

Request for Proposal

Information Technology Management Services for One Community Health

One Community Health invites proposals from firms to provide One Community Health with a comprehensive Information Technology Management Services Plan responsible for implementing and maintaining our organizations technology infrastructure.

Background and Description

One Community Health is a non-profit private foundation designated a 501(c)(3) corporation by the Internal Revenue Service. The One Community Health was established in 1989. We are a Federally Qualified Healthcare Center (FQHC) that provides healthcare to individuals in the greater Sacramento area. We serve approximately 9200 patients annually at two locations in Sacramento. The health center currently employs approximately 350 employees and contractors to carry out day to day operations.

Proposed Scope of Work

The selected firm will lead and provide the below value added services through a management services contract to align our technology infrastructure with the dynamic healthcare needs of One Community Health. The value added services will improve the overall infrastructure, directed by policies, organized processes and supporting procedures to operate and control information technology services. This is a three-year contract beginning: February 01, 2019 with a three month pre-migration plan.

- **Technology strategy planning** – Working with current IT staff to develop a long term strategic technology plan including **business continuity and disaster recovery**. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Security and Testing** – Create a security and testing program to help us meet HIPAA and PCI compliance. Needs to incorporate penetration testing and security risk and analysis of internal infrastructure.
- **Remote backup** – Executing a daily/nightly/incremental backup plan for the critical servers, including a regularly-tested recovery process.
- **Network and email system monitoring** – 24/7 monitoring of One Community Health's network and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Procurement management** – Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- **Move, Add, Change (MAC)** – Possible need for extra help on moves and changes in locations.
- **Technical support** – Ability to support One Community Health's inquiries as required, via helpdesk, including support for remote users and possible after hour issues, during our non-business hours as established by One Community Health.
- **Reporting and communication** – Ensuring monthly reporting on all purchases, assets, current activities and issues, and project status reports.
- **Implementation planning and guidance** – Assistance in deployment planning and execution including image creation/development, image loading and configuration.

- **Server/Workstation Updates** – Provide solution to update Windows workstations and Servers, including testing of patches before updates.
- **Asset inventory management** – Possible tagging, tracking, and management of warehousing and inventory using organizations tracking software.
- **Life cycle management of hardware units** – Process for end-of-life notification, replacement, and asset decommissioning/disposal using organizations software.
- **Software licensing control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation

Overview of Current Network Environment

- Approximately 350 users and 525 devices and growing.
- Primarily a Windows environment but have some MACs.
- Running a mixed virtual server environment.
- Servers located at our three locations in Sacramento and our datacenter.
- Multiple sites with WAN fiber connections using routers and other network equipment. Our three sites and datacenter are located within Sacramento County.
- Use multiple backup solutions with our current MSP.
- Server/Workstations Hardware up to date and running currently supported Windows OS.
- Running multiple SQL Servers with SQL reporting.
- Currently use outside vendor for some technical support and projects along with server updates, backups, and maintenance.
- Running custom Jira help desk system.
- Applications/Servers running on premise: Access Servers, Mail Servers, Communication Servers, Finance Servers, Document Management, Website Servers.
- Our Electronic Health Record System is hosted by an outside nonprofit health information and innovation network. We have one MPLS circuit with them to our datacenter but will have redundant path soon to our main clinic. Our Pharmacy system is onsite and supported mainly by the vendor.
- We currently have an onsite PBX telephone system but will be migrating to a hosted system by very soon.

NOTE: Contact POC with questions if needing greater details of network and servers by questions deadline.

Information Requirements

For the purposes of understanding more about your company, please provide the information below as part of your response.

- Give a brief overview of your organization’s involvement in providing Information Technology management services in the healthcare industry or similar.
- How long has the organization been in business?
- Indicate number of employees dedicated to account management and technical support.
- Will you subcontract any components of the proposed solution to a third party organization? If so, please describe the subcontract agreement in place.
- Describe your experience in providing network and infrastructure management, and those value added services listed above for your customers, focusing on strategic planning, security testing, and ongoing maintenance and support.
- Describe your technical support options including assistant request process, escalation, support hours, response times, staff expertise in supporting remote users and users with limited technical skills.
- Describe your standard reporting capabilities, meeting and call schedule, and management of account.

- Please provide a proposed work plan for a migration to your organization
 - Key activities
 - Timeline
 - Resource Requirements
 - Deliverables
 - Key milestones, checkpoint, testing and other decision points
 - Identify the team that will be assigned to the account and experience with migration and support services.
- Describe the pricing model that you typically employ for your standard services
 - What the levels and packages of support you offer?
 - What is the standard markup that you charge on the following types of technology units: Desktops, Laptops, Servers, Other hardware, Software
 - Do you offer service bundles and if so describe the effect of this bundling on pricing.

Point of Contact

From the date of issuance of this RFP until the selection of a firm is completed and announced, vendors are not permitted to communicate, for any reason, with any One Community Health Staff or Board Members regarding this procurement, except through the Point of Contact (POC) named herein. For violations of this provision, One Community Health shall reserve the right to disqualify the offending firm from further participation in this procurement.

