



REQUEST FOR INFORMATION

Security Guard Services

RFI #: PMC-6060

RFI Issue Date: June 26, 2017

Response Due Date: August 24, 2017

**WESTCHESTER MEDICAL CENTER
SECURITY DEPARTMENT**

**WESTCHESTER MEDICAL CENTER
Executive Offices at Taylor Pavilion
Office of Legal Affairs
100 Woods Road
Valhalla, New York 10595**

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1. Purpose

Westchester Medical Center Health Network (“WMC Health”) is issuing this Request for Information (“RFI”) to invite interested vendors to provide information about their Security Services including security guard services, emergency response services, technology capabilities, quality metrics, value-add features, and potential transition plans. In summary, the scope of the RFI includes the following: 1) understand best practices as related to Security Guard Services in the healthcare sector; 2) understand implications of implementing best practices at all WMC Health locations; and 3) identify opportunities to standardize to one Security company for WMC Health that will result in increased effectiveness and efficiency.

This issuance of this RFI does not constitute a commitment to issue an invitation for bids, request for proposals, a contract award, or pay any costs incurred by vendor in preparation of a response to this RFI.

Any information received in response to this RFI will assist WMC Health’s project team in finalizing the scope of work and requirements which may be used at a future date in the issuance of a Request for Proposals (RFP). Submitting a response to this RFI is not a guarantee in any way that a vendor will be selected for any subsequent RFP, nor does it preclude any vendor from responding to future procurement opportunities.

2. Background

a. Overview of WMC Health Network

WMC Health is a ten hospital, 1900 inpatient bed, regional medical system comprised of Westchester Medical Center located in Valhalla, New York (“WMC Valhalla”), Mid-Hudson Hospital of Westchester Medical Center located in Poughkeepsie, New York (“Mid-Hudson Hospital”), the Bon Secours Charity Health System located in Rockland and Orange Counties, New York (“BSCHS”), and Health Alliance of the Hudson Valley (“Health Alliance”). WMC Health provides care in nearly every adult and pediatric medical specialty and serves as a lifeline to the more than 3.5 million residents of the Hudson Valley region. The system includes a regional academic medical center, a children’s hospital, a community hospital, two inpatient behavioral health centers, homecare facilities, and other outpatient facilities. In addition, with a total workforce of over 12,000 healthcare professionals, including 3,000 physicians, WMC Health is one of the region’s largest sources of employment.

b. Overview of WMC Valhalla

WMC Valhalla is located approximately 20 miles north of New York City adjacent to the Sprain Brook Parkway and is the Hudson Valley region's acute care and referral hospital. WMC Valhalla is also an academic medical center and the primary teaching affiliate of the New York Medical College (NYMC).

WMC Valhalla cares for more than 120,000 patients each year, with over 11,000 visitors per week, and is the only facility in the Hudson Valley offering specialty services such as cardiac surgery, angioplasty, kidney transplant, liver transplant, regional neonatal, trauma, and burn services. As the region's tertiary and quaternary care facility, WMC Valhalla also sponsors a hospital-based medevac helicopter service responding in minutes to accident scenes and carrying critical inter-hospital patient transfers throughout the region.

WMC Valhalla is a 652 bed acute care facility consisting of the following major components:

- The **University Hospital** is a 415-bed facility and occupies a 401,544 square feet seven-story tower. It provides an array of advanced care services to the seven-county region in the Hudson Valley, including transplant services, 72 intensive care bed in six distinct units, a burn center and a Level 1 Trauma Center.
- The **Behavioral Health Center** offers 101 beds for inpatient and outpatient services for children, adolescents and adults. As part of its designated comprehensive psychiatric emergency program, the BHC hosts a Mobile Crisis Intervention Team, providing 24-hour emergency crisis service in the field, a psychiatric on-site emergency room and observation unit.
- The **Maria Fareri Children's Hospital** is a 136-bed facility and occupies about 250,000 square feet in a three-story tower adjacent to the University Hospital. It is the only children's hospital in the seven-county region and provides a full array of services to newborns and children requiring hospital services, including 49 neonatal intensive care beds and an 18-bed pediatric ICU.

c. Overview of Mid-Hudson Hospital

Mid-Hudson Hospital includes 40 inpatient behavioral health, 50 chemical rehab and 10 detox, 125 medical/surgical and critical care and 18 physical rehab beds. The hospital is a Level 2 Trauma Centers serving the upper Hudson Valley.

