

FIRE DEPARTMENT OF THE CITY OF NEW YORK
REQUEST FOR INFORMATION FOR THERMAL IMAGERS
EPIN: 05727Y0633

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**REQUEST FOR INFORMATION FOR
THERMAL IMAGERS**

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I. Invitation

A. The Fire Department of the City of New York (“Fire Department” or “FDNY” or “The Department”) in the interest of promoting competition and in obtaining a highly reliable supply of Thermal Imagers is seeking qualified proposers to respond to this Request for Information (“RFI”).

B. The purpose of this RFI is to review the Thermal Imagers that are commercially available and then conduct an in depth field evaluation of the Thermal Imager submissions. Please note that no award will be made from this information request.

II. Information to Proposers

A. All questions regarding this RFI must be submitted through the NYC PASSPort System Discussion Forum Tab, no later than ten (10) days prior to the proposal due date. Responses will be shared in writing via an addendum released through the NYC PASSPort System.

B. Proposals shall be submitted via the NYC PASSPort “Document Submission” tab. All proposals shall be received no later than 2:00 PM on August 21, 2026. Any modifications to the proposal due date will be communicated via a written addendum.

C. A PASSPort account is required to respond to solicitations (RFx). For more information on PASSPort, visit the Mayor’s Office of Contract Services (MOCS) PASSPort Webpage:

<https://www.nyc.gov/site/mocs/passport/about-passport.page>

D. 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>

III. Definitions

A. “Apparatus” means any conveyance used to carry Firefighters via land or water to the area of operations.

B. “City” means City of New York, its officers, employees, agents, and representatives.

C. “COTS” means Commercial-off-The-Shelf product.

D. “FDNY” or “Fire Department” or “The Department” means the Fire Department of the City of New York with its headquarters located at 9 Metrotech Center, Brooklyn, New York 11201.

E. “FDNY Authorized Representative” is the Chief of Safety or FDNY member designated to act as the liaison and primary point of contact for this RFI.

F. “NFPA” means National Fire Protection Association.

G. “RFI” means Request for Information.

H. “Standard” means NFPA 1930 (1801), 2025 Edition.

I. “Thermal Imager” means a device that interprets infra-red data and converts this information into visual imagery.

IV. Proposer Qualifications

A. Proposers submitting a written proposal in response to this RFI shall be required to demonstrate the following:

1. Years of Experience
2. Workforce Size

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3. Technical Capability and competency in all relevant areas
4. Any other experience/capacity/licenses/certifications that are deemed necessary to provide the product and/or service.

V. General Requirements

A. Vendors interested in participating in this RFI will submit the following, by the proposal due date:

1. One (1) Standard-compliant Thermal Imager, with a desktop charger, two batteries and a retractable lanyard
 - a. Thermal Imager must be submitted as certified.
 - b. Different models of the same basic Thermal Imager design or footprint will not be accepted.
 - c. Accessories that were not submitted as part of the Standard certification process may be submitted. However, these items must be packaged separately and clearly denoted as “non NFPA.” Use of any such accessories shall be at the sole discretion of the FDNY.
 - d. Information regarding Use and Care may be submitted, in addition to the standard user guide.

Please deliver the Thermal Imager to the following address:

Attn: Lt Joseph Canty
Research and Development
409A Shore Road
Fort Totten Bayside, NY 11359

