an operational center that enhances its management resources and improves service delivery to the Department. The suite of hardware and software systems permits surveillance, recording/logging, management, trouble shooting and security functions across the network. Systems include:

i. RSA Authentication Manager

RSA AM is our primary two factor authentication tools for remote VPN access as well as the Network engineers' access to network devices.

ii. Cisco ISE

Cisco ISE is the auditing and Identity services tool for network device access. This tool is integrated with AD and RSA AM.

iii. DX NetOps Spectrum OneClick

Spectrum OneClick is our fault management system for the Network devices monitoring. Tool generates alarm and also has metrics for the performance monitoring like bandwidth usage.

- iv. ExtraHop
ExtraHop is application performance monitoring. System brings visibility into application issues and isolates between network and the application itself. With the added security feature Reveal, it brings visibility into network threats as well. Once we have the full system in place it will replace the RSA NetWitness and Niksun.
- v. NetBrain
NetBrain is the network services primary trouble shooting tool. It is primarily used for the path check analysis, configuration management, host locator, network documentation mapping.
- vi. Splunk
Splunk is the central syslog server where all the device logs are kept.
- vii. FireMon
Policy and rule management for firewalls. System will be integrated with SNOW and any FW change will be implemented through Firemon. Firemon checks the rules for usage analysis and compliance with industry standards Intrusion Detection and Security Management

FDNY is actively implementing a full-service infrastructure discovery, monitoring, alarm reporting, performance reporting and configuration management system reporting as a network distributed NOC to BTDS technical groups.

i. Database Group

The database group is responsible for five (5) areas:

- i. The development and maintenance of the Oracle Based OLTP (on line transaction processing) systems,
- ii. Development and maintenance of the Oracle Data-Warehouse systems,
- iii. Administration for the various versions of the Oracle Application Server;
- iv. Support for various third party database based systems, and
- v. Support for various Microsoft Access databases.

The following are some examples of some of the database group area of responsibility.

Examples of OLTP systems are: Human Resource Information System (HRIS), Bureau of Health Services (BHS), Bureau of Fire Investigation (BFI) and Roster Staffing. Examples of the Data Warehouse systems are: Emergency Statistics and Reporting System (ESTARS), and Employee Payroll Information System (EPIS). These systems each comprise several specific applications that are either Web based or client server based. The Oracle application servers are the backbone for the Web infrastructure including database as well as non-database applications served up via the FDNY intranet home page.

Examples of third party database based systems are New York Fire Incident Reporting System (NYFIRS), Electronic Patient Care Report (EPCR), DataStream asset management system, ACCPAC pension accounting system, and the CAPS fingerprinting system.

The Microsoft Access databases that are supported comprise many that have been developed in house by database staff and by outside vendors.

Application Support

Proprietary applications including but not limited to, HRIS, FPIMS, Overtime, Pensions, and Manpower are supported by the various programmers within FDNY. There are also numerous shared MS Access applications throughout the Department.

j. Systems Group

The systems group is responsible for the Hardware and System software on the computers listed below:

- i. Compaq / Digital Equipment VAX VMS computers – there are 11 VAX minicomputers which are used to run the FireCAD Fire Dispatch and the EMS CAD System. Only two (2) are required to run the FireCAD Application and one (1) is required for the EMS Application. The remaining VAXs are utilized for Backup and development.
- ii. Oracle/Sun Microsystems Solaris Equipment – the Oracle/Sun minicomputers are used to run the Data Warehouse and on-line Transaction Processing (OLTP) system and to support the FDNY Intranet (web servers, etc.).
- iii. Unisys Clearpath system – the Unisys system is a mainframe computer, which is currently used to run the Fire Prevention Information System (FPIMS), Pensions, Overtime Tracking, Management Analysis, and some load programs for the FireCAD system.
- iv. General Over-all Responsibilities for all three (3) systems:
 - a). Maintain all operating system and operating system add-on products on all three (3) server platforms.
 - b). Maintain all hardware on all three platforms.
 - c). Support all users on all three platforms including user accounts, file and data security, disk space management, and all resource allocations, etc.
 - d). Run and maintain the backup procedures and the backup tapes on all three platforms.
 - e). Handle security and administration for all web-based reporting systems.
 - f). Acquire and maintain Hardware and Software maintenance contracts for HP, DELL, Unisys, etc.

k. Application Support

Proprietary applications including but not limited to, HRIS, FPIMS, Overtime, Pensions, and Manpower are supported by the various programmers within FDNY. There are also numerous shared MS Access applications throughout the Department.

D. Technology Support Center Requirements

This project requires the Contractor to provide the following services, under the umbrella of the TSC.

1. Helpdesk Services

- a. Helpdesk services shall include but not be limited to technical assistance to end users, call taking, triage, dispatching, telephone support, screening, call avoidance, initial problem determination, and remote desktop support. This also includes the provision for updating current client lists, personnel

lists, personnel folders, master codes, data entry and product id. The services delivered by the helpdesk personnel are divided into five (5) distinct levels of service.

- b. Telephone support, screening, call avoidance, initial problem determination, level 1 remediation and call escalation for desk side/server-side resolution.

An automatic call director service (ACD) from InContact is utilized to interface with the FDNY phone system and to direct, queue, present, and record calls to TSC staff in the order they were received. InContact is a commercial web based Automated Call Director (ACD) that provides call answering, direction, queuing, and next available agent assignment for the Technology Support Center. The ACD also can: present a welcome message including a message of the day, direct calls to non-TSC numbers from a menu, place priority calls at the head of the queue, provide a call back option to callers without losing their place in queue, provide for off-site access during emergency operations, fault tolerance, call metrics and reporting.

For the twelve months ending January 2022, the TSC experienced 70,323 incoming calls through the ACD.

- i. Remote desktop support via an IP-based product to assume control of the users machine and effect remote fixes
 - ii. Management report generation
 - iii. IT Asset management tracking
 - iv. Processing of IT services request forms
- c. FDNY handles approximately one hundred seventy-five (175) incoming client calls per day on average. This does not include escalation, contacts, advisories, and client follow-up.

2. Fire Inspection Revenue and Enforcement System (FIRES)

FIRES is Bureau of Fire Prevention (BFP)'s public safety system used to manage and automate BFP's Certificate of Fitness, Plan Review, Inspection, Enforcement and Revenue transactions. The FDNY requires full time staffing to ensure a centralized Customer Service Center (CSC) to be established and available to respond to, record, resolve or escalate for resolution the business service needs of our public users. This includes inquiries and complaints, and to respond to and resolve or escalate workflow questions from our field-based inspectors to ensure successful adoption and ongoing usability of the electronic tools delivered through the FIRES project.

a. Customer Service Center

- i. A Single Point of Contact (SPOC) available for direct dial and/or 311- forward calls from the Public to provide assistance with FDNY Bureau of Fire Prevention's FIRES products (primarily the Accela Citizen Access web-portal, and Accela Inspector and Accela Code Officer mobile inspection/enforcement tools)
 - ii. The CSC will consist of key components including:
 - a). ACD
 - b). Call Center Management Software
 - c). Staffing
 - d). Professional Services to complete requirements gathering, implementation, training, reporting, process and documentation handoff and ongoing support

b. Automated Call Distributor (ACD) system

- i. Implement an Automated Call Distributor (ACD) system, including hardware, software (including cloud-based software) and configuration.
- ii. ACD must be based on the Agency-approved software platform at the time of implementation (currently in-Contact) and must be fully installed, configured, tested and available for use no less than 20 Business days prior to the go-live date.
- iii. ACD must support minimum 6 concurrent agents, expandable for both short- and long-term needs, and provide essential functionality including dashboard to monitor inbound call-queue, 3rd party service observation, and off-premise functionality for disaster preparedness and redundancy.
- iv. Full compatibility and interoperability existing FDNY inContact ACD instance in use by the Technical Service Center (TSC).
- v. Ability to record calls for quality and customer reviews (10 days max. storage history).
- vi. Ability to record, activate and deactivate Message of the Day (MOTD) including up to 4 pre-recorded greetings with 2 additional ad-hoc greetings.
- vii. Call-holding management including escalation management for abnormally high call volumes.
- viii. Greeting/ announcement call workflows.
- ix. Ability to provide weighted escalation to key customers.
- x. Data handoff to Customer Service Center Management System to auto-open Incidents for known callers (based on caller ID).
- xi. Implementation and automation of “No Agent” options (including announcements for Holidays and after-hours when service is unavailable).
- xii. Training for two BFP staff on use and management of ACD.
- xiii. Standard call metrics reporting and training in ad-hoc reporting.
- xiv. Service catalog and runbook delivery upon completion of implementation.
- xv. Design and delivery of ACD metrics and reports, including ad-hoc reporting.
- xvi. 99.9% system availability over a period of a month.

c. Call Center Management Software

- i. Implement Call Center Management Software based on the Agency-approved software platform (currently Service Now) to support logging, tracking, management, escalation, and closure and measurement of all support-related incidents.
- ii. Implement Service Management (SM) modules, including Incident Management, Service Catalog, and Self Service. Additional ServiceNow modules may be added in future phases, however this scope is constrained to these three modules.
- iii. Configure the Incident Management Module in ServiceNow to provide the foundation for ITIL best practices call management for FDNY BFP FIRES environment, including reusable-workflows (as service-catalog items), service-level-agreements (SLAs), metrics, and periodic customer satisfaction surveys.
- iv. Configure the Service Catalog Module in ServiceNow to support the implementation of FDNY FP service offerings.
- v. Configure the Self-Service Module in ServiceNow for use by BFP customers, including support of Single-Sign-on (for selection of service-catalog items), incident creation including creation via email, and incident creation on behalf of a customer via chat, phone, or in-person.
- vi. Setup of the baseline FIRES Knowledgebase (KB) in ServiceNow including import of all

- available content and instruction and training to maintain KB currency.
- vii. Design and delivery of preliminary call center metrics and reports and training on ad-hoc reporting for two BFP staff.
- viii. Setup of appropriate security and access controls within ServiceNow.
- ix. Setup of technical handoff of calls between the new Customer Service Center (CSC – business support) and the Technical Service Center (Technical Support) to ensure continuity in customer support experience with business and technical needs.
- x. Provision of ServiceNow environment for User-Testing and Training in addition to production environment(s).

