

# **NASSAU HEALTH CARE CORPORATION**

## **NASSAU UNIVERSITY MEDICAL CENTER**

**2201 Hempstead Turnpike**

**East Meadow, NY 11554**

### **INTERPRETING SERVICE FOR THE SENSORY IMPAIRED** **MULTIPLE LOCATIONS** **REQUEST FOR PROPOSALS**

#### **Submission Requirements:**

- Proposals must be received by **Monday, March 23, 2009 before 5 p.m.**
- Submit **one original and five (5) copies** of your proposal to:

Helen Lavas  
Director - Service Excellence & Patient Satisfaction  
NASSAU UNIVERSITY MEDICAL CENTER  
2201 Hempstead Turnpike  
East Meadow, NY 11554  
516-572-5681

- Electronic or facsimile proposals will not be accepted.

#### **Anticipated Schedule:**

- |                           |                   |
|---------------------------|-------------------|
| • Issue RFP               | February 23, 2009 |
| • Proposals Due           | March 23, 2009    |
| • Interviews, if required | To be determined  |
| • Selection               | April, 2009       |

Dates indicated above are subject to change at the sole discretion of Nassau Health Care Corporation.

## **SCHEDULE A**

### **DESCRIPTION OF SERVICES SOUGHT AND ADDITIONAL CRITERIA**

**Please read the full text of the Request for Proposals to which this Schedule is attached for important information concerning the terms of this Request for Proposals and additional required information.**

#### **1. Introduction/Background**

The Nassau Health Care Corporation (“NHCC”, or the “Corporation”), a New York State public benefit corporation created by the Public Authorities Law of the State of New York, is a 1,200-bed health care system. NHCC operates the Nassau University Medical Center, a 631-bed tertiary care teaching hospital (“NUMC”) located on the Corporation’s East Meadow property; the A. Holly Patterson Extended Care Facility, a 589-bed skilled nursing facility located on the Corporation’s Uniondale property; and six Diagnostic and Treatment Centers (the “Community Health Centers” or “CHCs”). NHCC is affiliated with the North Shore-Long Island Jewish Health System and the Health Sciences Center of the State University of New York at Stony Brook and maintains a strong commitment to the education of healthcare providers. NHCC has a proud tradition of service and caring to the people of Long Island, and particularly the Nassau County community. Today, its staff of over 3,300 treats more than 72,000 persons annually in its Emergency Department, 23,000 in-patients, 2,000 deliveries, and more than 200,000 patient visits in over 85 specialized clinics.

#### **2. Scope of Services**

The Scope of Services (“Scope”) outlined below has been established for the purpose of achieving and implementing program goals and objectives described in this document. Although the Scope is intended to serve as a reference in the preparation of the proposal, forthcoming proposals may offer additional services which support the goals of this RFP.

The Americans with Disabilities Act of 1990 requires public entities to give disabled people an opportunity to make a request for an interpreter.

NHCC requires interpreter services for the Deaf on a twenty four (24) hours seven (7) days a week basis. Interpreters will need to be available on an on-call basis and for scheduled appointments. Interpreters must be certified through the Registry of Interpreters for the Deaf and be fully qualified in New York State, passing the New York State MSCP test for sign language interpreters. It shall be the responsibility of the selected agency to maintain all requisite licenses, approvals and insurance policies for the agency and all interpreters.

The selected agency must be able to provide various types of sign language interpreting including, without limitation, certified sign language interpreters, tactile interpreters, oral and other types of interpreters. Interpreters should also be able to meet the needs of a person with minimal language skills who needs extra communication support.

NHCC is also interested in exploring the possibility of providing video interpreting services for the Deaf and Hard of Hearing.

**3. Additional Information:**

Average anticipated usage of interpretation services for the hearing impaired is 50-60 hours per month depending on the needs of patients.

