



<b>REQUEST FOR PROPOSAL:</b> Information System Gap Analysis Assessment		
<b>NUMBER:</b> 2021-150-001	<b>SUBMITTAL DATE:</b> March 31, 2021	
<b>DIVISION:</b> Administration	<b>CONTACT PERSON:</b> Carey Weiler, cweiler@srhd.org	

**INTRODUCTION**

The Spokane Regional Health District (SRHD) invites proposals from qualified firms to conduct a gap analysis of Spokane Regional Health Districts Information Systems (IS/IT) program. The selected firm will assess SRHD’s current technology environment to determine existing strengths and weaknesses and provide a basis for future investment. The ideal firm(s) will have experience in public sector information technology assessments.

**BACKGROUND**

SRHD’s IS department is comprised of 7.5 full time equivalent staff that covers the following areas: Manager, desktop support, network administrator, database administrator, Microsoft 365 administrator, phone system, cell phones, multimedia, audio/video, system analysis, training, and security. Over the last eight (8) years, the IS program has added 1.5 full time equivalent staff. During this same period SRHD has added 80 staff. The growth of SRHD along with the complexities that come with shifting program goals and objectives in the agency makes the job of determining IS capacity and IT services a challenge. Management is seeking cost containment while demanding value from its IT services. Users need instant access to services when assisting the community and support needed to do their jobs. The focus of this RFP is to help SRHD with an IT assessment to cover concerns and needs of staff and management, all users, gaps in training and specialty areas for the IS department, and to review if the IS department has appropriate levels of staffing.

The desktop operating system in use at SRHD is Microsoft Windows 10. The network backbone consists of TCP/IP over Ethernet and Wireless with a fiber connection to the Internet. SRHD’s telephone system is an on-premises Avaya IP Office supporting 300 phone sets, voicemail, and auto attendant. Comcast provides phone service.

The following table identifies SRHD’s major systems:

Function	System	Notes
Financials	Microsoft Dynamics GP, Prophix Cloud	
HR	Microsoft Dynamics GP, Oracle Taleo Cloud	
Phone System	Avaya IP Office	At time of RFP: migration underway with go live in March 2021
Records Management	DocuWare, GovQA Cloud	
Desktop & Email	Microsoft 365	
EHR	TenEleven	
Inspection Software	Accela Envision Connect Cloud	

**RFP COORDINATOR**

All communications, including any requests for clarification, concerning this RFP should be addressed in writing to the following: Carey Weiler, Executive Assistant, at [cweiler@srhd.org](mailto:cweiler@srhd.org). Questions via telephone will not be accepted. All questions to this RFP must be received by **March 12, 2021 by 5:00 p.m. (PST)**. Questions received after this date may not be answered. All submitted questions will be addressed via addendum to the RFP on the SRHD website.

**CONTRACT TERM**

Upon selection of a consultant, SRHD intends to enter into an agreement using its standard Universal Agreement, which shall be used to secure these services.

Spokane Regional Health District shall have the right to terminate the contract at any time by giving the contractor a thirty (30) day written notice.



<b>REQUEST FOR PROPOSAL:</b> Information System Gap Analysis Assessment	
<b>NUMBER:</b> 2021-150-001	<b>SUBMITTAL DATE:</b> March 31, 2021
<b>DIVISION:</b> Administration	<b>CONTACT PERSON:</b> Carey Weiler, cweiler@srhd.org

**SCOPE OF WORK**

**Note: This preliminary scope of work is presented as a reference. The selected firm will work with SRHD to develop the final scope of work.**

**PROJECT MANAGEMENT**

- 1. The Consultant shall develop a mutually agreeable project management plan that clearly describes all phases of the project with schedules, responsibilities, and deliverables.
- 2. The Consultant shall submit monthly invoices with a written summary of project progress.

