

RFP #20160301-01
PROFESSIONAL, TECHNICAL AND EXPERT SERVICES

Issued by North Texas Behavioral Health Authority (NTBHA)

Release date: April 15, 2016

Request for Proposals for:

Information Technology - Office Infrastructure

PROPOSALS DUE: May 27, 2016 by 5:00PM CDT

Proposal(s) shall be sealed and clearly marked on the package cover with RFP #, Project Title and Company name.

Submit one (1) original electronic version and five (5) complete paper copies of the Proposal to:

NTBHA
1201 Richardson Drive, Suite 270
Richardson, TX 75080
214.366.9407
bmcnaughton@ntbha.org

Refer Questions to:

Brittony McNaughton, MA, LPC
Clinical Director
North Texas Behavioral Health Authority
bmcnaughton@ntbha.org

General Terms and Conditions

ADMINISTRATIVE REQUIREMENTS - Contractors shall comply with all management and administrative requirements established by Texas Administrative Code (TAC), and any subsequent amendments or modifications, as applicable to providers licensed in the State of Texas.

ALL proposals submitted become the property of NTBHA. It is understood and agreed that the prospective Proposer claims no proprietary rights to the ideas and written materials contained in or attached to the proposal submitted. NTBHA has the right to reject or accept proprietary information.

AUTHORSHIP - Applicants must identify any assistance provided by agencies or individuals outside the proposers own organization in preparing the proposal. No contingent fees for such assistance will be allowed to be paid under any contract resulting from this RFP.

CANCELLATION OF AWARD - NTBHA reserves the right to immediately cancel an award if the contractual agreement has not been entered into by both parties or if new state regulations or policy make it necessary to change the program purpose or content, discontinue such programs, or impose funding reductions. In those cases where negotiation of contract activities are necessary, NTBHA reserves the right to limit the period of negotiation to sixty (60) days after which time funds may be unencumbered.

Request for Proposal NTBHA Information Technology Office Infrastructure

CONFIDENTIALLY: Proposer shall comply with all applicable state and federal laws governing the confidentiality of information."

CONFLICT OF INTEREST - All proposals submitted must contain a statement disclosing or denying any interest, financial or otherwise, that any employee or official of NTBHA or the appropriate Advisory Board may have in the proposing agency or proposed project.

CONSORTIUM OF AGENCIES - Any consortium of companies or agencies submitting a proposal must certify that each company or agency of the consortium can meet the requirements set forth in the RFP.

COST OF PROPOSAL & AWARD - The contract award will not be final until NTBHA and the prospective contractor have executed a contractual agreement. The contractual agreement consists of the following parts: (a) the basic provisions and general terms and conditions, (b) the special terms and conditions, (c) the project description and goals (Statement of Work), and (d) the budget and payment terms. NTBHA is not responsible for any costs incurred prior to the effective date of the contract. NTBHA reserves the right to make an award without further negotiation of the proposal submitted. Therefore, the proposal should be submitted in final form from a budgetary, technical, and programmatic standpoint.

DISPUTES: NTBHA encourages the use of informal resolution to address complaints or disputes arising over any actions in implementing the provisions of this RFP. Written complaints should be addressed to Transition Director, NTBHA, 1201 Richardson Drive, Suite 270 Richardson, TX 75080.

DIVERSITY IN EMPLOYMENT AND CONTRACTING REQUIREMENTS - It is the policy of NTBHA to require equal opportunity in employment and services subject to eligibility standards that may be required for a specific program. NTBHA is an equal opportunity employer and is committed to providing equal opportunity in employment and in access to the provision of all county services. This commitment applies regardless of race, color, religion, creed, sex, marital status, national origin, disability, age, veteran status, on-the-job injury, or sexual orientation. Employment decisions are made without consideration of these or any other factors that are prohibited by law. In compliance with department of Labor Regulations implementing Section 504 of the rehabilitation Act of 1973, as amended, no qualified handicapped individual shall be discriminated against in admission or access to any program or activity. The prospective contractor must agree to provide equal opportunity in the administration of the contract, and its subcontracts or other agreements.

INDEPENDENT PRICE DETERMINATION - The prospective contractor guarantees that, in connection with this proposal, the prices and/or cost data have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition. This does not preclude or impede the formation of a consortium of companies and/or agencies for purposes of engaging in jointly sponsored proposals.

LIMITATION - This RFP does not commit NTBHA to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or contract for services or supplies.

LATE PROPOSALS - A proposal received after the date and time indicated above will not be accepted. No exceptions will be made.

ORAL PRESENTATIONS: An oral presentation may be required of those prospective contractors whose proposals are under consideration. Prospective contractors may be informed that an oral presentation is desired and will be notified of the date, time and location the oral presentation is to be conducted.

OTHER AUDIT/MONITORING REQUIREMENTS - In addition, auditing or monitoring for the following purposes will be conducted at the discretion of NTBHA: Fund accountability; Contract compliance; and Program performance.

PRICE WARRANT - The proposal shall warrant that the costs quoted for services in response to the RFP are not in excess of those, which would be charged any other individual or entity for the same services performed by the prospective contractor.

PROTESTS must be submitted to the Transition Director, NTBHA.

PUBLIC SAFETY may require limiting access to public work sites, public facilities, and public offices, sometimes without advance notice. The successful Proposer's employees and agents shall carry sufficient identification to show by whom they are employed and display it upon request to security personnel. NTBHA project managers have discretion to require the successful Proposer's employees and agents to be escorted to and from any public office, facility or work site if national or local security appears to require it.

REJECTION OF PROPOSALS - NTBHA reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any or all prospective contractors on modifications to proposals, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP if it is in the best interest of NTBHA to do so.