3. System Administrative Responsibilities

The System Administrator's duties will include administration of ServiceNow

a. ServiceNow Cloud-base

- i. Production and Development Environments
 - a). Modify Development environment to emulate production.
 - b). Install/test modifications on development environment.
- ii. Backups/Restores
 - a). Monitor backups of environment.
 - b). Assist in test restoration of system and database files.

b. ServiceNow Software

- i. ServiceNow
 - a). Patches/Upgrades
 - b). Apply patches and version updates
 - c). Design, implement and confirm major ServiceNow upgrades
 - d). User and Group Administration
 - e). ID Creations
 - f). Assignment of Groups
 - g). Assignment of System privilege
 - h). Password resets
- ii. Form, Popup, Navigator and Rules Configuration
 - a). Design and assign navigator screens for users
 - b). Change viewable data on popup windows and forms
 - c). Create/modify business rules for application automated actions
- iii. Inventory
 - a). Design and maintain inventory attributes
 - b). Location ID creation
 - c). Design standard reports
 - d). Develop custom reports as required
- iv. Change Management Application (ITIL framework)
 - a). Modifications to work flow
 - b). Modifications to screen layout

4. System Administrative Responsibilities

- a. Account Administration
 - i. Provisioning
 - ii. Roles and responsibilities
- b. Dashboarding and reporting
 - i. Creation of dashboards
 - ii. Maintaining interfaces from other systems to include data in dashboards
 - iii. Creation of reports
 - iv. Assisting users in creation of their own reports
- c. Assist in creating administrative and TSC policies and documentation

5. Products Supported

- a. The Contractor shall provide assistance in the form of telephone support by utilizing commonly used “authorized applications” and remote desktop management tools. These services shall reduce the demands placed on the other internal support organizations improving productivity and client satisfaction through rapid turnaround. Standard hardware and applications include but are not limited to the following:
 - i. Hardware
 - a). Intel-based PCs
 - b). Virtual Desktops
 - c). Monitors
 - d). Scanners
 - e). Miscellaneous Peripherals
 - f). iOS devices
 - g). Android devices
 - h). Networked Printers, Convenience Copiers
 - i). Servers
 - 1). Intel-based
 - a. Linux
 - b. Windows
 - 2). Oracle/Sun
 - j). Routers and Switches
 - 1). Cisco
 - 2). Enterasys
 - k). Firewalls
 - l). Load Balancers
 - m). Security Appliances
 - n). Monitoring Appliances
 - ii. Software
 - a). Microsoft Internet Explorer Edge
 - b). MS Office Pro 2019 and up
 - c). Outlook 2019, and Office365
 - d). FireCAD and EMS-CAD
 - e). Oracle J Initiator 1.1.1.17 (For accessing WEB applications)
 - f). Oracle Client 8.15, 10g, 11g

- g). Adobe Acrobat 2022 Pro Acrobat Reader
 - h). Acrobat Approval 5.0
 - i). MS Project 2016
 - j). MS Visio 2016
 - k). McAfee Anti-Virus Version 11.6
 - l). ServiceNow
 - m). Crystal reports
 - n). Attachmate & Reflections & MS SNA Client (Terminal Emulation for Citynet Access)
 - o). Timbuktu (For PC remote control)
 - p). Adobe Creative Suite
 - q). OmniPage Pro (For Scanner OCR)
 - r). AcDSee (Used for viewing JPGs etc)
 - s). PKZip (For Zipped files)
 - t). Avanti
 - u). Phillips Data Messenger
 - v). Sansio Handheld Mobile Device (ePCR)]
- iii. Connectivity
- a). Cisco networking
 - b). Dialup
 - c). VPN
 - d). Cable Modem
 - e). NYCWiN (New York City Wireless Network)
 - f). Commercial Wireless Broadband
- iv. FDNY Application Software
- a). EPCR
 - b). WCCS
 - c). DTS
 - d). MNS
 - e). HRIS
 - f). BFI
 - g). BHS
 - h). Firefighter and Officer Roster Staffing
 - i). ENS
 - j). Intranet Web applications
 - k). MIRS
 - l). Events Calendar
 - m). Virtual Group Chart
 - n). Project Tracking
 - o). Digital Digest
 - p). Fire and EMS Safety Messages
 - q). CIMS
 - r). FARR
 - s). eCIDS
 - t). CIRS
 - u). CBIDAS – BISP
 - v). WTC Treatment and Monitoring
 - w). NYFIRS (Fire Reporting System)

- b. The Contractor shall also be familiar with desktop remote control tools. FDNY will provide for the helpdesk with TIMBUKTU and/or Avanti. This shall increase the number of calls that can be closed by helpdesk intervention and reduce the number of calls referred to vendors or the internal desktop support group.

6. Network Monitoring and Engineering Services

- a. Network Monitoring and Engineering Services shall include but not be limited to monitoring of network equipment alarms, system log messages and Splunk events, identification of related problems, tracking and resolution thereof, and coordination for FDNY third party vendors such as Cisco Systems and Arista. The Contractor shall also be responsible for the set up, integration, maintenance, and upgrades of network monitoring tools.
- b. Network Monitoring and Engineering Services shall be a “co-sourced” responsibility between FDNY and the Contractor. Contractor engineers shall work with FDNY engineers as part of the Network Services.
- c. The Network monitoring tools utilized by FDNY are Cisco ISE, RSA Authentication Manager, Extra HOP, NetBrain, Splunk, and FireMON. The Contractor shall be proficient in their use and support. In addition, the Contractor shall perform all necessary customization and updating of these products at no additional cost. The Contractor shall utilize these products as part of their proactive monitoring solution.

FDNY is actively implementing a full service infrastructure discovery, monitoring, alarm reporting, performance reporting and configuration management system reporting as a network distributed NOC to BTDS technical groups. The NOC system will include Cisco ISE, RSA Authentication Manager, Extra HOP, NetBrain, Splunk, and FireMON .

d. Monitoring Requirements for Dispatch Systems

- i. The Contractor shall monitor the following FireCAD data paths:
 - a). Primary data paths.
 - b). Secondary data paths.
 - c). Standby data paths.
 - d). Dial up data paths. Purvis, the FireCAD support provider, has seven (7) levels of notification requirements. The following list has been expanded to include the escalation levels that the Contractor shall incorporate into ServiceNowSDE Helpdesk software. The priorities correspond to the various levels on the following proposed escalation procedure.
 - i) Level One – Total communications failure between any DCO and online Central Operation Site (Citywide outage).
 - ii) Level Two – Total communications failure of a data path between a DCO and online Central Operations Site (DCO down).
 - iii) Level Three – Communications failure of primary and secondary data paths between a DCO and Central Operations Site (DCO is still functional via dial-up ISDN line).
 - iv) Level Four – Failure of a primary data path between a DCO and the Central Operations Site (DCO is still functional via secondary data path with ISDN back-up still available).
 - v) Level Five – Failure of a secondary data path between a DCO and the Central Operations Site (DCO is still operating via the primary data path and has ISDN back-up still available).

- vi) Level Six – Failure of any data path between any DCO and the secondary Central Operations Site (No impact on operations but impacts the redundancy of the network to the secondary Central Operations Site).
- vii) Level Seven – Failure of any ISDN dial-up path (Impacts secondary back-up only. Operations and primary back-up data paths are still functional).

e. Monitoring Requirements for EMSCAD

The EMSCAD monitoring occurs in the FDNY NOC (AKA Bubble)

f. Monitoring Requirements for Administrative Traffic

The support of administrative traffic shall require proactive monitoring. The WAN Groups network management system includes models for equipment, WAN circuit and LANs for all of FIRECAD, EMS and administrative traffic. FIRECAD and EMSCAD shall be given highest priority.

7. Monitoring Requirements for Dispatch Systems

a. The Contractor shall monitor the following FireCAD data paths:

- i. Primary data paths.
- ii. Secondary data paths.
- iii. Standby data paths.
- iv. Dial up data paths. Purvis, the FireCAD support provider, has seven (7) levels of notification requirements. The following list has been expanded to include the escalation levels that the Contractor shall incorporate into Magic SDE Helpdesk software. The priorities correspond to the various levels on the following proposed escalation procedure.
 - a). Level One – Total communications failure between any DCO and online Central Operation Site (Citywide outage).
 - b). Level Two – Total communications failure of a data path between a DCO and online Central Operations Site (DCO down).
 - c). Level Three – Communications failure of primary and secondary data paths between a DCO and Central Operations Site (DCO is still functional via dial-up ISDN line).
 - d). Level Four – Failure of a primary data path between a DCO and the Central Operations Site (DCO is still functional via secondary data path with ISDN back-up still available).
 - e). Level Five – Failure of a secondary data path between a DCO and the Central Operations Site (DCO is still operating via the primary data path and has ISDN back-up still available).
 - f). Level Six – Failure of any data path between any DCO and the secondary Central Operations Site (No impact on operations but impacts the redundancy of the network to the secondary Central Operations Site).
 - g). Level Seven – Failure of any ISDN dial-up path (Impacts secondary back-up only. Operations and primary back-up data paths are still functional).

b. Monitoring Requirements for EMSCAD

The EMSCAD monitoring occurs in the FDNY NOC (AKA Bubble)

8. Standard Operating Procedure Manual

- a. The Contractor shall maintain (Refer to Exhibit 1 Technical Support Center Service Catalog) a standard operating procedure manual based on the functional requirements for all phases of the TSC. The manual shall include but is not limited to general workflow, and daily management implementation and resolution procedures. The manual serves as a point of reference and guide for FDNY and the Contractor personnel to resolve operations requirements of the TSC. In addition, the Contractor shall develop a policy manual for end users, as needed. All documentation is subject to the approval of the FDNY Project Manager.
- b. All rights and interest in the service catalog, or in any material work product to the extent that it incorporates or is derived from any part of the Department manuals, shall be the exclusive property of the Department, including but not limited to, modifications, upgrades, and the right to copyright such items and to use and register such copyrights.

9. Service Level Agreements (SLA)

- a. The Contractor shall maintain SLAs based on the operational requirements for all function groups within the Bureau of Technology Development & Systems (refer to Exhibit 2):
- b. During the course of this contract the Contractor shall modify SLAs based on FDNY needs and Contractor modifications, at no additional charge to the Department.

