



**Solicitation Information
October 21, 2013**

RFP# 7528367

TITLE: Public Health Emergency Management Suite (PHEMS) Application Service Provider

Submission Deadline: November 20, 2013 @ 10:00 AM (Eastern Time)

PRE-BID/ PROPOSAL CONFERENCE: No

MANDATORY:

If YES, any Vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory Pre-Bid/ Proposal Conference. The representative must register at the Pre-Bid/ Proposal Conference and disclose the identity of the vendor whom he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid/ Proposal Conference shall result in disqualification of the vendor's bid proposals as non-responsive to the solicitation.

DATE:

LOCATION:

Questions concerning this solicitation must be received by the Division of Purchases at David.Francis@purchasing.ri.gov no later than **October 30, 2013 @ 10:00 AM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

**David J. Francis
Interdepartmental Project Manager**

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Health (HEALTH), is soliciting proposals from qualified firms for an Application Service Provider (ASP) to host the state's Public Health Emergency Management Suite (PHEMS), in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.us.

The initial contract period will begin approximately March 1, 2014 for one year. Contracts may be renewed for up to four additional 12-month periods based on vendor performance and the availability of funds.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.

7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, visit the website www.mbe.ri.gov.

SECTION 2: BACKGROUND AND PURPOSE

The Rhode Island Department of Health (HEALTH), in conjunction with the Hospital Association of Rhode Island, developed a secure, web-based program to monitor hospital diversion status and hospital available beds and supplies in real time. This system also serves as the statewide training and meeting calendar for public health/medical professionals and first responders. Through the same system, work also began on the development of a secure, web-based, patient tracking system. In 2008, the US Department of Health and Human Services awarded additional funding through a partnership grant to Rhode Island Hospital that has been used to further develop the hardware components of the patient tracking system for use by hospitals, HEALTH, and EMS. These three systems have been linked together to form a Public Health Emergency Management Suite (PHEMS) and are currently hosted via a temporary solution. With recent beta testing of the patient tracking system come security concerns, as confidential patient data is contained in this system. Electronic Patient Care Reporting (ePCR) for EMS is the next step for the build-out of the system, which will increase the amount of patient data being exchanged.

The PHEMS is used daily by HEALTH, hospitals, and EMS to track hospital diversion status, available beds, and patients. This electronic system allows for real-time, two-way information exchange that is critical to maintaining daily situational awareness and serves as the launching point for emergency response.

SECTION 3: SCOPE OF WORK

General Scope of Work

The Rhode Island Department of Health is seeking a professional ASP to host this crucial statewide system. The system must be fully secured to protect patient data and fully functional 24/7/365 to include customer and technical service. The system must have a response time of 1 – 3 seconds, as a near real-time response is necessary. Transactional data must be backed up hourly, and full, daily backups must be performed and stored in a secure off-site location. Low latency failover capability to backup datacenter, including automatic, near-real time transaction log shipping and a downtime transition of no more than 30 minutes. The vendor must have a Business Continuity Plan (BCP) in case the primary site is not available.

Specific Activities / Tasks / Requirements

Recommended (Minimum) Hosting Configuration for PHEMS Applications

Hosting Plan Type: Dedicated physical servers (minimum two) with full operating system control (although shared virtual server plans are far less costly, the mission critical nature of PHEMS demands isolation from other applications; shared plans are strongly discouraged). Data centers must be located in the continental US.

Hardware: Minimum of two servers required: one application server and one database server. Additional servers may be utilized as fail-over backups, reporting servers, etc. The

database server must not be publically accessible; it must connect to the application server on an internal network, with external access available via VPN only. The system must be HIPAA compliant.

- Dual, high clock-speed, multi-core processors, such as the Intel Xeon E5 processor family
- 24+ GB RAM
- (4) 15K, 6Gb/s, 300+ GB, SAS disks with hardware RAID controller
- GB Ethernet for internal network connection between application and database server
- DVD Drive

Software: PHEMS is a suite of custom software applications and relational databases. PHEMS was designed, developed and supported by Aetreos, LLC exclusively. Support of the physical computer system upon which PHEMS is deployed will be the responsibility of the selected vendor.

PHEMS is deployed on a Microsoft Windows Server 2003 SP2 or better operating system and requires Microsoft SQL Server 2005, Microsoft IIS 7, and the Microsoft .NET framework with sufficient per-CPU licenses required for the database server. No limits on number/size of resident databases. Use of a shared database server is strongly discouraged. The system can be upgraded to Microsoft's newer Application and Database products. The operating system, SQL Server, IIS, .NET framework, and anti-virus software and associated updates shall be provided by the vendor. PHEMS application software updates will be the responsibility of the State.

There is no contractual maintenance associated with PHEMS. New features identified by HEALTH/HARI are incorporated into the system on a per-task basis.

Internet Bandwidth: Unlimited/Unmetered. Minimum 50 Mb/s dedicated circuit with burst capability.

Uptime Guarantee: 99.9% with 24/7/365 live support for outages.

Maintenance/Upgrade Access: Remote access via VPN with full control of the operating system.