SUBCONTRACTING - No activities or services included as a part of this proposal may be subcontracted to another organization, firm, or individual without the approval of NTBHA. Such intent to subcontract shall be clearly identified in the proposal. It is understood that the contractor is held responsible for the satisfactory accomplishment of the service or activities included in a subcontract.

VERBAL PROPOSALS: Verbal proposals will not be considered in making the award of any contract as a result of this RFP.

WORKERS COMPENSATION INSURANCE - The contractor shall comply with minimum coverage limits of \$500,000 for each accident, or provide evidence that State law does not require such coverage.

FOR ALTERNATIVE FORMATS

NTBHA
1201 Richardson Drive, Suite 270
Richardson, TX 75080
214.366.9407
bmcnaughton@ntbha.org

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1 PART I - PROPOSAL REQUIREMENTS

1.1 Section IA - General Information

1.1.1 Introduction NTBHA, a multi-county local behavioral health authority (LBHA), is seeking proposals for the design and implementation of a fully-functional Information Technology (IT) infrastructure to support the office operations of the North Texas Behavioral Health Authority (NTBHA), with a regional office located in Richardson, Texas that supports administrative activities across a 6-county region. NTBHA will cover the region inclusive of Dallas, Ellis, Hunt, Kaufman, Navarro and Rockwall Counties, all located in the State of Texas. NTBHA is also seeking on-going security monitoring, maintenance and support services associated with the IT infrastructure and the user community consisting of NTBHA employees.

Implementation includes not only the design and development of a new IT system, but also taking delivery of, unpacking of and installation of all hardware and software purchased by NTBHA. Proposals should include a list of hardware and software required to implement the proposed infrastructure including professional services costs.

The purpose of this Request for Proposal (RFP) is to solicit solutions to fulfill this goal for a given price.

1.1.2 Background A third party currently hosts NTBHA IT infrastructure. NTBHA intends to establish its own IT infrastructure for its employees and office locations integrating current equipment with new equipment if possible (please reference section 1.2 for detail). The proposed IT infrastructure will be an independent environment for NTBHA IT systems and network operations.

NTBHA is a public entity that collects confidential information. NTBHA is required to maintain a secure system that meets HIPAA/Hi-Tech requirements and is able to manage and provide access to public records.

As an existing entity that is standing up a new IT environment, NTBHA expects to go-live and begin full operations on September 1, 2016. There are several unknowns at the time of this writing, including the exact location of the regional office and associated server room equipment. As information becomes known, it will be posted on <http://www.NTBHA.org/> for all prospective vendors for possible inclusion in their response. Until that time, proposals should assume the following:

- The regional location (primary facility) will likely be located in Dallas along the US-75 Corridor, with available power for needed equipment, space, and high-speed connectivity.
- The server room can be assumed to be a 10' x 10' lockable room. The room will have power outlets, with minimum power requirements established based on the successful vendors proposal.
The proposal calls for server room installation and also the option to host the servers at a HIPAA compliant offsite data center. Proposal requirements are included in section 1.2.
- **ONCE AVAILABLE, DESCRIBE OFFICE SPACE HERE**

1.1.3 Scope of Project

The successful applicant will contract with NTBHA to provide and manage a robust IT infrastructure with the functionality described in section 1.2. This would include all network operations, storage, disaster recovery and business continuity, and connectivity to the desktop and shared resources. The scope also includes support of the entire technical environment, including user front end computing (desktops, laptops, tablets, and cell phones, printers, etc.).

The contract resulting from this RFP for IT Infrastructure services is intended to result in the design, installation, and implementation of a fully-functional production IT infrastructure that meets all requirements included in section 1.2. It is expected that the IT infrastructure will be implemented, tested, and be released in full production, no later than 40 working days following the delivery of hardware and software purchased by NTBHA.

