



**BEACH CITIES HEALTH DISTRICT
REQUEST FOR PROPOSAL (RFP)**

Issue Date: September 12, 2018

Proposal Due Date: October 5, 2018

Proposals Directed To: Beach Cities Health District

Proposal Contact: Cristan Higa, Director of Communications

Number of Proposal Copies: 1 printed or 1 electronic copy with attachments

In compliance with this Request for Proposals and to all conditions imposed herein, the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation. By signature hereto, the proponent certifies that all representations and certifications contained in its proposal are complete and accurate as required.

Name and Address of Firm:

Name: _____

Signature: _____

Title: _____

Date: _____

Phone #: _____

Federal Emp. ID# _____

Fax #: _____

BEACH CITIES HEALTH DISTRICT REQUEST FOR PROPOSAL (RFP)

SERVICES FOR Beach Cities Health District

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SECTION 1: GENERAL INFORMATION

1.1 Purpose

The intent of this Request for Proposal ("RFP") is to enter into a contract with one Vendor who can provide services consistent with the scope of work attached to this document, to Beach Cities Health District, a public agency that serves the cities of Hermosa Beach, Redondo Beach and Manhattan Beach. Vendors must adhere to rigid performance standards that are mission critical to our facility's success. Expertise in the highly sensitive and specialized environment of a public agency is preferred. This document will provide Vendors with the information necessary to prepare and submit proposals for consideration of this service.

Vendors responding to this RFP are expected to provide Beach Cities Health District (hereafter referred to as BCHD) with information and evidence which will enable the evaluation of the information in expectation of awarding a contract in a manner which best serves BCHD. BCHD has the right to use any and all ideas presented in any response to this RFP. BCHD reserves the right to award a contract based solely on what it considers providing the greatest long-term benefit to BCHD and the best quality of service to the community and customers.

1.2 Beach Cities Health District Overview

The Beach Cities Health District (BCHD) is a preventive public health agency serving residents of Manhattan Beach, Hermosa Beach and Redondo Beach through a wide range health and wellness programs, with innovative services and facilities to promote health across the lifespan. The organization strives to develop programs and services that meet our mission:

To enhance individual and community well being in the cities of Hermosa Beach, Manhattan Beach, and Redondo Beach through a broad array of innovative health services, collaborative partnerships, and community programs.

A special district government agency, BCHD spends \$14 million annually in service provisions to the residents.

1.3 Contact Point and Issuing Office

The sole point of contact for questions or additional information is:

Cristan Higa
Beach Cities Health District
1200 Del Amo Street
Redondo Beach, CA 90277
cristan.higa@bchd.org
Voice: (310) 374-3426 Ext: 117

All responses to this RFP must be delivered to the point of contact shown above. All questions and requests for additional information must be in writing and received through the point of contact shown above (email is acceptable).

SECTION 2: SCOPE OF SERVICES

2.1 Scope of Work

Beach Cities Health District seeks to identify the provider of Information Systems Management to meet current and foreseeable strategic business needs. The primary need at this time is for Vendor to provide a high level of response and resolution time to the user base while maintaining monthly support costs.

For required "Scope of Work" proposal see attachment 6.1

2.2 Pricing Schedule

Vendors are requested to submit specific pricing for each of the areas of service identified in the scope of work.

SECTION 3: PROPOSAL FORMAT AND CONTENTS

To be considered, Vendors shall submit a complete response to this Request for Proposal (RFP) using the format outlined below. Proposals by a joint team or a prime / subcontractor team shall list the full names and addresses of all team members and the proposed relationship / role of each.

3.1 Letter of Transmittal

The prospective Vendor's proposal shall include a brief letter of transmittal signed by an individual or individuals authorized to bind the prospective Vendor contractually.

3.2 Qualifications and Experience of Firm, Including Subcontractors

The Vendor shall provide information on their business, applicable certificates of recognition, and other pertinent information that demonstrates their qualifications to perform the contract. Information on education, training, certification, awards, etc... for individual employees of the Vendor or Subcontractor may be supplied.

The firm should have a minimum of 10 years of information systems management and infrastructure support.

The Vendor shall designate a project team comprised of experienced professional and technical staff to competently and efficiently perform the work with either their own personnel, Subcontractors, or commitment to hire additional staff. The proposal shall identify the project team composition, project leadership (i.e. principle, project manager), reporting responsibilities, and address how Subcontractors will fit into the management structure. As a minimum, the principle in charge and manager shall be designated. Other key personnel may also be designated. The manager must have adequate experience in managing services of similar nature and scope.

3.3 Required Disclosures

In addition to all other requests listed in Section 3 of this RFP, Vendors responding to this RFP will provide the following disclosure:

A disclosure of the Vendor's name and address and, as applicable, the name and address of any company or venture that owns or has majority stake in the vendor and the names of key officers and directors of the Vendor. A disclosure providing information regarding any major contract that has been terminated for any reason within the last 5 years by division of vendor /company responding to this RFP.