d. Overview of BSCHS

BSCHS is a multi-state healthcare provider serving nearly a million people in the lower Hudson Valley, New Jersey and Pennsylvania. BSCHS has received national recognition, rankings and numerous awards for the level of care it provides including Distinguished Hospital Award for the top 100 hospitals by HealthGrades and Truven's Top 100 Hospitals for Cardiac Surgery. BSCHS is comprised of Good Samaritan Hospital in Suffern, NY; Bon Secours Community Hospital in Port Jervis, NY; St. Anthony Community Hospital in Warwick, NY; a certified home health agency; two long-term care facilities; an assisted living/adult home facility and several other medical programs located throughout the region. The system employs more than 3,400, making it one of the area's largest employers.

BSCHS consists of the following major components:

- The **Good Samaritan Hospital** is 286-bed hospital providing emergency, medical,

surgical, obstetrical / gynecological and acute care services to residents of Rockland and southern Orange Counties in New York; and northern Bergen County, New Jersey. The hospital also serves these communities as an Area Level II Trauma Center.

- The ***Bon Secours Community Hospital*** is a 122 bed facility providing acute care and medical/surgical services, including long-term care and behavioral health services.
- The ***St. Anthony Community Hospital*** is a 60-bed hospital serving the residents of Orange County, NY, Sussex and Passaic Counties in New Jersey. It has been a primary resource for emergency, quality medical and wellness care since 1939.
- The ***Mount Alverno Center*** is a New York State-approved adult home with an Assisted Living Program serving 85 residents.
- The ***Schervier Pavilion*** is a 120 bed skilled nursing facility that provides 24-hour skilled nursing care and therapeutic and restorative programs including physical therapy, occupational therapy, and speech therapy.

e. Overview of Health Alliance

Health Alliance of the Hudson Valley is an integrated health care system committed to providing quality and compassionate medical care for our patients, their families and our community. We are dedicated to offering a full range of services and medical options, while strengthening the quality of your health care.

The HealthAlliance of the Hudson Valley system is comprised of Mary's Ave Campus, Broadway Campus, Margaretville Hospital, and Mountainside Residential Care Center.

Health Alliance of the Hudson Valley is planned to undergo a consolidation, whereby a new bed tower will be constructed on its Mary's Avenue campus. The Broadway campus will transform into a medical village that will focus on outpatient services. This is expected to be completed, tentatively, by 2019.

3. RFI Contacts

Please refer all inquiries to:

Thomas Belfiore
Chief Security Officer
100 Woods Road
Valhalla, NY 10595

Thomas.Belfiore@wmchealth.org

Misty Diaz
Sr. Corporate Contract Coordinator
241 North Road
Poughkeepsie, NY 12601

Misty.Diaz@wmchealth.org

4. Letter of Intent

RFI respondents must submit a letter of intent to respond no later than July 5, 2017. **Vendors who submit a letter of intent to respond will be provided with a Non-Disclosure Agreement for**

execution. Only vendors who execute a Non-Disclosure Agreement will be invited to participate in scheduled walkthroughs of WMC Health facilities.

5. Scheduled Walkthroughs of WMC Health facilities

Scheduled walkthroughs will take place as follows:

WMC Valhalla – Monday, July 24, 2017

Good Samaritan – Tuesday, July 25, 2017

MidHudson Hospital & St. Anthony’s Community – Wednesday, July 26, 2017

Bon Secours Community – Thursday, July 27, 2017

Health Alliance – Monday, July 31, 2017

Margaretville – Tuesday, August 1, 2017 (tentative)

6. Questions and Requests for Clarification

All questions or requests for clarification should be submitted to the RFI Contacts by **August 4, 2017**. Responses to questions will be distributed **August 9, 2017**.

7. RFI Submission

RFI responses should be emailed to the RFI Contacts by **August 24, 2017**.

8. Scope of Work

WMC Health currently has two incumbent contracted security vendors; Command Security at WMC Valhalla and MidHudson Hospital and Allied Universal Security Services (formerly Apollo Security International) at BSCSH. Health Alliance internally staffs their security personnel.

The vendor will consider the following services that are currently being provided and make recommendations relative to their continuation and/or improvement when preparing a response to this RFI.