2. A complete, initial Standard certification report.
3. A complete report for the latest Annual Standard re-certification.
4. Proposers must submit their technical proposal via the NYC PASSPort “Document Submission” tab. The technical proposal must include, but is not limited to the following:
 - a. Description of the company history and experience with Fire Service Thermal Imagers.
 - b. Description of the scope of world-wide Fire Service Thermal Imaging and support.
 - c. Description of the complete line of Fire Service Thermal Imagers available.
 - d. Description of the facilities where the submitted Standard-compliant Thermal Imager is produced. This shall include each location, ownership, number of years of Thermal Imager production (designate both non-Fire Service and Fire Service) at the location, and a description of the workforce directly involved in Thermal Imager production, designated by full time and part time employees.
 - e. If the submitted Standard-compliant Thermal Imager sensor engine manufacturer is different than the submitting Thermal Imager manufacturer, proposer must provide a description of the manufacturing facility or facilities including the address, ownership, number of years the facility has produced Standard-compliant Thermal Imager sensor engines (designated by Fire Service and non-Fire Service if applicable), and a description of the workforce directly involved in Thermal Imager sensor engine production designated by full time and part time employees.
 - f. List separately all US warranty facilities and designate as to Standard or non-Standard. This shall include the location, ownership, number of years at facility, and a description

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of the workforce directly involved in the repair of Thermal Imagers, designated by full time and part time employees.

g. Provide a list of the three largest non-FDNY Fire Department customers, including:

1. The number of Standard-compliant Thermal Imagers the customer has in service.
2. The camera models that they are using.
3. Each Department's contact information.

h. Provide the number and names of Fire Departments with at least 400 paid members that are primarily using your Thermal Imager. This list shall include for each Fire Department:

1. The number of Standard-compliant Thermal Imagers the customer has in service.
2. The camera models that they are using.
3. Each Department's contact information.

i. Provide standard warranty information.

j. Provide warranty turnaround time.

k. If less than a 5 year warranty is Standard, provide willingness to offer an extension to 5 years

l. Provide the time frame for producing and delivering two hundred and fifty-five (255) Standard-compliant Thermal Imagers.

m. Provide and describe in detail any Training support available.

n. Describe any ability to assess battery life via Apparatus or desk chargers.

o. Provide willingness to establish Camera, Charger and Accessories as separate item numbers.

p. Describe ability for end user Department to upgrade software.

q. Describe ability for end user Department to upgrade Thermal Imager.

r. Describe the ability for the end user Department to replace the lens' protective window

s. Certification that Thermal Imagers submitted in response to this RFI and/or for Field Pilot purposes have not been enhanced for superior performance and that their tested functionalities are equivalent to Vendor/Manufacturer's COTS of the same model.

5. Proposers shall submit an all-inclusive price quotation for two hundred fifty-five (255) Thermal Imagers. This amount will only be used for budgetary purposes by the Fire Department, and will not constitute a formal bid. Nothing contained herein shall be construed to require FDNY to purchase the Thermal Imagers now or in the future. If FDNY determines to purchase the Thermal Imagers, such purchase shall be in accordance with all applicable New York City procurement laws, rules and regulations.

B. A Technical Proposal Score (reference addendum 4) shall be a component of the vendor's final score.

VI. Field Pilot Phase

A. Proposers who meet the general requirements will be invited to participate in the Field Pilot Phase of the evaluation process. During this phase Thermal Imagers will undergo assessment and scoring by

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FDNY Field members. Vendors responding to the invitation to participate in this phase shall submit the following:

1. Twelve (12) Standard-compliant Thermal Imagers. The FDNY will return the submitted Thermal Imagers but is not responsible for loss or damage.
2. For each Thermal Imager, vendor shall supply a desktop charger with two batteries and a retractable lanyard.
3. Thermal Imagers shall all be programmed to function in only the Standard-compliant TI BASIC mode. TI BASIC PLUS MODE features shall be de-activated. Any additional features or buttons/triggers shall be de-activated. FDNY reserves the sole discretion to discuss any desired features, above the TI BASIC Mode, with the winning vendor.

B. Proposers invited to participate in Phase 2 will have forty five (45) minutes to explain the preferred method of charging, wearing, use and functionality of their Standard-compliant Thermal Imager to representatives of each of the participating field units. Proposers shall not be permitted to contact any of the participating individuals or testing locations after this date.

C. Thermal Imagers will be assessed by Chief and Company Officers and members of the Special Operations Command for the Field Pilot phase.