Point of Contact for questions and all matters relating to this RFP	
Name:	Chris Watson
Title:	IT Administrator
Address:	1500 21 st St, Sacramento, CA 95811
Telephone:	916-914-6243
Email:	cwatson@onecommunityhealth.com

Proposals are due by **5:00 PM PST on Tuesday, November 20, 2018**, and are to be received by One Community Health, marked to the attention of the above listed POC, within this timeframe. It is the responsibility of the firm to ensure that the proposals arrive on or before the time and date written herein. Failure to comply with this provision will result in disqualification of the RFP response.

Firm Questions Regarding RFP

Firms may submit questions regarding this RFP in writing to the POC named above through **10am PST on Monday, November 5, 2018**. E-mail is the preferred method of communication. All written questions must include the name of the firm and the person submitting the question(s). A compilation of all questions and answers, along with any RFP addenda, will be shared with all firms no later than **11PM PST on Tuesday, (After the question submission deadline)**.

Proposal Requirements

Proposals must include the following information:

1. A description of your firm including location, number of years in business and scope of services.
2. A recommendation of services to provide to One Community Health with a fair, cost effective and quality product package.
3. Details illustrating how and why your firm will best serve One Community Health.
4. A copy of your company’s standards of professional conduct (code of conduct).
5. Three (3) references of other organizations similar in size and need.
6. A named Project Lead who has demonstrated successful management of at least one project of similar size and scope; should the Project Lead become unavailable at any point in the project, his or her replacement must be mutually agreed upon by One Community Health and your firm.

7. Names and qualifications of fully trained and qualified staff that may be assigned to One Community Health; should any team member become available at any point in the project, his or her replacement must be mutually agreed upon by One Community Health and your firm.
8. If applicable, a description of additional services your firm offers which are not covered within this document.

Terms and/or Conditions of Acceptance

Federal law prohibits payment by Federal health care programs for items or services furnished (1) by an excluded person or (2) at the medical direction or on the prescription of an excluded person. It is the policy of One Community Health not to employ, contract with, or do business with an individual or entity excluded from participation in federally sponsored health care programs, such as Medicare, or state run health care programs. One Community Health will verify that entities and businesses which provide and/or perform services for the Health Center have not been the subject of adverse governmental actions and/or excluded from Federal healthcare programs.

To ensure compliance with applicable laws any firm responding with a proposal will be required, as a condition of acceptance of the proposal, to routinely (not less than once during the contract term) check personnel against exclusions databases including the Office of Inspector General's List of Excluded Individuals and Entities (LEIE), and the General Service Administration's (GSA) System for Award Management (SAM) list of debarments.

As a condition of the acceptance of any proposal the firm shall be required to sign a Business Associate Agreement, and the One Community Health Code of Conduct which includes standards for reporting conflicts of interest, ethical standards, confidentiality, and compliance with health care law prohibition on kickbacks and self-referrals.

As a condition of acceptance a firm must be prepared for the project to commence on 12/6/2018 at 9am Pacific Standard Time.

Firm Response

Respondents to this RFP should submit responses in the following manner:

1. One (1) electronic copy of the Proposal as specified in the Proposal Requirements above, in either Microsoft Word or Adobe Acrobat PDF format.
2. Responses must be received prior to the deadline listed in the Point of Contact section above.

Review and Evaluation of Proposals

One Community Health will convene a review panel to evaluate all proposals and develop recommendations. One or more of the respondents may be requested to make an oral presentation to the committee.

Right to Reject Proposal

By submitting a proposal, firms acknowledge that they have read this RFP, understand it, and agree to be bound by its requirements unless clearly and specifically noted in the response submitted. One Community Health reserves the right without prejudice to reject any and all responses. One Community Health reserves the right to modify the terms and requirements of this RFP. Any such changes or corrections will be made available to firms in a reasonable timeframe.

Incomplete Responses

If the information in the firm’s response is deemed to be insufficient for evaluation, One Community Health reserves the right to request additional information or to reject the submittal outright. False, incomplete or unresponsive statements in connection with a submittal may be sufficient for its rejection. The selection of the fulfillment of the requirements will be determined by One Community Health and such judgment shall be final.

Timeline of Deliverables

Deliverable	Date	Time
Release of RFP	10/26/2018	
Questions from firms due	11/5/2018	10am
Answers to firm questions sent	11/6/2018	11pm
RFP Submission deadline	11/20/2018	5pm
One Community Health Review of Submissions	11/21/18	11pm
Firm Interviews (est.)	11/26-11/27	
Vendor Selection (est.)	11/29	11pm
Project Commencement	12/6/2018	
Contract Agreement	2/1/2019-2/1/2022	

One Community Health reserves the right to modify this timeline at any time.


Addenda

One Community Health may modify the RFP prior to the date fixed for submission by mailing, emailing or faxing an addendum to the bidding firms know to be interested in submitting a proposal. Failure of a bidder to receive or acknowledge receipt of any addendum shall not relieve the bidder of the responsibility for complying with the terms thereof.

One Community Health appreciates your time and looks forward to receiving your proposal.

All RFP packages should be submitted to:

One Community Health
Attention: Chris Watson
1500 21st Street
Sacramento, CA 95811



Christy Ward, CEO

10/26/2018
Date