Migration: the vendor will work with HEALTH, HARI, and the PHEMS software vendor to ensure a smooth migration from the current hosting solution to the ASP hosting solution.

Key Staff and Related Experience

The Contractor must have a designated staff person to oversee all activities described in the in this application. The Contractor must designate a 24/7/365 live support contact for issues that may arise with the servers, especially during emergencies.

DELIVERABLES:

- Provide a detailed description of infrastructure used for required service.

- Provide, in detail, experience for the requested services.
- Provide a list of names for individuals responsible for project and support, along with resumes.
- Provide a Business Continuity Plan for service requested.
- Provide the procedure to test failover plan.
- Test failover plan with designated staff from HEALTH or its designee on a quarterly bases.
- Submit invoices and appropriate backup documentation by the 10th of each month following delivery of services.

CONTRACTOR RESPONSIBILITIES:

- Computer support.
- Office space, office equipment, office support.
- Indemnification, insurance, performance bonds.
- Supervision of subcontractors.
- Provide access 99.9% with 24/7/365 live support for outages.
- Unlimited bandwidth.
- Remote access via VPN with full control of the application.
- No restrictions on browser requirements.
- Maintain hardware and operating system for servers and upgrade as required.
- Maintain current anti-virus software version.

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal (**limited to nine (9) total pages**) should address specifically each of the required elements:

1. Executive Summary - The Executive Summary should be no more than **one (1) page**. It is intended to highlight the contents of the proposal and to provide evaluators with a broad understanding of the applicant's technical approach and ability, including prior experience with similar projects.
2. Experience, Organization, and Staffing - Provide a brief summary of the Experience, Organization and Staffing to address why you feel your organization has the capacity to take on this project. Detail your previous experience working as an ASP. Include a statement regarding your ability to secure patient data, provide 24/7/365 system functionality, and customer/technical assistance. Identify all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort that apply to each, as well as resumes, curricula vitae, or statement of prior experience and qualifications. If you plan to hire staff for this project, include position descriptions and plans to recruit the employee. This section should be no more than **three (3) pages** (this excludes any appendices).

This should include, at a minimum, the following information:

- Agency type

- Mission & Vision
- Current initiatives
- Population served with similar service requested
- Major accomplishments
- Current partners (including state agency partners)
- Staff supporting this project

Attachments should, at a minimum, include the following documents:

- Resumes/curricula vitae
3. A Work Plan describing the technical capabilities, infrastructure, and plan to meet the required service as well as all deliverables and responsibilities described earlier in this solicitation. Also describe the migration plan in the Work Plan. The Work Plan is limited to **five (5) pages** (this excludes any appendices).

Attachments should, at a minimum, include the following documents:

- Your agency/facility's emergency operations plan/continuity of operations plan
- Report/summary of security safeguard tests (security audits, assessments, penetration tests, etc.)

SECTION 5: COST PROPOSAL

Using the attached Appendix A: Budget Form, applicants must present a proposal for fees charged for the hosting services outlined in this proposal, reflecting the fully-loaded hourly rate proposed to address all of the requirements of this project. Include any migration costs in this Cost Proposal. Present the migration and hosting costs separately and totaled. The Cost Proposal should consist of a 12 month budget proposal on the budget form provided. Any additional budget description/information can be provided in narrative format.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 56 (80%) out of a maximum of 70 technical points. Any technical proposals scoring less than 56 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 56 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the Technical Review Committee to clarify statements made in their proposal.

The Department of Health reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Executive Summary	5 Points
Experience, Organization, and Staffing	25 Points
Work Plan	40 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal. Applicants may be required to submit additional written information or be asked to make an oral presentation before the Technical Review Committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at David.Francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7528367** on all correspondence. Questions should be submitted in a Microsoft

Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked **“RFP# 7528367 Public Health Emergency Management Suite (PHEMS) Application Service Provider”** to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal should include the following components: the Executive Summary, the Experience, Organization, and Staffing response, and the Work Plan. The Technical Proposal is limited to nine (9) pages (this excludes any appendices).
4. **A separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project, including any migration costs using Appendix A: Budget Form.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original”.

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>

Appendix A: Budget Form -12 month Project Budget

Name of Bidder: _____

Project Budget	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Total
Hosting Costs													
Personnel (provide position title and fully-loaded hourly rate)													0
1.													0
2.													0
3.													0
4.													0
5.													0
<i>Add additional rows as needed</i>													0
Supplies (provide description):													0
Equipment (provide description):													0
Please itemize all additional other costs:													0
Other:													0
Other:													0
Other:													0
<i>Add additional rows as needed</i>													0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

Project Budget	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Total
Migration Costs (one-time costs)													
Personnel (provide position title and fully-loaded hourly rate)													0
1.													0
2.													0
3.													0
4.													0
5.													0
<i>Add additional rows as needed</i>													0
Supplies (provide description):													0
Equipment (provide description):													0
Please itemize all additional other costs:													0
Other:													0
Other:													0
Other:													0
<i>Add additional rows as needed</i>													0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

Grand Total	0	0	0	0	0	0	0	0	0	0	0	0	0
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