3.4 Insurance Requirements

Please attach copies of all proof of insurance as described below that qualifies you to provide the service requested.

Contractor shall provide and maintain insurance coverage of adequate levels in compliance with the following:

- Comprehensive Public/General Liability
- Worker's Compensation
- Bodily injury & Property Damage
- Comprehensive Automobile Liability
- Property Damage Liability
- Professional Liability Insurance
- Contractual Liability (Hold Harmless Coverage) – Beach Cities Health District to be named as additional insured

SECTION 4: SUMMARY OF KEY DATES

4.1 Key Dates

The following dates are shown for informational and planning purposes only. BCHD reserves the right to change any of the dates. If changes are made, those Vendors receiving the initial RFP will be notified in writing of those changes.

Deadline for Proposals:
No later than 3 p.m. October 5, 2018

Proposal Process:

Public Notice Invitations	September 13, 20, 2018
Responses reviewed	October 2018
Interviews conducted (if required)	October 2018
Pending Board Approval; commence services	November 2018

SECTION 5: CRITERIA FOR EVALUATION OF PROPOSALS

Proposals will be evaluated by an interdepartmental review committee based on the following criteria:

- Understanding of the work required by BCHD and the overall objectives.
- Response to questionnaire (included in scope of work)
- Quality, clarity and responsiveness of the proposal.

- Demonstrated competence and professional qualifications necessary for successfully performing the work required by BCHD
- Recent experience in successfully managing agencies of similar size
- References
- Background and related experience of the specific individuals to be assigned to this account
- Proposed compensation

5.1 Evaluation Criteria & Award Notice

BCHD staff will review the responses. Proposals will be received and evaluated on the understanding that the Vendor accepts full responsibility for, and will be contractually bound by, all statements made within the proposal and by sales and/or technical representatives. This responsibility extends to verbal sales commitments, vendor literature and claims of the capacity and ability of the proposed vendor and its representatives to meet the specified scope of service requirements contained in this RFP.

The evaluation of proposals will include, but may not be limited to, the items listed in this RFP. Additional significant consideration will be given to the quality and comprehensiveness of each vendor's response to this RFP and to pricing for like services.

As reflected above, contract award will not be based solely on price, but on "lowest responsible bidder," a combination of factors as determined to be in the best long-term interest of the District.

After evaluating the proposals and discussing them further with the finalists or the tentatively selected Advisor, the District reserves the right to further negotiate the proposed work and/or method and amount of compensation.

The District reserves the right to conduct personal interviews of any proposer prior to selection. The District will not be liable for any cost incurred by the proposer in connection with such interview (i.e., travel, accommodations, etc.)

BCHD reserves the right to accept responses in whole or in part, and to negotiate with any Vendor in any manner necessary to serve the best interests of BCHD. Vendors may be strictly held to the terms submitted in their responses as maximums but may be required to reduce costs depending upon aspects of the services which may be determined by BCHD to be unnecessary, or aspects for which BCHD decides to assume the responsibility. The response submitted by any successful Vendor and accepted by BCHD whether in whole or in part, will become part of the contract awarded as a result of this RFP and the Vendor will be expected to sign a contract with BCHD, consistent with the RFP, and such contract may include additional terms and conditions.

BCHD reserves the right to withdraw or cancel this RFP at its own discretion. BCHD also reserves the right to reject any and all responses resulting from this solicitation. BCHD reserves the right to obtain any information from any lawful source regarding past business history and practices and the ability of Vendor to supply information systems management services that BCHD has a right to expect from a Vendor with a good reputation. Such information may be taken into consideration in evaluating the responses.

All notices and communications regarding this RFP will solely be conducted through the vendor's point of contact listed in the response and the BCHD contact identified in this document. Awards will follow the timeline outlined in Section 4.1.

SECTION 6: ATTACHMENTS

6.1 Scope of Work and Questionnaire

6.2 Software, Server and Workstation Inventory

Term of Agreement

Term of this Agreement is 3 years with a 2-year extension possibility.

Every 12 months, Vendor and BCHD retains its right to re-evaluate the size and scope of the BCDH IT environment and propose adjustments to the cost, service levels, and related terms of this contract.

Overview of Requested Scope of Work

Beach Cities Health District seeks to identify the provider of Information Systems Management to meet current and foreseeable strategic business needs. The primary need at this time is for Vendor to provide a high level of response and resolution time to the user base while maintaining monthly support costs.

Assume current environment is 97 workstations, 8 servers, 11 virtual machines (list).

The Integrated Managed Services Offering

Minimize the inherent risks associated with IT.

Avoid and mitigate the business impacts arising from IT failure.