Interpreters may be required to provide services at several locations, including, without limitation, the following:

NASSAU UNIVERSITY MEDICAL CENTER  
2201 Hempstead Turnpike  
East Meadow, NY 11554  
516-572-0123

New Cassel/Westbury Health Center  
682 Union Avenue  
Westbury, New York  
516-571-9500

A. Holly Patterson Extended Care Facility  
An Affiliate of the North Shore / LIJ Health System  
875 Jerusalem Avenue, Uniondale, NY 11553  
516.572.1400

Freeport-Roosevelt Health Center  
460 Main Street  
Freeport, New York  
516-571-8600

Roosevelt Jr.-Sr. High School  
One Wagner Avenue  
Roosevelt, New York  
516-867-8551

Hempstead Health Center  
135 North Main Street  
Hempstead, New York  
516-572-1300

Elmont Health Center  
161 Hempstead Turnpike  
Elmont, New York  
516-571-8200

# NASSAU HEALTH CARE CORPORATION REQUEST FOR PROPOSALS

## **I. Proposal/Process To Be Followed**

NHCC is requesting proposals for the services described in Schedule A of this Request for Proposals (“RFP”). Proposals shall be prepared and submitted as outlined below; proposals that do not conform to these requirements may be disqualified.

This RFP is available to interested parties through the NHCC office designated below. All requests for technical information, including availability of additional site information, should be directed via e-mail no later than SEVEN (7) business days prior to the due date for proposals to:

Helen Lavas  
Director - Service Excellence & Patient Satisfaction  
NASSAU UNIVERSITY MEDICAL CENTER  
[hlavas@numc.edu](mailto:hlavas@numc.edu)

Each written proposal must include the forms attached in Appendix A to this RFP. Each Firm shall be notified whether it has been selected following completion of NHCC’s evaluation of proposals received. The selected Firm will then enter into negotiations with NHCC regarding the specific terms of an appropriate agreement. If agreement cannot be reached with a selected Firm within a reasonable time, NHCC may reject that Firm and commence negotiations with one or more other Firms.

Proposals are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc. are neither necessary nor desired. Emphasis should be on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

## **II. Contents of Proposals**

- A. Name of the Proposer.
- B. Contact person for the Proposer, including name, address, phone and fax numbers, e-mail address and other contact information.
- C. Background information regarding the Proposer, including:
  1. A summary description of its organizational structure (e.g., corporation, partnership, LLC, etc.), its history (including information on the date of its formation and the State of its formation), its management and ownership structure (including the name and address of its officers, and of each person, directly or indirectly holding a five percent (5%) or greater ownership interest in the Proposer.

2. A description of the Proposer's existing business operations.
3. Each proposal must include Proposer's financial information. This information is needed to ensure that each Proposer will be capable of performing its obligations under any agreement entered into between the Proposer and NHCC. Demonstration of the applicant's financial soundness shall be established by submitting the following information:
  - a. A copy of the Proposer's most recent annual audited financial statement and annual audited financial statements for the previous two years.
  - b. Copies of the Proposer's subsequent quarterly financial reports.
  - c. Detailed information of any changes in the mode of conducting the Proposer's business, including bankruptcy proceedings or filings, and merges or acquisitions within the past 3 years.
  - d. List of any bankruptcy proceedings in the past ten years initiated by or against the Proposer or any affiliate or related company.
4. At least three business references (including names of individuals, their titles, organizations, mailing addresses, telephone and fax numbers, and e-mail addresses).
5. A Proposer that is a licensed health care provider or other licensed entity must include information concerning any material negative findings, sanctions imposed or pending regulatory or legal proceedings.
6. Proposals must include the following:
  - a. List of any and all criminal convictions within the last ten years rendered against the Proposer, any officer or director thereof, or any affiliate or related company.
  - b. List of any and all civil penalties, judgments, consent decrees, violations, Statements of Deficiency or other sanctions within the last ten years rendered against the applicant, any officer or director thereof, or any affiliate or related company.
  - c. List of any and all current investigations, indictments or pending litigation by any Federal, State or local jurisdiction initiated against the applicant, any officer or director thereof, or any affiliate or related company.
  - d. List of any and all actions occurring with the last ten years which have resulted in revocation or suspension of any permit or authority to do

business in any Federal, State, or local jurisdiction, by the applicant, any officer or director thereof, or any affiliate or related company.

- e. List of any and all actions occurring in the past ten years that have resulted in the barring from public proposal submission of the applicant, any officer or director thereof, or any affiliate or related company.

D. Qualifications of Proposer to carry out this engagement or to provide these services, including a list of comparable projects and identification of individuals (including their names, titles, organizations, mailing addresses, telephone, fax numbers, and e-mail addresses) who may be contacted with respect to each comparable project.

