



REQUEST FOR PROPOSALS (RFP):
IT MANAGED SERVICES

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ABOUT THE ORGANIZATION

The Community Health Centers of Arkansas (CHCA) is a non-profit organization established in 1985 to expand access to affordable quality care in Arkansas, and to create a unified voice for Community Health Centers (CHCs) and the patients they serve. For nearly 40 years, CHCA has received funding to provide training/technical assistance to CHCs for improving care delivery. CHCA's mission is to equip, unify, and advocate for an innovative network that provides exceptional health care to all.

CHCA is the Primary Care Association (PCA) for Arkansas. PCAs are designated by the federal Health Resources Services Administration (HRSA) to assist CHCs in each state. CHCA serves 12 CHCs, with over 230 sites across the state and more sites added yearly. Since its inception, CHCA has received HRSA funding to provide training/technical assistance to CHCs for improving care delivery. As Arkansas' Primary Care Association, CHCA provides training and technical assistance in the CHCs' data collection, analysis, reporting, and clinical and organizational quality. CHCA also provides purchasing, capital, advocacy, and public relations assistance. The services offered by CHCA help Arkansas CHCs provide effective and efficient care to their patients and transparency to the public.

CHCA's mission is to advocate for and facilitate the success of CHCs and promote access to health care in Arkansas. Our vision is to be the trusted partner for our member organizations and a respected leader and advocate for health care equity and access in Arkansas. CHCA serves 12 CHC organizations and their 200+ service locations across Arkansas.

The services offered by CHCA help Arkansas CHCs provide effective and efficient care to their patients, furthering their goals of improving access to care, reducing health disparities, and improving health outcomes. CHCA has over the years successfully served as a conduit for new programs, projects and funding that supports greater access to comprehensive services for underserved populations throughout Arkansas.

CHCA collaborates with local, state and federal partners, organizations and policy makers to positively influence changes to policies, regulations, and legislation aimed at strengthening CHCs' ability to provide affordable, accessible, comprehensive, quality health care services to all regardless of ability to pay.

To fulfill our role as a steward of federal, state, and local funds, CHCA seeks to maximize its resources to support CHCs and their patients. CHCA shall select a single organization to provide IT managed services for our organization through this Request for Proposal (RFP) opportunity. For more information on our organization, please visit our website at www.chc-ar.org.

SUMMARY OF IT MANAGED SERVICES

CHCA's current technical environment is as follows:

1. Remote and onsite remediation & support for environment defined in Table 1: CHCA's Assumptions.
2. User support (i.e., Helpdesk), via Service Desk.
 - a. Service desk available via phone option 1 or email.
 - b. Service desk staffed with a team of engineers during the hours 6:00 a.m. to 6:00 p.m. Central Time, Monday through Friday with the exception of Holidays (New Year's Day, Labor Day, Memorial Day, 4th of July, Thanksgiving Thursday & Friday, and Christmas), during which no service desk support will be available.
 - c. Service desk will escalate tickets to level 2 support for resolution when as they determine so needed.
 - d. Between the hours 6:00 p.m. through 6:00 a.m. Central Time, After-Hours support is provided by on call support staff for priority or business critical incidents.
 - e. When required for incident resolution, onsite support will be scheduled.
3. Assist CHCA's specified 3rd party partners (e.g. ISP, Managed Print Provider, Software Vendor/Manufacturers, etc.) in the resolution of issues.
4. Patch Management for Microsoft Windows Server Operating Systems, Microsoft Windows Desktop Operating Systems, VMware vSphere, VMware vCenter, and Microsoft Hyper-V. Patch management will only be provided for the above software systems that are within the software manufacturers support lifecycle and will be scheduled considering (i) the critical nature of the patch (ii), it's compatibility with the CHCA's environment, and (iii) the anticipated down-time for installation and executing back-out plan if so needed.
5. Third-Party software patching for a defined set of user focused applications. The list of CHCA's third party applications available for patching will be reviewed and agreed to by Vendor and CHCA in the on-boarding process, with such agreement to be promptly documented thereafter in writing by Vendor, Including additions, substitutions, and removals of software from the list by agreement of the parties.
6. Network device (e.g., Switches, Wireless Access Points, etc.) administration/configuration and monitoring for device connectivity. Monitoring will be limited to device functionality as designed by the manufacturer or as agreed to by the parties in advance and/or its visibility to Vendor's monitoring platforms.
7. Compute and storage device (e.g., Servers, SANs, Virtualization Hosts) administration and monitoring. Computer and storage device(s) monitoring is currently provided by

ConnectWise Automate supported devices. In Vendor's sole discretion, it may change to a different monitoring tool upon not less than 30 days' notice to CHCA.