E. Qualifications of the Contractor

Contractors submitting a proposal in response to the work delineated in this solicitation shall meet the following requirements:

1. Contractors with experience as support providers for helpdesk services in critical environments similar to the requirements outlined in this RFP, preferably with three or more years of relevant experience.
2. The Contractor and Contractor employees shall possess all required Federal, State, and City licenses, permits or other certifications.

F. Staffing Requirements

1. The Contractor shall provide the following staff to meet the Technology Support Center operation and maintenance schedule provided in Section F.4:
 - a. Helpdesk Manager;
 - b. Helpdesk Supervisor/CSC Supervisor
 - c. Level 2 Helpdesk Analyst (Helpdesk lead);
 - d. Level 1 Helpdesk Analysts;
 - e. Customer Service Supervisor (FIRES)
 - f. Level 1 Helpdesk Analyst – Customer Service Agent (FIRES)
 - g. ServiceNOW Administrator
 - h. Senior Network Maintenance Engineer
 - i. Network Operation and Maintenance Engineer
 - j. VDI Lead Engineer/Architect
 - k. Mobility Maintenance Engineer/Specialist

2. The Department anticipates future growth in technical requirements over the term of this contract. In the event of change, the Fire Department reserves the right to increase staff at contracted rates, include additional titles, or decrease Contractor personnel as necessary. In addition, Contractor personnel shall be able to accept longer or different work arrangement at any given point to be able to deal with unexpected contingencies. Such coverage shall include extending the hours of core staff or bringing in additional staff upon mutual agreement of the Contractor and the FDNY Project Coordinator. The Contractor shall be responsible for providing backup staff for periods of absenteeism, for example, vacations and sick days of Contractor personnel. The temporary adjusted work arrangement to maintain the required coverage in this agreement will not be considered as an overtime.
3. Contractor personnel shall have training and demonstrated ability in the specified areas, and possess all required licenses, permits, and all other applicable certificates and qualifications. In the absence of any licensing requirements by a Federal, State, or City authority, the Contractor shall certify in writing that the persons involved in the performance of the work are competent to perform the required services.
4. The following is the recommended scheduling for the Technical Support Center:

Job Titles	Working Hours	# of Staffing
Level 1 HelpDesk Analysts	M-F 6am - 2pm	1
	M-F 7:00am - 3:00pm	1
	M-F 7:30am - 3:30pm	1
	M-F 8:00am - 4:00pm	2
	M-F 10:00am - 6:00pm	1
	M-F 3:00pm - 11:00pm (mid shift)	1
	M-F 10:30pm - 8:30am (night shift)	1
	F-M 9:00pm - 9:00am (weekend night shift)	1
	Sa-M 9:00am - 9:00pm (weekend day shift)	1
Level 2 Helpdesk Lead	M-F 9am - 5pm	1
HelpDesk Supervisor	M-F 9am - 5pm	1
Help Desk Manager (CSM)	M-F 8:30am - 4:30pm	1
ServiceNow Admin	M-F 9am - 5pm	1
Fires Customer Service Agent	M-F 9am - 5pm	1
Fires Customer Service Supervisor	M-F 9am - 5pm	1
Senior Network Maintenance Engineer	M-F 8am - 6pm	3
Network Operation and Maintenance Engineer (weekend, 1 individual per 12 hour shift)	Sa - Su 6am - 6pm	4
	Sa - Su 6pm - 6am	
VDI Maintenance Lead Engineer	M-F 8:30am - 6:30pm	1
Mobility Maintenance Engineer/Specialist	M-F 4pm - 12am	1

G. Qualifications of the Contractor Personnel

The Contractor shall always have in its employ a sufficient number of capable and qualified employees to enable it to perform the Services as specified in the Agreement. The employees shall have training and demonstrated ability in the specified areas, and possess all required licenses, permits, and all other applicable certificates and qualifications. In the absence of any licensing requirements by a Federal, State,

or City authority, the Contractor shall certify in writing that the persons involved in the performance of the work are competent to perform the required Services.

1. The Contractor shall provide qualified personnel for the following job categories as noted below:

a. Level 1 Helpdesk Analysts

- i. Level 1 Helpdesk Analyst shall have at least one (1) year of experience working in a help desk environment as a helpdesk technician/analyst.
- ii. The Level 1 analyst shall be responsible for, but not be limited to the following services:
 - a). Technical assistance to end users.
 - b). Maintain log in call tracking software of all client proactive and reactive services requests.
 - c). Telephone support, screening and call avoidance, initial problem determination and resolution, and dispatching, if necessary.
 - d). Client account maintenance in ServiceNow.
 - e). Quality control of tickets (correct subjects, locations, and phone numbers).
 - f). Remote desktop support utilizing a LAN based or dial up product to assume control of the user machine and effect remote fixes.
 - g). Act as interface between technology groups and the end users.
 - h). Monitor open tickets and follow up on closed resolution.

b. Level 2 Helpdesk Analyst (helpdesk lead)

- i. Level 2 Helpdesk Analyst shall have at least three (3) years of experience working in a help desk environment as a helpdesk technician/analyst.
- ii. In addition to the services of the Level 1 Analyst above, the Level 2 Helpdesk Analyst shall also provide, but not be limited to, the following services:
 - a). Act as Team Lead for Level 1 Analysts.
 - b). Assist end users in more complex problem resolution.
 - c). Provide resource coordination with external support entities.
 - d). Act as backup person for the TSC Project Manager.

c. Helpdesk Supervisor

- i. Helpdesk Supervisor shall have at least three (3) years of experience working in a help desk environment as a helpdesk technician/analyst.
- ii. Supervise the daily operations of the helpdesk, ensuring the delivery of high-quality technical assistance to end users.
- iii. Coordinate call taking, triage, and dispatching activities to ensure timely resolution of issues.
- iv. Provide telephone support and screening, effectively determining the nature of problems and escalating them as required.
- v. Oversee level 1 remediation activities and escalate calls for desk side/server side resolution.
- vi. Utilize the InContact ACD system to interface with the FDNY phone system, directing, queuing, presenting, and recording calls in the order of receipt.
- vii. Configure and maintain the ACD system, including setting up welcome messages, menu options, call prioritization, call back functionality, and off-site access during emergencies.
- viii. Ensure fault tolerance and monitor call metrics and reporting for performance evaluation and process improvement.

- ix. Update and maintain current client lists, personnel lists, personnel folders, master codes, data entry, and product identification information.
- x. Manage and lead a team of helpdesk personnel, providing guidance, coaching, and training as needed.
- xi. Foster a positive and collaborative work environment, promoting teamwork and excellent customer service.

d. ServiceNow Administrator

- i. Service Now Administrator shall have at least three (3) years of professional or technical experience in IT with a strong background in all aspects of customer service.
- ii. Account Administration
 - a). Provisioning
 - b). Roles and responsibilities
- iii. Dashboarding and reporting
 - a). Creation of dashboards
 - b). Maintaining interfaces from other systems to include data in dashboards
 - c). Creation of reports
 - d). Assisting users in creation of their own reports
- iv. Assist in creating administrative and TSC policies and documentation
- v. Backup person for the TSC project manager

e. Customer Service Center (CSC) Agent (Helpdesk level 1)

- i. Customer Service Center Agent shall have at least one (1) year of experience working in a help desk environment as a helpdesk technician/analyst.
- ii. CSC agent handles and tracks all level-one inquiries from ACA (public) and AA (back office and mobile) such as general inquiries and account management. General responsibilities include releasing Permits/LOAs, opening workflow and responding to inquiries relating to violations.

f. Customer Service Center Supervisor

- i. Customer Service Center Supervisor shall have at least three (3) years of experience working in a help desk environment as a helpdesk technician/analyst.
- ii. CSC supervisor handles overflow calls, escalated calls, and oversees work of agent.

g. Help Desk Manager

- i. Helpdesk Manager shall have a minimum of three (3) years of professional or technical experience in IT with a strong background in all aspects of customer service.
- ii. The Help Desk Manager shall be responsible for maintaining control over the work duties, schedule and performance of the Contractor project team. Such services shall include but not be limited to the following:
 - a). Incident escalation.
 - b). Monitor ongoing activities of the TSC (including, but not limited to, the tracking of aging of tickets, same day closure, and other statistics).

- c). Interface with FDNY personnel and high priority users/situations on an ad-hoc basis for monitoring client satisfaction.
- d). Maintain and improve Service Levels.
- e). Interface with BTDS management on day to day operations and long-term strategy.
- f). ServiceNow administration (including, but not limited to, user and group administration, troubleshooting of problems and business rule development).
- g). Period and ad hoc reporting through Crystal Reports.
- h). Weekly analysis of TSC performance and events.
- i). Develop processes and periodically update documentation of TSC operations.
- j). Develop and distribute user satisfaction surveys.
- k). Introduce new methods for increased productivity and decreased costs by using new business processes, tools, and applications.
- l). Maintain library of common fixes of FDNY problems (including, but not limited to distributing notifications and publications to appropriate personnel, and add to knowledge base).
- m). Work with FDNY in assuring that the TSC is kept current with new hardware and software (including, but not limited to, FDNY applications).

h. Senior Network Engineer

- i. The senior network engineer shall participate in implementations, testing and operations as necessary in a senior capacity with ability to task other members of the group with request from WAN Group management.
- ii. Responsibilities include but are not limited to the following:
 - a). Work with WAN Group management and chief network engineer to understand objectives and formulate requirements.
 - b). Solicit input from other members of the group, document, and present periodic design updates.
 - c). Designs to take into account routing, switching, security, ease of operations, and an eye toward the future.
 - d). Create requirements for product assessments and design relevant test beds with assistance from other members of the group.
 - e). Work with the group to research new technologies.
 - f). Periodically audit network for maintenance and upgrades and request management to task members of the group as necessary.
 - g). Assist other members of the group in monitoring of the network, network implementations, installations, and troubleshooting.
- iii. The senior engineer shall have:
 - a). a Baccalaureate degree in Computer Science, Computer Engineering, Electrical Engineering or equivalent,
 - b). at least five (5) years of experience in routing and switching (10/100/1000Mbps Ethernet, Frame Relay, Bridging, TCP/IP, IPX, EIGRP, BGP, and trunking protocols) in operations, implementation and engineering, a Cisco CCNP certificate (preferably having passed at least the written portion of the CCIE),
 - c). at least two (3) years of experience in firewall/VPN/security, and
 - d). very good oral, written and presentation skills.

