



REQUEST FOR PROPOSALS

Information Technology Helpdesk

ISSUE DATE: 2/1/2019

BrightSpring Health Services
805 N Whittington Pkwy
Louisville, Kentucky 40222

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1. Introduction

1.1 Purpose for this Request for Proposal

ResCare, Inc. DBA BrightSpring Health Services on behalf of itself and all lines of businesses is soliciting proposals from qualified suppliers to enter into a Master Agreement for a complete line of Information Technology Helpdesk Solutions and related services.

The purpose of this Request for Proposal is to solicit sealed proposals to establish a cooperative contract or contracts through competitive negotiation for IT Helpdesk related services for ResCare, Inc. DBA BrightSpring Health Services.

1.2 Company Overview

Headquartered in Louisville, Kentucky, ResCare, Inc. DBA BrightSpring Health Services is the largest diversified home and community-based health and human services provider in the U.S., with nearly \$2 billion in annual revenue. BrightSpring has over 40 years of experience caring for “must-serve” client and patient populations characterized by significant needs, multiple conditions, complexity, high costs, and enduring challenges that are rest-of-life in nature. The company provides care to approximately 60,000 individuals each day across 42 states, with a mission to help people live their best life. Since the company’s inception in 1974, it has been a forerunner in the movement to provide home and community-based services for people with disabilities and other significant impairments, many of whom would be institutionalized otherwise. BrightSpring supplements its home and community-based services with ancillary services such as pharmacy, behavioral health, and telehealth solutions to optimize safety and outcomes for both its internal client and patient base and its third-party customers.

BrightSpring possesses a leading, diversified national network that provides a full spectrum of services to a variety of high need populations in settings that reduce costs to states and payers. The company’s client and patient base includes (i) individuals with intellectual and/or developmental disabilities (“I/DD”), (ii) individuals with behavioral challenges and disorders, (iii) aging individuals (seniors/elderly) or individuals with other disabilities (non-I/DD) who need assistance to continue living in their homes/communities, (iv) individuals with neuro-rehabilitation needs as a result of catastrophic injuries and illnesses (for example, acquired/traumatic brain injury and stroke), and (v) at-risk youth with either emotional, behavioral, and/or medical challenges and children with autism.

1.3 Timeline for RFP Process

Event	Date
RFP Submission to Vendors	2/1/2019
Letter of Intent and Written Clarification Questions from Vendors	2/8/2019
Summary Q&A Provided by Company to all Vendors	2/15/2019
Final Due Date of Submission	2/22/2019
Selection Notification to Bidders	3/1/2019

1.4 Procurement Representative

Procurement Representative will be the Single Point of Contact (SPOC) prior to the award of the contract:

Karen Bickers
9901 Linn Station Rd
Louisville, Kentucky 40223
502-630-7178
kbickers@brightspringhealth.com

1.5 Contract Type

The Contract shall be a Helpdesk Services Contract with Fixed Pricing as described in each respective Task Order and Work Order to be issued under this Contract, as appropriate to the type of services being requested.

1.6 Contract Duration

The Contract shall start from the date of full contract execution by the parties (“Effective Date”). As of the Notice to Proceed Date, the Bidder shall perform all activities required by the Contract, including the requirements of this solicitation, and the offerings in its Technical Proposal, for the compensation described in its Financial Proposal. The Contract shall be for three (3) years from Contract Effective Date. BrightSpring, at its sole option, may renew the term of the Contract through one (1) additional one (1) year renewal option.

1.7 Pre-Proposal Conference

A Pre-Proposal Conference will not be held. However, questions can be submitted to the Procurement Representative. Written questions from prospective Bidders may be submitted to the Procurement Representative via email.

1.8 Proposal Closing Date

All proposals must be received by the Procurement Representative no later than February 22, 2019 by 5:00 pm EST. Requests for extension of this date or time shall not be granted. Bidders’ mailing Proposals should allow sufficient mail delivery time to ensure timely receipt by the SPOC. Multiple/alternative Proposals will not be accepted. Proposals received after the closing date and time will not be considered.