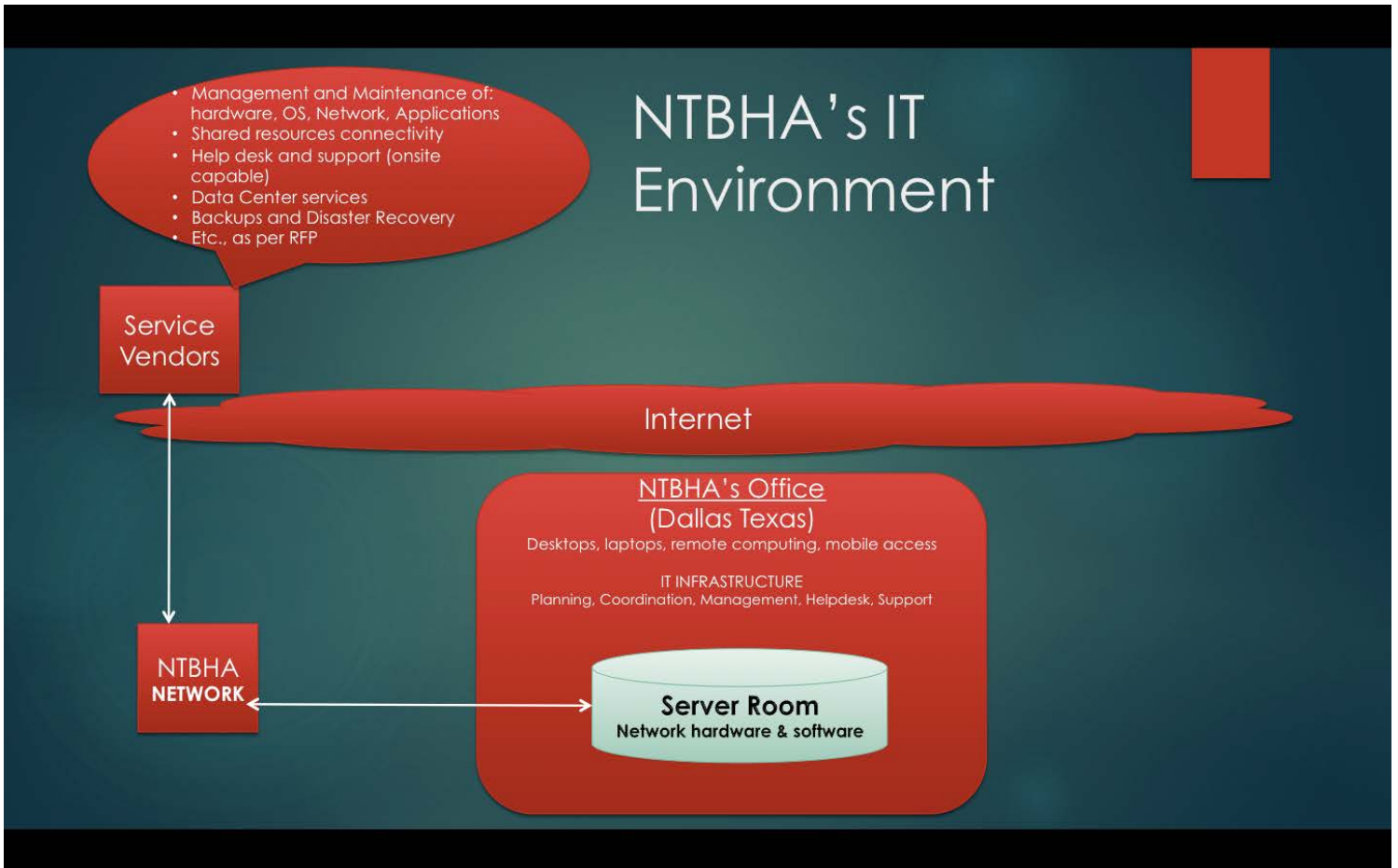
The proposer is expected to be familiar with all statutory requirements that apply, and be able to configure a technical environment that is, in particular, fully-compliant with HIPAA Privacy and Security regulations and to demonstrate that in their response to this RFP.

In addition to the IT infrastructure, this RFP also calls for on-going services to support the infrastructure and computing environment of NTBHA. The contracted vendor will be required to support the entire computing and network environment that will include user computing (desktops, laptops, remote access, and mobile computing support) and help-desk services as well as provide security monitoring (prevention and detection), disaster recovery and business continuity in the event of a loss of data.

Proposals should contain a list of the hardware and software that is needed to make the system fully functional. Information on pricing strategies, i.e. vendor with the Texas Department of Information Resources (DIR), strategic business agreements with vendors, etc., should be described.

Following installation and testing, the Contractor will be expected to provide IT System Documentation that is comprehensive and detailed. Proposals should include a description of the documentation the proposer intends to provide.

This diagram is a high-level representation of the resulting IT environment.



**1.1.4 Proposal
Timeline**

Anticipated event dates for this RFP:

Event	Date
RFP Release	April 15, 2016
Pre-Submittal Meeting	April 29, 2016, 2:00 PM
Deadline for Submitting Questions	May 13, 2016
Proposals Due	May 27, 2016 (by end of day)
Proposal Evaluation Period *	June 1, 2016 through June 8, 2016
NTBHA Governing Board Approval	June 2016 Governing Board Meeting
Contract Negotiations Complete	June 30, 2016
Contract Execution	July 1, 2016
Contract Start Date	July 1, 2016

* Includes presentations/interviews with top-scoring proposers

1.2 Section IB - Work Requirements

1.2.1 Requirements This section includes the requirements that must be supported by the proposed solution. Pertinent information relating to the proposal is also provided in this section.

1.2.2 Assumptions The following assumptions should be made by the proposer in the development of the proposal:

NTBHA dimensions are as follows and should be used to size the proposed solution.

Total Number of Employees:	11 as of 5/16 and anticipated growth to 34
Location:	Regional office: Dallas metro, Texas
Conference rooms:	2 in Dallas location
Future office location (TBD):	

NTBHA owns desktop, laptop, and office-shared resources (such as printers, scanners etc.) and will make them available for connection to the IT infrastructure. However, much of the existing equipment is leased and or not practical for inclusion with the new organization. Costs for front-end user computing (hardware) should be included in the proposal as well as the recommended software configuration. Infrastructure solution should allow staff personal cell phones to connect to Exchange to retrieve email and calendar data. The current user computing environment consists of the following devices:

The user-computing environment will expand over the period of the contract and the network architecture should be scalable to support such additional capacity – up to double the current capacity requirements. Virtualization is highly encouraged by NTBHA.

1. Proposal should include descriptions and costs for purchase/lease of all hardware and software licenses based on the recommended hardware and software list provided by the successful proposer.
2. Internet services will be purchased by NTBHA from a local Texas state ISP based on the requirements and bandwidth recommended by the successful proposer.
3. NTBHA will provide a physical hosting location in the server room located within its regional building that will include power supply and a temperature controlled cool environment. All costs associated with building the server room infrastructure (space, racks, electric components, switches etc.) should be included in the proposal.

The proposal also requests implementation and ongoing costs if NTBHA were to use an off-site data center to host the servers.

1.2.3 *Infrastructure Solution*

NTBHA is seeking to establish a robust IT infrastructure for its future office location. The location is currently being researched but likely will remain close to the existing Richardson, Texas location. NTBHA currently has no IT infrastructure and is seeking to establish its own infrastructure and operate as an entity with its own IT environment.