i. Network Operations Engineers – weekend coverage

- i. The network operations engineers shall primarily be involved in daily operations of the network. The network operations engineers shall also assist in network implementations and provide design input to senior and lead engineers.
- ii. The network operations engineers shall have:
 - a). a Baccalaureate degree in Computer Science, Computer Engineering, Electrical Engineering or equivalent,
 - b). at least three (3) years of experience in routing and switching (10/100/1000 Ethernet, Frame Relay, Bridging, TCP/IP, IPX, EIGRP, and trunking protocols) in operations and implementations, a Cisco CCNA certificate or higher,
 - c). at least two (2) years of experience in firewall/VPN/security, and
 - d). good oral and written skills.
- iii. Other responsibilities shall include but not be limited to the following:
 - a). Communicate with other WAN Group engineers to assure clear understanding of the network and outstanding issues.
 - b). Open TAC cases as necessary and send relevant information to the WAN Group about any issues encountered during shift and any follow up required.
 - c). Monitor Spectrum, syslog, and IDS (Intrusion Detection System) alarms.
 - d). Contact WAN Group management during shift as necessary.
 - e). Be available to attend group meetings upon request.

j. Mobility Specialist

In depth knowledge of IOS and Android. Workspace ONE MDM software expert.

k. VDI Lead Engineer

- i. The VDI Engineer shall be an overall technical resource assigned to the Server and Systems group. The Server and Systems group is primarily involved in the implementation, maintenance and support of LAN servers within the FDNY. Server OSs include: Novell operating systems including but not limited to NetWare 6.5; and Windows 2000 and 2008 r2 Server.
- ii. The LAN Platform Engineer shall have:
 - b) a minimum of a Baccalaureate degree in computer science or a related technical field,
 - c) a minimum of five (5) years full time LAN experience,
 - d) a minimum of three (3) years of experience with VMware is required, along with Microsoft Certified Systems Engineer (MCSE) Certification.
- ii. The candidate should have an excellent working knowledge of the following:
 - a) Windows Server
 - b) VMware
 - c) VDI
 - d) SQL Server
 - e) Office 365
 - f) Commvault
 - g) VxRail Engineered Systems
 - h) NSX

- i) Backup Software: Commvault
- j) General Networking Knowledge:
 - i) Network Design and Problem solving
 - ii) Networking protocols - TCP/IP IPX/SPX
 - iii) Network Routing
 - iv) Network switching
 - v) Cisco Routing protocols
 - vi) ACS

iii. The candidate must be proficient in the optimization of NetWare Servers. The Engineer may also be required to troubleshoot workstation network problems such as NetWare IPX, TCP printing and routing.

2. The Contractor shall ensure that all of the Services required by this Agreement are satisfactorily supervised. The Contractor shall provide such supervision as is sufficient to carry out all the terms and conditions of this Agreement.
3. The Contractor shall ensure that all proposed personnel can legally remain employed for the entire term of the contract.
4. The Contractor shall designate one of its employees to function in the role of primary contact person. The contact person shall be the liaison for the Contractor for the term of the Agreement, and shall handle issues, problems or questions arising from the performance of Services.
5. The Department reserves the right to review the credentials and qualifications of any Contractor personnel providing Services pursuant to this Agreement, and to instruct the Contractor not to use for such purposes any individual that the Department determines to be unqualified to perform the Services.
6. The Department will notify the Contractor of any employee who in the opinion of the FDNY Authorized Representative, is not performing satisfactorily. The Contractor shall resolve the problem within fifteen (15) days, to the satisfaction of the Department. If the situation is not resolved to the satisfaction of the Department, then the employee shall be removed from this project. If necessary, the Contractor shall fill the vacancy with another employee who has the qualifications to perform the required tasks.
7. The Contractor shall comply with all FDNY security rules. Contractor employees shall wear clearly visible photo identification and shall comply with the FDNY security procedures and directions at FDNY facilities.
8. Contractors that fail to conform to the personnel requirements set forth above shall be found non-responsive in accordance with Procurement Policy Board Rules.

H. Worksite Requirements

1. The Contractor shall provide all helpdesk services on site, at 9 and/or 11 MetroTech Center, in Brooklyn, New York unless the remote work request has been reviewed and approved by the FDNY. However, offshore work is never allowed and the FDNY reserves the right to withdraw the remote work approval on an as-needed basis.
2. The Contractor shall ensure and require that all Services performed under the Agreement, other than services that are required or approved in advance by the FDNY in writing to be performed remotely, are

performed at FDNY's designated worksite/s, unless the Contractor first submits a proposal to perform offsite Services, and such proposal is approved by the FDNY in writing. The proposal shall detail:

- a. the location where the work is to be performed;
- b. the work to be performed at the offsite location;
- c. a project management and communication plan;
- d. physical and network security at the offsite location;
- e. savings to the FDNY in time or cost, or both; and
- f. any such additional information that FDNY may reasonably request upon the provision of notice by the Contractor of its intention to propose performing work offsite.

The Contractor must satisfy and comply with all of FDNY's security requirements and may be subject to additional confidentiality requirements applicable to such offsite resources. Work performed by resources offsite will not be priced based upon an hourly rate greater than the rates applicable to onsite resources.

I. Background Checks and Security Procedures

1. All Contractor employees and consultant working on FDNY premises shall be subject to background checks including but not limited to fingerprinting. Background checks including fingerprinting shall be performed and provided by the Contractor at no cost to the Fire Department. Fingerprinting shall include a full record of arrests, warrants and prosecutions for New York State and the FBI from the Criminal Justice Information Services (CJIS). All reports and findings shall be submitted to the Fire Department when completed. The Fire Department reserves the right to disqualify and contractor employee or consultant. No Contractor employee or consultant shall begin work on FDNY premises without approval from FDNY.
2. Prior to any Contractor employees being granted access to any FDNY facilities, data processing systems, Confidential Information, or data, the FDNY may require the Contractor's employees to obtain security clearances which may include a criminal history and/or background investigation. It is the Contractor's responsibility to conduct such security clearances. The Contractor agrees to assume any third-party costs incurred in connection therewith without any reimbursement by the FDNY. Where an Emergency or other circumstance occurs, which renders immediate compliance impractical; the FDNY may, in its sole judgment, defer an individual's compliance and grant temporary access. Such deferment may not be construed as a waiver of the FDNY's right subsequently to require security clearance for any individual previously granted such temporary access. The FDNY reserves the right, in its sole discretion, and without liability to the Contractor or Contractor employees, to refuse to permit access to facilities, data processing systems, confidential information or data:
 - a. to any Contractor employee who refuses to comply with the security or non-disclosure procedures required by the FDNY or
 - b. where the FDNY determines that the Contractor employee may present a risk to its security interests. The Contractor must submit information to the FDNY about Contractor employee it proposes to assign to work under the Contract sufficiently in advance to allow the City to perform any such security clearance procedures without delaying the Contractor's work performance. The FDNY is not liable for payments or damages of any kind if the Contractor's work is delayed or the Contractor is required to assign different Contractor employee on account of the FDNY's delay or refusal to grant Contractor employee a security clearance under the Contract.
3. The Contractor shall require that Contractor employee comply with all applicable facility, data processing, and other security policies and procedures of the FDNY in effect during the term of the Contract in performing the work under the Contract, including but not limited to Internet usage, office equipment usage, and timekeeping procedures. This may include being required to sign-in and sign-out and entering time worked into a timekeeping system provided by the FDNY. The Contractor shall

promptly notify the Requesting Agency's project manager in writing when any Contractor employee previously engaged by the Contractor under the contract to gain access to any FDNY facilities, information systems, or data contained therein is no longer authorized by the Contractor to do so.

4. The Contractor shall require Contractor employee to execute non-disclosure agreements in such form as the City may approve.

J. Quality Control

1. The Contractor shall be responsible for the continual identification, monitoring and review of all services performed to ensure compliance with the RFP requirements. This shall include, but not be limited to the development, monitoring and review of SLAs (refer to Exhibit 2). The Contractor shall be responsible for correcting all Contractor deficiencies within three (3) calendar days after written or oral notification from the FDNY Authorized Representative.
 - a. The Contractor shall complete the weekly and monthly status reports as well as an end of year assessment of services (to track the performance of TSC services). Status report shall contain metrics including, but not limited to:
 - i. Call statistics by bureau (incoming, handled, ACD call back, in queue, abandons, etc.)
 - ii. Call statistics by agent (handled, outbound, refused, time in system, average talk time, etc.)
 - iii. Call topic by agent (password resets, e-mail, software topic.
 - iv. Dashboard graphically representing TSC statistics.
 - b. The Contractor shall establish a complete quality control program to assure the requirements of this Agreement are provided as specified herein. The program shall include but not be limited to the following:
 - i. A system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable.
 - c. The Contractor and the FDNY shall periodically review and modify QA metrics, to best quantify and report performance.

K. Subcontracting

1. Subcontracting will be permitted up to a maximum of 40 percent (40%) of the workload. All subcontractors shall possess the same qualifications as the Contractor and the personnel shall possess the same qualifications as Contractor personnel, as set forth in this Agreement.
2. The Contractor shall not enter into a contract with any Subcontractor for the performance of Services under this Agreement without the prior written consent of the Fire Department and completion of any required forms and submissions as directed by the Department to include but not be limited to any contract employees hired for the performance of services during the contract term.
3. The Contractor shall be solely responsible for the performance and quality of all Services under this Agreement and the sole point of contact for all requirements. All terms and conditions of this Agreement shall apply to any subcontractor retained by the Contractor. The Contractor shall annex to all subcontractor agreements, the provisions of this Agreement applicable to the work to be performed by the subcontractor, and shall be responsible for enforcing all such provisions. The Contractor shall remain responsible for the performance of any requirements of this Agreement that the Subcontractor fails to perform.

