**ADVERTISEMENT**

**FOR THE USE AND BENEFIT OF**

**NESHOBA COUNTY GENERAL HOSPITAL AND NURSING HOME**

The NESHOBA COUNTY GENERAL HOSPITAL AND NURSING HOME will receive competitive, reverse auction bids, from pre-qualified vendors in the Office of the Director of Information Technology of Philadelphia, Mississippi at the Neshoba County General Hospital and Nursing Home, 1001 Holland Ave, in Philadelphia, Mississippi with specifications and proposals due at 10:00 AM on Monday, the 9th day of July, 2018 in response to a Request for Proposals (RFP) for the following equipment and services:

Surveillance Video Management System

Detailed specifications for the above described RFP may be obtained from the Director of Information Technology, 1001 Holland Ave, 4th Floor, Philadelphia, Mississippi 39350 or by calling 601-663-1475. Neshoba County General Hospital and Nursing Home will determine if compliance with the specifications exist before issuing the invitation to participate in the reverse auction bid for this procurement.

INSTRUCTIONS TO BIDDERS

All responses shall be placed, with proposals included therewith, in a sealed envelope marked “Proposal for Surveillance Video Management System”, and filed with Neshoba County General Hospital and Nursing Home C/O Director of Information Technology Kyle James, 1001 Holland Ave, Philadelphia, Mississippi 39350 on or before the due date and time. After proposals are reviewed, an invitation to qualified vendors will be sent out to participate in the reverse auction.

It shall be incumbent upon each bidder to understand the specifications and requirements as listed herein and to obtain clarification when necessary, including visiting the facility and staff to inspect and determine necessary information. It is not the intent of the specifications to limit the bidding to any particular brand or provider of services, but rather to select services to fill specific needs. Any reference to name-brand materials, equipment or services is intended to establish standards only and bids submitted on materials, equipment or services thereto shall be considered. Proposals and Bid Submitted may not be withdrawn for a period of 90 days.

Published on the 14th day of June, 2018.

Kyle James

Director of Information Technology

Neshoba County General Hospital and Nursing Home

Request for Proposals (RFP)

Surveillance Video Management System

for the

Neshoba County General Hospital and Nursing Home

Neshoba County, Mississippi

June 14th, 2018

Proposals Due

July 9th, 2018 – 10:00 AM

Reverse Auction

By Invitation to Pre-Qualified Vendors Submitting Compliant Proposals

*BACKGROUND INFORMATION*

The Neshoba County General Hospital and Nursing Home is accepting proposals for the award of a contract for providing a security camera system. Neshoba County General Hospital and Nursing Home presently operates a 160 bed nursing home and a 35 bed hospital with outlying clinics. Each proposal must conform and be responsive to the specifications contained herein.

*RFP OVERVIEW*

The Neshoba County General Hospital and Nursing Home invites qualified providers to submit a proposal in response to this Request for Proposals, for exclusive install of a surveillance video management system for our existing security cameras throughout the hospital, clinics, and nursing home at the Neshoba County General Hospital and Nursing Home.

The Neshoba County General Hospital is seeking to upgrade its current eleven video recorders with a security camera video management system throughout the hospital and nursing home. In addition to upgrading all video recorders, the hospital is seeking to install thirteen additional IP security cameras in specific locations.

Existing analog and IP cameras throughout the hospital will remain in place and will be added to the network video recorders. All existing cameras are presumed in working order. Authorized repairs to existing cameras will be billed on a time and material basis.

The Hospital will provide suitable POE switches no more than 320 feet from each new IP camera location. At each location network video recorders are being installed, hospital will provide rack space and uninterruptible power supplies.

This proposal is being competitively bid and will be awarded to the company that, in the opinion of the Neshoba County General Hospital and Nursing Home, is best qualified to serve the Hospital and Nursing Home and best responds to this request for proposal. The Hospital will offer the award based on the following factors:

• Commitment to service to our Healthcare Facility

• Commitment to deliver as promised in regards to installation, equipment, services, training, and maintenance to said systems

• Experience, reputation in the industry, and references

• Feasibility, innovation, communication, specific ideas and resources identified to

support the current security camera systems throughout the hospital, clinics, and nursing home.

