

**REQUEST FOR PROPOSAL
FOR
INFORMATION TECHNOLOGY SERVICES**

2018-003

Pines Behavioral Health

200 Vista Drive

Coldwater MI

Phone 517-278-2129

**NOTICE REGARDING DISCLOSURE
OF
CONTENTS OF DOCUMENT**

All responses to this Request for Proposal (RFP) accepted by Pines Behavioral Health (Pines) shall become the exclusive property of Pines. At such time as the Center recommends a company to the Board of Directors, and such recommendation, with any recommended contract appears on the Boards agenda, all proposals accepted by Pines shall become a matter of public record and shall be regarded as public, with the exception of those elements of each proposal which are defined by the contractor as business or trade secrets and plainly marked as "Trade Secret", "Confidential" or "Proprietary". Each element of a proposal which a company desires not to be considered a public record must be clearly marked as set forth above, and any blanket statement (i.e. regarding entire pages, documents or other non-specific designations) shall not be sufficient and shall not bind the Pines in any way whatsoever.

REQUEST FOR PROPOSAL
FOR
INFORMATION TECHNOLOGY SERVICES

Pines Behavioral Health hereafter called (Pines) is accepting Request for Proposals (RFP) to solicit proposals for **INFORMATION TECHNOLOGY SERVICES** (Contractor), specifically Helpdesk/Desktop Applications and Data Center/Network Management Services. The Contractor shall provide a response based on one or both of the service areas specified in the following document.

Pre-proposal Site Walk Thru
A pre-proposal site walk thru is scheduled for
March 28, 2018, by appointment.

All interested parties are invited to respond to this Request for Proposal (RFP) by providing an electronic proposal **no later than 5:00 p.m. EST on April 13, 2018 to:**

Shelley Cizio, Director of Procurement and Contract Management

scizio@pinesbhs.org

Please address any questions or concerning this RFP or scheduling of walk thru to:

Shelley Cizio, Director of Procurement and Contract Management

scizio@pinesbhs.org

Public Bid Calendar:

Please Note: The following dates are for planning purposes. They represent Pines Behavioral Health’s desired timeline for implementing this project.

Activity	Timeline
Issuance of Invitation of RFP	3/12/18
Required building walk thru. Only vendors participating in the walk thru will have their proposals considered.	3/28/18
Vendor questions regarding the project (via e-mail): due by close of business (5 PM)	3/30/18
Posted answers to vendor’s questions:	4/6/18
Proposal submissions due by close of business (5 PM) :	4/13/18
Review of bids will be completed by:	4/27/18
Vendor selection:	4/30/18

Questions or requests for additional information regarding this public bid must be received in writing (email) no later than close of business (5:00 PM) EST on 3/30/18. Please email them to:

Contact Name: Shelley Cizio

Contact Title: Director of Procurement and Contract Management

Email: scizio@pinesbhs.org

No phone calls will be accepted or returned regarding the public bid. If you should have problems submitting emails to Shelley Cizio, call 269-832-0437 for assistance.

Pines Behavioral Health will compile a list of all questions received and issue a response to these questions in a document which will be published on the Pines Behavioral Health Website at the following link <http://www.pinesbhs.org/index.php/request-for-proposals/> to allow all bidders the same access to all information.

Overview of Pines Behavioral Health:

Pines Behavioral Health Services is the Community Mental Health Services Program (CMHSP) for Branch County, providing public behavioral health services to persons with a serious mental illness, serious emotional disturbance, intellectual/developmental disability and/or substance use disorders. Pines has delivered Behavioral Health Services as a single county service program under the Michigan Mental Health Code in Branch County since 1974. Prior to 1974 the service was offered in conjunction with Calhoun County. The services in Branch County offered through Pines are locally based, being delivered directly by Pines and by contract with

other providers. Pines serves approximately 3,000 persons a year and employs 55 direct and/or contracted staff.

Pines, along with eight other similar CMHSPs in Southwest Michigan, are managed by a Prepaid Inpatient Health Plan (PIPH) for the management of Medicaid dollars supporting the needs of Medicaid beneficiaries within the region. Southwest Michigan Behavioral Health (SWMBH), the PIHP, has delegated many of its benefit management oversight functions to Pines, resulting in the need for a responsive and robust information technology system. Most work at Pines is electronic and can only be effective and efficient through a seamless working relationship between the IT hardware vendor, the IT software vendor, and the IT vendor that manages the VOIP phone system.

SCOPE OF WORK:

Pines Behavioral Health is seeking proposals from qualified, knowledgeable, and experienced companies to provide Information Technology (IT) Services to support our business and operational needs. We encourage companies to submit the most comprehensive proposal possible offering the highest quality of service.

For the purposes of this RFP, Pines is seeking two primary technology service areas. They are **Data Center Services/Network Management**, and **Helpdesk/Desktop Support**. Each of the service areas are described in more detail below and vendors/respondents are allowed to respond to one or both of the areas.

If the respondent to this RFP is collaborating with other Contractors, Pines expects just one point of contact to be the sole authority and responsible party for installation and support. If the Contractor utilizes any subcontractors for any part of the system architecture, design, planning, installation or support it should be understood that the successful respondent will be the sole responsible party for all activities.

