

Virginia Community Healthcare Association Request for Proposal

Technology Support Services



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Virginia Community Healthcare Association
PROPOSALS DUE BY: September 15, 2024

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Issued By: Virginia Community Healthcare Association

Contact:

Daniel Neal, Chief People Officer, Operations

dneal@vcha.org

(804) 237-7677 ext. 1228, Mobile: (804) 489-7687

Company Background

Established in 1980, the Virginia Community Healthcare Association (VCHA) is a non-profit organization representing Virginia's thirty community health centers and Federally Qualified Health Center (FQHC) Look-Alikes. VCHA's mission is to support health centers in providing access to high-quality, affordable health care regardless of geographic location or ability to pay. The association collaborates with health centers, community leaders, and partners to expand access to care in underserved areas, playing a vital role in Virginia's Health Safety Net.

Project Overview

VCHA seeks proposals from qualified vendors to provide comprehensive technology support services. The selected provider will not just be a service provider, but a valued partner, working closely with VCHA to enhance IT support and infrastructure, ensuring efficient and effective technology operations.

Deliverables for this project include:

- **Onboarding:** Integration of VCHA into the provider's IT environment.
- **Help Desk Support:** Providing remote help desk support for up to 30 users.
- **NOC Workstation Management:** Managing up to 30 workstations.
- **NOC Server Support:** Supporting up to 5 virtual servers.
- **Network Device Support:** Managing up to 30 network devices, including wireless access points, switches, routers, and firewalls.

Proposal Requirements

Prospective vendors must include the following in their proposals:

1. **Company Overview:** History, mission, and relevant experience.
2. **Service Approach:** Detailed description of the service approach, including onboarding, help desk support, and network management.
3. **Case Studies/References:** Examples of similar projects and client references.
4. **Cost Proposal:** Breakdown of all costs associated with the project.
5. **Implementation Timeline:** Proposed schedule for project roll-out.

Scope of Work

Hardware & Software Support

1. Workstation Support:

- PROVIDER will support workstations used by CLIENT's Users at CLIENT's Locations from the contract Start Date.

2. Monthly Onsite Visits:

- The provider will conduct monthly on-site visits for health checks and provide critical recommendations. Travel expenses will be negotiated upon contract execution.

3. Recommendations on Resources:

- The provider shall advise on storage, processing power, and bandwidth requirements. The client is responsible for procuring, owning, and replacing all necessary hardware, software, and bandwidth.

4. Maintenance & Support Contracts:

- The PROVIDER will recommend maintenance and support contracts for CLIENT's Hardware and Software based on their criticality. CLIENT shall comply reasonably with these recommendations. All associated fees are the responsibility of the CLIENT.

5. Capacity Management:

- Upon reaching capacity limits, the provider will recommend solutions to increase capacity. The client will bear the implementation costs.

6. Project Work:

- Upgrades, installations, and large projects are outside the scope of this proposal. These will require separate approval and an addendum to the contract.

Target Deliverable Schedule

- **Contract Start Date:** November 1, 2024.
- **Project Execution Period:** November 1, 2024 - October 31, 2025.
- **Contract Renewal:** Contract will renew automatically, yearly upon performance and funding not to exceed three years.

Budget Constraints

- VCHA is a non-profit organization serving underserved communities and vulnerable populations in the Commonwealth of Virginia.
- Competitive bids are highly appreciated.
- This is a grant-funded program by the US Department of Health and Human Services (HHS), with agreements made yearly contingent upon funding availability.
- Details to be negotiated and defined in the final agreement.

Information to Include in Your Response to the RFP

- **Previous Experience/Performance History:** Provide details of relevant past work.
- **Projected Costs:** Provide an itemized budget.
- **Experience and Technical Expertise:** Highlight relevant skills.
- **References:** Include three professional references.
- **SWAM Certifications (if applicable):** List any certifications, Employer Identification Number (EIN), and business license and registration states.
- **Non-Profit Experience:** Describe any experience working in a non-profit environment.

Questions Bidders Must Answer to Be Considered

1. What experience do you have specifically with providing technical support services?
2. What is your experience providing specific technical support services to the healthcare industry?
3. What other organizations have you worked with or are currently working with?
4. Tell us about the key personnel involved in this project.
5. Tell us about your history of providing successful technical support services.

Submission Requirements

- **Eligibility:** Only bidders meeting all metrics in the Scope of Work section should submit a proposal.
- **Submission Deadline:** Proposals must be sent by September 15, 2024.
- **Submission Format:** Submit an electronic PDF copy via email to Daniel Neal at dneal@vcha.org.
- **References:** Include three professional references with your proposal.

Submission Instructions

Submit proposals electronically to dneal@vhca.org by 5:00 PM EST on September 15, 2024.

Any questions regarding the RFP should be directed to Daniel Neal (Chief People Officer)

Email: dneal@vhca.org Phone Number: (804) 237-7677 ext. 1228 Mobile: (804) 4897687

The location supported by the Provider will be at 3138 Westerre Pkwy, Henrico, VA 23233.

Selection Criteria

Proposals will be evaluated based on the quality of the service approach, relevant experience, cost, and client references.

We are truly grateful for your interest in partnering with the Virginia Community Healthcare Association. We eagerly await the opportunity to review your proposals.

Contact Information

For questions or concerns connected to this RFP, we can be reached at:

Daniel Neal
dneal@vcha.org