1.9 Preparation and Award

Proposals should be prepared simply and economically and provide a straightforward and concise description of the Bidder’s Proposal to meet the requirements of this RFP. A Contract shall be awarded to the Bidder submitting the Proposal that has been determined to be the most advantageous to BrightSpring, considering price and evaluation factors set forth in this RFP for providing the services as specified within.

1.10 Duration of Proposal

Proposals submitted in response to this RFP are irrevocable for the latest of the following: 180 days following the closing date for submission of proposals, best and final offers (if requested), or the date any protest concerning this RFP is finally resolved. This period may be extended at the SPOC request only with the Bidder's written agreement.

1.11 RFP Revisions

If revisions to the RFP are necessary prior to the due date for Proposals, the SPOC shall provide addenda to all prospective Bidders that were sent this RFP or which are otherwise known by the SPOC to have obtained this RFP. In addition, an Addenda to the RFP will be posted on the Company's procurement vehicle. It remains the responsibility of all prospective Bidders to check all applicable websites for any addenda issued prior to the submission of Proposals. Addenda made after the due date for Proposals will be sent only to those Bidders that submitted a timely Proposal and that remain under award consideration as of the issuance date of the addenda.

1.12 Cancellations

BrightSpring reserves the right to cancel this RFP, accept or reject any and all Proposals, in whole or in part, received in response to this RFP, to waive or permit the cure of minor irregularities, and to conduct discussions with all qualified or potentially qualified Bidders in any manner necessary to serve the best interests of the BrightSpring. BrightSpring also reserves the right, in its sole discretion, to award a Contract based upon the written Proposals received without discussions or negotiations. Awarded Contract may be cancelled within 60 days with written notice by either party without penalty.

1.13 Expenses

BrightSpring will not be responsible for any costs incurred by any Bidder in preparing and submitting a Proposal, in making an oral presentation, in providing a demonstration, or in performing any other activities related to submitting a Proposal in response to this solicitation.

1.14 Protests/Disputes

Any protest or dispute related, respectively, to this solicitation or the Contract shall be subject to the provisions of BrightSpring's Arbitration Policies.

1.15 Bidder Responsibilities

The successful Bidder shall be responsible for rendering products and services for which it has been selected as required by this RFP. All subcontractors shall be identified and a complete description of their role relative to the Proposal shall be included in the Bidder's Proposal.

If a Bidder that seeks to perform or provide the products/services required by this RFP is the subsidiary of another entity, all information submitted by the Bidder, such as but not limited to,

references, financial reports, or experience and documentation used to meet minimum qualifications, if any, shall pertain exclusively to the Bidder, unless the parent organization will guarantee the performance of the subsidiary. If applicable, the Bidder's Proposal shall contain an explicit statement that the parent organization will guarantee the performance of the subsidiary.

While experience and documentation of a Bidder's parent company may be used to satisfy minimum qualifications, a parental guarantee of the performance of the Bidder under this Section will not automatically result in crediting the Bidder with the experience and/or qualifications of the parent under any evaluation criteria pertaining to the actual Bidder's experience and qualifications. Instead, the Bidder will be evaluated on the extent to which BrightSpring determines that the experience and qualifications of the parent are transferred to and shared with the Bidder, any stated intent by the parent in its guarantee of performance for direct involvement in the performance of the Contract, and the value of the parent company's participation as determined by BrightSpring.

1.16 Mandatory Contractual Terms

By submitting a Proposal in response to this RFP, the Bidder, if selected for award, shall be deemed to have accepted the terms and conditions of this RFP and the Contract. The Contract shall reflect the requirements and provisions of the RFP. Any exceptions to this RFP shall be clearly identified as such in the Executive Summary of the Technical Proposal. The volume and severity of exceptions to the terms of the RFP will be considered in the evaluation process and may be grounds for finding a Bidder not reasonably susceptible for award.

2. Objectives

- Provide a comprehensive competitively solicited Master Agreement offering Services.
- Achieve cost savings through a single competitive solicitation process that eliminates the need for multiple bids or proposals
- Combine the volumes to achieve cost effective pricing
- Reduce the administrative and overhead costs
- Establish excellent customer service to our clients and employees

3. General Definition of Products and/or Services

Bidders are to propose skilled IT Helpdesk related calls with a knowledgeable and timely response on a first call resolution. Bidders should have demonstrated experience in providing the Services as defined in this RFP, including but not limited to:

3.1 Customer Services and Solutions

A complete portfolio of technology services and solutions. Specific requirements will be developed on a task order basis and may include, but is not limited to, services and solutions such as:

- First Call Resolution: Skilled technical services that will offer solutions from beginning to end during first service call.

