



**REQUEST FOR PROPOSALS**

**Information Technology Reseller**

**ISSUE DATE: 1/18/2019**

**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 Technology Products, Services, Solutions and Related Products and Services (herein “Products and Services”).

The purpose of this Request for Proposal is to solicit proposals to establish a contract through competitive negotiation for the provision of Technology Products, Services, Solutions, and Related Products and 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	1/18/2019
Letter of Intent from Vendors	1/25/2019
Written Clarification Questions from Vendors Due to Company	2/1/2019
Summary Q&A Provided by Company to all Vendors	2/8/2019
Final Due Date of Submission	2/15/2019
Selection Notification to Bidders	2/22/2019

#### **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](mailto:kbickers@brightspringhealth.com)

#### **1.5 Contract Type**

The Contract shall be an Indefinite Quantity Contract with Fixed Pricing (excluding custom SKUs) 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. Pricing for custom SKUs will be negotiated with each new life cycle and/or on projects that fall outside established run-rate quantities. In instances where manufacturer promotional pricing is less than established contract pricing, Bidder will extend the lower price to BrightSpring.

#### **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 Contractor 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-year renewal option for a total potential contract length of up to two (2) years.

#### **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 Contractors may be submitted to the Procurement Representative via email.

#### **1.8 Procurement Method**

The Contract will be awarded in accordance with the U.S. federal government’s competitive procurement practices and BrightSpring’s streamlined procurement policy.

#### **1.9 Proposal Closing Date**

All proposals must be received by the Procurement Representative no later than February 15, 2019 by 5:00 pm EST. Requests for extension of this date or time shall not be granted. Contractors 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.

### **1.10 Preparation and Award**

Proposals should be prepared simply and economically and provide a straightforward and concise description of the Contractor's Proposal to meet the requirements of this RFP. A Contract shall be awarded to the Contractor 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 products/services as specified within.

### **1.11 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.

### **1.12 RFP Revisions**

If revisions to the RFP are necessary prior to the due date for Proposals, the SPOC shall provide Addenda to all prospective Contractors that were sent this RFP, 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 Contractors 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 Contractors that submitted a timely Proposal and that remain under award consideration as of the issuance date of the Addenda.

Acknowledgment of receipt of all Addenda to this RFP issued before the Proposal due date shall be included in the Transmittal Letter accompanying the Contractor's Technical Proposal. The acknowledgement of the receipt of Addenda to the RFP issued after the Proposal due date shall be in the manner specified in the addendum notice. Failure to acknowledge receipt of an addendum does not relieve the Contractor from complying with the terms, additions, deletions, or corrections set forth in the addendum, and may cause the Proposal to be deemed not susceptible for award.

### **1.13 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 Contractors 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.

### **1.14 Expenses**

BrightSpring will not be responsible for any costs incurred by any Contractor 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.

### **1.15 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.

### **1.16 Contractor Responsibilities**

The successful Contractor 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 Contractor's Proposal.

If a Contractor that seeks to perform or provide the products/services required by this RFP is the subsidiary of another entity, all information submitted by the Contractor, such as but not limited to, references, financial reports, or experience and documentation (e.g. insurance policies, bonds, letters of credit) used to meet minimum qualifications, if any, shall pertain exclusively to the Contractor, unless the parent organization will guarantee the performance of the subsidiary. If applicable, the Contractor's Proposal shall contain an explicit statement that the parent organization will guarantee the performance of the subsidiary.

While experience and documentation of a Contractor's parent company may be used to satisfy minimum qualifications, a parental guarantee of the performance of the Contractor under this Section will not automatically result in crediting the Contractor with the experience and/or qualifications of the parent under any evaluation criteria pertaining to the actual Contractor's experience and qualifications. Instead, the Contractor 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 Contractor, 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.

### **1.17 Mandatory Contractual Terms**

By submitting a Proposal in response to this RFP, the Contractor, 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 Contractor not reasonably susceptible for award.

### **1.18 Compliance**

By submitting a Proposal in response to this RFP, the Contractor, if selected for award, agrees that it will comply with all federal, State, and local laws applicable to its activities and obligations under the finalized Contract.

## 2. Objectives

- Provide a comprehensive competitively solicited Master Agreement offering Products and Services.
- Establish the Master Agreement as a Supplier's primary offering.
- 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 through state of the art ordering and delivery systems.

## 3. General Definition of Products and/or Services

Bidders are to propose the broadest possible selection of Technology Products, Services, Solutions, and Related Products and Services they offer. Bidders should have demonstrated experience in providing the Products and Services as defined in this RFP.