**INFORMATION SYSTEMS GAP ANALYSIS**

The Consultant’s work on the IS Analysis will include the following tasks:

- 1. Interview Executive Leadership Team; IS staff; SRHD Joint Management; SRHD Staff regarding current practices.
- 2. Review existing IS capabilities, infrastructure and programs. Understand the different SRHD programs and clearly define their expectations of the IS program.
- 3. Determine the current state of IT service in SRHD
  - a. Full IS program organizational assessment including:
    - i. Evaluate purpose, role and function that the IS department performs within SRHD
    - ii. Staffing – technical expertise, correct levels, cross training, etc.
    - iii. Internal Service delivery
    - iv. Review of IS policies for completeness and adherence to best practice
- 4. Perform a gap analysis comparing SRHD’s current state to best practices for a modern, service centric IS organization.
- 5. Identify gaps in current performance and develop recommendations
  - a. Process Improvement for IS requests
  - b. Identify changes that should be made to IS program QOS to the different SRHD programs
  - c. Identify changes to IS roles and staffing
  - d. Identify changes to IS management structure as it fits in the overall SRHD structure
  - e. Incorporate IT industry best practices in developing recommendations
  - f. Identify the direction SRHD should take for an IT structure: decentralized, centralized, hybrid

**DELIVERABLES**

- 1. A written report of the information system gap analysis including all the items noted in the “Information Systems Gap Analysis” section.
- 2. A written report of recommendations to address any items in the gap analysis.



<b>REQUEST FOR PROPOSAL:</b> Information System Gap Analysis Assessment		
<b>NUMBER:</b> 2021-150-001	<b>SUBMITTAL DATE:</b> March 31, 2021	
<b>DIVISION:</b> Administration	<b>CONTACT PERSON:</b> Carey Weiler, cweiler@srhd.org	

**REQUEST FOR PROPOSAL SCHEDULE**

Below is the schedule for the RFP process (*which is subject to change*):

<b>Date</b>	<b>Description</b>
February 22, 2021	Issue Date of RFP and posted on SRHD website
March 12, 2021	Deadline for submission of questions
March 19, 2021	Responses to Questions
<b>March 31, 2021</b>	<b>Proposal Submission Deadline (due Date)</b>
April 2, 2021	Review by the Selection Committee
April 5, 2021	Award of RFP

Bidders are responsible for having ascertained pertinent local conditions, such as equipment, condition, locations, accessibility and general character of the site, knowledge of conditions affecting the work. The act of submitting a bid is to be considered as full acknowledgment that the bidder inspected the site and is familiar with the conditions and requirements of the specifications.

**ADDITIONAL INFORMATION**

Spokane Regional Health District reserves the right to make written requests for additional information from a Contractor/Vendor to assist win understanding or clarifying a Bid Proposal. All responses are to be provided in writing.

All local, state, and federal regulations are to be followed.

**SUBMISSION REQUIREMENTS**

Submission of Proposals

Submit an electronic version to: cweiler@srhd.org referencing **RFP#2021-150-001**

Due Date

It is the responsibility of the Bidder to be sure the Proposals are sent sufficiently ahead of time to be received no later than:

**March 31, 2021 5:00p.m. (PST)**

SRHD reserves the right to not consider Proposals received late.

Preparation of Proposal

The major sections of the Proposal are to be submitted in the order noted below:

1. Letter of Submittal
2. Qualifications
3. Project specific experience
4. Individual Staff Experience and Project Organization
5. Project Understanding and Work Plan
6. Proposed Schedule
7. Fees and compensation

Proposals shall provide information in the same order as presented in this document with the same headings. This will not only be helpful to the evaluators of the proposal but should assist the Bidder in preparing a thorough response.



