Request for Proposal

CRISP

All responses due no later than Friday, September 9th, 2016 at 12:00pm EST.
Network Administration Services

Request for Proposal – “RFP”

TO ALL PROPOSERS

You are invited to submit a Proposal to explain your software solution for Network Administration Services and describe how it will meet Chesapeake Regional Information System for our Patients’ (CRISP’s) requirements as described herein. All Proposals should be submitted electronically to:

brandon.shaw@crisphealth.org

1. Intent to bid on this proposal must be submitted by Friday, August 19th, 2016 at 3:00pm ET
2. Questions from potential vendors are due by Friday, August 26th, 2016 at 12:00pm ET
3. A Bidders’ Webinar is scheduled Tuesday, August 30th, 2016 from 3:00pm – 4:00pm ET
4. Responses to Questions will be available on the website on or before Wednesday, August 31st, 2016
5. Final Proposals must be received no later than 12:00pm ET on Friday, September 9th, 2016

Should you have any questions concerning the preparation of your Proposal, please do not hesitate to contact us.

Contact: Brandon Shaw
Phone: (443) 550-1181
Email: brandon.shaw@crisphealth.org

Please note that this Request for Proposal letter does not constitute a guarantee on the part of CRISP that a contract will be awarded. No payment will be made for costs incurred in the preparation and submission of a Proposal in response to this Request for Proposal.

THIS IS NOT AN ORDER OR A CONTRACT
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Chesapeake Regional Information System for our Patients

www.crisphealth.org
1 Background and Overview

The Chesapeake Regional Information System for our Patients (“CRISP”) is formally designated as Maryland’s statewide Health Information Exchange (“HIE”) and is incorporated as a non-profit entity charged with the mission to advance health and wellness of patients throughout Maryland and the District of Columbia by enabling healthcare providers to share clinical data with other hospital systems, providers, and stakeholders across the Region.

CRISP currently receives real time data from all 47 of Maryland’s hospitals, all 8 of the District of Columbia’s hospitals, over six dozen participating Long-Term Care Facilities, reference laboratories, and radiology centers, and an expanding roster of ambulatory practices and urgent care centers. To date, CRISP is the only HIE to have integrated with the state Prescription Drug Monitoring Program (PDMP).

CRISP is constantly evaluating service offerings and determining ways to improve existing functionality and provider workflows. At this time, CRISP does not maintain their own Network Operations or Network Administration staff, and has no existing relationship with a IT hardware supplier. The purpose of this RFP is to identify a vendor that could provide network administration services on behalf of CRISP as a subcontractor.

2 Minimum Requirements

Responses that will be graded as “Conforming” and “Complete” should demonstrate a vendor’s experience administrating Windows systems and describe with confidence the agility to meet CRISP’s evolving IT needs. Additionally, it will be fairly cost-prohibitive to replace all of CRISP’s existing infrastructure, and so a successful response should express familiarity with our existing hardware stack, described below:

CRISP’s environment is comprised mostly of Dell hardware running Microsoft Operating systems in a Hyper-V environment. CRISP does also run several servers on Linux in a VMWare environment. The CRISP environment currently runs more than 150 virtual machines with more than 50 TB of disk space.

Additional information will be provided in the Bidder’s Webinar.

Additionally, Expedient hosts CRISP’s firewall (including 24/7 management) and manages CRISP’s cloud-based Disaster Recovery and backup services. This RFP is not seeking to replace any of those services.

As an additional requirement, a winning vendor should be able to provide a resource on site at the CRISP office, at least once a week to review open cases and represent our infrastructure in the Change Control Board, and be willing to be on-site at our data center in Owings Mills, MD, as needs arise.

3 Response Format

CRISP discourages responses that are merely marketing collateral and so brochures or other presentations – beyond those sufficient to present a complete and effective proposal – are not desired.

Unless specified below, CRISP will not impose a page limit to proposals or required sections. CRISP does encourage proposals be concise and of succinct length.