L. Subcontractor Compliance Notice

The selected vendor will be required to utilize the City's web based system to identify all subcontractors in order to obtain subcontractor approval pursuant to PPB Rule section 4-13, and will also be required to enter all subcontractor payment information and other related information in such system during the contract term. Please read the Subcontractors Resource Guide as it relates to competitive solicitations (<https://www.nyc.gov/site/sbs/businesses/subcontractors-resource-guide.page>). The City's new web based subcontractor reporting system will be located on line at the Payee Information Portal at: <https://a127-pip.nyc.gov/webapp/PRDPCW/SelfService>

M. Participation by Minority Owned and Women Owned Business Enterprises in City Procurement

The contract resulting from this Request for Proposals will be subject to M/WBE participation requirements under section 6-129 of the Administrative Code of the City of New York and Local Law 1 of 2013, as indicated by the inclusion of Schedule B- M/WBE Utilization Plan. To apply for a full or partial waiver of the Participation Goals, a bidder, proposer, or contractor, as applicable, must complete Part 3 of Schedule B and submit such request no later than seven (7) calendar days prior to the date and time the bids, proposals, or Task Orders are due (Refer to SCHEDULE B – M/WBE Utilization Plan in PASSPort). Full or partial waiver requests that are received later than seven (7) calendar days prior to the date and time the bids, proposals, or Task Orders are due may be rejected as untimely. The waiver determination must be submitted with the proposal.

Please note that if a partial waiver is obtained, the proposer is required to submit a M/WBE Utilization plan based on the revised Participation Goals in order to be found responsive. Please refer to the Guide to Completing Schedule B and the Notice to All Prospective Contractors in the Documents tab of the RFx in PASSPort for information on the M/WBE requirements established for this solicitation and instructions on how to complete the required forms.

N. Project Continuity / Replacement of Staffs

1. The Contractor shall not assign individuals to any duty other than those expressly authorized in writing by FDNY. FDNY shall have the right, at no additional charge, to interview, check the references of, and accept or reject any candidate and any successor candidates to which comparable job functions may be assigned.
2. The Contractor shall maintain continuity of the staffs throughout each assignment. The Contractor shall not transfer, remove, or replace the staff for a different task for the duration of such assignment unless such transfer, removal or replacement is at the request of FDNY or due to a bona fide promotion, illness, family leave, disability, termination of employment, or other circumstance beyond the Contractor's reasonable control. Prior to any permitted transfer, removal or replacement, the Contractor shall provide FDNY with at least thirty (30) days' notice of such action.

The Contractor shall replace unplanned departures within three (3) working days unless the FDNY and the Contractor agree upon a different timeframe. FDNY reserves the right to direct the Contractor to replace any staff promptly whose services the FDNY deems unsatisfactory. Proposed replacement staff is subject to pre-approval in writing by FDNY, and the FDNY shall have the right to interview the candidate(s) at no cost, upon request. The proposed replacement staff(s) must have skills and level of experience comparable or superior to the person being replaced and be provided at the same or lower hourly rate. The Contractor shall provide the resumes and appropriate references of proposed replacement candidates. In addition, the Contractor shall use commercially reasonable efforts to ensure a

smooth transition at no additional cost to the City, including the provision of knowledge transfer documentation and cooperation between the replaced and the newly-assigned personnel or, where appropriate or in the case of replacements, an overlap in the assignment of the replaced and newly-assigned personnel for as long as is necessary for the new candidate(s) to become prepared to perform the tasks required by the assignment.

O. Transition Services

1. If prior to the expiration or termination of the new contract, resulting from this solicitation, including any extension periods, the City has entered into a successor contract with another vendor for the provision of the services required hereunder, the Contractor agrees to assist the City and such new vendor in facilitating the transition ("Transition Services"). Such assistance shall include the turning over to the new vendor, upon the City request, any and all documents, work plans and records, provided by the City and/or specifically developed by the Contractor for the performance of the services under this Agreement, all data in a mutually agreed upon file format, provided the Contractor proprietary interest in such items is not exclusive.
2. The Contractor shall continue performing the Transition Services at the same level of quality for the transition period and to continue to comply with all the obligations of the contract.
3. A one hundred twenty (120) day transition period shall be established prior to contract expiration in which the Contractor agrees to cooperate in providing such Transition Services.
4. At the sole option of the FDNY, the Contractor shall provide Transition Services for an extended period of thirty (30) days, beyond the one hundred twenty (120) day transition period, to resolve issues prior to the final cutover.
5. The Contractor shall work with the subsequent vendor, as applicable, and at the direction of the Fire Department, in order to transition processes and transfer relevant account related data. The data format shall be mutually acceptable.
6. The Contractor acknowledges and agrees that Transition Services do not include the payment of any fee or expenses providing Transition Services during the transition period. All Transition Services shall be provided at no additional charge to the FDNY.

P. Confidentiality

1. The Contractor agrees that all records, information or data which it may have access to, examine, prepare, maintain or have custody of and deliver hereunder ("Confidential Information") would be kept strictly confidential. The Contractor would not at any time during the term of the Agreement, or thereafter, make any disclosure or statements or release to any third party any Confidential Information without the prior written approval of the Fire Department.
2. The Contractor agrees that it will instruct its officers, employees and agents, to maintain the confidentiality of any and all Confidential Information.
3. Upon expiration or termination of this Agreement, the Contractor would return to the Department any and all Confidential Information in the possession of the Contractor and its subcontractors, and permanently delete any and all Confidential Information maintained in any electronic form by the Contractor or its subcontractors.

4. A breach of this section would constitute a material breach of this Agreement for which the FDNY may terminate the Agreement. The FDNY reserves any and all other rights and remedies in the event of unauthorized disclosure.
5. This provision would survive the expiration or termination of this Agreement.

Q. Fire Department Assumptions Regarding Performance Based Payment Structure

1. Price Determination Guidelines

By submission of the offer, the proposer certifies and in case of a joint offer, each party certifies as to its own organization, that to the best of his knowledge and belief:

- i. The prices, warranties, benefits, terms and costs stated in the Contractor's proposal are at least equal to or more favorable to the City than the prices, warranties benefits, terms and costs charged or offered to commercial customers for similar services and are exempt from all sales taxes.
- ii. The prices in a proposal have been arrived at independently without collusion, consultation, communication or agreement for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any competitor.
- iii. Unless otherwise required by law, the prices quoted in the Proposal have not been knowingly disclosed by the Contractor and will not knowingly be disclosed by the Contractor prior to award of the contract, directly or indirectly, to any other proposer or to any competitor.
- iv. No attempt has been made or will be made by the Contractor to induce any other person, partnership or corporation to submit or not to submit a proposal for the purpose of restricting competition.
- v. That no elected or appointed official, council member or other officer or employee of the City of New York, or person whose salary is payable in whole or in part from the City Treasury is directly or indirectly interested in the Proposal, or in the services, supplies, materials, equipment, work or labor to which it relates, or in any of the profits therefore.
- vi. The said Contractor is not in arrears to the City of New York upon any debt of contract, and is not under a default, as surety or otherwise, upon any obligation to the City of New York, and has not been declared not responsible, or disqualified, by any agency of the City of New York or State of New York, nor is there any proceeding pending relating to the responsibility or qualification of the Contractor to receive public contracts.

2. Compensation

- a. The Contractor shall provide pricing for monthly regular Technical Support Center Services based as the hourly rates listed on the Price Proposal Form. Although the service coverage shall be twenty-four (24) hours per day, seven (7) days per week, 365 days per year as necessary to maintain the required staffing to perform the Services required herein, the Fire Department reserves the right to decrease the service coverage as needed. All pricing shall be fully burdened as noted the Price Proposal Form.
- b. The Department anticipates future growth in technical requirements over the term of this contract. In the event of change, the Fire Department reserves the right to increase staff at contracted rates,

include additional titles, or decrease Contractor personnel as necessary. In addition, Contractor personnel shall be able to accept longer or different work arrangement at any given point to be able to deal with unexpected contingencies. Such coverage shall include extending the hours of core staff or bringing in additional staff upon mutual agreement of the Contractor and the FDNY Project Coordinator. The Contractor shall be responsible for providing backup staff for periods of absenteeism, for example, vacations and sick days of Contractor personnel. The temporary adjusted work arrangement to maintain the required coverage in this agreement will not be considered as an overtime.

- c. All rates per title hour shall be “fully burdened” (“Fully Burdened”) and include all labor, capital equipment costs, statutory payroll, fringe benefits, overhead, meals, insurance, travel time, transportation costs, tolls, vehicles, attendant expenses, consumable materials, all auxiliary costs (such as secretarial support, office materials, etc.) and Contractor profit. The Contractor shall not charge the Department for a lunch hour or any Contractor breaks. Overtime and work performed on a City Holiday shall be the same rate as the fixed cap hourly rate for the job title in the Contractor’s price proposal.
- d. All price quotes shall be subject to the review and approval of the FDNY Authorized Representative and the Agency Chief Contracting Officer. The Department shall not be responsible for any additional costs incurred by the Contractor without written approval of another estimate.

3. Prompt Payment

- a. The Prompt Payment provisions set forth in Chapter 4, Section 4-06 of the Procurement Policy Board rules in effect at the time of this solicitation will be applicable to payments made under this contract. The provisions require the payment to Contractors of interest on payments made after the required payment date except as set forth in subdivisions c (3) and d (2), (3), (4), and (5) of Sections 4-06 of the rules the required payment date will be thirty (30) days after the Invoice Received or Accepted date (“IRA” date).
- b. The Contractor shall submit approved-format invoices to receive a payment, except where the contract provides that the Contractor shall be paid at pre-determined intervals without having to submit an invoice for each scheduled payment. Determinations of interest due shall be made in accordance with the provisions of Section 4-06 of the Procurement Policy Board Rules and General Municipal Law 3-a.

4. Charges/Payments/Taxes

- a. The Contractor may invoice the City monthly for all Services for which it has received final acceptance from the Department. All invoices shall be subject to the review and approval of the FDNY Authorized Representative and the Agency Chief Contracting Officer.
- b. Prices shall remain fixed for the term of the contract with no price increases.
- c. The City is exempt from all sales taxes; therefore, charges shall not contain any Federal, State, County, City or other sales taxes.
- d. The information and instruction for submitting the invoices will be provided in the Notice of Proceed letter.
- e. Submission of an invoice shall be deemed a certification that the Services described in the

invoice have been performed in accordance with the terms of this Agreement, and that the amount billed have not been previously billed or paid for.