The nature of the service will be ongoing support to ensure proper implementation of new technology, general management and operation, and maintenance and/or troubleshooting of existing systems. The Contractor chosen will need to work closely with a variety of departments within the organization, providing support as needed or instructed.

Pines requires/expects high collaboration between Contractor(s), specifically and especially if multiple Contractors are selected. For example, if one Contractor is selected for Data Center/Network Management Services, Pines will require that the Contractor collaborate with the other Contractor that was selected for Helpdesk/Desktop Application in addition to the established Contractors for software and VOIP.

In determining whether a Contractor possesses the minimum qualifications to provide the Services, Contractor must demonstrate the following to the satisfaction of Pines:

Minimum Contractor Qualifications

- Be registered and maintain proper business licenses and remain in good standing within the State of Michigan;
- Maintain a staffed, 24-hour a day response protocol;
- Have sufficient size and depth of management, resources and staff to support the services required in the specifications;
- Have sufficient financial resources to meet human resource and operational requirements in order to ensure quality service;
- Have measurable and demonstrated successful experience in providing specified services for like size venue and operations;
- Provide Information Technology Services as the primary function of their business;
- Have been in business for at least five (5) years providing Information Technology Services in specified services;
- Contractor shall, at its own expense, carry and maintain insurance, during the period of performance on which Pines, its Board Members, employees, agents and volunteers are named as additional insured.

Service Area I:

Data Center/Network Administrative Services

Because Pines doesn't own any data center hardware, we are seeking a vendor to provide the virtual environment based on current computing needs:

List of current servers:

- Email servers
- File server
- Data warehouse server
- Web/Application server
- Solomon server (Finance)

Specifically, Pines is looking for a Contractor to assume the following:

- Annual Assessment: preview the inventory, assess the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this assessment shall be submitted by June 30 of each year to allow for necessary budget planning for the upcoming year.
- Evaluate the need for hardware including laptops and desktop equipment. ***Pines does not own any of its current computing equipment outside of its printers, and is seeking recommendations and cost from respondent for this equipment to be in place no later than September 30, 2018.***
- Manage computer network and associated hardware, software, servers, communications and operating systems necessary for the quality, security, performance, availability, recoverability and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventive maintenance for equipment is promptly performed. Develop back-

up plans and procedural documentation. The Contractor shall be responsible for configuration management, including changes, upgrades, patches, etc.; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

- Maintenance and support of network equipment, including switches, firewalls, routers and other security devices.
- Complete proactive monitoring of network equipment providing alert notifications in the event of device failure. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.
- The contractor shall manage Pines email system and ensure domain names are maintained properly.
- Ensure that all servers, desktops and laptops are protected by antivirus software and that adequate firewalls are in place to prevent unwanted intrusion into Pines computer network system. Systems shall be designed to notify Pines Compliance and Privacy Officer/designee when system securities are breached and/or when system hardware is not operating efficiently. In addition, the contractor shall perform regular security audits and notify Pine Compliance Officer and Privacy Officer immediately of suspected breach of security or intrusion detection.
- A backup system shall be established to prevent loss of data and functionality as well as reduce downtime.
- Schedule and perform preventive maintenance as required
- Network cabling support. This may include installation, diagnosis, repair, and replacement. The selected vendor must have experience and tools necessary to install, test, certify, and support twisted pair, fiber, and coax cable.
- Provide management and support of network switches and firewall(s).
- The Contractor shall configure Pines system to enable remote access in a secure environment and provide remote access administration.
- The Contractor shall engineer, plan and design services for major system enhancements, including installations and upgrades of new and existing systems. Examples include major server upgrade, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchases of hardware, software and technology needs. Install new servers, software and hardware and transfer data when acquired. Strategic planning, design and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema design, installation of core network devices, etc.
- Monitor system operations and identify operational problems as they occur
- Make necessary modifications to router, firewall and wireless access point configurations to support operating needs.
- The Contractor shall offer on-demand response to Pines IT requests. The contractor shall have access and be available during Pines normal business hours. It is expected that Contractor perform maintenance service after hours and on weekends in situations which would least likely disrupt daily operations.
- Confidentiality of computer information and data is vital. The selected Contractor and their employees will be required to sign and adhere to a confidentiality clause that information in the system must remain confidential under penalty of law.

Service Area II:

Helpdesk & Desktop Application Support

Pines is seeking a proposal for the following on-site and/or remote helpdesk/support functions to include rate per hour (or package prices). A minimum of 1x weekly on-site support is required, however flexible proposals in terms of pricing and support hours which can include a mix of onsite and remote support are encouraged. Pines reserves the right to determine the number of hours per week support is needed but is open to recommendations made within this proposal. Pines also reserves the right to not award this service area to a Contractor if best value can be achieved through direct employment by Pines.