<b>REQUEST FOR PROPOSAL:</b> Information System Gap Analysis Assessment	
<b>NUMBER:</b> 2021-150-001	<b>SUBMITTAL DATE:</b> March 31, 2021
<b>DIVISION:</b> Administration	<b>CONTACT PERSON:</b> Carey Weiler, cweiler@srhd.org

Letter of Submittal

The Letter of Submittal shall be signed and dated by a person authorized to legally bind the Bidder to a contractual relationship, e.g., the president or executive director of a corporation, the managing partner of a partnership, or the proprietor of a sole proprietorship. Along with introductory remarks, the Letter of Submittal is to include the following information about the Bidder and any proposed subcontractors:

1. Name, address, principal place of business, telephone number, and fax number/e-mail address of legal entity or individual with whom contract would be written.
2. Legal status of the Bidder (sole proprietorship, partnership, corporation, etc.).
3. Location of the facility from which the Bidder would operate.
4. Mailing Address including zip code and remit to address including zipcode
5. Telephone number including area code
6. Fax number including area code
7. Email address for business correspondence
8. Copy of W-9
9. Washington State UBI number
10. State Industrial Account Identification Number
11. Identify any current or former SRHD employees employed by or on the Bidder’s governing board as of the date of the Proposal or during the previous twelve (12) months.
12. Acknowledgement that the Bidder will comply with all terms and conditions set forth in the Request for Proposal, unless otherwise agreed by SRHD.
13. Provide a brief description of the Bidder, its size and the locations of its offices. State whether the Bidder is a qualified small or minority-owned business, women business enterprise or labor surplus area Bidder and if certified as such by the Washington State or United States Government, indicate which department or agency has so certified the Bidder.
14. State whether the Bidder is in compliance with the applicable registration, licensure, and permit requirements to do business in Washington State and the Spokane County and City of Spokane.

Qualifications

1. Provide a description of how the Bidder’s expertise, technical and professional skills will meet the goals and fulfill the general functions identified in this RFP.
2. Provide a list of any projects within the last three years on which the Bidder proposing was contracted and was terminated, held in default, or failed to complete the work. Include the name of the projects(s), timeframe of the project and circumstances surrounding the termination of default.
3. Provide information regarding any recent legal proceedings and arbitration against the Bidder that are current and occurred within the last three years.

Project specific experience

Provide a description of the three most relevant projects similar to those described in this RFP held by the proposing Bidder within the last five years, one page per project, to include:

1. Provide a minimum of three (3) credit references.
2. Include three (3) client references for work that is comparable to the scope of this Project, with the following information for each reference:
  - Role of the Bidder
  - Dollar value of the project
  - Project description, including a description of the building assessed
  - Staffing
  - Duration of project



<b>REQUEST FOR PROPOSAL:</b> Information System Gap Analysis Assessment		
<b>NUMBER:</b> 2021-150-001	<b>SUBMITTAL DATE:</b> March 31, 2021	
<b>DIVISION:</b> Administration	<b>CONTACT PERSON:</b> Carey Weiler, cweiler@srhd.org	

- Relationship to client
- Client contact information: name, position, entity name, telephone number, and email address for each project.

Individual Staff Experience and Project Organization:

Provide background of the firm/team, number of professionals (by discipline) and support staff, major focus of practice, range of services and references.

Project Understanding and Work Plan

Describe the Bidder’s understanding of the proposed work plan, including all anticipated tasks along with any supplemental tasks (those not specifically identified in this RFP) deemed necessary for successful completion of this project.

Proposed Schedule:

Prepare a schedule for the estimated time to complete the requirements of the project.

Fees and Compensation

State the fees to be charged, either as a per hour or fixed amount, which will cover the work for the RFP.

**PROPRIETARY INFORMATION / PUBLIC DISCLOSURE**

Materials submitted in response to this competitive procurement shall become the property of SRHD.

All received Proposals shall remain confidential until the award of contract is awarded, accepted, signed and posted to our SRHD.org website. Thereafter, the Proposals shall be deemed public records as defined in RCW 42.56, “Public Records.”

Any information in the Proposal that the Bidder desires to claim as proprietary and exempt from disclosure under the provisions of state law shall be clearly designated. Each page claimed to be exempt from disclosure must be clearly identified by the word “Confidential” printed on it. Marking the entire Proposal exempt from disclosure will not be honored.