VII. Field Pilot Scoring

A. Field Pilot scoring will be comprised of four (4) components:

1. Pilot Members - Operations (add 1) – This component will be evaluations filled out by participating Field members who will be in possession of the Thermal Imagers for the entire Pilot period.
2. Pilot Members - Controlled (add 2 & 3) – These are the same participants as above who will assess each Thermal Imager in a controlled setting, exposed to both cold scene and hot scene environments. Each environment assessment (Hot Scene and cold Scene) will count for 50% of this Component's score.
3. Field Members - BOT (add 2 & 3) – This component is a single-use evaluation. Participants for this Component shall be Officers already scheduled to attend a training session at BOT (Bureau of Training). These members will be comparing all participating Thermal Imagers in a controlled setting, exposed to both cold and hot-scene environments. Each environment assessment (Hot Scene and cold Scene) will count for 50% of this Component's score.
4. Instructors - BOT (add 1) – This component is comprised of evaluations by members assigned to the FDNY Tactical Training Unit and the FDNY Annual Education Unit, who will use the Thermal Imagers at Live Burn drills throughout the evaluation period.

A vendor/manufacturer's final score will be comprised of the following:

Pilot Members - Operations	35% of Final score
Pilot Members - Controlled	15% of Final score
Field Members - BOT	15% of Final score
Instructors - BOT	20% of Final score
Technical Proposal	15% of Final score
Total	100%

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Questions making up each of the above scoring components shall be assigned 'relative weights' that add up to a total score of 100 for each component. The top scoring Thermal Imager(s) will be invited to bid as Acceptable Finalist(s)

Scoring for responses relating to the Phase III questions shall be pro-rated as follows:

Very Poor	0% of the Question's total value
Poor	25% of the Question's total value
Average	50% of the Question's total value
Good	75% of the Question's total value
Very Good	100% of the question's value

Example: The first testing component has a relative weight of 35% of the total score, and consists of four questions with the following weights:

Question #1 = 15% Question #2 = 20% Question #3 = 25% Question #4 = 40%

Question #1 has a weight of 15%, and therefore is worth 15% of the total score for this testing component. The scores for this question will be calculated as follows (and in the same manner for questions #2 to 4):

Very Poor = 0 % of 15 = 0 points for this question ($0 \times 15 = 0$)

Poor = 25 % of 15 = 3.75 points for this question ($.25 \times 15 = 3.75$)

Average = 50 % of 15 = 7.5 points for this question ($.50 \times 15 = 7.5$)

Good = 75 % of 15 = 11.25 points for this question ($.75 \times 15 = 11.25$)

Very Good = 100 % of 15 = 15 points for this question. ($1.0 \times 15 = 15$)

Three firefighters make up the testing team. After the testing is completed for this component, they provided an evaluation as follows:

	FF#1	FF#2	FF#3
Question #1 -	very good	very good	good
Question #2 -	average	good	very good
Question #3 -	very good	very good	average
Question #4 -	good	average	very good

Thus, using the above example, the scores for each of these evaluations will be:

	FF#1	FF#2	FF#3
Question #1 -	15	15	11.25
Question #2 -	10	15	20
Question #3 -	25	25	12.5
Question #4 -	30	20	40
Total:	80	75	83.75

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The next step is to develop an average score for each component. The average will be the total of the test scores divided by the number of evaluators. So for the first component in the example, the average is 79.58 (80 + 75 + 83.75 divided by 3 = 79.58).

After each component is completed, a final average score will be developed. For this example, the relative value is 35% of the average score for the testing component. Therefore, the testing component final score is 27.85 (35% of 79.58 = 27.85) out of a total possible score of 35 points.

Each of the final scores for the testing component will be summed to achieve the total final evaluation score for the thermal imager.