This project has 4 major components:

1. **SYSTEM DESIGN**

Design for the IT infrastructure and associated components that will be delivered in production, at the completion of the project. The design should be included in the proposal based on the requirements in this section (1.2)

2. **PURCHASE/LEASE OF HARDWARE AND SOFTWARE BY NTBHA**

Proposed solution should include recommendation regarding costs associated with purchasing and/or leasing hardware and software based directly on the solution design proposed by the proposer. Proposers should submit a complete list of hardware and software requirements as described in Section 2.1.10.

3. **SYSTEM INSTALLATION AND CUT-OVER**

Installation, testing and implementation of a fully operational production IT infrastructure and network. In addition to providing cost estimates associated with hardware and software, please include all labor cost estimates for taking delivery of, unpacking of, installation of, testing of, and management of all hardware and software required to fully implement the infrastructure solution.

4. **ON-GOING SYSTEM MAINTENANCE AND USER SUPPORT**

The network and all associated services implemented will be entirely supported by the proposer for the duration of the contract. The proposal should reflect this commitment and include costs associated with the services.

Architectural Requirements

After considering relevant factors, NTBHA has determined that its IT Infrastructure requirements could be best served by a variety of solutions that include a combination of purchasing and installing network hardware and software within the server room located in its regional office as well as incorporating components that would be hosted off-site. Proposals should include recommendations on the best approach for configuring the IT infrastructure. The proposer will also be responsible for taking delivery of, unpacking, installing, and configuring the hardware and software in the server room and elsewhere in the NTBHA office. Installation of racks, and other necessary physical components should be part of the proposal should the physical locations require them.

The architecture should include the following components, characteristics, and functionality:

- Power requirements for all equipment based on anticipated equipment installed
- Rack space needs within the server room based on anticipated equipment installed
- Cooling requirements for the server room based on anticipated equipment installed.
- Connectivity solutions to handle hub traffic, video conferencing technologies, and typical data warehouse processing between a cloud-based database and internal SQL Server.

- Virtualized environment for maximum security, flexibility, redundancy, and high utilization
- Storage Area Network with 4 TB capacity that is easily scalable and expandable
- Network and Rack infrastructure technical and connectivity components
- Appliances for security and other functions
- Wireless solution with secure and scalable 'guest' access for the entire office space
- Windows servers (virtual)
- Microsoft Remote Desktop Services (terminal services)
- Web server for intranet site
- 1 Print server (virtual)
- Local Area Network (virtual)
- Active Directory (virtual)
- Microsoft Exchange Server (virtual)
- MS SQL Server (virtual)
- Imaging server (for desktop imaging)
- Desktop management (for patch maintenance - patches and updates)
- Application server for hosting applications such as our HelpTrac system (helpdesk ticketing, asset tracking, etc.) (virtual)
- Anti-virus (servers and user computing)

NTBHA has the requirement to utilize Microsoft software. Proposals should incorporate using Microsoft products and indicate descriptions of hardware and software proposed by the vendor to be used in the in the evaluation process.

Off-site Hosting Option

NTBHA is interested in exploring the option of hosting servers and other hardware at an offsite data center, as an option to building its own server room. Proposers should include an off-site hosting solution that is compliant with HIPAA, Hi-Tech, SAS70 and other applicable standards and regulations. Associated costs should also be proposed including implementation/startup costs and on going monthly hosting fees and expenses.

1.2.4 Services Desired The NTBHA IT infrastructure will need to support multiple operational requirements. The following is a list of desired services to be provided by the implemented IT infrastructure. Specific instructions relating to the handling of certain services in the proposal are underlined and are included in the 'Explanatory Comment' section.

#	Service	Description
1.	Application management and deployment	The ability to host and deploy NTBHA applications on the proposed IT infrastructure and network or the desktop via the network.
2.	Application services such as batch, FTP admin	Standard technology services to run jobs at pre-determined times and exchange files with external trading partners. NTBHA has significant needs to move data between its local systems and external organizations.
3.	Calendaring - full featured and secure	Calendars for all employees, with standard features such as calendar sharing, delegation etc. using MS Exchange
4.	Email services - full featured and secure	Email and accounts for all employees. Provide tools for local management as applicable, using MS Exchange. Access to webmail and connectivity to mobile devices for email, is required.
5.	Secure messaging	Secure email services for the transfer of PHI (HIPAA compliant)
6.	Spam filters	To detect and eliminate delivery of spam emails
7.	Video Conferencing	Ability to accommodate video tele-conferences in regional meeting rooms.
8.	Intranet hosting - web server	NTBHA intends to implement an Intranet hosted on its own network for internal web applications
9.	Secure FTP server and facilities	For the transfer of files with PHI and other sensitive data, exchanged with external trading partners
10.	Document Imaging	Ability to scan and replicate, digitize, store, categorize and retrieve documents commonly used in business.
11.	Remote access	Ability to access desktop machines from a remote location - such as a home computer.
12.	Connectivity to laptops and mobile devices	Connectivity allowing laptop connection via VPN through mobile devices for employees in the regional office and those traveling outside the office.
13.	Connectivity with shared resources	Connectivity to shared resources (printers, file servers etc.) located at the regional office.
14.	Network and system recovery	Ability to recover from a major system malfunction or failure, or loss of data, and fully restore the system within a reasonable amount of time. Please include any associated service level commitments and recovery time expectations in the proposal.
15.	HIPAA compliant security	Full compliance with HIPAA Security and Privacy regulations
16.	Laptop encryption	Encryption for all laptops is required and proposer should include a managed solution. Initially 11 laptops are included but the number will increase over time as we add employees or replace desktops. We anticipate having approximately 34 full time employees by 1/1/2017.