8. Firewall administration/configuration and monitoring of Vendor approved Next Generation Firewalls from Fortinet, Cisco and CheckPoint with dedicated firewall managers. Monitoring will be limited by the device functionality as designed by the manufacturer or as agreed to by the parties in advance and/or its visibility to Vendor's monitoring platforms.
9. Monitor up or down status of Internet connectivity.
10. Tracking CHCA software license and hardware warranty support agreement information including renewal dates and periodically providing updates to CHCA. This is limited in scope to Vendor's monitoring tool's capability, and the information provided by CHCA.
11. Administration/configuration of Microsoft centralized authentication platforms (Active Directory) and Microsoft messaging platforms (Exchange and Exchange online). This includes CHCA requested additions/modifications/deletions of accounts, group policies, as well as performance tuning, and making Hardware /Software recommendations.
12. Backup system administration/configuration, monitoring, and testing as follows:
 - a. Backup system administration is limited to Vendor approved backup solutions which currently include VEEAM, Datto, Backup Exec, Microsoft Azure and Vendor Cloud Backup.
 - b. Monitoring of backup health (e.g., Failed Backups, Unresponsive jobs, and time-period review and/or reports). Monitoring is limited to backup solutions that will integrate and/or report to Vendor's monitoring and management systems.
 - c. Backup testing is defined as an annual procedure to ensure the integrity and availability of the data and or system(s). The procedure will include restoration of a sample of data or launching a selected system to a non-production status.
13. Endpoint Security (e.g., Antivirus, Antimalware) administration/configuration and monitoring for Microsoft Window Servers and Microsoft Windows Workstations and Apple computers. Administration is limited to Vendor approved security solutions and monitoring is dependent upon the ability of the security solution to integrate with Vendor's monitoring and management systems.
14. Annual IT Strategic Review. This review consists of planning, budgeting, and reviewing the current IT landscape versus industry standards with Vendor Engineer and Account Manager.

Table 1: CHCA’s Assumptions

Assumption	Quantity
Number of servers – includes virtual, physical, and virtual hosts	7
Number of managed network devices – includes firewalls, managed switches, and access point controllers	2 firewalls 3 switches 5 APs
Number of managed endpoints other than those listed above, such as laptops/desktops	20 workstations
CHCA location: 1. HQ - 706 W. 4th Street North Little Rock, AR	1
Number of employees with e-mail addresses	20
Key business applications and third party vendor assumptions: 1. Office 365 2. Abilia MIP	
CHCA’s 3rd party partners: 1. ISP - Comcast Business	

SERVICE REQUIREMENTS

The following services are the existing priority items for CHCA and each should be explicitly addressed in the proposal, including how you would manage support for each area and how to cost is determined, attaching documentation when applicable.

1. Provide 24/7/365 user support as needed for all infrastructure, server and network functions with exception of Holidays (New Year’s Day, Labor Day, Memorial Day, 4th of July, Thanksgiving Thursday & Friday, and Christmas). CHCA maintains a low IT to user ratio; therefore, it is occasionally necessary to request assistance with low-level support.
2. Perform any disruptive maintenance and/or upgrades outside of regular agency work hours of 6:00 a.m. to 6:00 p.m. Central Time Monday through Friday.
3. Support network connectivity of voice and data devices for approximately 20 employees.
4. Manage 1 location WAN and in-house nodes connected via Next Generation Firewalls from Fortinet, Cisco and CheckPoint.
5. Support disaster recovery for servers, workstations, server data and user data.
6. Monitor up or down status of Internet connectivity.
7. Maintain virtualization environment with off-site fail-over.

8. Maintain Microsoft Windows Server Operating Systems, Microsoft Windows Desktop Operating Systems, VMware vSphere, VMware vCenter, and Microsoft Hyper-V.
9. Maintain fiber SAN storage for Microsoft Windows Server Operating Systems, Microsoft Windows Desktop Operating Systems, VMware vSphere, VMware vCenter, and Microsoft Hyper-V environment.
10. Maintain Server development environment for Microsoft Windows Server Operating Systems, Microsoft Windows Desktop Operating Systems, VMware vSphere, VMware vCenter, and Microsoft Hyper-V.
11. Maintain network device (e.g., Switches, Wireless Access Points, etc.) administration/configuration and monitoring for device connectivity.
12. Maintain Windows Active Directory servers.
13. Maintain software license and hardware warranty support agreement information including renewal dates and periodically provide updates.
14. Maintain Endpoint Security (e.g., Antivirus, Antimalware) and Microsoft Window Servers and Microsoft Windows Workstations and Apple Computers.
15. Maintain and monitor phishing campaigns via Outlook on a bi-annual basis and offer remediation and training as needed.
16. Maintain backup system administration is limited to Vendor approved backup solutions, which currently include VEEAM, Datto, Backup Exec, Microsoft Azure and Vendor Cloud Backup.
17. Consult with management on business development as it pertains to Information Technology.
18. Assist with CHCA's goal to streamline the management of the IT infrastructure while continuing to increase the productivity of our workforce.