5. Executory (Non-Funding Clause)

- a. Each award obligation of the City is conditioned upon the availability of funds, which are appropriated or allocated for the payment of such an obligation.

R. Liquidated Damages

The Fire Department's assumptions regarding which performance outcome measures and related financial incentives and/or disincentives will best assure that the selected proposer(s) will perform the work under the contract(s) awarded from this RFP in a manner cost effective for the Fire Department and would most likely achieve the Fire Department's goals and objectives. The Fire Department reserves the right to apply liquidated damages provisions for the Contractor's failure to perform tasks required under the contract.

1. If the Contractor fails to timely perform a scheduled Technical Support Center (Helpdesk) call or fails to respond to a service call, during the service window as defined herein then the Contractor shall be subject to fixed and liquidated damages of one hundred dollars (\$100) per hour or portion thereof beyond the established time frame that the Contractor fails to respond.
2. If the Contractor fails to provide services and deliverables within the time periods established herein, the Contractor shall be subject to a deduction from the contract price of a sum equivalent to 5% of the final contract price per day (total value of the final 5-year contract divided by 1825 days) or portion thereof that the Contractor exceeds the time allowed or fails to provide such services.
3. If the Contractor has submitted a Subcontractor Utilization Plan and has failed to meet the requirements as stipulated in Schedule B- M/WBE Utilization Plan, the Contractor shall be subject to the enforcement requirements stipulated in Article 2 therein and may be subject to the assessment of liquidated damages in the amount of ten percent (10%) of the difference between the value of the M/WBE participation goal agreed to by the Contractor and the value of the M/WBE participation goals for which the contractor obtained qualifying subcontractors.
4. If the Contractor fails to list a subcontractor and/or report subcontractor payments in a timely fashion it would result in the FDNY declaring the Contractor in default of the Contract and may subject the Contractor to liquidated damages in the amount of one hundred dollars (\$100.00) per day for each day that the Contractor fails to identify a subcontractor along with the required information about the subcontractor and/or fails to report payments to a subcontractor, beyond the time frames set forth in the Notice to Bidders herein and in accordance with Article 15 herein.
5. All such charges against the Contractor shall be deducted from money that is due or shall become due to the Contractor from the City. In the event that there is no money due the Contractor, then the Contractor shall pay the amount of damages due to the City.
6. The Contractor shall monitor all deliverables and services and shall promptly notify the ACCO and the FDNY Authorized Representative, by telephone or other means, of any failure to provide such deliverables and services in accordance with the contract schedule. The Fire Department shall determine if failure to provide such deliverables and services have caused or are likely to cause impairment to the operation of the Department or an inconvenience to the Fire Department. If it is determined that such failure to provide the deliverables and services have caused or are likely to cause such impairment or inconvenience, then the Fire Department shall notify the Contractor in writing, and

provide a cure date to the Contractor. The cure date shall provide the Contractor with a time period to cure the situation to avoid liquidated damages. Decisions of the Fire Department in this regard shall be final and shall not be arbitrary or capricious.

S. Term of the Agreement

1. The term of the Agreement shall be from the date of the Notice to Proceed, until the expiration of five (5) consecutive years unless otherwise terminated, cancelled, abrogated, or amended.
2. The Contractor shall commence work as described in this RFP within thirty (30) calendar days from the date of the written Notice to Proceed.

T. Compliance with Local Law 34 of 2007

Pursuant to Local Law 34 of 2007, amending the City's Campaign Finance Law, the City is required to establish a computerized database containing the names of any "person" that has "business dealings with the city" as such terms are defined in the Local Law. In order for the City to obtain necessary information to establish the required database, vendors responding to this solicitation are required to complete the Doing Business Data Form in PASSPort with when they are submitting their proposal. For information on how to complete the Doing Business Data Form in PASSPort, please see "Manage Responses // LL34 Compliance" in Instructions for Responding to the RFP file in Documents Tab. New for 2018: Organizations which hold 10% or more ownership of the entity must now be reported. Beginning in January 2018, an entity must submit a DBDF that certifies whether one or more organizations own or control 10% or more of the entity. Until such a DBDF has been received by Doing Business Accountability, a DBDF submitted with a filing status of No Change will not be accepted. To determine if Doing Business Accountability has received such a certification from your entity, contact doingbusiness@mocs.nyc.gov or at 212-788-8104.

U. Whistleblower Protection Expansion Act Rider

Pursuant to Local Law Nos. 30-2012 and 33-2012, certain provisions have been added to New York City Local Law concerning the protection of employees for whistleblowing activities. Pursuant to these Local Laws, please read the Whistleblower Protection Expansion Act Rider in PASSPort.

V. Paid Sick Leave Law Contract Rider

The Earned Sick Time Act, also known as the Paid Sick Leave Law ("PSLL"), requires covered employees who annually perform more than 80 hours of work in New York City to be provided with paid sick time. Contractors of the City of New York (or of other governmental entities) may be required to provide sick time pursuant to the PSLL. The Paid Sick Leave Law Rider, will be included in any contract awarded from this RFP and will incorporate the PSLL as a material term of such a contract. Please read Appendix A and Paid Sick Lead Rider in PASSPort.

W. Compliance with the Iran Divestment Act

Pursuant to State Finance Law Section 165-a and General Municipal Law Section 103-g, the City is prohibited from entering contracts with persons engaged in investment activities in the energy sector of Iran. Each applicant is required to complete the attached Bidders Certification of Compliance with the Iran Divestment Act, certifying that it is not on a list of entities engaged in investments activities in Iran created by the Commissioner of the NYS Office of General Services. If an applicant appears on that list, the Agency/Department will be able to award a contract to such applicant only in situations where the applicant is taking steps to cease its investments in Iran or where the applicant is a necessary sole source.

Please refer to Passport for information on the Iran Divestment Act required for this solicitation and instructions on how to complete the required form to <https://ogs.ny.gov/iran-divestment-act-2012> for additional information concerning the list of entities.

X. Compliance with Hire NYC and Reporting Requirements

The Hiring and Employment Rider shall apply to contracts valued at \$1 million or more for all goods, services and construction except human services contracts that are subject to the Public Assistance Hiring Commitment Rider. The Rider describes the Hire NYC process and obligations, including reporting requirements throughout the life of the contract. The Hire NYC process requires contractors to enroll with the Hire NYC system within thirty days after the registration of the contract subject to this solicitation, to provide information regarding all entry to mid-level job opportunities arising from this contract and located in New York City, and to agree to interview qualified candidates from HireNYC for those opportunities. The Rider also includes reporting requirements unrelated to HireNYC.

See Hiring and Employment Rider: HIRENYC and Reporting Requirements in Passport.

Y. Acceptance of City of New York Terms and Conditions

Appendix A (in Passport), and Sections V- GENERAL INFORMATION TO PROPOSERS of the Solicitation below contain the City of New York's legal terms and conditions for the proposed contract. The final contract will substantially contain all of these terms and conditions. Proposers who cannot meet all or some of these terms and conditions must state so in their Technical Proposal, being as specific as possible. This means that all Proposers should have their legal representative(s) review the terms before submission of their Proposals.

SECTION IV – FORMAT, CONTENT AND SUBMISSION OF THE PROPOSAL

Instructions: Proposers wishing to express interest in this RFP must submit a written proposal via PASSPort Portal in accordance with the terms and conditions set forth below.

A. **Proposal Format**

1. **Technical Proposal**

The Technical Proposal should include a cover letter with:

- a. The Company name,
- b. Business address,
- c. Number of years in business, and
- d. Name, address and telephone number of person authorized to represent the responding firm.

The Technical Proposal is a clear, concise narrative and includes the following:

- a. **Table of Contents:** Provide a table of contents for the materials contained in the proposal.
- b. **Summary:** Provide a summary of the important features of the proposal, including the proposer's understanding of the Scope of Services as delineated herein and the tasks to be accomplished in order to provide the services specified in this RFP.
- c. **Qualifications and Experience:**
 - i. Demonstrate the proposer's relevant qualifications and experience in the last five (5) years, background, and knowledge, both for the firm as a whole, for each key staff person in providing the services described herein, and, if applicable, each subcontractor the proposer intends to assign to the effort required for the proposed services.
 - ii. Provide a listing of all references, including the name of the reference entity, a brief statement describing the relationship between the proposer and reference entity, and the name, title, telephone number and e-mail address of a contact person at the reference entity, for the proposer.
 - iii. Provide for each key staff person a resume and job description of the qualifications that will be required to provide the services specified in this RFP. The technical proposal should confirm all proposed personnel can legally remain employed on the subject procurement for the entire five-year term of the contract.
 - iv. Provide a synopsis of the scope of any similar service(s) conducted by the proposer as a whole and/or in which proposed key personnel participated.
- d. **Organizational Capability:**
 - i. Demonstrate the organizational capability of the company focusing on intangible assets which include the management and development of company solutions, internal software development skills, people engagement, ability to re-skill employees, quality training, company culture, leadership, structure and organization process management.

- ii. State the number of employees you have and the number you plan to assign to this project and demonstrate how that will achieve all the goals/deliverables we outlined in the scope of services while folding in our work into your normal business operations.
- iii. Provide a description of the organization and management structure. Identify how the organization carries out mission-essential and other support tasks, define operational procedures, provide a description of how the organization improves its mission, and how decisions are managed.
- iv. Provide a projection of how this project will affect the proposer's current workload and standby capability. Specifically cite any ongoing jobs, and demonstrate that they would not impact the proposer's capability to successfully implement this project.
- v. Provide a statement affirming the proposer's availability in the NYC area and for all aspects of service required herein.
- vi. State whether or not there are any pending legal proceedings to which the proposer and any of its subsidiaries are a party to, of which any of their property is subject and any proceedings known to be contemplated by governmental authorities. If so, describe the nature and circumstances of the pending proceeding in detail.
- vii. Attach a copy of the proposer's latest annual financial report, audit report, or most recent federal tax return with all schedules and sub-schedules.

e. Proposed Approach:

Describe in detail how the proposer will provide the Services described in Section III – Scope of Services of this RFP and demonstrate that the proposer's proposed approach will fulfill the Fire Department requirements.