On-site and remote monitoring of key business resources (firewall, network, servers, desktops and applications).

Monitor network to ensure your uptime.

Predictive planning and analysis.

Maintain functional, operational environment before issues arise.

Identify and resolve server, device, or network issues minimizing user downtime.

Provide Operating Level Definitions for All Areas of Operations

Full Ownership. Whatever actions are required to meet the specific service objectives on a complete and timely basis.

Best Effort. Examine and diagnose the issue identified in the service request. Where staff experience suggests a probable cause and/or appropriate solution are known, the solution will be implemented. May coordinate and drive the resolution; however, the work is a “best effort”.

Assessment/recommendation only. Examine and diagnose the issue identified in the service request and advise the requestor of any issues identified as well as available courses of action.

Service for additional fee. Examine the issue identified in the service request and report a possible “out of scope” situation to the Client POC. If mutually determined that the work is out of agreement scope, work will only be completed via a separate agreement and for an additional fee.

BCHD’s Areas of Operation

Desktop and Application Support

Workstations
Hardware Problem Diagnostics
Hardware Component Upgrades/Replacements
Hardware Tuning
Hardware Installation and Relocation
Mobile Devices (iPads and tablet PCs)
Printers
Copier Problem Diagnostics
Projector/TV Setup

Software

Software Diagnosis/Problem Solving
End-user software assistance
Software installation and upgrades
Software Tuning/Repair
Portal Collaboration Tools
Programming
Custom Report Writing
Website Content or Site Modifications

Server Administration

Server Administration
System Backups
Server Installation
Configuration Management

Network Services

Network Administration
Network Maintenance
Network Hardware Problem diagnosis
New Standard Network Hardware Installation
Network Hardware Relocations
Network Security
Network Software and Hardware Tuning
Telephone System – Server and Network Connection
Telephone Network – Application and Vendor provided hardware
Cabling Maintenance

Helpdesk Telephone Support

Customer Care line

Training (Software and Applications)

End User Training

Strategic Planning
Environment Planning
User Application planning
Gap analysis
System Enhancement and Upgrade Planning
Purchasing Coordination
Disaster Recovery Planning
Asset and Contract Management
Asset Tracking
Software Licenses
Contracts

Documentation
Documentation

Projects
New Application Implementation or Significant Redesign Projects

Identify Responsibilities

Joint Vendor and BCHD Responsibilities (please describe):

Vendor Responsibilities(please describe):

- Maintain desktop refresh schedule currently set for every 4 years.
- Maintain laptop refresh schedule currently set for every 3 years

BCHD Responsibilities:

- BCHD will provide regular, dedicated workspace for Vendor personnel, and access to telephones, copier, fax, and printing facilities.
- BCHD shall be responsible for the cost of all new hardware, new software licenses, consumable items, desktop/laptop/printer repair parts, server/network equipment repair parts, and 3rd party vendor support contracts for line of business applications and telephone system.
- Provide end-user training
- Provide budget for spare equipment repair and replacement. Vendor is not responsible for operating levels that lapse due to unavailable hardware.

Desktop Support

Describe proposed desktop support that BCHD can reasonably expect, including hours, contact methodology, response time and level of resolution.

Network and System Support Operations

Describe proposed support for client servers and network that are expected to be running 24 hours per day with minimal unplanned service operations occurring between the hours of 8 AM and 5:30 PM.

Routine server maintenance and major server activities, like installing a new server or network device, are expected to be scheduled during off hours or weekends.

Routine preventative maintenance handled within the scope of contract include:

- Monitor, maintain and resolve servers and server issues
- Monitor, maintain and resolve issues related to the network and network devices
- Monitor, maintain, resolve issues and report on status of backups
- Review event logs

Disaster Recovery Support:

Describe process for supporting and maintaining a back-up and restore system.

Reporting

Please describe proposed ticket reporting of ticket status, tracking and management reporting.

Priority Assignments

Please define priorities to be mutually agreed upon in contract, from Emergency to Low Priority, and identify communication and escalation procedures and give an example of each.

Onsite Services

Describe proposed hours of onsite staffing.

After Business Hours Support

Describe proposed after-hours support.

Cost

Proposed monthly cost of \$ _____.

Project Rate

Proposed project costs beyond scope of contract

Role	Rate \$

References

Describe fully the last three contracts performed by your firm that demonstrate your ability to provide the services included with the scope of specifications.

- Please include:
- Customer Name
- Contact Individual
- Telephone and e-mail
- Street Address
- Description of services provided including the contract amount, when provided, and project outcomes

Proposer Questionnaire

FIRM BACKGROUND AND ORGANIZATION

1. Describe the organization, date founded, and ownership of your firm. If your firm experienced a material change in organizational structure, ownership or management during the past three years, describe the change.
2. Describe any other business affiliations. Please disclose current relationships (i.e. relationships with Microsoft, procurement arrangements, etc.).
3. Describe your firm's sources of revenue.
4. Did you, or will you, pay a finder's fee to any third party for business related to this account? Specify the recipients of any fee.