CONTENTS FOR PROPOSAL

In order for proposals to be considered, said proposal must be clear, concise, complete, well organized and demonstrate both respondent's qualifications and its ability to follow instructions. Respondents shall include responses to the section above and all sections below in their proposal submission. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Failure to provide all requested

information or deviation from the required format may result in disqualification. Restate each item prior to addressing said item. Responses received under this RFP that fail to address each of the sections, in adequate and complete detail, shall be deemed as non-responsive and shall not be considered for selection. NOTE: Responses of “to be provided upon request” or “to be determined” and/or similar that does not provide the information requested (i.e. blank response) are not acceptable.

I. Submittal Letter

Include the RFP’s title and submittal due date, the name, address, fax number, and telephone number of the responding firm. Include a contact person and corresponding email address. The letter shall state that the proposal shall be valid for a 60 period and that the staff proposed is available immediately to work on this project. The person authorized by the firm to negotiate a contract with CHCA shall sign the cover letter.

II. Description of Company

This section should provide information regarding the size, location, nature of work performed, years in business and the approach that will be used in meeting the needs of the CHCA. Who are your technology partners? Please describe your relationships and experience with vendors and major distribution partners in the technology market. How is the help-desk operated? How many employees are full-time vs. contracted?

III. Organizational Structure

Describe your firm’s organizational structure. Supply the names of the professionals who will be responsible for this project. How many employees are dedicated to account management and/or technical support? Please provide brief resumes for these individuals. Will you subcontract any components of this proposed solution to any third-party company(ies)? What differentiates your company from your competitors in the market and how will this be relevant to CHCA?

IV. References and Description of Experience

This section shall be used to identify similar projects that the company has completed as outlined in the RFP. Provide details of current customer accounts with similar scope and requirements to those of CHCA. Use this section to indicate the areas of expertise of your company and how the company’s expertise will enable the CHCA to benefit from that expertise. Include the size of at least three (3) current projects with similar demographics and technical requirement, along with the names of individuals familiar with your work that can be contacted by CHCA.

V. Project Overview

This section shall explicitly convey the respondent’s understanding of the nature of the work related to IT Managed Services and the general approach the company will use to complete the project. This section should include, but not be limited to, a discussion of the organization of the project and a summary of the proposed approach.

VI. Support

- A. Describe in detail your technical support options, including the assistance request process, escalation process, support hours, response times (for emergency and non-emergency support requests), staffing levels, staff expertise, and physical location of the help desk.
- B. Describe documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical view and the end-user view.
- C. What options are available for user training and technical training that may be required by our staff?

VII. Proposed Approach and Solution

- A. Provide a proposed work plan for a migration to your organization as an CHCA vendor. Specifically, provide the following information:
 - 1. Key activities
 - 2. Timing
 - 3. Information/resource requirements from CHCA
 - 4. Deliverables
 - 5. Key milestones, checkpoints, and other decision points
- B. If we choose to move forward with your organization, what CHCA resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
- C. Identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services.
- D. Please describe your experience in providing the following value-added services:
 - 1. Remote backup
 - 2. Technology strategy planning
 - 3. Network and email system monitoring
 - 4. Move, Add, Change (MAC)

5. Warranty, break fixes and installation
 6. Technical support, including remote user support
 7. Implementation planning and guidance
 8. On-site implementation of business applications
 9. Life cycle management of hardware units
 10. Anti-phishing campaigns and remediation training
- E. Describe your experience in providing server technology and service for your customers, centered on planning, implementation, and ongoing support.

VIII. Rates/Cost

Explain your rate structure. Is it an hourly rate, monthly retainer, annual rate, or other structure? Describe how the rate would be applied, for example, various support proposal items may require a different rate.