- a. Personnel duties and responsibilities
 - i. Security officers provide concierge services.
 - ii. Security officers staff a security operations/control center 24/7.
 - iii. Security officers monitor CCTV/alarms, radio transmissions.
 - iv. Security officers are assigned to the areas of Behavioral Health Center.
 - v. Security officers do patient intake, screening and safeguarding of patient property.
 - vi. Security officers are expected to assist clinicians who engage patients that may require restraint.
 - vii. Security officers provide escort and/or transportation for staff.
 - viii. There are prevailing wage or other pay and benefit requirements at WMC Valhalla and Mid-Hudson Hospital. This will not apply to Bon BSCHS or Health Alliance.
- b. Uniforms and equipment
 - i. All uniforms used by the security personnel are furnished by the vendor at no additional cost to WMC Health or to its security personnel.

- ii. Vendors provide at no additional cost to WMC Health operating 4X4 vehicles at specified locations for use by its officers in providing security services to WMC Health. Such vehicles are at all times in good working order and appearance.
 - iii. Vendors provide equipment necessary to perform the required functions of post assignments to include cell phones, tablets and other necessary electronics for security officer use.
 - iv. Armed officers are provided with weapons, ammunition and other necessary equipment and training at no additional costs to WMC Health.
 - v. Vendors are responsible at no extra cost to WMC Health for replenishing or refurbishing depleted supplies that may be initially provided by WMC Health for its use by security personnel in the performance for security services.
 - vi. Vendors ensure that each security officer sign out any equipment or supplies issued to them by WMC Health in connection with providing security services. Vendors are liable to WMC Health for such equipment or supplies, if lost, damaged or stolen.
 - vii. There are vehicle patrols, transport and shuttle responsibilities.
- c. Emergency response requirements
- i. Active shooter response
 - ii. Workplace violence response and investigation
 - iii. Prisoner responsibilities or management requirements
 - iv. Use of force or restraint requirements
 - v. Panic alarm response
 - vi. Emergency codes response (Fire emergencies, HazMat incidents, Infant/Child missing or abducted, non-patient medical emergencies, etc.)
- d. Administration
- i. There are currently post orders in place.
 - ii. Personnel records are kept on-site in a neat and orderly fashion for immediate inspection. Files are maintained current to document current medical clearances, initial and annual training received, State licenses and other certifications as necessary.
 - iii. There is an electronic records management system in place.
 - iv. Insurance requirements.
 1. Insurance from insurance companies carrying a Best's financial rating of A or better.
 2. Worker's Compensation. Certificate form C-105.2 or State Fund Insurance Company form U-26.3 or ACORD form is required for proof of compliance with the NYS Workers' Compensation Law. State Workers' Compensation Board form DB-120.1 is required for proof of compliance with the NYS Disability Benefits Law.
 3. Employer's Liability with minimum limit of \$100,000.
 4. General Liability Insurance with a minimum limit of liability per occurrence of \$5,000,000 for bodily injury and \$500,000 for property damage or a combined single limit of \$5,000,000 (c.s.l.), naming WMC Health as an additional insured. This insurance indicates on the certificate of insurance the following coverage: (i) Premises – Operations, (ii) Broad Form Contractual, (iii) Independent Contractor and Subcontractor, and (iv) Products and Completed Operations.
 5. Fidelity Bond. Evidence in the form of a notarized certificate issued by an acceptable bonding company or an ACORD certificate that the vendor's staff is bonded under a Fidelity Bond and/or a 3-D Insurance Policy (covering dishonesty, disappearance, and destruction).

6. Automobile Liability Insurance with a minimum limit of liability per occurrence of \$2,000,000 for bodily injury and a minimum limit of \$200,000 per occurrence for property damage or a combined single limit of \$2,000,000 unless otherwise specified. This insurance includes for bodily injury and property damage the following coverage: (i) owned automobiles, (ii) hired automobiles, and (iii) non-owned automobiles.
 - v. What are the invoicing, billing, and payment requirements?
- e. Considerations specific to Health Alliance (responsibilities shared between campuses)
 - i. One security Supervisor has a dual role of Electronic Security Systems Integrator; Installs & repairs access control systems, microwave signaling equipment, intercoms, parking gates & alarm equipment in addition to daily security duties.
 - ii. One security officer has a dual role of in-house locksmith; Maintains mechanical locking schematics, installs/repairs locking hardware, combinates keys, cores, locks, vaults & safes. Approx. 1300 hrs annually.
 - iii. One security officer has dual role of investigator; Documents & investigates thefts, conducts criminal history checks, liaison to police, pawn shops & victims.
 - iv. Two security officers have dual role of electronics specialists; Install, test, maintain & repair alarm & CCTV systems. 208 hrs annually.
 - v. Post mortem / morgue transfers 1095 deaths / yr. (est. 3/day) + 1/day from community = 4/day x 365 = 1460/yr x 1hr ea. =1460 deaths annually x 1 hr/each = 1460 hours yearly.
 - vi. One Security Officer transports hospitalized Mental Health patients to court 24 events /yr x 3hrs/ea. = 72 hrs/year.
 - vii. Helicopter; Security acts as ground crew & traffic control > 26 landings/yr x 1 hr x 2 officers each = 52 hrs/year.
- f. Metrics
 - i. See Exhibit A attached.