#	Service	Description
17.	Intrusion detection, prevention, and scanning	Ability to scan for, detect, and prevent unwanted intrusions into the network. Prefer a hardware-based solution. Included shall be web, SFTP, and other network ports as required. Please include strategy for this subject area.
18.	User authentication	Single sign-on using a secure directory (such as Active Directory) to all network resources. 2-level authentication for laptops highly desirable
19.	VPN services	Ability to create a VPN tunnel on the Internet for secure access to applications hosted remotely
20.	Automated desktop updates using system images, for local apps, updates etc.	Ability of NTBHA to create an image of a desktop and automatically download that image to desktops (and other devices) connected to the network, from the server. This should also include patch and update management.
21.	Backup/Restore	Regular encrypted backups of the entire data environment hosted on the servers. Please include explanation relating to backup/restore policy and procedures in the proposal.
22.	Data and email archiving – per records retention policy	Ability to auto-archive emails based on date and subject. Ability to retrieve archived emails. NTBHA will determine the retention policy
23.	Disaster Recovery/Business Continuity (including applications)	The proposal should identify essential functions and how those services would be continued in the event of a disaster. Full recovery from a disaster by restoring backups is an acceptable strategy (within a reasonable period of time) but additional options may also be presented. Please include a description of the Disaster Recovery process and recovery time expectations in the proposal.
24.	eFax services or Fax server	Ability to send and receive faxes electronically via a server application that can also manage the traffic. Faxes could contain PHI and will need to be secured appropriately per HIPAA rules
25.	Helpdesk and local user support	Help desk services are required as follows: Monday to Friday from 7 am to 6pm (except local and national holidays) as well as having access to an emergency/after-hours support number. Support may be provided remotely, if practical, to resolve technical issues. There may be situations when a personal visit to the Regional office or remote site may be required to resolve the problem. A local (based within 100 miles of our regional office in Dallas County) partner will be essential for any potential on-site services that may be required. We are seeking full-featured helpdesk services. Please include a description of remote and on-site desktop related support services offered by your company.
26.	Infrastructure updates – patches, upgrades, new versions etc.	Manage the infrastructure configuration and all updates, upgrades, security, patches and any other network and user computing environment related maintenance
27.	Network resources monitoring	Ability of NTBHA to monitor the use and performance of network resources

#	Service	Description
28.	Remote infrastructure problem analysis and resolution	Diagnose and resolve problems with the network remotely and keep the infrastructure operational at all times Please specify any planned downtime necessary for maintenance in the proposal
29.	Service level commitments as applicable	NTBHA will be interested in reviewing committed SLAs that are provided officially in writing
30.	System administration and server maintenance	Proposer is responsible for all aspects of administering the network and related components. NTBHA will only undertake administration that has been specifically delegated by agreement with the successful proposer.
31.	User Support <i>See Note # 1 below</i>	Support would be expected during regular NTBHA business hours (M-F 7:00 am – 6 pm) as well as having access to an emergency/after-hours support number.
32.	User and resource management	Statistics and information relating to users of the network and resources attached to the network

Note #1. User Support SLA

The availability of local technical staff is essential in the event that on-site services are required at NTBHA worksites. Requests for service will normally be made by phone. For this reason, during the hours of 7:00 a.m. to 6:00 p.m., the Contractor must be reachable via a phone that is answered by a “live person” who can, at a minimum, triage the call and transfer the NTBHA caller to a qualified technician. Normal service requests must be resolved within one (1) hour of initial report. If the service issue is serious or one that cannot be resolved remotely, the Contractor must dispatch a qualified technician to the NTBHA office. In such event, the Contractor must have the problem resolved within three (3) hours of the initial report. The use of a subcontractor to perform the on-going support, maintenance, and help-desk services must be clearly-stated in the proposal and will require the prior written approval of NTBHA.

It is expected that every reasonable effort be made to not disrupt business activity for any non-critical tasks such as computer or server upgrades. Occasional after hours or weekend maintenance may be expected as well so please include any extra labor costs this will impose in your proposal.

- 1.2.5 Important Factors** In addition to fulfilling requirements, the following are important criteria that will be considered in the overall evaluation of proposals
- Security**
NTBHA business requires the extensive use of Protected Health Information (PHI) and individually identifiable personal information, which are subject to significant regulations, primarily HIPAA and HITECH Privacy and Security requirements. Proposers will need to provide sufficient evidence that their organization can provide a HIPAA compliant environment. Contracted organizations under this RFP may be required to sign a Business Associates Agreement as per HIPAA regulations. The infrastructure should include intrusion detection and prevention methods – and be able to report on any significant events.
- Scalability**
The solution must scale easily and be open in architecture and able to connect to external technical resources seamlessly and easily. The scalability of the solution should be documented in the proposal.
- Robust Architecture**
Proposers are encouraged to provide proposals representing a robust and reliable architecture with built in redundancy. NTBHA will require service level commitments to ensure smooth and failure-free operation of the network and attached components.
- Costs**
The cost for design, installation, maintenance, and support of the IT infrastructure over a period of 3 years will be considered in the financial evaluation of proposals.
- Eligibility for Federal and State Funds**
All proposing vendors must be eligible and meet requirements for use of Federal and State Funds.
- Pre-existing Network Hardware**
There is a pre-existing network, server, and other computer hardware in place. Re-use of this hardware is valued as part of the successful vendors' proposal, as long as the use of that hardware/software does not degrade performance or security of the overall network plan. A detailed list of hardware/software/licenses currently in use is attached in section # 1.2.2.
- 1.2.6 Project Goal** The deliverable from this contract will be a fully functional, full-featured, IT infrastructure environment and network architecture that meets the requirements identified in this RFP. In addition, the Contractor will provide ongoing support, maintenance, and help-desk services for a period of approximately three (3) years.
- 1.2.7 Schedule** Following contract execution, it is expected that the IT infrastructure project will be complete and fully operational within 40 working days (8 weeks) following the delivery of the hardware and software to the Contractor. The exact time frame will be confirmed prior to contract execution.
- “Fully operational” means acceptance by NTBHA that the IT Infrastructure is functioning and delivering services as anticipated and meets the requirements in this RFP.
- 1.2.8 Period of Performance** The awarded contract shall be for a period of three (3) years and is intended to begin on the contract execution date. NTBHA reserves the right to extend the contract for up to two (2) additional 12-month periods.
- 1.2.9 Products Licenses** NTBHA has access to negotiated pricing (through a variety of government contracts) on many commercial IT products and licenses. For this reason, NTBHA will buy hardware and software licenses necessary for the implementation directly from the manufacturers if possible.