VIII. Fire Department Reserved Rights

A. All materials submitted shall become the property of the FDNY. The Fire Department agrees that any submitted information, documentation, drawings, or designs of any type will be retained solely for the purposes related to the evaluation of proposed services, hardware or software. The Department reserves the right, at any time and at its sole discretion to:

1. Reject any and/or all proposals submitted in response to this RFI and/or request supplemental statements or information from proposers.
2. Extend the deadline for the submission of proposals.
3. Amend, waive, modify, or withdraw (in whole or in part) this RFI and/or waive any requirements of this RFI.

IX. General Information

A. This RFI has been compiled without any attempt to restrict competition. All specifications and requirements are as generalized as possible to allow for a wide set of responses.

B. If any amendment to this RFI is required prior to the proposal due date, those amendments will be furnished electronically via PASSPort to all proposers.

C. 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, New York 10007; Telephone Number (212) 669-3000.

D. The issuance of this RFI and the submission of a proposal to the Fire Department does not obligate the Fire Department or the City in any way.

X. Security of the RFI Proposal

A. The content of each proposal will be held in the strictest confidence, and no details of any proposal will be discussed outside of the Fire Department, unless required by law.

B. Upon submission, a proposal and any other materials submitted by a proposer in conjunction therewith including designs, drawings, maps, microfilms, computer tapes or discs become subject to the New York State Freedom of Information Law (FOIL), New York State Public Officers Law Sections 84-90. The general rule is that records are to be made available to the public for inspection and copying. However, the Fire Department may deny public access to such records or applicable portions thereof which are "trade secrets or are maintained for the regulation of commercial enterprise which if disclosed would cause substantial injury to the competitive position of the subject enterprise", "are specifically exempted from disclosure by state or federal statute", "if disclosed would impair present or imminent contract

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awards”, “are inter-agency or intra-agency materials which are not final agency policy or determination” or are otherwise exempted from disclosure under FOIL.

C. Vendors may mark as confidential those portions of the RFI proposal that they believe are not required to be disclosed under FOIL. While the Fire Department may not exclude a proposal from consideration simply because it restricts disclosure of data, it is, however, obligated to disclose information consistent with the requirements of FOIL notwithstanding any such marking of confidentiality made by a vendor.

XI. Insurance

A. The proposer shall procure and maintain insurance against claims for injuries to persons or damages to property which may arise from or in connection with the provision of products hereunder by the proposer, his agents, representatives, employees or subcontractors. The cost of such insurance shall be borne by the proposer and shall be solely responsible for payment of all premiums for insurance.

B. COMMERCIAL GENERAL LIABILITY ("CGL") with a combined single limit for Bodily Injury, Personal injury and Property Damage of a least \$1,000,000 per accident and a minimum aggregate of \$2,000,000. The limit may be provided through a combination of primary and umbrella/ excess liability policies. Coverage shall include the BROAD FORM COMPREHENSIVE LIABILITY ENDORSEMENT (GL-0404) (of the ISO or an equivalent). Coverage shall provide and encompass at least the following:

1. X, C, and U (explosion, collapse, and underground) hazards, where applicable;
2. Independent Contractors;
3. Blanket written contractual liability covering all indemnity agreements and indemnification;
4. Products liability and completed operations, with the provision that coverage shall extend for a period of at least 12 (twelve) months from Project completion;
5. CGL coverage written on an occurrence form;
6. Endorsement naming the City, its officers, officials and employees as an additional insured, and
7. Waiver of Subrogation.
8. The policy shall contain no exclusions or endorsements, which are not acceptable to the City and shall be of a form and by an insurance company acceptable to the City.

C. Umbrella and/or excess liability policies used to comply with CGL y limits shown above shall be warranted to be in excess of limits provided by primary CGL.

D. The Vendor shall furnish its proposal, Certificates of Insurance effecting coverage required by this clause. The Certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The Certificates must provide for 15 days written notice prior to cancellation, non-renewal or material modification.

E. All required insurance policies shall be maintained with companies that may lawfully issue the required policy and have an A.M. Best rating of at least A- or a Standard and Poor's rating of at least AA.

