

# Grossmont Healthcare District

October 1, 2021



**Grossmont Healthcare District (GHD)**

## **RFP FOR INFORMATION TECHNOLOGY (IT) EVALUATION AND STRATEGY CONSULTATION SERVICES**

**Inquiries should be directed to:**

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## I. GENERAL INFORMATION

### A. Purpose

This Request for Proposal (RFP) is to contract for the review and recommendation for a comprehensive information technology (IT) enterprise architecture evaluation and recommendation.

### B. Introduction

As an Independent Special District, GHD is a healthcare district governed by a publicly elected Board of Directors with a CEO who oversees the day-to-day operations. GHD is responsible for the oversight of the public private partnership and lease with Sharp to ensure access and quality care is delivered to the residents in the Grossmont Healthcare District and beyond. The district also seeks to understand and support suitable services for the approximately 500,000 residents within the districts 750 sq/mi geographic region. Finally, the district operates a community health library in La Mesa.

Grossmont Healthcare District (GHD) is requesting proposals from qualified information technology professionals with experience in the evaluation of our overall IT enterprise architecture and providing recommendations for a more reliable and efficient solution(s). Upon review of the proposals, the District will make a final decision as to which specific services will be performed and the timeline of performance. The specific services are listed in the Scope of Work.

### C. Background

The District is a public agency with approximately 11 full-time and 4 part-time employees. The information technology service provider is Consolvent; an outsourced information technology management company based out of Escondido. The IT company reports directly to the Chief Executive Officer. Consolvent will participate, along with the CEO, in the review of the proposals and selection of qualified organizations.

### D. Eligibility

Consultants should be experienced in serving the IT needs of a smaller organization. Consultants who have public sector agency experience is preferred. The successful proposer will work directly with the Chief Executive Officer, Chief Financial Officer (Interim) and IT service provider (Consolvent) to ensure all activities in this project are completed on schedule.

### E. Bidder's Conference

There will be a bidder's conference relating to this RFP. The conference will be held on October 11, 2021, at 10:00 am at the Grossmont Healthcare District.

Potential bidders are encouraged to submit questions prior to the conference to ensure an efficient and informative session. Please send questions to Christian Wallis at [cwallis@grossmonthealthcare.org](mailto:cwallis@grossmonthealthcare.org).

## **F. Instructions on Proposal Submission**

### 1. Contents

The following information is required for the proposal submission to be considered:

- Firm name, address, contact name, title, phone number and email address
- Scope of Work including an outline approach, strategy, timeline to complete the requested Scope of Work and any other relevant information.
- Cost estimate for the proposed Scope of Work, and any other project-related costs
- List of at least 3 references and examples of similar projects

### 2. Closing Submission Date

Proposals must be submitted no later than 4:00 p.m. on October 29, 2021.

### 3. Inquiries

Inquiries concerning this RFP should be directed to Christian Wallis, Chief Executive Officer. Interested parties may call or e-mail at [cwallis@grossmonthealthcare.org](mailto:cwallis@grossmonthealthcare.org). Directing questions to any other individual may be cause for disqualification.

### 4. Conditions of Proposal

All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Offeror and will not be reimbursed by GHD.

### 5. Instructions to Prospective Contractors

Your proposal should be addressed as follows:

Name: Christian Wallis

Title: Chief Executive Officer

The Offeror's proposal can be submitted in a sealed envelope clearly marked in the lower left-hand corner with the following information:

Request for Proposal  
October 1, 2021  
SEALED PROPOSAL  
for IT Evaluation and Strategy Consultation Services

Alternatively, Offerer's proposal can be sent via email to [cwallis@grossmonthealthcare.org](mailto:cwallis@grossmonthealthcare.org) by October 29, 2021, at 4:00 pm.

Failure to do so may result in disqualification of your proposal.

It is the responsibility of the Offeror to ensure that the proposal is received by GHD by the date and time specified above.

Late proposals will not be considered.

6. Right to Reject

GHD reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based upon the factors described in this RFP.

7. Notification of Award

It is expected that a decision selecting the successful IT firm will be made within 4 weeks of the closing date for the receipt of proposals. Upon conclusion of final negotiations with the successful IT firm, all Offerors submitting proposals in response to this RFP will be informed, in writing, of the name of the successful human resource firm.

It is expected that the contract shall be a fixed price contract for each milestone and service.

## **G. Description of Scope of Services**

GHD is seeking assistance from a knowledgeable information technology firm experienced in enterprise architecture and technology strategy in order to ensure consistent and reliable technology solutions to support the current and future needs of the organization. The scope of service will include a full review of the current technology, processes and policies and make recommendations for a more efficient and effective IT program.

Below is a list of milestones and specific services that may be sought by the District.

1. IT Infrastructure
  - a. Conduct a complete review of the district's IT infrastructure (ie. servers, routers, switches, cabling, wireless, etc.)
  - b. Recommend a reliable and easy to use cloud-based solution.
  - c. Recommend a disaster management and recovery solution.
  - d. Review current hardware and provide recommendations.
  - e. Provide recommendations on approaches for routine system management and maintenance.
  - f. Evaluate data management opportunities.
2. Software application review and management
  - a. Recommend a technology platform for daily business operations.
  - b. Diagnose and provide recommendation on correction of current application issues.
  - c. Evaluate opportunities to consolidate applications that have similar or integrated functions; if possible.
  - d. Conduct a "needs assessment" of current process and provide recommendations on potential technology solutions.
  - e. Develop a digital storage process and strategy.
3. Policies and Procedures
  - a. Develop an IT strategy and sustainment plan.
  - b. Develop standard protocols and policies for IT management
  - c. Recommend service desk design and management process.
  - d. Develop an asset management program.
4. Security
  - a. Conduct a risk assessment of technology vulnerabilities
  - b. Evaluate business process and recommend internal controls
  - c. Develop a security management program, including staff training.
  - d. Provide recommendations on cybersecurity protocols.