EXPERIENCE

7. Describe your firm's experience in managing IT functions for governmental entities.
8. What is your firm's experience in developing policies, strategic plans and management guidelines?
10. Provide the number and types of accounts, and composition of IT services currently being managed by your firm.
11. Describe your firm's software support expertise; that is, for what software platforms can your firm provide support?

STAFFING

12. Identify and provide background information on the key person or personnel who take the most active role(s) in the administration and management of the firm.
13. Identify the IT professionals (managers, analysts, techs, etc.) employed by your firm, by classification, and specify the average number of accounts handled.
14. Provide resumes and biographical information on the professionals that will be directly involved in the decision-making process for the district. Include the number of years at your firm, total years of experience, and professional licenses and designation. Include the number of accounts managed and any limits on this.
15. Describe your firm's training and education efforts to keep staff informed of developments relevant to government IT.
16. Has there been any turnover of professional staff in the firm in the last three years assigned to public sector clients?

Attachment: 6.2 Software, Server and Workstation Inventory

Users	Use	Application
Enterprise (central server support)	Windows Server	Windows Server 2012 R2
Enterprise (central server support)	Email Server	Microsoft Office 365
Enterprise (central server support)	Dynamics	Microsoft SQL Server 2008
Enterprise (central server support)	Database server for CSI	Microsoft SQL Server 2008
Enterprise (central server support)	Backup	Shadow Protect/Datto
Enterprise (central server support)	Anti-Virus	Eset
District-wide	District Website: Web pages, News and Information	InMotion Web Hosting
District-wide	Workstation operating system	Windows 7,10
District-wide	Documents, spreadsheets, presentations	Office 2010/2013- Word, Excel, PowerPoint, Outlook
District-wide	Email System: Electronic mail, Calendars, Contacts	Microsoft Office 365
District-wide	VOIP phone application: Phone/Voicemail, phone directory	Shoretel Communicator
District-wide	Distributed faxing over WAN and replaces paper-based	FaxFinder Client
District-wide	Information Sharing, Document and Content Management: Documents, Work Plans, Surveys, Helpdesk ticketing	Smartsheet Enterprise
AdventurePlex/Center for Health & Fitness/Communications	Health Club Management, Class Registration, Membership, Facility Booking: Customer relationship management, Customer information, Customer billing	Daxko Spectrum
AdventurePlex	Room Reservation: Customer information, Customer billing	Party Center Software Reservations

Attachment: 6.2 Software, Server and Workstation Inventory

Center for Health & Fitness	Biometric Assessment	Polar
School Health	Student response system, in classroom polling	Turning Point
School Health	BMI measurement and reporting	Costech
Adult Services	MRC Mobilization	DHV ESARVHP
Adult Services	Employee Wellness	TRALE
Communications/Marketing	E-mail, documents, spreadsheets, presentations	Office MAC 2008
Communications/Marketing	MAC operating system	MAC OS
Communications/Marketing	Graphic design	Adobe Creative Suite
Communications/Marketing	Social Media Management	Hootsuite, Meltwater
Communications/Marketing	Public relations-news releases, database and distribution	Vocus
Communications/Marketing	Email Marketing and Event Management: Customer relationship management, Contact management, e-mail distribution	Constant Contact Email
Communications/Marketing	Ads, measuring web traffic	Google AdWords, Analytics
Communications/Marketing	Survey Platform	Survey Monkey Standard
Communications/Marketing	Meeting and Agenda management	Granicus
Senior Services	Client Documentation and Notes: Customer information, Case management assessment, follow-up, authorizations, expenditures	MSPP Care 4.0
Community Services	Case management authorizations and expenditures	PACE (RTZ)
Finance	Financial Management and Accounting: Finance	Microsoft Dynamics GP

Attachment: 6.2 Software, Server and Workstation Inventory

	Management, Vendor information, Vendor billing, General ledger, payables, financial reporting	
Finance	Payroll Services, HR Management, Benefits Administration: Customer relationship management, customer information, customer billing	ADP
Finance	Investment Management	Sympro
Human Resources	Volunteer tracking, recruiting, reporting	Volgistics
Finance	Budget Software: Customer information	McLain Decision Support Systems- DSS Budget
Finance	Invoice management: Vendor relationship management, Vendor information, Vendor billing	Metaviewer
Property	Security	Hubman
		Property- (Bridger Controls system?) remote boiler/chiller management44

Servers/Workstation/Virtual Machines Inventory

- 8 Servers
- 97 Workstations
- 11 Virtual Machines