- Average Call Holding Time: Please be very specific on your company's average call hold time for 2018.
- Weekly Stat Reports: Reporting measures should be sent on a weekly basis to BrightSpring Health Services.
- Live Dashboard: Dashboard should be a glance of live data and analytics that can be viewed at any point.
- Ticketing System: Please be very specific in the owner of the ticketing system and the ticketing process.
- Data Ownership: If contract is broken, please specify how data ownership will transfer to BrightSpring Health Services.
- Remote Control Tools: Please outline the virtual tools utilized for solving tickets.
- Hours of Operation: Should be very specific in hours of operation including holiday hours.
- Training: Should be very detailed in all training for staff of BrightSpring Health Services operations, including Just-In-Time training.
- Quality Standards of BrightSpring Call Team: Please specify background of BrightSpring Health Services call representation.
- Relationship Management: BrightSpring Health Services must be assigned to a dedicated account executive.
- Integration: Please specify new client rollout process. Please be specific if a separate account manager, technical lead, or separate project team will be assigned to BrightSpring Health Services.
- Quality Assurance: Please detail how all quality issues are addressed with specific timeline (i.e. 24 hours, within one week, etc.)
- Other Services and Solutions: Services and solutions not listed above that may be proposed by Bidder.
- Country of Origin: Company must state its area of operation. If more than one, please list options.

4. Program Requirements

- Bidders must have the resources to work with multiple entities at the same time.
- Throughout the life of this contract, the successful Bidder(s) will maintain expertise, resources and capabilities to provide excellent service.
- STAFF EXPERIENCE:
 - Bidder shall describe the credentials of staff and how they are certified and trained to provide the Services required in Introduction and Background.
 - Bidder shall describe the number and type of staff its company proposes to service this contract, i.e. technical, service, training, and executive support.
 - Bidder shall describe its methodology for training BrightSpring Health Services.
 - Bidder shall describe its processes for assigning staff to specific projects, along with the credentials of the staff members.
- CUSTOMER SERVICE:

BrightSpring Health Services is focused on customer service with a philosophy to provide all customers with quality Services in a manner that is courteous, responsive,

accessible, and seamless. The Services will be delivered by patience, understanding, good will and without regard to our own convenience. The selected Bidder will be expected to use these guidelines in developing the proposed solution:

- Accessible service means that all will have easy access to the organization
- Seamless customer service means that the Bidders employees provide accurate information, that they have a good understanding of how to get problems and decisions made, that they are trained and evaluated for the jobs they are doing.
- Customer service goals must be measurable and regularly evaluated.
- Bidder will provide a dedicated sales representative.
- Bidder shall supply a weekly tracking system of all calls and on-hold time.

- **FINANCING OPTIONS:**

Bidder should include any financing solutions and payment options such as credit card payments without any fees or penalties.

5 Technical Proposal

Proposals should not contain extraneous information or promotional materials. Bidders should utilize common terminology wherever possible. Proposals should cover the topics outlined in this section and emphasize the Bidders's methodology and approach to the work. Proposals will be evaluated on the basis of information presented by the Bidder and the evaluation criteria listed in this RFP.

- The Bidder must submit the Technical Proposal listed below. This information will be considered the minimum content of the proposal:
 - **COVER LETTER:**
The cover letter will provide a brief history of the Bidder and its organization. The letter will indicate the principal or officer of the Bidder organization who will be BrightSpring Health Services primary point of contact during negotiations. This individual must have the authority to negotiate all aspects of the scope of services and provisions on behalf of the Bidder. An officer authorized to bind the Bidder to the terms and conditions of this RFP must sign the cover letter transmitting the proposal.
 - **EXECUTIVE SUMMARY:**
The Bidder will provide an Executive Summary that presents in brief, concise terms a summary level description of the contents of the Proposal.
 - **BIDDER PROFILE:**
The Bidder must provide a profile of its organization and all other companies who will be providing products or services through a subcontracting arrangement with the Bidder. At a minimum, the Bidder will provide the following information:
 - Name of firm submitting proposal
 - Main office address, telephone number, fax number
 - Primary contact email address and website address
 - If a corporation, when and where incorporated
 - List any dbas
 - Number of years in business
 - Total number of employees
 - **PROPOSAL:**