### 3.1 Technology Products

A complete portfolio of technology products such as desktops, laptops, tablets, PDA's, servers, storage, ruggedized devices, thin clients, printers, monitors, multifunction printers, scanners, plotters, projectors, video conferencing, teleconferencing, analog phones, VoIP phones, conference phones, audiovisual equipment such as computer-video interfaces, switchers, matrix switchers, distribution amplifiers, video scalars, scan converters, processing devices Ethernet control interfaces and high resolution cables, instructional equipment, security equipment, cabling, modems, wired and wireless networking, networking to support server, storage and client applications such as routers and switches, software, computer accessories, computer components, power protection, data protection, video cameras, virtualization products, systems and network management tools, database products, data center facilities (racks, fire suppression, electrical, HVAC, generator, physical access controls) as well as any other technology products available from Bidder.

### 3.2 Technology Services and Solutions

A complete portfolio of technology services and solutions such as systems configuration, testing, software copying, hardware and software installation, upgrades and/or maintenance, system integration, network integration, extended warranties, warranty service, staff augmentation and any other services and solutions available from Bidder. Specific requirements will be developed on a task order basis and may include, but is not limited to, services and solutions such as:

- Virtualization: Transform data center with virtualization to consolidate servers, reduce energy consumption, increase IT capacity, add system flexibility, and prepare for cloud computing.
- Physical Security: Security solutions seaports, airports, water and wastewater, transportation, critical infrastructure, perimeter defense, physical and logical access control, identity management, antiterrorism protection, automated alarms and alerts,

integration with databases containing critical security information, cyber security and asset management, endpoint security, and other network security and IT security.

- Communications: Communication solutions to converge voice, data and video communications onto a single, secure IP-based network.
- Cloud: Cloud solutions for scalable computing and storage capacity and rapid self-provisioning computing capabilities. This may include, but is not limited to, Cloud Infrastructure as a Service (IaaS), Cloud Software as a Service (SaaS) and Cloud Platform as a Service (PaaS).
- Infrastructure: Infrastructure solutions such as data center management, network modernization and migration, desktop virtualization, risk and vulnerability management, and IT service management.
- Data Management: Data management solution which uses technologies such as thin provisioning, de-duplication and automated storage tiering to improve storage utilization.
- Visual Communications: Visual communications that integrate audio, video, voice, and presentation capabilities.
- UCC (Unified Communications and Collaboration): UCC video teleconferencing solutions that provide for critical infrastructure, emergency operations centers, command rooms, fusion centers, and training rooms.
- Mobility: Mobility services to keep users connected, responsive and secure such as email protection, download prevention, containerize content on devices, self-destructing content, and content linked back to the user.
- Asset Management: Asset management solutions to identify and manage installed software, hardware, and license entitlements.
- Data Protection: Data protection to protect, backup, recover, and archive data and applications.
- Financial Services: Financing options such as lease, lease to own, lease with option to own, and IT as a Service.
- Other Services and Solutions: Services and solutions not listed above that may be proposed by Bidder.

#### 4. Program Requirements

- Qualified Bidders may be authorized resellers of the Products and Services listed in General Definition of Products and Services or direct manufacturers of the Products and Services.
- If Bidders are the manufacturer of the Products and Services and has partner resellers/dealers/distributors that sell manufacturer's Products and Services, then the partner resellers/dealers/distributors must agree to the terms and conditions of this RFP and Bidders shall provide documentation of such.
- 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 perform the following:
  - Provide commercial hardware, software, peripherals, and accessories as ordered under the task order.



- Perform consulting, assessment, design, integration, installation, and managed Services and Solutions at the task order level.
- Perform a wide range of professional, technical support, and engineering services and solutions to support the mission and objectives of BrightSpring Health Services as authorized buyers of this contract.
- Provide maintenance support of the services and solutions.
- Provide project management support for each deliverable under the contract.
- Provide project-specific and overall contract performance reporting, as required.
- **STAFF EXPERIENCE:**
  - Bidder shall describe the credentials of staff and how they are certified and trained to provide the Products and 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 experience with managing government projects.
  - 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 Products and Services in a manner that is courteous, responsive, accessible and seamless. The Products and 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 team.
  - Bidder will house inventory of custom SKUs at no cost to BrightSpring; quantity will be based on established run-rate and/or project forecasts.
  - Bidder will provide Service Level Agreements (SLAs) for quote generation, configuration of standard desktops/ laptops, and return communication.
  - Bidder will provide a self-service portal with the following functionality:
    - Quote modification (quantity and shipping address/method)
    - On demand asset reporting
    - Query asset information by purchase order, serial number, asset tag number, order or invoice number
    - Order tracking/inquiry by purchase order and order number
    - Invoice retrieval in PDF format
- **FINANCING OPTIONS:**