Please NOTE: All responses, assertions, and commitments made in this proposal will be part of any contract.
The response should include the following sections:

<table>
<thead>
<tr>
<th>Response Section</th>
<th>Title</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Cover Letter</td>
<td>Letter on company letter head signed by representative with legal contracting capacity. Appropriate company contact information must be included. No more than 2 pages.</td>
</tr>
<tr>
<td>B</td>
<td>Table of Contents</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>Executive Summary</td>
<td>No more than 3 pages.</td>
</tr>
<tr>
<td>D</td>
<td>Response to CRISP Requirements</td>
<td>Pages as required. Please remain concise.</td>
</tr>
<tr>
<td>E</td>
<td>Response to General Questions</td>
<td>Pages as required. Please remain concise.</td>
</tr>
<tr>
<td>F</td>
<td>Appendices</td>
<td></td>
</tr>
<tr>
<td>P1</td>
<td>Audited Financial Statements</td>
<td>Pages as required.</td>
</tr>
<tr>
<td>P2</td>
<td>Resource Resumes</td>
<td>Pages as required.</td>
</tr>
<tr>
<td>P3</td>
<td>Pricing Spreadsheets</td>
<td>Pages as required.</td>
</tr>
<tr>
<td>P4</td>
<td>Acceptance of Terms</td>
<td>Executed copy of Acceptance of Terms document included in RFP. Pages as required.</td>
</tr>
<tr>
<td>P5</td>
<td>Standard Contract</td>
<td>Copy of your company’s standard contract. Pages as required.</td>
</tr>
</tbody>
</table>

4 Executive Summary Guidelines

CRISP requests up to three (3) pages for an Executive Summary. The summary should introduce a responder’s company, any relevant offerings, and should provide a summary of the response.

5 Response to CRISP Requirements

In an effort to ensure that the proposal can meet CRISP’s specific needs, each response should address the specific requirements listed below. Each discussion should include a description of how the proposal will meet each specific technology requirement. Responses will be scored based on the proposal specifically addresses each individual requirement.

Please feel free to include explanations, caveats, conditions or other information that will help qualify or explain your answers. Please also include any additional cost that may be incurred by CRISP above and beyond the proposed pricing quoted.

Please NOTE: All responses, assertions, and commitments made in this proposal will be part of any contract.

Please NOTE: If specific additional costs are not included in the use case discussion, CRISP will assume the cost to implement and run the use case is part of the overall pricing proposal.

Technical Requirements

- Monitor performance and make upgrade recommendations using management or monitoring tools
- Recommend configuration changes and network upgrades as required
• Install, configure, troubleshoot and maintain network and network monitoring tools (such as: SolarWinds, etc.) and hardware as required or directed
• Install, configure and maintain all hardware including servers, disk arrays, switches, routers and other systems
• Troubleshoot and resolve network issues and problems
• Document all existing and potential network problems and their corrective actions
• Perform monthly and emergency patching to all systems
• Participate in design reviews for new facilities or renovation plans as required
• Participate in weekly CRISP Change Control Meetings
• Generate network diagrams, rack elevations and documentation as requested.
• Travel, as required or directed, to the CRISP offices in Columbia, MD and to the Expedient data center in Owings Mills, MD
• Mitigation and resolution of detected issues
• Troubleshooting and maintenance of network systems
• Network system support (install, test, maintain, monitor and tune)
• Tracking recurring problems and escalate within the IT Management Chain
• Network Performance Monitoring
• Database Performance Monitoring and improvements
• Network Performance Analysis (trend, analysis, performance monitoring and capacity planning)
• Management and Administration of Network Monitoring Tools
• Accurately document IP Configurations
• Installation of network hardware

Service Levels
The Contractor is expected to react quickly to any event impacting, or that has the potential to impact, CRISP systems. Communications shall follow the documented Escalation and Notification Procedures listed below, with minimum reaction times, notification times, and escalation times as follows:

1. Immediate (within 30 minutes of occurrence) notification of service impacting faults such as:
   a. Any hardware failure or circuit problem
   b. Any hardware alerts or warnings, high utilization or memory usage on the core network devices managed.