9. Information Requested from Vendors

WMC Health's primary business objective is to have Security Services vendors conduct a comprehensive assessment of WMC Health's current state of security operations to subsequently provide information on best practices for WMC Health Network to standardize across the network, drive down costs, and optimize efficiencies.

Vendors are to respond to the deliverables listed below. Vendors are encouraged to recommend changes to the project if it is determined, based on their experience, that there is a better approach. WMC Health is seeking best practices in this area.

- a. Company history and organization
 - i. Provide a brief description of your company. When was the company established? How many years of experience do you have in the field?
 - ii. List all licenses and permits required to operate as a security guard service in accordance with all applicable laws, rules and regulations.
 - iii. Provide a list and contact information of 3 current customers, preferably in the health care industry.
 - iv. Describe the existing capabilities that can be provided by your company (i.e. static guards, armed/unarmed, close protection, quick response force, etc.).

- v. How many full-time employees do you have in the Hudson Valley region?
 - vi. List the equipment that your company possesses (communication equipment, guard monitoring devices, direct phone/alarms line, etc.) and indicate the scope of use and any other details like model, brand, etc.
- b. Personnel selection process
- i. Describe how recruitment and selection of security personnel is accomplished.
 - ii. Describe the training policy provided by your company to security personnel.
 - iii. Do you assess the psychological and physical qualifications of your security personnel? If yes, please describe how often and what exactly is assessed.
 - iv. What kind of background check (criminal files, previous employment check, personal references, etc.) is done when hiring your security personnel? Is the background check one of the selection criteria?
 - v. Are you able to provide additional resources on short notice?
 - vi. What is coverage policy for sick time and vacation?
 - vii. Do security personnel have current NYS Security Guard Licenses?
 - viii. Do security personnel have at least 2 years security or prior honorable military/law enforcement experience?
- c. Development and retention of personnel
- i. Describe your company's succession planning and development of security officers, supervisors and managers.
 - ii. Describe methods and initiatives designed to promote employee retention.
 - iii. Identify how many security officers leave each year.
 - iv. Identify how many new security officers are hired each year.
 - v. Identify if security officers are unionized/represented?
 - vi. Outline any specific incentive and recognition programs made available to security personnel and explain how these programs are managed and if charges to WMC Health would be incurred as a result of your company implementing these programs.
 - vii. Describe in detail the training programs in place to support security personnel, including pre-assignment training, job and task-specific training, annual retraining and recertification, and supervisory development training.
 - viii. Describe in detail the manner in which your company documents training, paper records, online, web-accessible, etc.
 - ix. Describe in detail training relative to use of force and restraining uncooperative persons.
 - x. Describe in detail all benefits offered to security personnel. Include health care insurance, life insurance, holiday pay, vacations and any other benefits offered.
- d. Customer Service
- i. Describe how your company monitors customer service levels of your security personnel, i.e. training programs, satisfaction surveys, complaints, etc.
- e. Management approach
- i. Describe any management experience models/systems utilized by your company in the administration of Security Services.
 - ii. Describe in detail your company's best recommendations for managing security services at WMC Health. Indicate by position or title the person who would have the

