



## **Information Technology Services Request for Proposal (RFP)**

This RFP is for managed information technology (IT) services for Retina Associates of Missouri, P.C.

RFP Sent: Sunday, March 9, 2019

RFP Responses due: April, 1, 2019

RFP proposals due to: Jason Miller, Consultant, [jaswmil@gmail.com](mailto:jaswmil@gmail.com)

RFP questions or clarifications: Jason Miller, Consultant,  
[jaswmil@gmail.com](mailto:jaswmil@gmail.com)

Goal for IT service partnership start: June 2019 (sooner preferably)

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### **Project Overview**

Retina Associates invites you to respond to this Request for Proposal (RFP). The purpose of the RFP is to identify and select a complete IT managed services provider for all IT-related business support and services – including planning, maintenance, security, support, etc. Retina Associates is seeking a 3-year, renewable contract term. The normal business hours are Monday through Friday, 8a through 6p.

### **Retina Associates Introduction**

A Retinal Specialist is a physician who has completed an Ophthalmology Residency and subsequent training in a fellowship dedicated to Vitreoretinal Diseases and Surgery. A Retinal Specialist typically devotes their practice solely to the evaluation and management of diseases of the vitreous and retina such as Macular Degeneration, Diabetic Retinopathy, Retinal Tears and Detachment, Retina Vascular Occlusions, as well as many other less common retinal diseases. Retina Associates is a growing, four physician, organization and currently has six locations across Missouri.

# Requirements Overview

## 1) Software/Firmware/Applications

- a) Microsoft Office Suite, including: Word, Excel, PowerPoint, Access, Outlook and OneNote.
- b) Email used in Outlook and available via mobile devices
  - i) Secured and backed-up hosting of exchange server and .pst data files (no locally stored files).
  - ii) Email addresses and existing email data files will be transferred, without loss, to the new server of the successful bidder.
  - iii) Conversion of existing email servers to re-direct to the new secure hosted servers.
- c) File-sharing environment including user-specific permission-based role assignments.
  - i) All data files, information and other electronic chattel will be transferred by the successful bidder to the new secured server site, without loss of information.
- d) Transactional, database and other information stored by Retina Associates shall be deemed as information that must be retained 10 years and shall not be subject to any auto-archive or auto-deletion processes.
- e) Software and means to enable instant messaging between all users logged on to the Retina Associates network.
- f) AdvancedMD - Practice Management/Billing Software
  - i) 3<sup>rd</sup> party cloud-based application and storage
    - (1) Ensure compatibility, reliability and low latency response times.
- g) MDIntellysis (NexTech) – Electronic Health Record Software
  - i) 3<sup>rd</sup> party cloud-based application and storage
    - (1) Ensure compatibility, reliability and low latency response times.
- h) Manage the security and support of all internet communication to/from the Retina Associates devices. This includes all tools and applications necessary such as Internet Explorer, Google Chrome, Safari, Firefox, etc. Must provide sufficient services to prevent and manage internet pop-up ads, SPAM, phishing attempts, key logging attempts, and any other potential hacking attempt made on Retina Associates. The successful bidder will provide an immediate means for Retina
- i) The successful bidder will provide VPN and remote access to all data and systems at Retina Associates. This must meet all current standard encryption requirements and would require two-factor authentication preferably.

## **2) Strategy & Planning**

- a) Plan, manage and maintain all IT equipment, software, server and protocol connections, peripheral devices (including, but not limited to clinical and imaging equipment and scanners, copy machines, fax machines, etc.).
- b) The successful bidder will use client and business needs to formulate a cost-effective IT infrastructure (including local PCs, thin clients, faxes, copiers, mobile devices, scanners and other equipment). This plan will be developed and presented for review at least annually to Retina Associates, or as needed due to changing software/technical environments.
- c) As information technology changes and new opportunities and threats are presented, the successful bidder will ensure that the most secure and technologically forward systems and tools are in place to ensure the proper encryption, protection to Retina Associates information and data.
- d) The successful bidder will provide a segregated partition / data space for all of Retina Associates information, that is not shared with other organizations and is portioned from other users/organizations in the event of a data breach or virus/malware intrusion.