F. The Vendor shall secure, pay for, and maintain property insurance necessary for protection against loss of owned, borrowed, or rented capital equipment and tools, including any tools owned by employees and any tools, equipment, staging, towers, and forms owned, borrowed or rented by the Vendor. Failure of the Vendor to secure such insurance or to maintain adequate levels of coverage shall not obligate the City, or its agents and employees for any losses, and the City and its agents and employees shall have no such liability. The insurance policy for such Vendor shall include a waiver of subrogation as follows:

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"It is agreed that in no event shall this insurance company have any right of recovery against the City."

- G. Any deductibles or self-insured retention must be declared to and approved by the Fire Department.
- H. The City, its officers, officials and employees are to be covered as insured as respects: liability arising out of activities performed by or on behalf of the Vendor; products and completed operations of the Vendor; premises owned, leased or used by the Vendor. The coverage shall contain no special limitations on the scope of protection afforded to the City, its officers, officials and employees.
- I. The Vendor's insurance coverage shall be primary insurance as respects the City, its officers, officials, and employees. Any other insurance or self-insurance maintained by the Fire Department, its officers, officials, and employees shall be in excess of, and not contribute to, the Vendor's insurance.
- J. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the Fire Department, its officers, officials, and employees.
- K. The Vendor's insurance shall apply separately to each insured against whom a claim is made or suit is brought, except with respect to the limits of the insurer's liability.
- L. Should the Vendor engage a subcontractor, the same conditions applicable to the Vendor under these Insurance Requirements shall apply to each subcontractor.
- M. NOTICE OF ACCIDENT OR CLAIM - Notice of accident shall be given to the Insurance Company within one hundred twenty (120) days after such claim shall have been filed with the Comptroller of the City of New York. Notice to the Insurance Company by either party shall be deemed sufficient notice under the policy.
- N. All policies purporting to insure the City of New York must explicitly name the City, its officers, officials, and employees as the insured, and not only the Department.
- O. The policy of insurance shall not be cancelled, terminated, modified or changed by the Insurance Company unless at least fifteen (15) Days prior written notice is sent to the Named Insured by Certified Mail and also sent by Registered Mail to both the Commissioner and to Comptroller's Office, attn: Office of Contract Administration, Municipal Building, Room 835, New York, New York 10007; and VIOLATION OF ANY OF THE TERMS of any policy issued by the Insurance Company to the Vendor shall not invalidate this policy.

XII. Indemnification

- A. The proposer agrees to indemnify and hold harmless the City of New York ("City"), its officers, employees, agents, and representatives ("Indemnitees"), from any and all claims, causes of action, judgments, costs, expenses (including attorney's fees and litigation costs) or other damages resulting from injury to any person (including injury resulting in death), or damage to property of any nature belonging to or in the custody of any person, corporation, partnership, association, or other entity arising out of any defects in the design, manufacture, and/or use of the Thermal Imager, or any acts or omissions of the proposer, its officers, employees, agents, or representatives in connection with this RFI and the testing and evaluation process.
- B. The proposer agrees that the indemnification obligation hereunder contemplates (1) full indemnity in the event of liability imposed against Indemnitees without negligence and solely by reason of statute, operation of law or otherwise; and (2) partial indemnity in the event of any actual negligence on the part of the indemnitees, either causing or contributing to the underlying claim (in which case, indemnification will be limited to any liability imposed over and above that percentage attributable to actual fault whether by statute, by operation of law, or otherwise). Where partial indemnity is provided hereunder, all costs and expenses shall be indemnified on a pro rata basis.