1.2.10 Implementation Plan

The Successful Proposer will be required to provide NTBHA with a detailed Implementation Plan that must include the approach, tasks, schedule, and lead-time associated with the implementation of the new NTBHA environment. Potential issues or challenges should be identified as well as any tasks that NTBHA will have to perform to complete the transition.

The Implementation Plan is a “deliverable” that is required as part of the IT infrastructure implementation and will be executed by the Successful Contractor. It must be submitted to NTBHA within two weeks of contract execution.

1.2.11 Required Insurance

A. Commercial General Liability (CGL) Insurance

CGL shall be written under ISO Form CG0001 or its latest equivalent with minimum limits of \$1,000,000 per occurrence and in the aggregate for each one-year policy period. This policy will renew annually. This coverage may be any combination of primary, umbrella or excess liability coverage affording total liability limits of not less than \$1,000,000 per occurrence and in the aggregate. However, if other policies are added they must be a follow-form policy in language, renewal date, and have no more exclusions than the underlying coverage. Products and Completed Operations coverage shall be provided for a period of three years following Substantial Completion of the Work. The deductible will not be more than \$50,000 unless prior arrangements are made with NTBHA on a case-by-case basis; the criterion is the Contractor’s liquidity and ability to pay from its own resources regardless of coverage status due to cancellation, reservation of rights, or other no-coverage-enforce reason. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability.

B. Automobile

Liability insurance covering bodily injury and property damage shall be provided by the Successful Proposer through a commercial automobile insurance policy. The policy shall cover all owned and non-owned vehicles. Such insurance shall have minimum limits of \$500,000 per occurrence, combined single limit for bodily injury liability and property damage liability with a \$1,000,000 annual aggregate limit. If the Proposer does not use motor vehicles in conducting activities under this Contract, then written confirmation to that effect on Proposer letterhead shall be submitted by the Proposer.

C. Professional Liability (aka Errors and Omissions)

The Successful Proposer shall obtain, at Proposer’s expense, and keep in force during the term of this contract, a Professional Liability insurance policy to protect against legal liability arising out of contract activity. Such insurance shall provide a minimum of \$2,000,000. It should be an “Occurrence Form” policy. If the policy is “Claims Made,” then Extended Reporting Period Coverage (Tail coverage) shall be purchased for three (3) years after the end of the contract.

D. Proof of Insurance

Proof of Insurance shall be provided prior to the starting of the contract performance. Proof will be on an ACORD Certificate of Liability Insurance, which the Successful Proposer shall provide to NTBHA. Each certificate will show the coverage, deductible and policy period.

E. Endorsements

Policies shall be endorsed to state that coverage will not be suspended, voided, canceled or reduced without a 30-day written notice by mail. It is the Successful Proposer’s responsibility to provide evidence of continuing coverage during the overlap periods of the policy and the contract.

All policies must have an A.M. Best’s rating of A-VII or better.

2 PART II - PROPOSAL PREPARATION AND SUBMITTAL

Section IIA - Pre-Submittal Meeting

- 2.1.1 ***Pre-Submittal Meeting*** The Pre-Submittal meeting will be held on April 29, 2016 at 2:00 PM. This will be a GoTo meeting session initiated by NTBHA and is open to all interested proposers. The following links will connect you to the meeting on the aforementioned date and time.

Gotomeeting link/URL: <https://global.gotomeeting.com/join/211361749>

Conference attendee dial in number: 1-888-330-9549

Conference attendee code: 4093147#

While all interested parties are strongly encouraged to attend this meeting, attendance is not mandatory.

During the Pre-Submittal Meeting, all questions and answers will be recorded and forwarded to the NTBHA Office, and posted online at the website identified in the next section (section 2.1.2) for all plan holders to view.

- 2.1.2 ***Proposal Clarification*** Questions and Requests for Clarification regarding this Request for Proposal must be directed in writing, via email, to the person listed on the cover page. The deadline for submitting such questions/clarifications is May 13, 2016.

If a substantive clarification to this RFP is in order, an addendum will be issued no later than May 20, 2016 to all recorded holders.

The Questions & Answers/Clarifications will be available for review at the link below. Proposers are strongly encouraged to review this document prior to submitting their proposal.

NTBHA RFP site: <http://www.NTBHA.org>

Section IIB - Proposal Submission

- 2.1.3 ***Proposals Due*** Sealed proposals must be received no later than the date and time specified at the location specified on the cover of this document.

The outside of the envelope/package shall clearly identify:

- RFP #
- TITLE OF RFP
- NAME AND ADDRESS OF PROPOSER

Responses received after submittal time will not be considered and will be returned, unopened, to the Proposer.