2. Resolution notification within 10 minutes of the actual restoration of services or problem resolution.

3. Root Cause Analysis within 2 business days of actual restoration of services.

4. Provide initial response and escalations as outlined in table below:
## Definition

<table>
<thead>
<tr>
<th></th>
<th>Severity 1 (Critical)</th>
<th>Severity 2 (High)</th>
<th>Severity 3 (Normal)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Response (from occurrence)</td>
<td>30 minutes</td>
<td>60 minutes</td>
<td>120 minutes</td>
</tr>
<tr>
<td>Initial Notification to CRISP (from occurrence)</td>
<td>30 minutes</td>
<td>60 minutes</td>
<td>120 minutes</td>
</tr>
<tr>
<td>Updates as to the status of the issue and work being done (for ongoing issues)</td>
<td>Every 20 minutes</td>
<td>Every 60 minutes</td>
<td>Every business day</td>
</tr>
<tr>
<td>Onsite Support with parts (as required) measured from start of diagnosis</td>
<td>1 business day</td>
<td>2 business days</td>
<td>4 business days</td>
</tr>
<tr>
<td>Resolution Notification</td>
<td>60 minutes after resolution</td>
<td>60 minutes after resolution</td>
<td>60 minutes after resolution</td>
</tr>
</tbody>
</table>

Severity 1 – Critical: Any event impacting or about to impact service that is defined as a “core service” where a customer is significantly impacted. “Core Services” will be defined in the SOW with chosen vendor.

Severity 2 – High: Any event impacting or about to impact a customer with potential to impact service of multiple customers if not addressed, such as: degradation or intermittent failures, latency spikes, and repetitive intermittent downtime.

Severity 3 – Normal: Informational events and maintenance events.

### 6 General Questions

CRISP requests responses to all questions listed below, and all answers should either be clearly provided within the context of the proposal and/or in their own separate section. All answers provided should be succinct in length to ease reviewer evaluation, but should take care to answer each question in all necessary and appropriate depth.
CRISP will assume that any non-answer will indicate that any proposed company or technology will be unable to provide or unwilling to disclose a solution to the question, and this may negatively impact CRISP’s perception of the overall proposal. Inability to provide a response to any question will not immediate disqualify a proposal from consideration.

Please NOTE: All responses, assertions, and commitments made in this proposal will be part of any contract.

1. What is your company’s Dun and Bradstreet number?
2. Where is your company headquartered?
3. How long has your company been in business?
4. How many employees work for the company?
5. Is the company privately held or publicly traded?
6. Please note any relevant accreditations your organization has achieved.
7. To fulfill the requirements of this RFP, will you rely on any partnerships, subcontracts, or other relationships? If yes, please describe the role the subcontractor will play and any other salient information you feel is important in judging the strength and/or history of the partnership.
8. Please describe your work with other HIEs, if any. In your work with HIEs, like CRISP, do you rely on any partnerships, subcontracts, or other relationships. If so, please explain.

7 Full Pricing Proposal

CRISP requests a pricing proposal to understand the total annual cost of your solution. Outline your financial proposal in an Excel spreadsheet and include it as Section P3 in your response. Include total expected cost to CRISP for 1 full year, 2 full years, and 3 full years of service.

Please document any other costs that CRISP may incur in doing business with your company for this area of work. Also include the hourly expense for each resource type that may be engaged in this effort.

Responses should include ANY potential cost CRISP may incur.

Please include a copy of your standard contract with this proposal.

Please NOTE: All responses, assertions, and commitments made in this proposal will be part of any contract.

8 Evaluation

CRISP will evaluate each proposal for completeness and will score the proposals based on the understanding that any proposed solution will effectively meet the requirements set forth in this RFP. CRISP’s scores will be kept confidential and will not be disclosed to responders. Consideration may focus on, but is not limited to, the following:

- Adequacy and completeness of the proposal
- Demonstrated understanding of network components specific to CRISP’s environment
- Experience and demonstrated competence in providing like services
- Quality of proposed approach
- Cost
The order of these factors, above, does not generally denote relative importance.