- overall responsibility for the WMC Health account. Indicate the support staff that would be available to this project manager by function.
- iii. Describe in detail your experience being subject to accrediting agency audits such as Joint Commission, DNV, CMS, etc.
- f. Quality metrics
 - i. Outline administrative controls, plans, and processes to monitor and assure contract compliance of security services. Include methods of quality control, contract administration, audits, management inspection programs, conduct and job performance standards, corrective action planning and follow-up reporting.
 - g. Technology
 - i. Describe productivity and technology applications utilized to enhance and improve business processes, integration of scheduling, payroll and billing systems or other benefits of computerization. Summarize how such systems will benefit WMC Health.
 - ii. Describe any additional technology solutions, including annual maintenance costs and current vendors, that you provide such as:
 - 1. CCTV/Video management system and cameras
 - 2. Access control devices, panels, readers and other equipment
 - 3. Guard tour wands or smart phone devices
 - 4. Handheld tablets for reporting or other work related documentation
 - 5. Radio communication devices to include hand held portable radios and/or other two-way communications equipment
 - 6. Panic alarm systems
 - 7. Emergency notification systems such as Everbridge/Send Word Now
 - 8. Report writing software and incident management systems
 - 9. Infant abduction systems
 - 10. Visitor management systems
 - h. Reporting
 - i. Describe reports that will be made available to WMC Health. Also verify that the following reports can be made available:
 - 1. Security occurrence reports as appropriate.
 - 2. Quarterly management and performance reviews relative to operational, administrative, emergency response and other matters.
 - 3. Daily reports relative to safety and security conditions at posts or checkpoints.
 - 4. Unusual incident reports for uncommon occurrences.
 - i. Comprehensive security plan
 - i. Vendors should inspect all sites during walkthroughs and provide a comprehensive security plan to WMC Health. This plan should include but not be limited to the following:
 - 1. Total recommended hours per week for WMC Health
 - 2. Recommended posts per shift
 - 3. Recommended number of supervisors

4. Are different supervisory ranks recommended? If so, are there different pay rates?
 5. Is an on-site project manager recommended?
 6. Are armed security officers recommended? At what posts? Uniformed?
 7. Are vehicle patrols recommended? How many per shift?
- j. Transition plan
- i. Submit a proposed transition plan for implementation of security services at WMC Health. Please clearly identify proposed plans for Health Alliance, who currently employ their own Security staff.
- k. Value added features
- i. Indicate features of your programs not covered elsewhere in this RFI which are offered to enhance your company's ability to effectively provide security services.
- a.

10. Vendor Presentations

WMC Health may request vendors to provide a presentation of some of the functionality described in this RFI. All costs associated by such presentations will be borne by the vendor.

11. Confidentiality and RFI Ownership

This RFI is both confidential and proprietary to WMC Health. Confidential, trade secret, or proprietary materials must be clearly marked and identified as such upon submission by the vendor. Vendors must provide specific justification as to why disclosure of particular information in the response would cause substantial injury to the competitive position of the vendor.

Properly identified information that has been designated confidential, trade secret, or proprietary by the vendor will not be disclosed except as may be required by the Freedom of Information Law or other applicable state or federal laws. In the event that the WMC Health determines that the law requires that confidential information be disclosed, the WMC Health will notify the vendor so that it may take whatever steps it deems appropriate.

WMC Health reserves the right to (a) withdraw the RFI in its entirety or in part at any time, in its sole discretion; (b) seek clarifications and revisions of responses; (c) require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of the Vendor's response; and (d) change any date set forth in this RFI. Vendors agree that they will not duplicate, distribute or otherwise disseminate or make available this document or the information contained in it without the express written consent of WMC Health.

Vendors shall not include or reference this RFI in any publicity or marketing materials without the prior written consent of WMC Health. Vendors must accept all of the foregoing terms and conditions without exception. All responses to this RFI will become the property of WMC Health and will not be returned.

12. Summary

THIS IS A REQUEST FOR INFORMATION ONLY to identify sources that can provide group purchasing organization services. The information provided in the RFI is subject to change and is not binding on WMC Health. WMC Health has not made a commitment to procure any of the services discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become the property of WMC Health and will not be returned.

Exhibit A

2016 Data	Daily Patient Count	Daily Visitor Count	Annual Incident Reports	Annual Reported Larcenies	Annual Security Code Response	Security Officer Injuries	ID Credentials Issued/ Reissued	Special Events
WMC Valhalla	599	1500	1651	22	469	2	1650	6
MidHudson	76-100	No data, Guest services function with no tracking	2079	15	1713	5	HR Function	0
Good Samaritan	184	No data, Guest services function with no tracking	370	18	155	3	1800	20
BSCH	52	As above	170	4	85	7	420	7
SACH	24	As above	138	7	19	0	HR Function	6
MAC	49	As above	(SACH)	(SACH)	(SACH)	(SACH)	HR Function	0
Schervier	112	As above	(SACH)	(SACH)	(SACH)	(SACH)	HR Function	12
HA Broadway	100	420	730	18	1631	19	1950	26
HA Mary's Ave	65	120	730	6	2469	6	1950	26