• Demonstration of the company’s commitment to a partnership with the Hospital

• Ability to deliver a complete video management system for the security cameras currently in place.

Vendor must state that, if selected, vendor will furnish and install all equipment, cable, miscellaneous hardware and materials in compliance with all applicable codes, whether local, state or federal, and that all permits or licenses required for installation will be obtained without cost to Hospital.

This RFP does not commit the Hospital to award a contract, to pay costs incurred in the preparation of a proposal in response to this request, or to procure or contract for services or supplies.

Neshoba County General Hospital and Nursing Home reserves the right to reject any and all proposals, to waive formalities, informalities, or irregularities contained in a said proposal and to award a contract for items herein if it is deemed to be in the best interest of the Hospital to do so. Additionally, the Hospital reserves the right to negotiate optional items and/or services with the successful firm.

Offers by vendors shall be firm for a minimum of ninety (90) days following the proposal opening.

Prime Contractor Responsibility

The selected Vendor awarded this contract will be required to assume prime contractor responsibility for the contract and will be the sole point of contact with regard to the systems, installation, maintenance and training. The selected vendor will be required to assume responsibility for all services obtained under contracts resulting from this RFP. The Hospital will only contact the selected vendor awarded this contract for all matters involving providing the services solicited hereunder.

*REQUEST FOR PROPOSALS – SECURITY CAMERA VIDEO MANAGEMENT SYSTEM- SPECIFICATIONS*

*SECTION 1 – DEFINITION OF TERMS*

Neshoba County General Hospital and Nursing Home has made every effort to use industry-accepted terminology in this RFP and it will attempt to further clarify any point or item in question.

* The words “facility” or “Hospital” shall mean Neshoba County General Hospital and Nursing Home.
* The words "bidder", "vendor", and “contractor” may be used synonymously in this document.
* The word “system” or “systems”, unless otherwise qualified, means the proposed surveillance video management system for the existing analog and digital cameras described in the context of this solicitation.
* The words "must" "shall" or "will" mean that compliance with the intent of the statement is mandatory and failure by the vendor to satisfy that intent may cause the proposal to be rejected.

*SECTION 2 - TERM*

A. The term of the warranty contract is to be three (3) years from date of first usage or go live for the hybrid video recorders.

B. The Hospital may terminate the agreement for cause by providing a show cause letter to the contractor citing instances of non-compliance.

C. The contractor shall have thirty (30) days to cure non-compliance to the satisfaction of the facility.

*SECTION 3 - MODIFICATION*

A. Modifications to the terms of the agreement may be made by mutual agreement in

writing between the parties.

*SECTION 4 – TAXES, PERMITS, LICENSES AND FEE*

A. Vendor agrees to assume complete liability for all taxes, permits, licenses and fees

applicable to its property, income and business arising out of or in connection with

the performance of this agreement.

B. Vendor shall obtain all necessary permits and licenses for the installation and

operation of all equipment in its name and at its expense.

C. Vendor will not be reimbursed by the Hospital for any direct or indirect tax imposed

on it by reason of this agreement.

D. A walk-through of the facility is required for the vendor to get exact locations of

where new IP cameras will be installed.

*SECTION 5 –TECHNICAL SPECIFICATIONS VIDEO MANAGEMENT SYSTEM*

5.0 Scope of Work – Hybrid Network Video Recorders, Video Management System, and IP Cameras

The purpose of this procurement is to upgrade all existing surveillance video recorders to a hybrid network video recorder solution with a video management system to view, record, and playback all analog or IP camera in the facility. The system furnished shall be of advanced technology with state-of-the-art equipment provided. Each of the network video recorders will have a unified video management software system that provide ease of management for accessing all cameras, software updates, and provide a user one interface to log in to view any camera. Thirteen new vandal-dome IP cameras will be installed in identified areas to expand current camera coverage.

5.1 Facility Location, Number of Video Recorders, and IP cameras

The locations and number of Video Recorders and IP cameras initially required are listed below. Exact location of cameras may vary during installation but number of cameras to be install shall not change.