Also, for each of the specific projects or services listed, please provide:

1. A short description of how you would review each subject area, develop solutions and provide actionable deliverables at the end of the consultation.
2. Provide information on the staff from your firm who would be assigned to this project and their qualifications
3. An estimated timeline to complete each milestone
4. The estimate billing rate or fee that would be applicable to each service

In addition to showing how you will meet the requirements outlined above, Proposers should also provide information regarding the following:

- x Provide an overview of how you meet any State & Federal rules and regulations
- x Provide an overview of how you define Best Practice solutions and recommendations

## II. SPECIFICATION SCHEDULE

### **A. Delivery Schedule**

Proposals must be received no later than 4:00 p.m. on Friday, October 29, 2021. Proposals received after the deadline will not be considered.

### **B. Price**

The Offeror's proposed price should be clearly identified and itemized. Include information indicating how the price was determined. The pricing information should result in a final fixed fee.

To the extent the work provided by Consultant requires compliance with California prevailing wage laws, or other Department of Industrial Relations regulations related to Design Professionals, Consultant will be responsible for said compliance.

### **C. Payment**

Final payment will be made when GHD has determined that the total work effort has been satisfactorily completed. Should GHD reject the results of a service, GHD's authorized representative will notify the Offeror in writing of such rejection giving the reason(s). The right to reject shall extend throughout the term of this contract and for ninety (90) days after the Offeror submits the final invoice for payment. Progress payments will be allowed to the extent that GHD can determine that satisfactory progress is being made.

Upon delivery of the final reports to GHD and their acceptance and approval, the Offeror may submit a bill for the balance due on the contract for the service.

### **D. Performance Review**

All deliverables prepared under this contract will be reviewed by GHD CEO, CFO (Interim) and Consolvent.

### **E. Entrance and Exit Conference**

An entrance and exit conference with GHD representatives and the Offeror's representatives will be held at the beginning and conclusion of the field work. Observations and recommendations must be summarized in writing and discussed with GHD. It should include internal control and program compliance observations and recommendations.

### **F. Confidentiality**

The Offeror agrees to keep the information related to all activities and contracts in strict confidence. Other than the reports submitted to GHD, the Offeror agrees not to publish, reproduce or otherwise divulge such information in whole or in part, in any manner or form or authorize or permit other to do so, taking such reasonable measures as are necessary to restrict access to the information, while in the Offeror's possession, to these employees on the Offeror's staff who must have the information on a "need-to-know" basis. The Offeror agrees to immediately notify, in writing, GHD's authorized representative in the event the Offeror determines or has reason to suspect a breach of this requirement. A signed Non-Disclosure Agreement may be required to protect confidentiality.

### **III. OFFEROR'S TECHNICAL QUALIFICATIONS**

The Offeror, in its proposal, shall, as a minimum, include the following:

#### **A. Prior Experience**

The Offeror should describe its prior information technology experience including the names, addresses, contact persons, and telephone numbers of at least 3 prior organizations that have used similar services.

Experience should also include the following categories:

1. Prior experience in evaluating IT enterprise architecture and providing effective recommendations.
2. Prior experience in developing an IT strategy for similar small, local government or special district agencies.

#### **B. Organization, Size, and Structure**

The Offeror should describe its organization, size, and structure.

#### **C. Staff Qualifications**

The Offeror should describe the qualifications of staff to be assigned to the project. Descriptions should include:

1. IT evaluation team makeup.
2. Prior experience/qualifications of the individual team members and project leadership.

Only include resumes of staff to be assigned to the project. Education, position in firm, years and types of experience, continuing professional education, etc.

#### **D. Understanding of Work to be Performed**

The Offeror should describe its understanding of work to be performed, including IT enterprise architecture evaluation and recommendations, estimated hours, and other pertinent information.

#### **E. Certifications**

Provide as necessary.

## IV. PROPOSAL EVALUATION

### A. Submission of Proposals

All proposals must be received by October 29, 2021, at 4:00 pm.

### B. Nonresponsive Proposals

Proposals may be judged nonresponsive and removed from further consideration if any of the following occur:

1. The proposal is not received timely in accordance with the terms of this RFP.
2. The proposal does not contain the specified information.
3. The proposal is not adequate to form a judgment by the reviewers that the proposed undertaking would comply with professional standards.

### C. Proposal Evaluation

Evaluation of each proposal will include but not limited to the following criteria:

1. A proposed work plan which outlines the project with timelines, description of work, hours necessary to complete, compliance with federal/state regulations and a list of references.
2. A list of personnel and resources required to complete each milestone. The project team/leaders experience; especially with Special Districts. Accessibility of the key team members.
3. Recommendations for best practices in some of the key requirements and services to be delivered.
4. Clear identification of pricing and any cost controls.

### D. Review Process

GHD may, at its discretion, request presentations by or meetings with any or all Offerors, to clarify or negotiate modifications to the Offerors' proposals.

However, GHD reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, which the Offeror can propose.

GHD contemplates award of the contract to the responsible Offeror with the highest total points. Cost is not the only factor to be considered.