EL RIO COMMUNITY HEALTH CENTER
REQUEST FOR PROPOSAL
For an Information Technology Service Management Solution

OVERVIEW OF EL RIO AND DESIRED SOLUTION

El Rio Community Health Center is pleased to announce our RFP for an ITSM solution. Listed below you will find a brief description of our organization, our department, what we are looking for in a solution and a breakdown of what we have listed to be our minimal requirements to deliver a smooth ITIL-compliant solution to our IT department.

About El Rio Community Health Center and our IT Department:

El Rio began in 1970, we have grown to be one of the largest, non-profit community health centers in the United States. We focus on positive health outcomes, treating the whole person and prevention. Our health care is delivered by compassionate, professionally trained integrated health teams who give from their hearts to provide you with caring, high quality, world-class care.

Additionally, El Rio is a Federally Qualified Health Center with Non-Profit, Tax Exempt, and Charity status, recognized as a 501(c)3.

The El Rio IT Department supports four other Community Health Centers as part of an Enterprise throughout the State of Arizona. We have 60 IT Staff performing different specialties such as Medical Informatics Analyst, IT Trainers, Network and Support Technicians, along with strong IT Management. We currently utilize an ITSM solution and have since been developing our ITIL Framework, policies and procedures, which we firmly believe has outgrown our current solution.

Overview of Proposal:

Straightforward summary of what we are looking for:

- Provide a detailed implementation strategy that includes a timeline.
- Provide a demonstration to IT Management and our ITIL Committee members for all aspects of your software (1-4 hours).
- Detail how your solution meets or exceeds each section within the “ITSM Objectives and Solution Requirements.”
- 80-90% of your product should support our objective/requirements with out of the box capabilities.
- Provide pricing for 65 IT staff, 2100 end users, 1 parent domain, 4 child domains, and 10,000 assets, as well as on-site training options and any recommended go-live customizations.
- A detailed pricing breakdown for a 1, 3 and 5-year solution to include but not limited to: license costs (e.g. users, technicians, roles, assets), training costs, support costs, annual costs.
- Provide 3 reference customers, preferably our size and in our industry.

ITSM Objectives and Solution Requirements:

- Incorporate ITIL Framework Processes to include: Incident Management, Problem Management, Change Management, Transition Planning & Support (Project Management), Service Asset and Configuration Management, Service Level Management
  - Ability to assign items to user(s), group(s), and provide escalation paths for all processes.
  - Impact and Urgency fields to derive Priority
  - Ability to send flexible alerts (email, txt, application) based on incident/problem/change/project/asset status.
  - Workflow automation for all processes to include access management.
  - Support a wide range of communication channels: email, text, chat, 3rd party app integration (e.g. slack).
- Cloud Based Solution preferred
  - Would require signing of our HIPAA Business Associates Agreement.
    - ePHI could be potentially submitted or stored within the solution.
- Fully encrypted channel to cloud solution and all associated cloud computing partners required.
  - Full API access.
    - Incident, Problem, Change, Asset, Project, CMDB, KMDB, workflows, etc.
  - SAML 2.0 / ADFS support for Single Sign-On that supports a Multi-Domain, Single Forest AD environment.

- **Knowledge Management Database (KMDB) and Automation Features**
  - Provide a searchable KMDB to retain resolutions for future use.
  - Provide a customer-facing Self Service Portal for simple common incidents, e.g. automate password reset and provide automatic linking, closure, and response to the incident notes.
  - Ability to shadow computer resources from within the ITSM product, OR launch GoToAssist or custom provided link or script.

- **SLA**
  - Ability to create SLAs and assign them to user(s) and group(s).
  - Provide escalation workflow automation.
  - Raise awareness and provide flexible alerts (email, txt, application).
  - Supports business hours, holidays, and provide support for both automatically and/or manually stopping/starting a timer/clock for SLA operations.

- **IT Project Management**
  - Solution must include Project Management capabilities to track project start/end times, milestones, and link to the other ITIL processes.
  - Ability to see resource availability between all aspects of the product (e.g. Incidents and Project Management components)
  - Alerting for critical projects/impending deadlines.

- **Reporting and Time Tracking**
  - Users should be able to document time per item.
  - Unified reporting by user across all areas such as Incident, Problem, Change, AND TO INCLUDE time from Project Management.
    - Weekly/Monthly incident reports by user, technician, category, status, etc.
  - Dashboard with custom controls based on user/role. Providing technician, manager, and Director/CIO insights.