Specifically, Pines is looking for a Contractor to assume the following:

- Perform basic support functions as needed/requested, including the installation of PC's, laptops, tablets, printers, peripherals, and software. Contractor will diagnose and correct desktop applications issues, configure all computers for standard applications and identify and correct end user hardware problems and perform advanced troubleshooting.
- Provide inventory and lifecycle management of hardware units. End-of-life notification, replacement, and asset decommissioning/disposal, etc.
- Installation and maintenance of printers, scanners, network devices and other computer peripherals. Analyze routine configuration changes and install software patches and upgrades as well as minor cabling if needed.
- The contractor may be responsible for adding, deleting or changing employee email accounts and ensure that each email account is working efficiently and effectively free of uninterrupted errors, and ensure that each individual email account can maintain ample server space.
- Software Support (excluding vendor-hosted services)
- End-user Support
- Onsite support, minimally once/week or on an as-needed basis
- Ticket Management and utilization reports on all systems (servers, network, etc.)
- Security Management and Monitoring
- Monitor workstations, servers, and email for viruses/malware using software solutions that detect and disable threats. Ensure that virus/malware protection is properly deployed and updates are implemented.
- Provide 24x7 remote monitoring with alerts to help in the discovery and diagnosis of potential network problems
- Share process for on-boarding and off-boarding employees and login accounts to ensure access controls are maintained.

Submission Requirements

Pines is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective informational technology system.

Prior to submitting a response, the Respondent must carefully review this Solicitation and any addenda subsequently issued. The Respondent is responsible for seeking any clarification or information needed to respond. The Respondent is solely responsible for any deficiencies in the response submitted.

The Respondent must review the terms and conditions set forth in the specimen contract attached hereto and, in the submittal, specifically identify any provisions the Respondent finds unacceptable or desires to negotiate.

The Respondent is solely responsible for all costs, direct or indirect, incurred responding to this Solicitation. Pines will incur no obligation or liability in connection with the submittal of a response. A responsive submittal must include responses to the following sections and specific item requests:

Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten pages. Each proposal shall provide the following information:

Contents of Proposal

Proposals must include but need not be limited to the following information

- A proposal describing your qualifications and outlining service solutions
- A breakdown of rates and fees for services to be provided including server and desktop management solutions.
- References complete with contact names and telephone numbers
- Proof of insurance
- Contractor will provide general professional services on an as-needed basis primarily during normal business hours: M-F 8:00 a.m. to 5:00 p.m. However, vendor must be available 24 hours a day 7 days a week, including holidays.
- A brief description of the firm or business entity, including firm history, number of employees, organization structure, ownership structure and expertise, and resumes for principals or key employees who would perform the Services in this Solicitation;
 - Provider Name, Address and Contact Information
 - Legal name of organization, owner, tax ID Local contact information Billing/Payment
 - Person Authorized to sign contract
 - Copy of W-9
 - Professional liability Insurance
- A detailed listing and description of experience and other information that demonstrates the Respondent's expertise and capacity to provide the Services specified in this Solicitation,
- Minimum of five (5) letters of recommendation from specific customers who have used services provided by the Respondents in the past 18 months;
- A copy of the Respondent's last three (3) annual financial statements reviewed by an independent Certified Public Accountant;
- Any other relevant information that Respondent believes would assist Pines in evaluating the submittal.
- Specify all hourly rates for service; including all travel time, nights, weekends and holidays.
- Specify all fees associated with proposed server and desktop management solutions.

- Specify whether Respondent is able to provide any value-added services to Pines either for a fee or as complimentary service to Pines;
- Describe any financial investment to implement the resulting agreement.

Transition Plan:

Pines expects the installation of the new system to have little or no impact to on- going operations. Vendor is expected to have experience in this area and to provide Pines with a plan to accomplish this as follows:

- ***Respondent to create a design to move the units off the old system to the new system with minimal disruption to staff and to create a preplanned schedule for notification purposes.***
- ***Respondent to provide how (and validate procedure) the parallel process will migrate old to new.***
- ***All documentation, installation, reports and materials must be provided to Pines prior to commencement of installation.***
- ***Vendor will be expected to professionally interface with current vendor for transition.***
- ***Conduct a post-activation review to ensure all requirements have been met***

Contract Term

The term of the resulting contract shall be in effect for an Initial Term of One (1) year, commencing on October 1, 2018, and terminating on September 30, 2019. Prior to expiration of the Initial Term, the Contract may be extended by mutual agreement, for an Extension Term of Two (2) years based on performance.

Selection Process

The evaluation process will consider the merits of the proposals by prospective vendors in line with the stated objectives. The Pines may also conduct reference checks to ascertain the quality of work performed previously. Those companies, who appear best suited, in the sole determination of Pines, may be asked to participate in an additional interview to further evaluate their qualifications. We will review proposals that are received. Proposals that are non-responsive to the requirements of this RFP shall not be included for evaluation by the selection committee.

State of Michigan businesses receive a 5% preference

The specific criteria and point value established for this Request for Proposal is as follows (total points):

- 1. Narrative describing methodology and protocols (25 points)**
- 2. Experience and expertise (25 points)**
- 3. Technical merit and completeness of proposal (20 points)**
- 4. Rates of service (20 points)**
- 5. In State Business Preference (5 points)**