The Bidder shall provide a statement of all programs and services proposed, including conclusions and generalized recommendations. Proposals should be all-inclusive, detailing Bidder's best offer. Following is a framework and questions to guide your organizations suggested solution. Please address the following as completely as possible for each component of the Project in Introduction and Background, General Definition of Services and Special Provisions, and Program Requirements.

- Include a complete listing of programs and services proposed in the same order as Introduction and Background, General Definition of Services.
- Process: What steps will your organization take to ensure that the transition/implementation for the Project runs smoothly?
- Transition Plan: If applicable to the Service, the Bidder shall prepare and submit to BrightSpring Health Services for approval a comprehensive and detailed Transition Plan, which describes in detail all tasks and resources associated with the transition of the Services to the Bidder with minimum disruption to BrightSpring Health Services.
- Project Plan: Submit a Project Plan (preferably in MS Project format) to describe, to the best of your ability, all times, tasks and resources associated with the implementation of the Project.
- Client Relationship Management: Describe the communications scheme that your organization will use to keep BrightSpring informed about the progress of the Project.
- Risk Management: Describe the risks associated with the Project or associated Agreement. What contingencies have been built in to mitigate those risks?

BIDDER QUALIFICATIONS AND EXPERIENCE:

- The Bidder shall describe its qualifications and experience related to the programs and services proposed. Describe Bidder's ability to meet or exceed requirements.
- Bidder shall identify and provide the same information for all subcontractors or joint venture partners and identify their role in your proposed solution.
- Bidder shall include copies of any applicable End User License Agreements (EULA) and Service Level Agreements (SLA).

FINANCIAL STATEMENTS:

The Offeror shall provide an income statement and balance sheet from the two most recent reporting periods.

6. Cost Proposal Instructions

- The Bidder must submit a cost proposal fully supported by cost and pricing data adequate to establish the reasonableness of the proposed fee.
- The following information should be submitted as part of the cost proposal:

PROPOSED SERVICES AND SOLUTIONS:

For any proposed services or solutions, Bidder shall provide the following:

- For any proposed services and solutions, Bidder must provide a detailed price breakdown for each service or solution separately as well as totals for services provided together, if prices differ.

- All prices offered in the cost proposal shall include labor, supervision, equipment, travel and any other incidentals to complete the solution, application or service.
- Labor categories shall be displayed on a cost per hour, either all-inclusive or cost per position (tier 1, tier 2, manager/supervisor, process lead, etc.).

Additional Offerings:

- Detail any additional pricing incentives, discounts, or rebates that may be available such as for large volume, bundled solutions, applications, and services, etc.
- Provide the methodology of how you will substantiate and justify any requests for adjustment in cost of solutions, applications, and services during the term of the contract.

7. Trade Secrets/Proprietary Information

- Trade secrets or proprietary information submitted by an offeror in connection with a procurement transaction shall not be subject to disclosure.
- The Bidder must identify the data or other materials to be protected and state the reasons why protection is necessary. Disposition of material after award(s) should be stated by the Bidder.

8. Contact for Contractual Matters

- All communications and requests for information and clarifications shall be directed to the following procurement official:

Karen Bickers
9901 Linn Station Rd
Louisville, Kentucky 40223
502-630-7178
kbickers@brightspringhealth.com

9. Required Submittals

- Each Bidder responding to this Request for Proposal must supply all the documentation required in the RFP. Failure to provide documentation with the Bidder's response to the RFP may result in the disqualification of the Bidder's proposal

10. Scoring

Scoring for this RFP will be based on the following criteria:

Pricing	30%
First Call Resolution	30%
Average Company-Wide Hold Time	20%
Level of Skilled Employees Dedicated to BrightSpring	15%
Incentives	5%