

REQUEST FOR INFORMATION (RFI)

This Request for Interest (“RFI”), issued by the New York City Housing Authority (NYCHA) seeks Proof of Concept (“POC”) from qualified firms (“Respondents”) interested in providing information to assist the NYCHA in collecting, evaluating and analyzing its legacy network for modernization. This RFI will be the mechanism by which NYCHA moves into the next phase of its network implementation toward moderation and innovation.

Background

The New York City Housing Authority (NYCHA) is committed to increasing opportunities for low- and moderate-income New Yorkers by providing safe, affordable housing and facilitating access to social and community services. More than 400,000 New Yorkers reside in NYCHA's 334 public housing developments around the five boroughs, and another 235,000 receive subsidized rental assistance in private homes through the NYCHA-administered Section 8 Leased Housing Program. To fulfill its vital mission and even better serve residents while facing dramatic reductions in traditional government funding, NYCHA is developing new financing options and building innovative partnerships across the public, private, and non-profit sectors. These strategies are helping NYCHA to address many key challenges, from preserving aging housing stock through timely maintenance and modernization of developments, to increasing resident access to a multitude of community, educational and recreational programs, as well as job readiness and training initiatives.

Scope

NYCHA is seeking vendors to provide Proof of Concept for Application Performance Monitoring (APM) tools to monitor and manage the performance and availability of software applications, such as Oracle Siebel, IBM Maximo, .Net applications and cloud-based SaaS solutions.

RFI Response

Project Overview

Based on the RFI responses, NYCHA may offer some of the Respondents the opportunity to participate in a demonstration project to show the effectiveness of its proposed POC solution. Respondent’s established track record and performance in providing such systems nationally and internationally will be considered in the selection process.

Respondents are encouraged to provide the below:

- detailed description of Application Performance Monitoring (APM) solution including capabilities and features
- proposed implementation plan
- estimated timeline for POC
- past case studies
- references of previous implementations
- prior city agencies experience preferable

The Role of this RFI and Points of Interest to NYCHA

This RFI will be the mechanism by which NYCHA can gauge the POC solution. NYCHA's interaction with interested parties will be iterative including some or all of the following: written responses to this RFI, follow-up interviews, and/or meetings. The RFI is intended to focus on:

- Improving the NYCHA's understanding of the available POC solution systems and services currently on the market; and,
- Evaluating the technological opportunities and challenges each POC system presents to this project.

Each Respondent should provide responses to the following questions:

Questions and Response Guidelines for Respondents

1. What information and services does your system currently provide (visualization, analytics, etc.)? What additional functionality is on your product roadmap?
2. Provide the following system information:
 - a) Hardware requirements
 - b) Software features
 - c) Analytics accuracy target goals (e.g. minimum accuracy of 99.9%)
 - d) Scalability and Flexibility
 - e) Communication interface requirements
 - f) Backward and forward compatibility with your product line
 - g) Expandability in terms of features
 - h) Acceptance testing program
 - i) System installation, integration and maintenance costs
 - j) Warranty and repair

Submission Details

- **Inquiries:** Any inquiries concerning this RFI should be made to:
- **RFI should be submitted to:**
- **RFI Due Date:** RFI responses are due by 12/1/23 5:00 p.m. EST. The RFI response is limited to a 5- page response.

Additional Information

1. NYCHA, their officials, officers, agents and employees make no representation or warranty and assume no responsibility for the accuracy of the information set forth in this RFI.
2. NYCHA, shall not be liable for any costs incurred by any Respondent in the preparation, submittal, presentation, demonstration, clarification or revision of its submission.

3. NYCHA, shall not be obligated to pay and shall not pay any costs in connection with the preparation of such submissions.
4. NYCHA, at its sole discretion, without limitation, reserves the right to:
 - withdraw the RFI at any time;
 - discuss various approaches with one or more Respondents (including parties not responding to the RFI);
 - use the ideas and/or submissions in any manner deemed to be in the best interests of NYCHA, including but not limited to soliciting competitive submissions relating to such ideas or proposals and/or undertake the prescribed work in a manner other than that which is set forth herein; and
 - change any terms of the RFI.
5. All submissions shall become the property of NYCHA and shall not be returned. Respondents acknowledge and understand that none of the information contained in the submissions shall be deemed confidential. Furthermore, information in the submissions will likely be shared with other governmental entities. Therefore, Respondents should not submit any information deemed to be proprietary information.
6. NYCHA is subject to the New York State Freedom of Information Law, which governs the process for the public disclosure of certain records maintained by NYCHA. (See: Public Officers Law, Sections 87 and 89). Individuals or firms that submit materials to NYCHA may request that NYCHA except all or part of such materials from public disclosure, on the grounds that the materials contain trade secrets, or proprietary information, or that the information, if disclosed, would cause substantial injury to the competitive position of the individual or firm submitting the information. Such exception may extend to information contained in the request itself if public disclosure would defeat the purpose for which the exception is sought. The request for such an exception must be in writing and state, in detail, the specific reasons for the requested exception. It must also specify the materials or portions thereof for which the exception is requested. If NYCHA grants the request for exception from disclosure, NYCHA shall keep such materials or portions thereof in secure facilities.