Proposals received with insufficient copies (as noted on the cover of this document) cannot be properly disseminated to the Review Committee and other reviewers for necessary action and therefore may not be accepted.

2.1.4 **Proposal Limits** Proposals must be clear, succinct, and not exceed 35 pages in length. Proposals must:

- Be on white, 8 ½ by 11 paper,
- Be in a minimum of an 11 pt. font,
- Be single spaced, with a minimum of 1-inch margins
- Include a Table of Contents
- Have numbered pages

Proposers are encouraged to print/copy on both sides of a single sheet of paper wherever applicable; if sheets are printed on both sides, it is considered two pages. Color is acceptable, but black-and-white printing or copying should not lose content.

All submittals will be evaluated on the completeness and quality of the content. Only those proposers providing complete information as required will be considered for evaluation. The ability to follow these instructions demonstrates attention to detail.

Section IIC - Proposal Content and Format

Proposals must be formatted as follows:

- 2.1.5 **Cover Sheet** Proposer shall complete this form and use it as a proposal Cover Sheet.
(See *Cover Sheet - Attachment A*)
- 2.1.6 **Executive Summary** Provide an Executive Summary, which gives in brief, concise terms, a summation of its proposal.
- 2.1.7 **Solution Summary** Provide an overview and design of the architecture being proposed to NTBHA for the IT infrastructure with descriptions of major components, as applicable. Include the service level commitments that will ensure smooth operation of the IT infrastructure and consequently, NTBHA business.
- 2.1.8 **Services Summary** Provide a response to fulfilling service requirements as described in Section 1.2.4 – Desired Services. Please identify any requirements that will not be met or any comments to qualify your response, relating to specific items.
- 2.1.9 **Requirements Detail** Provide any additional information relating to the proposed implementation that has not been addressed in the previous section or elsewhere in the document. Please provide any information to improve clarity of the proposal or explanations necessary to describe the implementation.
- This section should also include any information relating to the factors mentioned in section 1.2.5 - Important Factors, if not already addressed elsewhere in the document.
- 2.1.10 **Hardware and Software** Provide a complete list of all hardware and software that will need to be included in order for the proposed solution to be configured and implemented as per the proposed design. Please provide as much information as possible including descriptions and costs. Assessment of the actual required set will be verified once a contract has been executed.
- 2.1.11 **Approach** Describe the approach and major tasks that will be executed to establish the IT infrastructure for NTBHA. Identify work to be performed by professional services of the Proposer, or partner, organization. List any expectations or assumptions relating to NTBHA that are relevant to the successful execution of the project.
- 2.1.12 **Proposed Schedule** Provide a high-level schedule stating the estimated date the project could be completed and be fully operational in production. Please include major milestones, and assumptions or

expectations on the part of NTBHA.

2.1.13 Support Proposal Describe the proposed ongoing support of the IT infrastructure and user environment. Support should include:

- Maintenance, upgrades, and support of all hardware and software installed as part of the overall solution.
- Policy and procedures for backup and restore including securing encrypted backups at off-site location and other such standard practices
- Monitoring and tuning performance of the IT infrastructure and network
- User computing support / Helpdesk– desktops, laptops, installed software, mobile computing
- Guaranteed response time and other service level commitments

2.1.14 Proposed Cost The proposed cost should include all costs associated with hardware and software as well as the professional services required to implement the proposed IT infrastructure.

Proposer shall provide a line-item budget estimating the following items. Please provide any relevant details that will help evaluate the value of the proposal for a given line item.

A. Setup and Implementation

Include all charges to be incurred once hardware and software is delivered to the identified location. This would include receiving, unpacking, installing, configuring, designing, developing, testing, and/or otherwise bringing the IT infrastructure into full, satisfactory production. Please provide the following components related to the setup costs.

- Professional Services
- Hardware
- Software
- Shared processing resources, i.e. on-demand computing
- Installation and Logistics
- Travel and Miscellaneous
- Other Necessary Equipment (not included in the list in section 2.1.10)

B. Annual Charges for On-going Support, Maintenance, and Helpdesk Services

As an alternative to line-item detail, you may consolidate charges into a monthly fee

- Annual maintenance and technical support of the IT network
- Annual charges for local and user computing support (including helpdesk)
- Annual charges for backups or other services performed on a regular basis

C. Server room and Off-site Hosting Solution

Provide a complete equipment list and associated charges associated with setting up a server room. Assume the server room includes adequate power supply and a environment cooling solution. Include costs associated with purchase and installation of server room infrastructure such as racks and electronic components necessary to host the NTBHA servers.

Also provide the costs associated with hosting NTBHA servers at an off-site data center. Include initial set up costs and then ongoing monthly costs for the period of the contract.

Note: Do not include this amount in the cover sheet total under Total Funds Requested Under this Proposal – Year 1 through 3 - \$.

D. Hourly Rate for Additional Professional Services

Provide hourly rates for additional professional services that may be needed during the course of the resulting contract, but that are not specified herein. Rates should be reflective of a range/spectrum of staffing levels that might be utilized in the support and maintenance of the IT infrastructure. These rates will apply to time and materials work that may be performed for NTBHA during the contract period.

E. Other Costs

Any other costs not included in one of the sections above. Include any relevant category, associated detail, or cost that may be incurred during the course of the resulting contract, such as a percentage markup to parts and equipment, aside from those purchased by NTBHA at startup.

2.1.15 *Voice and Data/Network Connectivity Services Vendors*

NTBHA will be installing a fully featured voice system at their regional office. Proposers should identify one or more preferred vendors that offer services in the Dallas metro area. NTBHA would like to witness a problem free and seamless integration between the phone system and IT infrastructure as necessary and will consider this information in decisions associated with selecting a phone system.