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

- **REPORTING REQUIREMENTS:**

- Monthly Reports: The Bidder shall furnish electronic monthly reports to include the following information where applicable:
  - New product information
  - Product road maps for custom SKUs
  - System upgrades
  - Current pricing and Product lists
  - Software upgrades
  - Total freight cost for the period
- Quarterly Reports: The Bidder shall furnish electronic quarterly usage reports showing a summary of the ordering and/or history of each line of business.
- Environmental Reporting Requirements: Upon request, the Bidder shall furnish periodic environmental impact reports (i.e. usage, disposal, environmental impact, energy efficiency, changes in manufacturing techniques, etc.) with respect to the Products and Services.

- **SUPPORT AND MAINTENANCE:**

Each Bidder must provide a complete maintenance and support plan including emergency and non-emergency intervals, as well as periodic routine schedules. Routine maintenance and associated costs must be quoted and shall include but not be limited to:

- Error or defect correction
- Updates
- Telephone assistance
- Service hours and response times

- **REPRESENTATIONS AND WARRANTIES:**

The Bidder represents, warrants and covenants that:

- The Products and Services shall satisfy all requirements set forth in the Agreement.
- All work performed by the Bidder in pursuant to the Agreement shall meet highest industry standards and shall be performed in a professional manner by staff with the necessary skills, experience, and knowledge.
- Neither the Products and Services nor any software or hardware provided by the Bidder under the Agreement will infringe or misappropriate any patent, copyright, trademark or trade secret rights of any third party.
- The Bidder has taken and will continue to take precautions sufficient to ensure that it will not be prevented from performing all or part of its obligations under the Agreement by interruptions in the computer systems used by the Bidder.
- All software and documentation provided by the Bidder or its subcontractors will have sufficient information and capabilities to enable BrightSpring Health Services to permit the public inspection and examination and to provide electronic copies of public records stored, manipulated or retrieved by the Products.
- All software and documentation provided by the Bidder or its subcontractors will have sufficient information to create an index containing the following information with respect to each database used by the Products without extraordinary commitments of staff or resources: (i) annotated list of data fields: name, description,

and restricted field indicator; (ii) description of the format or record layout; (iii) frequency with which the database is updated; (iv) list of any data fields to which public access is restricted; (v) description of each form in which the database can be copied or reproduced; (vi) title of the database; (vii) owner of the data; (viii) narrative description of the database; (ix) person creating the index; and (x) purpose of the database.

## 5. Technical Proposal

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

- The Bidder must submit the Technical Proposal containing the following information. 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 Products and 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 Products and 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 Product or 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 Products and Services to the Bidder with minimum disruption to BrightSpring Health Services.
- Project Plan: Submit a Project Plan 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 PRODUCT PRICING:

For proposed products (excluding custom SKUs), Bidder shall provide the following:

- It is preferred that Bidder provide product pricing using a **fixed percentage** (%) discount off a MANUFACTURER PRICE LIST or other objectively verifiable criteria. The Bidder shall provide copies of the MANUFACTURER PRICE LIST or other objectively verifiable criteria. If this is not feasible,

Bidder may provide detailed cost breakdown of their proposed pricing structure to include direct, indirect, general and administrative, overhead, and profit cost details. Along with this data, offerors must submit a justification as to why a Manufacturer Price List or other objectively verifiable criteria is not available. All costs shall be substantiated by an actual invoice indicating the amount paid for products.

- Bidder, if a reseller/dealer/distributor, shall provide a listing of all manufacturers it offers with the discount percentage(s) by manufacturer.
- Ground freight should be included in product pricing.

#### **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 (director, project manager, etc.).

#### **Additional Offerings:**

- Detail any additional pricing incentives, discounts or rebates that may be available such as for large volume, bundled solutions, applications, products and services, etc.
- Provide the methodology of how you will substantiate and justify any requests for adjustment in cost of solutions, applications, products, and services during the term of the contract. Scenarios are examples of what might be purchased off a contract of this nature and will be used to evaluate bidders cost reasonableness.

### **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 Offeror 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](mailto: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	50%
Self-Service Portal	30%
Inventory and Custom Product	10%
Free Ground Freight	5%
Rebate/Incentives	5%