- i. Describe the Proposer's solution and demonstrate that it will effectively meet the goals and objectives set forth in this RFP by providing:
 - a) A description of the proposed solution to meet the goals set forth in this RFP.
 - b) A narrative overview of the capabilities of the Proposer and key personnel, and of the methodology to be employed in meeting the requirements of the RFP.
 - c) A project description including tasks and proposed time frame for start-up of the operation, and delivery of services. Describe expectations and requirements for transition of services, if applicable.
 - d) A preliminary Work Plan, utilizing MS Project. The preliminary Work Plan shall include but not be limited to: task description, distribution of personnel hours, and a proposed schedule for start-up of the operation, delivery of required Services, and methods for meeting the technical requirements of the project.
 - e) A narrative overview of the proposed interaction between the Proposer and the Fire Department with respect to managing Technology Support Center/Help Desk services as

described herein. The Proposer should site specific examples of services provided for projects of similar scope and complexity.

- f) Specific descriptions of methodologies for meeting the requirements to include project management and control procedures, client communications procedures, project scheduling and reporting procedures, and detailed descriptions of the workflow methodologies to be employed from the implementation of services. Areas to be addressed include: Help Desk Services, HDMS Administration.
- ii. Describe and demonstrate procedures for the review of qualifications and background check of personnel for the provision of services to meet the project requirements.
- iii. Describe and demonstrate the effectiveness of the proposer's plan for managing and implementing the Technology Support Center services.
- iv. Disaster Recovery Plan: The proposer shall submit a disaster recovery plan for the immediate continuation of services in the case where the Technology Support Center is incapacitated due to any cause including those from natural disasters, fire, or other emergencies.
- v. Describe and demonstrate the effectiveness of the methods of quality assurance the proposer will utilize. The Proposer should site specific examples of quality control methods employed on projects of similar scope and complexity.
- f. **Proposer Exceptions:** Define any exceptions taken to the requirements of the RFP, including general provisions for Service Contracts. The exceptions would be included in a separate section of the Technical Proposal and clearly identified as such.

Note: The technical proposal shall NOT include any pricing information or any exceptions or notes referencing the pricing proposal. All such pricing information shall be included ONLY in the Financial Envelope Questionnaire. Respondents that disclose any price information other than as requested in the Financial Envelope Questionnaire will be declared non-responsive to this solicitation.

Respondents would be solely held responsible for ensuring that no price information is disclosed to any City individual during the Demonstration process.

2. Price Proposal

A PDF Document for the submission of the Price Proposal is located under Financial Envelope Questionnaire tab in PASSPort. Attach the fully completed and filled out PDF file under the same Financial Envelope Questionnaire section in PASSPort. The Fire Department reserves the right to select any payment structure that is in the City's best interest.

The Price Proposal shall consist of the following:

- a. The Price Proposal Form shall be utilized by the Proposer for the submission of the Price Proposal. An authorized officer of the firm must sign the price proposal. Negotiated prices shall remain fixed for the term of this contract. The proposer shall include the total cost for the scope of work set forth in this RFP:

- i. The service coverage shall be twenty-four (24) hours a day, seven (7) days a week, 365 days a year.
- b. All fixed rate pricing and fees shall be fully burdened (“Fully Burdened”) and shall include, but not be limited to, all labor, capital equipment costs, statutory Contractor payment such as Social Security and Worker’ Compensation, fringe benefits, administrative support, software, messenger/postage services, reproduction services, supplies, Contractor overhead and expense, meals, insurance, local transportation costs, tolls, vehicles, attendant expenses, travel time, consumable materials, and Contractor profit. Overtime and work performed on a City Holiday shall be the same rate as the fixed cap hourly rate for the job title in the Contractor’s price proposal. All documents and reports requested in regard to this RFP, including but not limited to contract documents, reports, service reviews, cost estimates, distribution reports, QC reports, price proposals shall be provided at no additional cost to the Fire Department.
- i. In Part I of the Price Proposal Form, the Contractor shall list all Job Classifications/Titles to be included within the price schedule. The Contractor shall include the applicable Rate per Hour for the first year and list the Average Net Employee Hourly Compensation Range. Net employee hourly rate is the hourly rate to include labor only.
- ii. In Part II of the Price Proposal Form, the Contractor shall furnish a not-to-exceed price for each year of the contract to furnish the support center and staffing services as described herein.
 - a.) Technical Support Center Service (A) for each year.

The Contractor shall include the required Number of Hours per week and the Rate per Hour indicated in Part I of the Price Proposal Form by the Number of Hours to obtain the total weekly cost for the corresponding labor title. The proposer shall provide the hours and a fixed hourly rate for each job classification in the proposed project term. The hourly rates shall be all inclusive and reflect items and Services performed by the Contractor to provide a TSC as delineated in Section III Scope of Services. The PDF file will automatically generate the total monthly and annual rate for the total amount of technical support center services. The fixed rate pricing shall be fully burdened and shall include but not be limited to all labor, capital equipment costs, administrative support, software, messenger/postage services, reproduction services, supplies, statutory payroll, overhead, meals, insurance, social security, Worker’s Compensation, local transportation costs, tolls, vehicles, attendant expenses, travel time, consumable materials, and Contractor profit.

- b.) Automatic Call Director Services (B) for each year.

The Contractor shall furnish a not-to-exceed price for each month of the contract to furnish ACD services as described herein.

- c.) Price summary.

The PDF file will automatically generate the price summary for each year and the total contrast cost by adding the total cost per year.

- c. All price quotes shall be subject to the review and approval of the FDNY Authorized Representative and the Agency Chief Contracting Officer. The Department shall not be responsible for any additional costs incurred by the Contractor without written approval.

The proposer shall provide the hours and a fixed hourly rate for each job classification in the proposed project team. The hourly rates shall be all inclusive and reflect items and Services performed by the Contractor to provide a TSC as delineated in Section III Scope of Services.

- d. The Contractor shall be required to keep its submission of pricing data current until the Agreement has been completed. If the Contractor refuses to submit the required data to support price, the ACCO shall not accept the price.
- e. The prices shall remain fixed for the duration of the contract and shall not be subject to any additions, mark-ups, percentage multipliers, or cost of living increases. FDNY will not pay for travel to or from the FDNY Facility.

Attachments with pricing information shall not be included with the technical proposal.

3. Information and Instruction for Proposers Pertaining to this RFP

- a. Documents for this RFP can be found in the RFX Documents tab in the PASSPort System.

The Documents include:

- This Document
- Instructions for Responding to the RFX
- Appendix A with Appendix A Addendum
- Notice to Prospective Contractors on M/WBE Requirements
- Schedule B-M/WBE Utilization Plan
- Local Law 34 Compliance-Passport instructions
- Whistleblower Protection Expansion Act Rider
- Paid Sick Leave Law Contract Rider
- Iran Divestment Act
- HIRENYC Rider
- Notice to Bidders - Subcontracting

- b. Technical Envelope Questionnaire Tab in PASSPort System:

Proposers must complete all required questions within Technical Envelope Questionnaire tab. Questions are organized into a series of sections. Failure to submit all required documents and/or information will be declared non-responsive to this solicitation.

- i. Technical Proposal Evaluation Criteria Section:

Qualifications and Experience, Organizational Capacity, and Proposed Approach Sections: Proposers are required to certify that they addressed the noted information in their attached technical proposal.

- ii. Technical Proposal Section:

Technical proposal must be uploaded as **a single PDF document** in RFX Technical Proposal section. Proposers must follow rules and guidelines listed under Section IV – “Format, Content and Submission of the Proposal”.

iii. Affirmation Section:

Under Affirmations section the proposer must submit all required and completed documents under these following questions:

- a) Iran Divestment Compliance
- b) MacBride Principles
- c) Affirmation of Taxes Paid
- d) Doing Business Data Form

c. Financial Envelope Questionnaire Tab in PASSPort System

The Financial Envelope Questionnaire tab functions as the price component for solicitation. When filling out the PDF Attachment, be mindful to enter a value for every required cell according to the required information. Submit the completed and signed price proposal under this Questionnaire tab.

IMPORTANT: No comments, statements, or other markings shall be placed on the price schedule. DO NOT MODIFY ANY GIVEN INFORMATION. Failure to fully complete any required section of the price schedule may result in a determination of non-responsiveness in accordance with Section 2-07 of the Procurement Policy Board Rules.

d. Item tab in the PASSPort system

Record the final total price amount calculated on Price Proposal in the Item tab.

SECTION V – PROPOSAL EVALUATION AND CONTRACT AWARD PROCEDURES

A. Selection Process

All proposals accepted by the Fire Department will be reviewed to determine whether they are responsive or non-responsive to the requisites of this RFP. Proposals that are determined by the Agency to be non-responsive will be rejected.

The FDNY's Evaluation Committee will evaluate and rate all responsive proposals based on the Evaluation Criteria prescribed below. The proposals will be ranked in order of highest to lowest technical score and the agency will establish a shortlist by establishing a minimum threshold score for technically viable proposals. The minimum threshold for technical viable proposal is 70.

Proposals submitted by New York State or City certified M/WBEs that meet or surpass the minimum threshold score, 70, will then be given a ten percent (10%) point preference of the total technical points earned in the evaluation of the proposal.

The Fire Department reserves the right to conduct site visits and/or interviews and/or to request that proposers make presentations and/or demonstrations, as the FDNY deems applicable and appropriate. Although discussions may be conducted with proposers submitting acceptable proposals, the FDNY reserves the right to award contracts on the basis of initial proposals received, without discussions; therefore, the proposer's initial proposal should contain its best technical and price terms.

B. Evaluation Criteria

A proposal shall be deemed responsive only if all of the requirements of the RFP have been met.

Evaluation of the technical proposals shall be based on a combination of the responsiveness of the proposal, acceptability of the proposed system, and the qualifications of the proposer as outlined below:

1. The criteria and the relative weight of each that will be utilized to evaluate proposals are:

Criteria	Weight
a. The quantity and quality of the Proposer's successful relevant qualifications and experience providing the services described herein in all referenced areas of providing technology support center services.	50 %
b. Demonstrated level of organizational capability.	20 %
c. A Proposer's demonstrated quality of proposed approach and methodology for scope of services described in the scope of this RFP.	30 %

2. After completion of the technical evaluations, the Evaluation Committee may request oral presentations from qualified proposers for further evaluation.
 - a. At the sole option of the FDNY and if the Evaluation Committee deems it necessary, respondents will be invited to present an overview of the solution remotely.
 - b. The oral presentation shall be followed by a question-and-answer session. A total maximum of two (2) hours in duration will be set-aside for each oral session.