Proposer should also identify any preferred vendors that offer data and network connectivity services in the Dallas metro area. Please also include bandwidth and other considerations, in order to support the solution being proposed. NTBHA will consider this information in decisions associated with selecting a data services vendor.

If proposer has no preferred vendors then their flexibility to work with any vendor selected by NTBHA should be indicated.

2.1.16 *Experience*

Proposer shall demonstrate that it has the necessary experience to satisfy all requirements, which apply to implementation and maintenance of the IT Infrastructure and front end user computing. Describe relevant company experience and individual experience for personnel who will be actively engaged in the project. Do not include company experience unless personnel assigned to this project actively participated. Provide names and qualifications of all professional personnel who will be assigned to this project. State the primary work assigned to each person outlined in the scope of work and the percentage of time each person will devote to this work.

To be considered responsive to this solicitation, the Proposal must clearly show that the Proposer meets the following requirements:

- A permanently staffed office for conducting daily business operations. This office must be within 100 miles of the NTBHA regional office in Richardson TX.
- At least 5 years of experience providing networked IT solutions equal or greater in size and scope than those specified in this RFP.
- Documented evidence of experience in providing network support and IT infrastructure solutions to at least one other firm in the healthcare industry or a similar industry where information security issues are as significant.

2.1.17 *References*

Proposer shall submit the **names** of at least three (3) other clients/customers, one (1) of whom should be in the healthcare industry working with Protected Health Information (PHI), attesting to the Proposer's ability to provide the services specified in this RFP.

The healthcare industry reference should be able to attest to HIPAA compliance status of the proposer.

3 PART III - PROPOSAL EVALUATION & CONTRACT AWARD

Section IIIA - Proposal Review and Selection

3.1.1 Evaluation & Selection A Review Committee will evaluate proposals received in response to this RFP.

3.1.2 Evaluation Scoring Each proposal received in response to this RFP will be objectively evaluated and rated according to the 2-part scoring system detailed below. Only the highest-scoring Proposers will be invited to participate in the second round of the evaluation process.

Round 1 (100 Points)

Proposed Solution	50
Cost	30
Company Experience	20
TOTAL	100

Round 2 (50 Points)

The highest-scoring Proposers will be invited to make an in-person presentation to the Review Committee and submit to a technical interview by subject matter experts from NTBHA and/or of the 5 member counties.

Section IIIB - Contract Award

3.1.3 Contract Award Decision It is the intent of NTBHA to award a contract to the highest-scoring Proposer. Should NTBHA not reach a favorable agreement with the highest scoring Proposer, NTBHA reserves the right to terminate negotiations and commence negotiations with the second highest-scoring Proposer, and so on, until a favorable agreement is reached. If an inadequate number of satisfactory proposals are received in response to this RFP, NTBHA reserves the right to reject all proposals received and withdraw this RFP in its entirety.

3.1.4 Contract Development The proposal and all responses provided by the Successful Proposer will become a part of the final contract.

3.1.5 Award Review The public may view proposal documents after contract execution; however, any proprietary information so designated by the Proposer as a 'trade secret' will not be disclosed unless the NTBHA representative Attorney determines that disclosure is required. At this time, Proposers not awarded the contract may seek additional clarification or debriefing, request time to review the selection procedures, or discuss the scoring methods utilized by the evaluation committee.

3.1.6 Contract Orientation Meeting A contract orientation meeting will be held within seven days of contract execution. The contract start date is intended to be July 1st, 2016.

4 ATTACHMENTS

4.1 Attachment A -- COVER SHEET

General Information:

Legal Name of Applicant/Company/Agency _____

Street Address _____ City _____ State _____ Zip _____

Contact Person _____ Title _____

Phone _____ Fax _____

Program Location (if different than above) _____ Email address _____

Tax Identification Number _____

ADDENDUM:

Proposer shall insert number of each Addendum received. If no addendum received, please mark "NONE".

No. _____ Dated: _____ No. _____ Dated: _____ No. _____ Dated: _____.

NOTE: Failure to acknowledge receipt of Addendum may render the proposal non-responsive.

→ Does the proposal comply with the requirements contained within the RFP?
A "No" response may disqualify the proposal from further consideration.

Yes No

→ Did outside individuals or agencies assist with preparation of this proposal?

Yes No (if yes, describe.)**

Total Funds Requested Under this Proposal - Year 1 through 3 - \$ _____

I certify that to the best of my knowledge, the information contained in this proposal is accurate and complete and that I have the legal authority to commit this agency to a contractual agreement. I realize that funding for any contract is based upon funding levels as well as final approval by the Governing Board of the North Texas Behavioral Health Authority.

Signature
Administrator of Applicant Agency

Date

4.2 Attachment B -- LETTER OF INTEREST

Legal Name of Applicant Agency _____

Street Address _____

City _____ State _____ Zip _____

Contact Person _____ Title _____

Phone _____ Fax _____

Program Location (if different from above) _____

Email address _____

- All proposers are required to be included on the plan holders list. If your organization is NOT listed, submit the 'Letter of Interest' to ensure your inclusion.

In the body of your email, request acknowledgement of receipt.

Email Attachment B to: bmcnaughton@NTBHA.org

NTBHA web link:
www.NTBHA.org

This document will only be used to add a proposer to the plan holders list. Submitting this document does not commit proposer to provide services to NTBHA, nor is it required to be submitted with proposal.

Proposals may be considered non-responsive if the Proposer is not listed on the plan holders list.

5 NTBHA OFFICE MAP

The following is a map of the NTBHA offices located in Richardson TX:

OFFICE MAP HERE WHEN AVAILABLE