XIII. Confidentiality

- A. The proposer acknowledges that all records, information, or data which it may have access to, examine, prepare, maintain or have custody of and deliver hereunder are confidential records (“Confidential Information”). All Confidential Information is the property of the Fire Department, and the vendor shall not at any time make any disclosure or statements or release to any third party any Confidential Information without the prior written approval of the Fire Department.
- B. The obligations to maintain Confidential Information would include the duty to comply with all Federal, State, and Local laws, rules, and regulations. The proposer agrees that it will instruct its officers, employees, and agents, to maintain the confidentiality of any and all Confidential Information.
- C. Upon completion and termination of the evaluation program, the proposer shall return to the Fire Department any and all Confidential Information in the possession of the proposer or its subcontractors, and permanently delete any and all Confidential Information maintained in any electronic form by the proposer or its subcontractors.
- D. The Fire Department reserves any and all other rights and remedies in the event of unauthorized disclosure.

XIV. Infringement- Vendor Warranty

- A. The proposer shall deliver the Thermal Imager free from the claim of any third party by way of infringement including but not limited to patent, copyright, trade secrets, or the like. The submission of a proposal is deemed to be a warranty by the proposer that the proposer has inspected the specifications and has determined that no claim of any third party by way of infringement or otherwise will result from compliance with the specifications. The proposer shall indemnify any hold the City harmless against such claim regardless of whether or not the infringement arises out of compliance with the specifications.

ADDENDUM #1

Questions to be used for Components I and IV

1. Rate the Image Clarity & Quality (20%)
2. Rate the Screen size (10%)
3. Rate the ease of accessing the on/off button with a gloved hand (10%)
4. Rate the Ergonomics (fit & feel) (20%)
5. Rate the 'ease of use' during Operations (10%)
6. Rate the Retention/carry system (7%)
7. Rate the Battery life (7%)
8. Rate the charging system – ease of use (6%)
9. Rate the durability (10%)

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ADDENDUM #2 – HOT SCENE – Field Member

Name: _____ Unit: _____

Reference #: _____ Date: _____

Camera _____

Questions for components II and III

1. Rate the Image for clarity & quality (25%)
2. Rate the ergonomics (fit & feel) (25%)
3. Rate the ease of accessing the on/off button with a gloved hand (10%)
4. Rate the ease of understanding the Screen icons (20%)
5. Rate your ability to determine the 'Mode Shift' of the thermal Imager (20%)

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ADDENDUM #2 – HOT SCENE – Pilot Member

Name: _____ Unit: _____

Reference #: _____ Date: _____

Camera _____

Questions for components II and III

1. Rate the Image for clarity & quality (25%)
2. Rate the ergonomics (fit & feel) (25%)
3. Rate the ease of accessing the on/off button with a gloved hand (10%)
4. Rate the ease of understanding the Screen icons (20%)
5. Rate your ability to determine the 'Mode Shift' of the thermal Imager (20%)

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ADDENDUM #3 – COLD SCENE – Field Member

Name: _____ Unit: _____

Reference #: _____ Date: _____

Camera _____

Questions for components II and III

1. Rate the Image clarity & quality (45%)
2. Rate the ergonomics (fit & feel) (25%)
3. Rate the ease of accessing the on/off button with a gloved hand (10%)
4. Rate the ease of understanding the Screen icons (20%)

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ADDENDUM #3 – COLD SCENE – Pilot Member

Name: _____ Unit: _____

Reference #: _____ Date: _____

Camera _____

Questions for components II and III

1. Rate the Image clarity (45%)
2. Rate the ergonomics (fit & feel) (25%)
3. Rate the ease of accessing the on/off button with a gloved hand (10%)
4. Rate the ease of understanding the Screen icons (20%)

ADDENDUM #4

Technical Proposal Scoring

1. Experience with fire Service Imagers (20%)
2. World-wide sales & support (10%)
3. Production facilities (10%)
4. Thermal Imager sensor engine production (10%)
5. Warranty facilities (10%)
6. Warranty (10%)
7. Non-FDNY Standard usage (10%)
8. Battery change (5%)
9. Lens change (5%)
10. Ability to upgrade software (5%)
11. Ability to upgrade Thermal Imager (5%)