- c. Oral and/or visual presentations shall not include any pricing information or any information that is not included in the written proposal. The purpose of the oral/visual presentation shall be solely to enhance and clarify the information contained in the written proposal.
3. As a result of the oral interview, the Evaluation Committee may re-assess the initial evaluation of the technical proposals based on an assessment of:
- a. How well the total proposal meets the FDNY requirements.
 - b. The knowledge of the Contractor's representatives about a Technology Support Center for the FDNY.
 - c. The quality of organization structure and compliance program.

NOTE: As further described below, it is important that no price information be disclosed in the Technical Proposal or the oral presentation/interview.

Respondents that disclose any price information other than as requested in the price proposal will be declared non-responsive to this solicitation. Respondents would be solely held responsible for ensuring that the price proposal information is in a filled-out price proposal attachment and uploaded in PASSPort and that no price information is disclosed to any City individual during the Demonstration process.

C. Basis for Contract Award and Contract Negotiations

Based on the final technical scores of the proposals, after any oral presentations, discussions and/or technical Best and Final Offers, if applicable, have been held, the FDNY will establish a shortlist through a technically viable cutoff score, 70, and those proposals still under consideration for award will be ranked in order of lowest price per technical point, which will be calculated by dividing the proposed price (or Best and Final Offer price, if applicable) by the final technical score.

A contract will be awarded to the responsible proposer whose proposal is determined to be the most advantageous to the City, taking into consideration the price and such other factors or criteria which are set forth in this RFP , and the successful negotiation of an appropriate fee. Contract award shall be subject to the timely completion of contract negotiations between the Fire Department and the selected proposer. Should negotiations fail to result in a signed contract within thirty (30) days, the Fire Department reserves the right to terminate negotiations and select the proposer whose proposal is the next lowest price per technical point, and so on until a contract award can be successfully negotiated for an appropriate fee and in a timely manner, and results in a contract that is advantageous to the City. The successful Contractor shall not disclose nor use any information contained in or received about this RFP or resulting contract without approval of the Fire Commissioner.

SECTION VI – GENERAL INFORMATION TO PROPOSERS

A. Complaints.

The New York City Comptroller is charged with the audit of contracts in New York City. Any proposer who believes that there has been unfairness, favoritism or impropriety in the proposal process should inform the Comptroller, Office of Contract Administration, 1 Centre Street, Room 835, New York, NY 10007; the telephone number is (212) 669-3000. In addition, the New York City Department of Investigation should be informed of such complaints at its Investigations Division, 80 Maiden Lane, New York, NY 10038; the telephone number is (212) 825-5959.

B. Applicable Laws.

This Request for Proposals and the resulting contract award(s), if any, unless otherwise stated, are subject to all applicable provisions of New York State Law, the New York City Administrative Code, New York City Charter and New York City Procurement Policy Board (PPB) Rules. A copy of the PPB Rules may be obtained by contacting the PPB at (212) 788-7820.

C. General Contract Provisions.

Contracts shall be subject to New York City's general contract provisions, in substantially the form that they appear in "Appendix A—General Provisions Governing Contracts for Consultants, Professional and Technical Services" or, if the Agency utilizes other than the formal Appendix A, in substantially the form that they appear in the Agency's general contract provisions. A copy of the applicable document is available through the Authorized Agency Contact Person.

D. Contract Award.

Contract award is subject to each of the following applicable conditions and any others that may apply: New York City Fair Share Criteria; New York City MacBride Principles Law; submission by the proposer of the requisite New York City Department of Business Services/Division of Labor Services Employment Report and certification by that office; submission by the proposer of the requisite VENDEX Questionnaires/Affidavits of No Change and review of the information contained therein by the New York City Department of Investigation; all other required oversight approvals; applicable provisions of federal, state and local laws and executive orders requiring affirmative action and equal employment opportunity; and Section 6-108.1 of the New York City Administrative Code relating to the Local Based Enterprises program and its implementation rules.

E. Proposer Appeal Rights.

Pursuant to New York City's Procurement Policy Board Rules, proposers have the right to appeal Agency non-responsiveness determinations and Agency non-responsibility determinations and to protest an Agency's determination regarding the solicitation or award of a contract.

F. Multi-Year Contracts.

Multi-year contracts are subject to modification or cancellation if adequate funds are not appropriated to the Agency to support continuation of performance in any City fiscal year succeeding the first fiscal year and/or if the contractor's performance is not satisfactory. The Agency will notify the contractor as soon as is practicable that the funds are, or are not, available for the continuation of the multi-year contract for each succeeding City fiscal year. In the event of cancellation, the contractor will be reimbursed for those costs, if any, which are so provided for in the contract.

G. Prompt Payment Policy.

Pursuant to the New York City's Procurement Policy Board Rules, it is the policy of the City to process contract payments efficiently and expeditiously.

H. Prices Irrevocable.

Prices proposed by the proposer shall be irrevocable until contract award, unless the proposal is withdrawn. Proposals may only be withdrawn by submitting a written request to the Agency prior to contract award but after the expiration of 90 days after the opening of proposals. This shall not limit the discretion of the Agency to request proposers to revise proposed prices through the submission of best and final offers and/or the conduct of negotiations.

I. Confidential, Proprietary Information or Trade Secrets.

Proposers should give specific attention to the identification of those portions of their proposals that they deem to be confidential, proprietary information or trade secrets and provide any justification of why such materials, upon request, should not be disclosed by the City. Such information must be easily separable from the non-confidential sections of the proposal. All information not so identified may be disclosed by the City.

J. RFP Postponement/Cancellation.

The Agency reserves the right to postpone or cancel this RFP, in whole or in part, and to reject all proposals.

K. Proposer Costs.

Proposers will not be reimbursed for any costs incurred to prepare proposals.

L. Vendex Fees.

Pursuant to PPB Rule 2-08(f)(2), the contractor will be charged a fee for the administration of the Vendex system, including the Vendor Name Check Process, if a Vendor Name Check review is required to be conducted by the Department of Investigation. The contractor shall also be required to pay the applicable fees for any of its subcontractors for which Vendor Name Check reviews are required. The fee(s) will be deducted from payments made to the contractor under the contract. For contracts with an estimated value of less than or equal to \$1,000,000, the fee will be \$175. For contracts with an estimated value of greater than \$1,000,000, the fee will be \$350. The estimated value for each contract resulting from this RFP is estimated to be (less than or equal to \$1million) (above \$1million).

M. Charter Section 312(a) Certification.[IF APPLICABLE]

 X The Agency has determined that the contract(s) to be awarded through this Request for Proposals will not result in the displacement of any New York City employee within this Agency. See attached Displacement Determination Form.

 The Agency has determined that the contract(s) to be awarded through this Request for Proposals will result in the displacement of New York City employee(s) within this Agency. See attached Displacement Determination Form.

 The contract to be awarded through this Request for Proposals is a task order contract that does not simultaneously result in the award of a first task order; a displacement determination will be made in conjunction with the issuance of each task order pursuant to such task order contract. Determinations for any subsequent task orders will be made in conjunction with such

(Commissioner) (Agency Chief Contracting Officer)

Date

EXHIBIT 1. FDNY TECHNICAL SUPPORT CENTER SERVICE CATALOG TEMPLATE



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Issue Date: June-24-2008

Version: 1.0

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<<Title of Document>>
<<Audience>>

Author(s):
Reviewer(s):
Status: DRAFT



Issue Date: June-24-2008
Version: 1.0



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Table of Contents

1	Introduction	3
1.1	Purpose	3
1.2	Scope	3
2	Heading 1	4
2.1	Heading 2	4
2.1.1	Sub-heading 3	4
3	Workflow	5
4	References	6
5	Glossary	6
6	Document Control	7
6.1	Revision History	7
6.2	Document Approval	7
6.3	Document Distribution	7



<<Title of document>>

Issue Date: June-24-2008

Version: 1.0



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1 Introduction

The system idea was conceived to limit the enterprise.

1.1 Purpose

This document has been created to explain the overall design of the

1.2 Scope

This document covers the overall design process for all aspects of the



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Issue Date: June-24-2008

Version: 1.0



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2 Heading 1

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2.1 Heading 2

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2.1.1 Sub-heading 3

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3 Workflow

<Include Visio workflow of process>

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Version: 1.0

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4 References

Provide a listing of all documents referenced in previous sections. This should be a simple text reference and include any document number(s), where applicable.

Documentation Reference

5 Glossary

Term	Definition



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Issue Date: June-24-2008

Version: 1.0

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6 Document Control

6.1 Revision History

Provide a revision history of the document. It is not necessary to maintain this section during development, but it must be completed prior to publishing a new revision of the document

Version	Author	Date (mmm-dd-yyyy)	Revisions
1.0			Initial Release

6.2 Document Approval

Job title/role	Name	Signature	Date (mmm-dd-yy)
Author (Document is complete)			
Technical Authority (Document is technically acceptable)			
Departmental Manager (Document acceptable for use)			

6.3 Document Distribution

Name/Location/Reference (Include Job Title/Role if appropriate)	Method (Electronic/Paper)	Copy No.
Document Library: <<Enter the document title as it appears in the Document Library>>		

EXHIBIT 2. OPERATING SERVICE LEVEL AGREEMENT TEMPLATE

Operating Service Level Agreement

This is an agreement between the numerous departments encompassed by FDNY-MISR and the Help Desk. It facilitates responsible ownership of customer issues and realistic response time of returning the customer to being fully operational as soon as possible.

In addition, the establishment of a cooperative working relationship lends to better service as communications between resources make not just faster solutions, but better ones, in as wide a scope as possible.

Calls/Issues brought to the attention of the Help Desk concerning;

Enter call/issue type

Shall be assigned to Group;

Enter assigned support function group

Response time frame;

Enter response timeframe requirements

Special Instruction

Enter special instructions

Signature of Approval by Bureau Head. _____ Date _____

Signature of Approval by CIO _____ Date _____