CRISP reserves the right to:

- Select for contract or for negotiations a proposal other than that with lowest costs.
- Accept/Reject any and all proposals or portions of proposals received in response to this RFP, to make no award, or to issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all contractors during the review and negotiation.
- Negotiate any aspect of the proposal with any individual or firm and negotiate with more than one individual or firm at the same time.

9 Bidder’s Instructions

To be considered, all proposals must be submitted in writing and electronic format and must respond to the items outlined in this RFP using the requested format. CRISP reserves the right to reject any proposals that are, in the sole judgment of CRISP, non-responsive or non-conforming. Responses to this RFP should be complete but concise.

CRISP is not a state entity nor is the organization bound by state procurement guidelines and regulations. CRISP does encourage Minority Business Enterprise (MBE) designated entities with relevant solutions to respond to this solicitation.

Modifications

Any changes, amendments, or modifications to a proposal may be submitted by email but will not be considered acknowledged until a response email from CRISP indicating receipt and acceptance of the modification is received. CRISP reserves the right to request clarification and/or further technical information from any contractor submitting a proposal.

10 RFP Terms and Conditions

Proposal Response

CRISP reserves the right to reject any/all proposals received in response to this RFP. Any information obtained will be used, along with other information that CRISP deems appropriate, in determining suitability of proposed offer. Bidders whose proposals were not accepted will be notified that a selection is made, or if it is decided, that no proposals are accepted. CRISP has no obligation to explain the basis of or reasons for the decision it makes relating to the proposals and/or this RFP. CRISP may identify multiple bidders who are determined suitable and negotiate with each of them on parallel tracks, pending a final contracting decision. Any proposal failing to respond to all requirements may be eliminated from consideration and declared not accepted.
Proposal Becomes CRISP Property

All proposals become the property of CRISP and will not be returned to bidders. Proposals will be disclosed to CRISP, CRISP advisory bodies and committees, DHMH and MHCC staff, advisors and advisory bodies and others as deemed appropriate by CRISP.

Formal Contract

A bidder receiving a positive response to their proposal should be prepared to immediately begin negotiation of final terms based on the RFP and other mutually agreed terms and conditions, provided that terms described by bidder in their response may be rejected in whole or in part and/or otherwise negotiated by CRISP in the contracting process. In addition, a positive response from CRISP does not assure a bidder that a contract will be entered into; CRISP may discontinue negotiations with a bidder at any time, in its sole discretion. PLEASE PROVIDE A COPY OF YOUR STANDARD CONTRACT DOCUMENTS WITH YOUR SUBMISSION.

Within 5 days of receiving a positive response, bidder will be expected to notify CRISP in writing of its contract team, which shall include the individual with authority to approve and execute any final legally binding agreement with CRISP.

Until and unless a formal contract is executed by CRISP and bidder, CRISP shall have no liability or other legal obligation to bidder whatsoever, relating to or arising from this RFP, the RFP process, decisions as to awards resulting from this RFP, or otherwise.

In no event will CRISP be responsible for damages or other remedies, at law or in equity, arising directly or indirectly from its decision on the award of the PDMP contract or for any action taken or not taken in response to or as a result of this RFP or bidder’s response.

Maintaining Pricing

Prices must remain valid for at least ninety (90) days from the Closing. Contract negotiations will include price re-verification if the price guarantee period has expired. CRISP reserves the right to request that a bidder only provide a portion of the proposed deliverables or exclude certain partners. If bidders are unwilling to comply with RFP requirements, terms and conditions, objections must be clearly stated in the Cover Letter to the proposal.

Cost of Proposal Preparation

All bidder’s costs of proposal preparation and any negotiation will be borne by the bidder.

Applicable Law

The Laws of the State of Maryland shall apply, except where Federal Law has precedence. The successful individual or firm consents to jurisdiction and venue in the State of Maryland.

By the signature of its authorized representative, Bidder acknowledges that it understands and accepts the terms of this RFP.
BIDDER: ______________________________________

By: __________________________________________

Title: _________________________________________

Date: __________________________________________