SRHD will consider a Bidder’s request for exemption from disclosure; however, SRHD will decide predicated upon state law and regulations. If any information is marked as proprietary in the Proposal, it will not be made available until the affected Bidder has been given an opportunity to seek a court injunction against the requested disclosure.

All requests for information should be directed to the RFP Coordinator.

**REVISIONS TO THE RFP**

In the event it becomes necessary to revise any part of this RFP, addendum/or addenda will be provided to all who receive the RFP. For this purpose, questions received, and the associated answers shall be provided as an addendum to the RFP.

SRHD also reserves the right to cancel or to reissue the RFP in whole or in part, prior to final award of a contract.

**MINORITY & WOMEN-OWNED BUSINESS PARTICIPATION**

SRHD encourages participation in all its contracts by Bidders certified by the Washington State Office of Minority and Women’s Business Enterprises (OMWBE). Bidders may contact OMWBE at 360/664-9750 to obtain information on certified Bidders.



<b>REQUEST FOR PROPOSAL:</b> Information System Gap Analysis Assessment		
<b>NUMBER:</b> 2021-150-001	<b>SUBMITTAL DATE:</b> March 31, 2021	
<b>DIVISION:</b> Administration	<b>CONTACT PERSON:</b> Carey Weiler, cweiler@srhd.org	

**ACCEPTANCE PERIOD**

Proposals shall remain in effect for forty-five (45) days for acceptance by SRHD from the due date for receipt of Proposals.

**RESPONSIVENESS**

The Bidder is specifically notified that failure to comply with any part of the RFP may result in rejection of the Proposal as non-responsive.

SRHD also reserves the right, however, at its sole discretion to waive minor administrative irregularities.

**MOST FAVORABLE TERMS**

**COSTS TO PROPOSE**

SRHD will not be liable for any costs incurred by the Bidder in preparation of a Proposal submitted in response to this RFP, in conduct of a presentation, or any other activities related to responding to this RFP.

**REJECTION OF PROPOSALS**

SRHD reserves the right at its sole discretion to reject any and all Proposals received without penalty and to not issue a contract as a result of this RFP.

**AWARD OF CONTRACT**

This RFP does not obligate SRHD to award a contract or to contract for services specified herein.

Spokane Regional Health District will award to the lowest, responsible bidder and the bid results will be published. STATE CONTRACTS WHERE APPLICABLE WILL BE CONSIDERED AS A PROPOSAL.

All contracts that are over \$100,000 must be presented to the Board of Health for approval prior to awarding a contract. The Board of Health has the authority to reject and/or approve all contracts for Spokane Regional Health District.

**NOTIFICATION TO BIDDERS**

After an award recommendation has been determined, both successful and unsuccessful Bidders will be notified via email.

**DEBRIEFING OF UNSUCCESSFUL BIDDERS**

Upon request, a debriefing conference will be scheduled with an unsuccessful Bidder. Discussion will be limited to a critique of the requesting Bidder’s Proposal. Comparisons between Proposals or evaluations of the other Proposals will not be allowed. Due to Governor Inslee’s Proclamation 20-25.8, debriefing conferences may be on the telephone only.

**CONTRACT TERMS**

Business Registration Requirement

Spokane Regional Health District will not award an agreement with any business that does not have a valid Washington State business license. The Bidder shall be responsible for contacting the State of Washington Business License Services at <http://bls.dor.wa.gov> or 1-800-451-7985 to obtain a business registration.

Anti-Kickback

No officer or employee of the Spokane Regional Health District having the power or duty to perform an official act or action related to this contract shall have or acquire any interest in the contract, or have solicited, accepted, or granted a present or future gift, favor, service or other thing of value from or to any person involved in the contract.



<b>REQUEST FOR PROPOSAL:</b> Information System Gap Analysis Assessment		
<b>NUMBER:</b> 2021-150-001	<b>SUBMITTAL DATE:</b> March 31, 2021	
<b>DIVISION:</b> Administration	<b>CONTACT PERSON:</b> Carey Weiler, cweiler@srhd.org	

Disputes

This contract shall be performed under the laws of Washington State. Any litigation to enforce this contract or any of its provisions shall be brought in Spokane County, Washington.