FACILITY LIST AND NUMBER OF HYBRID DVR’s AND IP CAMERAS REQUIRED

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Facility** | **Address** | **NVR’s**  **To Install** | **# IP Cameras to Install** | **# Encoders** |
| Main Hospital Building | 1001 Holland Ave  Philadelphia, Mississippi 39350 | 4 | 5 | 1-16 channel 1-8 channel |
| Medical Office Building | 1003 Holland Ave  Philadelphia, Mississippi 39350 | 0 | 4 | 0 |
| Nursing Home | 1001 Holland Ave  Philadelphia, Mississippi 39350 | 3 | 0 | 0 |
| Urgent Care | 1120 Main Street  Suite 100  Philadelphia, Mississippi 39350 | 0 | 4 | 0 |

5.2 Additional Requirements

The hospital requires that all NVR’s communicate with one interface and not set up as stand-alone devices.

5.3 Hybrid Network Video Recorder Hardware

5.3.1 Server Features

The server shall be in a rack-mount chassis and shall fit in an EIA-standard rack utilizing no more than two units rack space. The operating system shall be at least Microsoft Windows Server 2012. Server shall have front accessible, hot swappable hard-disk trays

5.3.2 Server System Features

The server shall meet or exceed the following system component specifications:

* Server shall have at least 32GB of DDR3 system memory
* Server shall provide between 2TB and 12TB RAID5 with hot spare for internal storage of video event data
* Server shall have four Gigabit network controller ports
* Server shall have an RS-232C serial port for communications with a pan, tilt, zoom camera
* Server shall have the ability to support analog and IP cameras

5.4 Video Surveillance Software

The following items outline the minimum specifications required but not limited to the surveillance software that will operate on each of the Network Video Recorders.

* Cross-browser support for both Windows and Mac platforms
* Mobile app software available for both iOS and Android devices
* Ability to record, playback, live view, and export any camera on the network.
* Advanced search capabilities; smart search and thumbnail search
* Remote software updating
* Hybrid support for both analog and IP
* Dynamic resolution scaling
* One time, per camera license fee, no server/client license fee

5.5 IP Cameras

The following items outline the minimum specifications required but not limited to the IP cameras that will be installed as part of this proposal.

* 3 megapixel resolution, fixed lens
* Up to 30 meters of Infrared range
* Indoor/outdoor vandal dome
* 1 RJ45 10/100 M Ethernet Interface

*SECTION 6 – MAINTENANCE AND SUPPORT*

6.0 Maintenance and Support Commitment

6.1. System Maintenance and Support Plan

Vendor shall describe in detail how the systems are maintained and supported to ensure, for the duration of the warranty, reliable and consistent access to system controls and reporting capabilities by the Hospital. The vendor’s service and support plan must address at a minimum the following topics:

6.1.2 Trouble Help Desk

Vendor shall provide a helpdesk phone number where hospital IT staff can call to get assistance in troubleshooting and repairing hardware problems with the hybrid network video recorders or management software.

6.1.3 Trouble Ticket Tracking and Escalation

Vendor must have and describe in the proposal a well-defined process for logging, tracking, and resolving issues related to the proposed systems and services. Define the proposed emergency-priority levels and proposed response and resolution times for each level. Provide the escalation plan for dealing with issues that are not resolved within the agreed upon time frame.

*SECTION 7 – IMPLEMENTATION*

7.0 Implementation

The awarded contractor shall provide and be responsible for the installation of all equipment and any necessary cabling related to the required system and IP cameras.

7.1. Risk of Loss

The risk of loss and/or damage of vendor’s equipment will be fully assumed by the vendor during shipment, unloading, and installation.

7.2. Delivery and Unloading

The vendor must provide transportation to and unloading of equipment at the facility’s designated location. The hospital will not be liable for any charges related to packaging, delivery, or storage of equipment or materials required for proper implementation of the required services. All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the vendor after installation.

7.3. Implementation Plan

Vendors must submit with proposal a detailed implementation plan that indicates the time and activities required for installation, training, cut-over and testing. The system must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of the hospital and security concerns. Any delay in contractor's implementation schedule that is caused by hospital personnel will increase the contractor's time allowed to cut-over by the length of such delay.