- A. Describe the pricing model(s) that you typically employ for your standard services.
- B. Please indicate the charges associated with each of the following services in U.S. dollars, including the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis.
- Remote backup
 - Technology strategy planning
 - Network and email system monitoring
 - Move, Add, Change (MAC)
 - Warranty, break fixes and installation
 - Technical support, including remote user support
 - Implementation planning and guidance
 - On-site implementation of business applications
 - Life cycle management of hardware units
- C. If service bundles are offered, describe the effect of this bundling on pricing?

SUBMISSION REQUIREMENTS

- A. Potential bidders must register by sending an email to Dr. Marico Bryant Howe, mbryanthowe@chc-ar.org, to receive updated information and answers to questions that will be sent to all registered bidders.
- B. All questions about this proposal should be directed to Dr. Marico Bryant Howe, CHCA, mbryanthowe@chc-ar.org.
- C. Proposals must be received by 5:00 p.m. CST, Friday, September 9, 2024, to CHCA, 706 West 4th Street, North Little Rock, Arkansas, 72114.
- D. Electronically transmitted submissions (Email and/or Fax) WILL NOT be accepted. Late bids will be RETURNED to the bidder unopened.
- E. Bids must be addressed and mailed to:
Community Health Centers of Arkansas (CHCA)
Attention: Dr. Marico Bryant Howe
706 West 4th Street, North Little Rock, Arkansas, 72114
- F. Envelopes containing the proposal should be clearly marked with the following:
“IT RFP Response – September 6, 2024”
- G. CHCA is not bound to accept the lowest bid. Other considerations will apply:
- Demonstrated ability to provide necessary service and support
 - Technical certifications and experience
 - Demonstrated expertise in managed virtualization services
 - Response time assertions
 - References
- H. CHCA reserves the right to reject any or all proposals or any portion thereof.
- I. CHCA reserves the right to waive minor informalities or technicalities when it is in CHCA’s best interest.
- J. CHCA reserves the right, at its sole and absolute discretion, to amend or modify any provision of this RFP, or to withdraw this RFP at any time prior to contract award. CHCA shall not be bound by or liable under this RFP and/or any response thereto until a final written contract has been executed by CHCA and the vendor incorporating the terms and conditions of the award.
- K. Vendors shall hold their price firm and subject to acceptance by CHCA for a period of sixty (60) days from the date of proposal submission.
- L. Vendors may be asked to provide proof of financial and business capability. CHCA will make the final determination on the bidder’s ability.

REVIEW & SCHEDULE ACTIVITY

CHCA will use multiple criteria to select the most appropriate vendor. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated:

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Financial considerations

Vendor Presentations

CHCA will schedule presentations with eligible companies during the week indicated in the Key Dates table below. The presentations will be held via Zoom, or at 704 West 4th Street, North Little Rock, AR, 72114.

Announcement

Selection decisions are expected to be announced by September 23, 2024. All respondents will receive written notice as to whether or not your company was selected.

KEY DATES

DATE	ACTIVITY
8/19/24	RFP posted
8/26/24	Deadline to submit questions
9/3/24	Q&A posted to website
9/9/24	Deadline to submit proposals
9/10/24 – 9/16/24	Proposal Review
9/17/24 – 9/23/24	Respondent Presentations
9/23/24 – 9/30/24	Opportunity to Cure
9/30/24	Final Bid Submission Due
10/4/24	Anticipated Selection Notification
11/1/24	Contract Start Date

CONTRACT TERMS & ELIGIBILITY

Contract Term: Two (2) years from date of contract effective date.

GENERAL TERMS AND CONDITIONS

No Guarantee

The submission of a proposal does not, in any way, guarantee a selection. CHCA is not responsible for any costs incurred related to the preparation of a proposal in response to this RFP. CHCA reserves the right to withdraw a selection prior to execution of a contract with a vendor.

AGREEMENT OF NON-DISCLOSURE

This document is considered proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of CHCA solely for the benefit of CHCA.

GOVERNING LAW AND VENUE

This contract shall be governed by and construed in accordance with the laws of the State of Arkansas. Exclusive venue arising under this contract is in Pulaski County, Arkansas.

INDEMNITY

The successful contractor shall be fully liable for the actions of its officers, agents, employees, partners, or assigns and shall indemnify, defend, and hold harmless CHCA and its officers, agents, employees, partners, or assigns from any and all suits, actions, damages, and costs of every name and description, including attorneys' fees, to the extent arising from or relating to personal injury and/or damage to real or personal property, caused in whole or in part due to the negligence or willful misconduct of the contractor, its officers, agents, employees, partners, or assigns.