## **3) Current/Future Environment** – the successful bidder must maintain or improve the below existing environment.

- a) Nine locations in Missouri:
  - i) Columbia (headquarters)
  - ii) Kirksville (part-time, 2-3 times monthly)
  - iii) Mexico (once per month)
  - iv) Rolla (twice monthly)
  - v) Osage Beach (twice monthly)
  - vi) Carrollton (part-time, twice monthly)
- b) Desktop/laptop PCs and thin client PCs (desktop, laptop and thin-clients should be PC based, not Mac machines).
  - i) Thin client PCs are used by staff travelling to other leased spaces throughout the state where patients are seen. Thin clients and/or mobile tablets would be necessary as the space is not leased to Retina Associates full-time and all equipment must be transported to and from these sites (easily).
- c) Scanning equipment integrated with software and PCs. These scanning peripherals must easily and quickly integrate with the applications used by Retina Associates. They must provide quick and clear scans that easily sorted and uploaded to the proper software application for billing and file storage purposes.

- i) Include document storage and organization
- ii) Scan to image and document storage ready
- d) Fax machines
  - i) Fax to image and document storage ready
- e) Telephone system are excluded.
- f) Websites (Internet and Intranet) are excluded.

**4) Service Requirements** - As part of this RFP the following services are the current priority items for:

- a. 24/7/365 help desk support for IT managed services, equipment, software, data and user support. Remote access support is acceptable unless the issue is urgent for Retina Associates or requirements manual setup, connection, or alteration of any hardware. Setup, changes or alterations that require manual setup, connection, repair, or is urgent to Retina Associates must be provided by the successful bidder onsite at Retina Associates where the issue resides (any location listed above). The response time of the onsite support is 2 hours from the time the issue has been identified (by either Retina Associates or the successful bidder).
- b. 24/7/365 help desk support of equipment, software, IT services and peripheral devices such as scanners, faxes, tablets, etc.
- c. On-site hardware/software and technical support, installation and maintenance must be available. It will be the responsibility of the successful bidder to quickly and timely install, repair, maintain, etc. all local equipment / firmware / software / connections.
- d. The successful bidder will ensure all applications and systems proposed and installed are HIPAA/PHI compliant.
- e. The successful bidder will ensure that all data, transactions, information and other electronic chattel will be backed up at least daily. The restoration of any potential lost data must be able to be fully restored within four (4) or less hours.
- f. Internet and other connections – While Retina Associates understands that the successful bidder may not have control over the internet provider, it will be the responsibility of the successful bidder to successfully work and resolve issues impacting the IT managed environment as the result of the outage or degradation.

## **Company Requirements**

- Must disclose any third-party outsourced partnerships that may be part of the proposal including the role and terms of such partnerships;

- Must provide a single-point-of contact to Retina Associates at all times; etc.
- All services, connections and storage solutions must be HIPAA compliant and provide full backup restoration for all software, IT infrastructure and data.
- All proposals must provide itemization of the proposals and/or options for suggested “levels” of services of offered.
- Proposals must provide included or recommended service level agreements.
- Successful bidders will provide an in-person presentation and overview of the suggested IT managed plan, along with costs, benefits and potential risks (down-time, conversion issues, etc.).
- Bidders shall provide a example implementation plan that includes estimated timelines and impacts on business functions.
- Provide three (3) references for organizations for which you currently provide like or similar services.

## **Budget / Billing Details**

While we of course prefer the most cost-effective solution, all proposals that fall reasonably within this range will be considered and weighed based on their merits. Proposals that offer flexibility in billing for non-required elements added to the agreement after signing will also be considered, as we may be able to budget for additional funding for these additional services at a later time. All invoices for these plans will be itemized and paid in arrears of service received, unless prior agreement between Retina Associates and the successful bidder were made.

## **Criteria for Selection**

Retina Associates will use multiple criteria to select the most appropriate IT services partner. We invite applicants to be as creative and thorough as possible when submitting an RFP. Please send questions or clarifications (or suggestions) to our consultant, Jason Miller at [jaswmil@gmail.com](mailto:jaswmil@gmail.com). We will be evaluating IT service companies based on the following areas:

- Thoroughness
- Strategy
- Budget

- Best in class technology
- Ease of use
- Security
- Description of the “how” the services will be handled
- Reliability
- Service, locally and remote
- Customer Service
- Responsiveness / response times
- Service Level Agreement terms
- Partnership

## Proposal Requirements

Each requirement asserted in this document must be answered fully, a simply yes or no answer will not suffice. **Please describe the “how” your organization will or will not be able to fully meet the requirement** (or possibly an alternative solution being suggested).

Thank you for your interest in responding to this RFP with a proposal for IT services. We look forward to your response.

If you have any questions, please contact Jason Miller at [jaswmil@gmail.com](mailto:jaswmil@gmail.com).