1. Submit a list of all healthcare-related projects for which your firm is currently providing construction management services and the status of each.
2. For your last five healthcare projects, provide the following:
  - a. Client contact
  - b. Owner's total initial budget
  - c. Total project cost
  - d. Number and total cost of change orders
  - e. Date of bid
  - f. Scheduled completion date
  - g. Actual completion date
3. Describe the exceptional features of healthcare facilities for which your firm provided construction management services.
4. Explain your firm's medical technology expertise.

E. The qualifications and experience of Proposer's staff and management for the project, including any proposed sub-contractors.

1. List the professional and support positions and number or personnel in each position
2. Provide an organizational chart, including resumes of all personnel who will be committed to this engagement. Provide specific information as to their experience on engagements similar to this one. For the project manage, provide the name and contact information of three clients with whom the architect has worked on a similar building project.

3. List professional consultants outside your firm you propose to provide services not available in your firm. Provide specific information documenting their work on similar projects.
- F. Methodology. Describe in detail the process you will follow from schematic approach through completion of a project.
- G. Scope of proposed services, including work plan and methodology.
- H. Fee and cost proposal that shall clearly identify and specify all elements of cost that would become charges to NHCC, in whatever form. Provide information on your billing practices, including reimbursable cost categories.
- I. List your general liability and professional liability insurance coverage.
- J. Any contingencies or conditions on the proposal.
- K. Information required in Appendix I to this RFP.
- L. Conflict of Interest
  1. Please disclose:
    - a. Any material financial relationship that any employee of your firm has with any entity that may create a conflict of interest or the appearance of a conflict of interest in acting as a construction manager on behalf of the Corporation.
    - b. Any family relationship that any employee of your firm has with any Corporation public servant that may create a conflict of interest or the appearance of a conflict of interest in acting as construction manager to the Corporation.
    - c. Any other matter that your firm believes may create a conflict of interest or the appearance of a conflict of interest in acting as construction manager on behalf of the Corporation.
  2. Please describe any procedures your firm either has, or would adopt, to assure the Corporation that a conflict of interest would not exist for your Firm in the future.

### **III. Confidential Information**

The New York State “Freedom of Information Law,” Public Officers Law Article 6, permits access to government records and may permit public access to proposals submitted in response to this RFP. To protect any portion of responses that constitutes technical, financial or other data whose public disclosure would cause substantial injury to a Proposer’s competitive position, or would constitute disclosure of a trade secret, a Proposer must designate any sections of its proposal that meet those criteria. NHCC assumes no responsibility for disclosure of unmarked data for any purpose. NHCC will

review such designations in making its determination whether disclosure is required, which determination shall be binding on the Proposer.

#### **IV. Affirmative Action**

It is the policy of NHCC to comply with all federal, state and local laws, policies, orders, rules and regulations which prohibit unlawful discrimination because of race, creed, color, national origin, sex, sexual orientation, age, disability, or marital status, and to take affirmative action in working with contracting parties to ensure that Minority and Women-owned Business Enterprises (MWBES), Minority Group Members and women share in the economic opportunities generated by NHCC's participation in projects or initiatives, and/or use of NHCC funds. NHCC's non-discrimination and affirmative action policy will apply to this initiative. MWBES are encouraged to respond. A copy of each respondent's equal employment opportunity policy statement and staffing plan of the anticipated workforce shall be included as part the response to this RFP.

#### **V. Procurement Law Requirements**

State Finance Law §§ 139-j and 139-k (collectively, the "Procurement Requirements") apply to this RFP. The Procurement Requirements (1) govern permissible communications between potential respondents and NHCC with respect to this RFP during the procurement process; and (2) establish sanctions for knowing and willful violations of the provisions of the Procurement Requirements, including disqualification from eligibility for an award of any contract pursuant to this solicitation.