7.4. Training

At no additional cost to the hospital, hands-on training is to be provided on-site for all personnel authorized to access the video management system. At no charge, the contractor must provide, upon, completion of training, one (1) set of appropriate documentation per installed facility. Describe, in the proposal, the training program for hospital staff, including a description of topics covered and any applicable documentation.

*SECTION 8 – COMPANY PROFILE AND REFERENCES*

8.0 Experience, Expertise and Qualifications

Provide an overview of Vendor’s experience with providing surveillance video management systems.

8.1 Staff Experience and Qualifications

Vendor shall provide summaries of experience and qualifications of key personnel who will be assigned to the project in the event of award, including a description of anticipated roles in the project. Summaries must clearly indicate skills commensurate with the technical and professional requirements of this RFP.

8.2 Government Contracts

Please explain if Vendor or any of its officers are presently the target or subject of any investigation, accusation or charges by any federal, State or local law enforcement, licensing or certification body.

8.3 References – Surveillance Video Management System

Provide at least five (5) reference accounts that the hospital may contact to verify the bidder’s level and reliability of services. References should be comparable in size to the hospital and nursing home, or larger, where the video management system installed is of the same or similar configuration as proposed under this RFP. For each reference, the bidder must be the current prime contractor, and not a subcontractor. Contact information for each reference should include a contact person’s name, telephone number, and email address. Vendors are advised that references will be contacted without further consent or approval of the Vendor.

*SECTION 9 – VALUE ADDED SERVICES*

9.0 Value Added Services

Please list and describe any additional value added features or services that are offered to the Hospital IT staff who will be responsible for managing the new surveillance system.

9.1 Are there any other value added features available at a negotiable cost that may benefit Hospital and those who will have access to the system?

*SECTION 10 - SCHEDULE FOR RFP PROCESS*

June 14th, 2018 Notification of RFP availability

Advertising RFP June 20thth & 27th, 2018

Upon Request Distribution of RFP to all interested Vendors.

**July 9th, 2018 Proposal due by 10:00 a.m. to:**

Marked “Proposal for Surveillance Video Management System”,

Returnable To: Neshoba County General Hospital and Nursing Home

C/O Kyle James, Director of Information Technology

1001 Holland Ave

Philadelphia, Mississippi 39350

Review of Proposals and Invitation to Participate in Reverse Auction Bid Process based upon qualification of vendor by proposal submitted.

*SECTION 11 - INSTRUCTIONS FOR SUBMISSION OF PROPOSALS*

*Availability of Proposals:*

Detailed specifications for the above described RFP may be obtained from the Director of Information Technology’s office at the Neshoba County General Hospital, 1001 Holland Ave, Philadelphia, Mississippi 39350 or by calling 601-663-1475.

*Proposal:*

Bidder proposes and agrees to provide the equipment, materials, services and related documentation required for the proposal described as, “Proposal for Surveillance Video Management System”, in the amounts listed on the proposal submitted. The Bidder confirms that it has checked all of the above figures and understands that neither the Hospital nor any of its employees or representatives shall be responsible for any errors or omissions on the part of the undersigned Bidder in preparing and submitting this Proposal.

*Proposal Submittal:*

Submit one (1) original proposal and two (2) copies. Proposals must be addressed and delivered no later than 10:00 AM on July 9th, 2018. Please plan deliveries accordingly. Mailing and Physical Address: Neshoba County General Hospital and Nursing Home C/O Director of IT Kyle James, 1001 Holland Ave., Philadelphia, Mississippi 39350. Proposal responses not received by the Hospital by the closing date and time indicated above will not be accepted. Proposals shall be placed in a sealed envelope bearing on the outside the submitter’s company name and address, along with “Proposal for Surveillance Video Management System”. The Hospital, nor any of its employees will be responsible for bids improperly or not marked, which are opened in error, and which will nullify the bid. Further, the Hospital will not be responsible for any delivery errors or issues.

*Presentation of Proposal:*

All information requested should be submitted. Failure to submit all information requested may result in a lowered evaluation of the proposal. Proposals, which are substantially incomplete or lack key information, may be rejected. Failure to follow the instructions herein will be considered a reflection of the respondent’s ability to perform the requirements of the contract. Any supplemental information the respondent wishes to include to enhance its response may be attached to the submission.