Non-Discrimination

In the performance of this proposal, the Bidder shall comply with the provisions of Title VII of the Civil Rights act of 1964 (42 USC 20000e), Section 504 of the Rehabilitation Act of 1973 (29 USC 794f), Chapter 49.60 RCW, the Age Discrimination in Employment Act, and the Americans with Disabilities Act (P.L. 101-336), as now or hereafter amended.

Non-discrimination requirements include, but are not limited to:

1. Non-Discrimination in Employment: The Bidder shall not discriminate against any employee or applicant for employment because of race, color, sex, religion, national origin, sexual orientation, creed, marital status, age, Vietnam era or disabled veterans’ status, or the presence of any sensory, mental, or physical disability. The Bidder shall take affirmative steps to ensure that employees are not discriminated against during employment. Such steps shall include, but are not limited to employment, upgrading, demotion, or transfer; recruitment or selection for training including apprenticeships and volunteers.
2. Non-Discrimination in Client Services: The Bidder shall not deny any individual any services to other benefits provided under this Agreement, on the grounds of race, color, sex, religion, national origin, sexual orientation, creed, marital status, age, Vietnam era or disabled veterans’ status, or the presence of any sensory, mental or physical disability.

Liability

The Bidder shall indemnify, defend, and hold harmless SRHD, its officers and employees from all claims, demands, or suits in law or equity arising from the Bidder's negligence or breach or its obligations under the contract. The Bidder's duty to indemnify shall not apply to liability caused by the sole negligence of SRHD, its officers and employees. The Bidder's duty to indemnify for liability arising from the concurrent negligence of SRHD, its officers and employees and the Bidder, its officers and employees shall apply only to the extent of the negligence of the Bidder, its officers and employees. The Bidder's duty to indemnify shall survive termination or expiration of the contract. The Bidder waives, with respect to SRHD only, its immunity under RCW Title 51, Industrial Insurance.

Insurance Coverage

During the term of the contract, the Bidder shall maintain in force at its own expense, each insurance coverage noted below:

1. Worker's Compensation Insurance in compliance with RCW 51.12.020, which requires subject employers to provide workers' compensation coverage for all their subject workers and Employer's Liability Insurance in the amount of \$1,000,000;
2. General Liability Insurance on an occurrence basis, with a combined single limit of not less than \$1,500,000 each occurrence for bodily injury and property damage. It shall include contractual liability coverage for the indemnity provided under this contract. It shall provide that SRHD, its officers and employees are additional insureds but only with respect to the Firm's services to be provided under this contract; and
3. Automobile Liability Insurance with a combined single limit, or the equivalent of not less than \$1,000,000 each accident for bodily injury and property damage, including coverage for owned, hired and non-owned vehicles.
4. Professional Liability Insurance with a combined single limit of not less than \$1,000,000 each claim, incident, or occurrence. This is to cover damages caused by the error, omission, or negligent acts related to the professional services to be provided under this contract. The coverage must remain in effect for at least three (3) years after the contract is completed.



<b>REQUEST FOR PROPOSAL:</b> Information System Gap Analysis Assessment	
<b>NUMBER:</b> 2021-150-001	<b>SUBMITTAL DATE:</b> March 31, 2021
<b>DIVISION:</b> Administration	<b>CONTACT PERSON:</b> Carey Weiler, cweiler@srhd.org

NOTE: There shall be no cancellation, material change, reduction of limits or intent not to renew the insurance coverage(s) without forty-five (45) days written notice from the Bidder or its insurer(s) to SRHD.

As evidence of the insurance coverages required by this contract, the Bidder shall furnish acceptable insurance certificates to SRHD at the time it returns the signed contract. The certificate shall specify all parties who are additional insured, and include applicable policy endorsements, and the deductible or retention level, as well as policy limits.