Compliance with the Procurement Requirements requires that (a) all communications regarding this RFP, from the issuance of this RFP through final award and approval of any resulting contract (the "Restricted Period"), be conducted only with the contact person(s) listed; (b) the completion by respondents of the Disclosure of Prior Non-Responsibility Determinations and the Affirmation of Understanding of and Agreement pursuant to State Finance Law, copies of which are attached to this RFP as attachments to Appendix A, and (c) periodic updating of such forms during the terms of any contract resulting from this RFP. Respondents must submit both of these forms, properly completed, as part of their proposals. The Procurement Requirements also require NHCC employees to obtain and report certain information when contacted by prospective bidders during the Restricted Period, make a determination of the responsibility of bidders and make all such information publicly available in accordance with applicable law. If a prospective bidder is found to have knowingly and willfully violated the State Finance Law provisions, that prospective bidder and its subsidiaries, related or successor entities will be determined to be a non-responsible bidder and will not be awarded any contract issued pursuant to this RFP.

A copy of the State Finance Law Sections 139-j and 139-k can be found at <http://www.ogs.state.ny.us/aboutogs/regulations/advisoryCouncil/StatutoryReferences.html>. All potential Respondents are solely responsible for full compliance with the Procurement Requirements.



## **VI. Selection Criteria**

Proposals from responsible parties (see Appendix I) will be reviewed and evaluated from the point of view of cost, qualifications, references and other appropriate factors relevant to: (i) the Proposer's ability to provide the services; (ii) the anticipated quality of the services to be provided; and (iii) financial and other benefits to NHCC. Additional selection criteria may be set forth in Schedule A.

## **VII. Terms and Conditions**

- A. This RFP constitutes an invitation to make proposals to NHCC. Accordingly, NHCC reserves and, in its sole discretion, may exercise any or all of the following rights and options with respect to this RFP, any proposals and any related agreements, without incurring any liability to Proposers:
1. NHCC reserves the right to disqualify any and all proposals that fail to meet the requirements specified in this RFP.
  2. NHCC reserves the right to determine whether to interview some or all of the Proposers, and to conduct such interviews privately.
  3. NHCC reserves the right to select and enter into a contract with the Proposer whose proposal best satisfies NHCC's overall interests.
  4. Because this RFP is not a "competitive bid" process, the Proposer submitting the lowest cost proposal, or the proposal projecting the greatest financial benefit to NHCC, may not necessarily be selected. NHCC instead reserves the right to select the proposal it believes to be most beneficial to NHCC, with financial terms not being the sole determinative factor. NHCC's decision-making and selection process will be discretionary and will be based on a variety of factors. By submission of its proposal, each Proposer expressly understands, acknowledges and accepts that this is not a "competitive bid" process, and that NHCC is under no obligation to award a contract through competitive bidding, or at all.
  5. NHCC reserves the right to waive or extend deadlines.
  6. NHCC reserves the right to accept proposals in whole or part.
  7. NHCC reserves the right to conduct investigations with respect to the qualifications of each Proposer, to make field investigations with respect to such proposals (including visits to the Proposer's business offices or field operations).
  8. NHCC reserves the right to request additional information from any Proposer and to rely upon any information obtained through NHCC's own investigations.

9. NHCC reserves the right to cancel this RFP at any time whatsoever, with or without the substitution of another RFP.
  10. NHCC reserves the right to supplement, amend or otherwise modify this RFP.
  11. NHCC reserves the right to issue additional or subsequent RFPs with regard to the subject matter of this RFP.
  12. NHCC reserves the right to negotiate with any Proposer, or with all or none of the Proposers. NHCC has no obligation to offer Proposers the opportunity to meet or exceed terms negotiated with a selected Proposer.
  13. NHCC reserves the right to discontinue negotiations at any time and in NHCC's sole discretion.
  14. NHCC reserves the right to request new or revised proposals, including monetary terms from any Proposer at any time.
- B. Preparation of a response to this RFP will be at the cost, expense and risk of the Proposer, with the express understanding and agreement of the Proposer, irrespective of whether it is selected, that it waives all claims whatsoever for reimbursement from NHCC for any cost or expense incurred in the preparation of its proposal and any subsequent contract negotiation.
  - C. Each and every submitting Proposer expressly understands and agrees that this RFP is not, and shall not be construed as, an offer or an enforceable contract.
  - D. The contract, if any that is negotiated with a selected Proposer shall constitute the entire agreement between NHCC and the selected Proposer, and shall set forth all the terms and conditions applicable to the subject matter of this RFP. In the event of a conflict between this RFP and that contract, that contract shall control.
  - E. No Proposer who has submitted a proposal to NHCC shall have the right to assign its submitted proposal to a third party or the right to enter into an agreement with third parties to perform the services on Proposer's behalf without the prior written consent of NHCC, which consent may be withheld in NHCC's sole discretion.
  - F. This RFP shall be construed in accordance with and governed by the laws of the State of New York, without regard to conflicts of law principles. All actions or proceedings relating, directly or indirectly, to this RFP shall be litigated only in courts located within Nassau County or in the United States District Court for the Eastern District of New York. Each Proposer (by virtue of the submission of its proposal), submits itself, its successors and/or assigns (if any) to the personal jurisdiction of such court, and waives any right to trial by jury.