Proposals should be presented in a neat, business-like manner. Disorderly submittals, or those that are illegible or otherwise unreadable, will receive a lower evaluation or be subject to rejection. Disorganized or unreadable submissions will be considered a reflection of the respondent’s ability to perform the requirements of the contract.

Any and all costs incurred by the respondent in the preparation and delivery of the proposal or subsequent requests for information are those of the respondent and will not be reimbursed by Neshoba County General Hospital and Nursing Home.

*Request for Information:*

All questions and inquiries should be made in writing and e-mailed by July 9th, 2018 to: Kyle James at [kjames@neshoba-hospital.com](mailto:kjames@neshoba-hospital.com) ***or*** Clay Conn at [cconn@neshoba-hospital.com](mailto:cconn@neshoba-hospital.com). Any resultant changes will be issued in the form of an addendum to the RFP. No changes will be made or issued within 48 working hours of the submission date.

*Changes to the Proposal:*

Vendors should verify their proposals prior to submission. No proposal can be corrected, altered, or signed after opening. An unsigned proposal will be grounds for automatic rejection. The Hospital will not be responsible for errors or omissions on the part of the vendor in making up its proposal. Once a proposal has been opened, it is subject to acceptance by the Director of Information Technology as submitted. No verbal changes to a proposal will be accepted.

If the proposer must take exception to any portion of this proposal or has suggestions on how to better serve the facilities herein, please provide your suggestions and exceptions to an Addendum to this RFP.

*Proposal Validity:*

No bidder may withdraw any proposal for a period of ninety (90) calendar days after the date set for the opening of proposals. All withdrawals must be in writing.

*Public Information:*

All materials received in response to this Request for Proposals shall be made available to the public and become part-of the public record upon submission. If any part of a Bidder's materials is proprietary or confidential, it should not be included. Any Bidder information used to aid in proposal selection will not be restricted from the public.

*Proposal Costs*:

The Hospital will not pay the Bidder or agents for any costs incurred by the Bidder in the preparation, presentation, demonstration or negotiation of this proposal.

*Proposal Response Format*:

The vendor’s proposal shall include at a minimum the following tabbed sections:

* The initial proposal submittal shall contain all of the following information less the actual bid price of the system proposed. Vendors who meet the specifications and requirements of the solicitation will be pre-qualified to participate in the reverse auction for said procurement.
* **Letter and Executive Summary**: A letter of transmittal signed by an official authorized to bind the vendor to a resultant contract must be included in the original proposal. The letter must be limited to two pages. The letter shall be followed by an executive summary that briefly summarizes the vendor’s proposed solution for the required services and the vendor’s ability to provide such services. Executive summary must be limited to three pages.
* **Technical Specifications:** Vendor shall acknowledge and indicate compliance (e.g. Understands and Complies) with each **Technical Specification**, followed by any information specifically required. The bidder is encouraged to provide concise responses that respond to the specific requirement. Bidders are cautioned not to provide additional information beyond what is requested. Some specification paragraphs simply introduce the requirements that follow or provide information for the bidder. For such non- technical paragraphs, a simple acknowledgement of the vendor’s understanding and compliance is sufficient.
* **Maintenance and Support:** Vendor shall describe in detail how the proposed systems are maintained and supported for the duration of the contract term, to ensure covered warranty of hardware replacement. At a minimum the description shall address the topics listed in the **Maintenance and Support** section.
* **Implementation Plan:** Provide a narrative description and proposed timeline for the implementation of the required surveillance video management system and IP cameras. At a minimum the implementation plan shall include the topics identified in the **Implementation** section of the RFP.
* **Company Profile and References**: This section of the proposal must include a brief history and overview of the vendor’s company and all information required in the **Company Profile** section. Only vendors with proven experience in this field will be considered.
* **Value Added Options:** Describe any value added features or services offered to Neshoba County at no cost or at a negotiable cost that may benefit Neshoba County.
* ***(only if applicable)* RFP Addenda:** Should it become necessary for the Hospital to issue one or more addenda to the RFP, the vendor is required to acknowledge receipt of each addendum issued**. RFP changes per addenda should be noted within the responses as well.**