- **Asset Management / CMDB**
  - Automated ability to catalog workstations:
    - Name of Workstation
    - Operating System
      - 32-bit or 64-bit
    - Currently Installed Applications
    - Previously Installed Applications
    - Owner
    - Leased or Owned Asset
    - Under warranty
    - Logged in user
    - Network information, e.g. IP, MAC, gateway
    - Hardware profile e.g. service tag, serial number, CPU, RAM, type of HD
  - Provide a CMDB used for configuration items that may or may not be associated to user(s) and/or group(s).

- **Allow delegation of responsibilities throughout Enterprise:**
  - Ability to delegate the following components:
    - Incident Management (Read, Write, Delete)
    - Problem Management (Read, Write, Delete)
    - Change Management (Read, Write, Delete)
- Project Management (Create Project, Read, Write, Delete)
- Reporting (Create, Read, Delete)

- Mobile App
  - Support iOS and Android Platforms with a native app, NOT browser based.
  - Ability to access the following components per technician:
    - Incident, Problem, Change, Project, Asset
    - Reassign
    - View/Add Notes
    - View/Add Attachments
    - View/Edit Status
    - View/Link related items
    - View/Add Resolution / Close

- On-site Go Live Training & Professional Services
  - Provide onsite training the week of go live
  - Provide initial configuration services for enterprise-specific needs
  - Workflow & Automation configurations
  - Self-service portal configurations;
  - Provide follow up remotely or on-site (2-4 weeks after)
  - Import data from our current solution via CSV to Incident, Problem, Change, and Knowledge Base.

- General Questions
  - What makes your product stand out from the crowd?
  - Is there anything special about your product for an organization our size/industry?
  - What are the top customizations / add-ons to your products your customers typically make?
  - What are the biggest adjustments customers have to make when implementing your product?
  - When new updates to your product are available, what does your upgrade process entail?
  - Does your product have Outlook plug-in integration?

HOW TO SUBMIT / OUR SELECTION CRITERIA / THE AWARD PROCESS

How to Submit Your Proposal:
El Rio Community Health Center asks that you follow the outlined procedure below to submit your response:

1. Electronically submit your response via email to our distribution group (RFP-ITSM@elrio.org) with the subject “ITSM RFP Response.”
2. Place a call into (520) 309-4300 and let our help desk staff know to pass along your Name, Number, Company Name and that you submitted your RFP for the ITSM project.

Our Selection Criteria:
El Rio Community Health Center will grade the response based on the following criteria:

1. 50% - Each section outlined in the “ITSM Objectives and Solution Requirements” section will be graded on a points system. If the vendor is unable to meet the necessary requirements, they will not be asked to provide a demonstration of their product.
2. 25% - Vendor hosts a demonstration of their solution and reviews their implementation plan for success.
3. 25% - Pricing. We ask that all vendors submit their best pricing taken into consideration our Federal 501(c)3 status qualifying our organization as a Charity.
The Award Process

El Rio Community Health Center will announce privately to vendors who submitted their response following the process below:

1. Once you receive the RFP, you will have until September 29th to submit questions related to the RFP.
2. We will provide responses to all questions received and deliver the questions and answers to all vendors by October 6th.
3. You will have until October 13th to deliver the final proposal.
4. Upon receiving your response, we will contact you via email and/or phone to acknowledge the receipt of your packet.
5. Upon review of your response to the “ITSM Objectives and Solution Requirements”, we will provide you with the areas we calculated you DID and DID NOT meet. This will be sent back to you by October 17th. You will have 3 days (due back October 20th) to respond to any items that we determined that you DID NOT meet.
6. Demonstrations will be scheduled within 1 – 2 weeks for all who DID meet the final review of the “ITSM Objectives and Solution Requirements.”
7. After demonstrations, vendors will have 48 hours to resubmit pricing via email as items not necessarily known may or may not have been included with the initial response.
8. All vendors who provided a demonstration will be notified whether they have or have not been awarded the selection.

CONCLUSION

Thank you in advance for taking the time to respond to our RFP.

Please make sure your submission includes everything from our overview:

- Provide a detailed implementation strategy that includes a timeline.
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- Provide 3 reference customers, preferably our size and in our industry.

If you have questions of this request, feel free to contact our RFP ITSM Team at your convenience by emailing RFP-ITSM@elrio.org.

Looking forward to your response,

Robert Thompson
CIO