# APPENDIX I

**REQUIRED DISCLOSURE OF INFORMATION: THE FORMS SET FORTH BELOW MUST BE FULLY COMPLETED AND RETURNED WITH A RESPONDING PROPOSER'S SUBMISSION. A SUBMISSION WILL NOT BE CONSIDERED COMPLETE WITHOUT SUBMISSION OF THIS ATTACHMENT.**

## **1. Contractor Disclosure of Contacts**

### **Instructions:**

New York State Executive Order Number 127 (EO 127) provides for increased disclosure in the public procurement process through identification of persons or organizations whose function is to influence procurement contracts, public works agreements and real property transactions.

In the first instance, Section II, paragraph 1 of EO 127 obligates a covered agency or authority (*e.g.*, NHCC) to obtain identifying information on every person or organization retained, employed or designated by or on behalf of the contractor (*i.e.*, the "Proposer" or "you") to attempt to influence the procurement process. NHCC is also obligated to collect information on whether such person or organization has a financial interest in the procurement.

Thereafter, Section II, paragraph 2 of EO 127 continues to obligate a covered agency or authority to obtain such identifying information on every person or organization subsequently retained, employed or designated by or on behalf of the Proposer to attempt to influence the procurement process.

This form must be completed and submitted with your proposal in accordance with Executive Order Number 127 (EO 127). Failure to complete and submit this form shall result in a determination of non-responsiveness and disqualification of the bid, proposal or offer. If at the time of submission of this form, the specific name of a person authorized to attempt to influence a decision on your behalf is unknown, you agree to provide the specific person's information when it is available. You also agree to update this information during the negotiation or evaluation process of this procurement, and throughout the term of any contract awarded to your company pursuant to this bid, proposal or offer.

## Disclosure of Contacts Form

Name of Contractor: \_\_\_\_\_

Address: \_\_\_\_\_

Name and Title of Person Submitting this Form: \_\_\_\_\_

Is this an initial filing in accordance with Section II, paragraph 1 of EO 127 or an updated filing in accordance with Section II, paragraph 2 of EO 127? (Please circle one):

Initial filing

Updated filing

The following person or organization was retained, employed or designated by or on behalf of the Contractor to attempt to influence the procurement process:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Place of Principal Employment: \_\_\_\_\_

Occupation: \_\_\_\_\_

Does the above-named person or organization have a financial interest in the procurement?

(Please circle one)    yes                    no

## **2. Contractor Disclosure of Prior Non-Responsibility Determinations**

### **Instructions:**

New York State Executive Order Number 127 (EO 127) obligates a covered agency or authority to make a determination of responsibility of the proposed awardee for a procurement contract. EO 127 mandates consideration of whether a contractor has intentionally provided false or incomplete information under such Order within the last five years, and whether a contractor has failed to timely disclose accurate and complete information or otherwise cooperate in the implementation of the Order. For more information on responsibility determinations, please see the New York State Procurement Bulletin entitled “*Best Practices - Determining Vendor Responsibility*” issued by the New York State Procurement Council, May 1999, for more information on responsibility determinations. See <http://www.ogs.state.ny.us/procurecouncil/pdfdoc/BestPractice.pdf>.



**3. Contractor Certification of Compliance with Executive Order 127**

**Instructions:**

New York State Executive Order Number 127 (EO 127), section II, paragraph 7 requires that every procurement contract subject to its provisions contain a certification that all information provided to the soliciting agency or authority regarding EO 127 is complete, true and accurate.

**Contractor Certification of Compliance with Executive Order 127**

Contractor certifies that all information provided to NHCC with respect to Executive Order Number 127 is complete, true and accurate.

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_