

**Request for Proposal (RFP) For
CLOUD INFRASTRUCTURE MANAGED SERVICE PROVIDER
ISSUED BY TECHNOLOGY BY DESIGN, INC.**

APPLICATION INFORMATION	
CONTACT NAME	TechBD
EMAIL ADDRESS	cloudmsprfp@nyehealth.org
SUBMISSION DEADLINE	June 21, 2024, by 5:00pm EST

All correspondence and proposals should be submitted via email directly to the email address listed above and include 'CLOUD INFRASTRUCTURE MSP RFP' in the subject line.

I. STATEMENT OF PURPOSE

Technology by Design, Inc. (TechBD) is seeking a reliable and experienced Cloud Managed Service Provider (MSPs) to provide 24/7/365 support for our emerging organization's transition to and ongoing management of a cloud-based infrastructure. This partnership's main objective will be to ensure seamless operation, security, and scalability of our newly established cloud environment, enabling our business to leverage cloud technology efficiently and effectively to carry out our mission.

The chosen MSP will support a newly developed, centralized, HIE system integrating multiple existing HIE organizations in existence across the state today. The consolidation and integration of these HIE organizations is planned to initiate in the coming months, and incrementally take place over a multi-year horizon. Currently, four (4) organizations are planned for integration. Major components of the system are planned to be procured independently, creating an exemplary architecture of best-in-class solutions. The following components are slated for independent procurement: Interface Engine, MPI, Cloud Managed Service Provider, and Exchange Services. This comprehensive and consolidated system is being referred to as the "Shared Infrastructure".

II. INTRODUCTION – ABOUT TechBD

TechBD is a 501(c)(3) nonprofit corporation organized and operated exclusively for the benefit of, to perform the functions of, or carry out the purposes of organizations that participate in the network that comprises New York's statewide health information exchanges. This includes New York eHealth Collaborative (NYeC) and any Qualified Entities (QEs), collectively called the supported organizations. TechBD provides technology infrastructure and related services on behalf of, and to assist the supported organizations in their participation in New York's statewide health information exchange network (SHIN-NY) and to assist the supported organizations in pursuing their respective missions to advance health information exchange in New York State.

III. MINIMUM ELIGIBILITY CRITERIA

Eligibility to participate in this RFP is contingent upon vendors meeting the following minimum eligibility criteria. All proposals will be reviewed to ensure they meet the minimum eligibility criteria. Proposals not meeting the criteria shall not be advanced for full evaluation or considered for award.

- The Vendor agrees that any TechBD systems or data accessed under this scope of work shall not be accessed by employees, agents, representatives, or contractors of vendor who are located outside of the United States and its territories.

- Must have a minimum of 5 years' experience providing same or similar entity resolution solutions in a highly regulated industry.
- Must be in good standing with the NYS Department of Health (NYS DOH) and the New York State Workers Compensation Board.

IV. MANDATORY REQUIREMENTS FOR AWARD

To be considered for award, vendors must meet the following mandatory requirements:

- Documented ability to complete the work defined in Section VI.
- Completion of the New York State Vendor Responsibility Questionnaire.
<https://www.osc.state.ny.us/state-vendors/vendrep/file-your-vendor-responsibility-questionnaire>
- Ability to provide proof of NYS Workers Compensation and Disability insurance as required by the NYS Workers Compensation Board (or attest to being exempt from this requirement).
- Participation in Vendor Security Risk Assessment process and compliance with all applicable security provisions in Master Services Agreement.
- The selected vendor will be required to adhere to certain New York State grant contract, confidentiality, and other requirements.
- The selected vendor will provide sufficient documentation to show financial stability over the agreement term.

V. SCOPE OF WORK

The selected MSP will be responsible for supporting TechBD's established cloud infrastructure. At this time, an initial scope and footprint has been defined and is the core purpose of this RFP. Initially built cloud infrastructure will operate TechBD's interface engine application representing all inbound and outbound data traffic between external parties and the integrated components of TechBD's solution architecture.

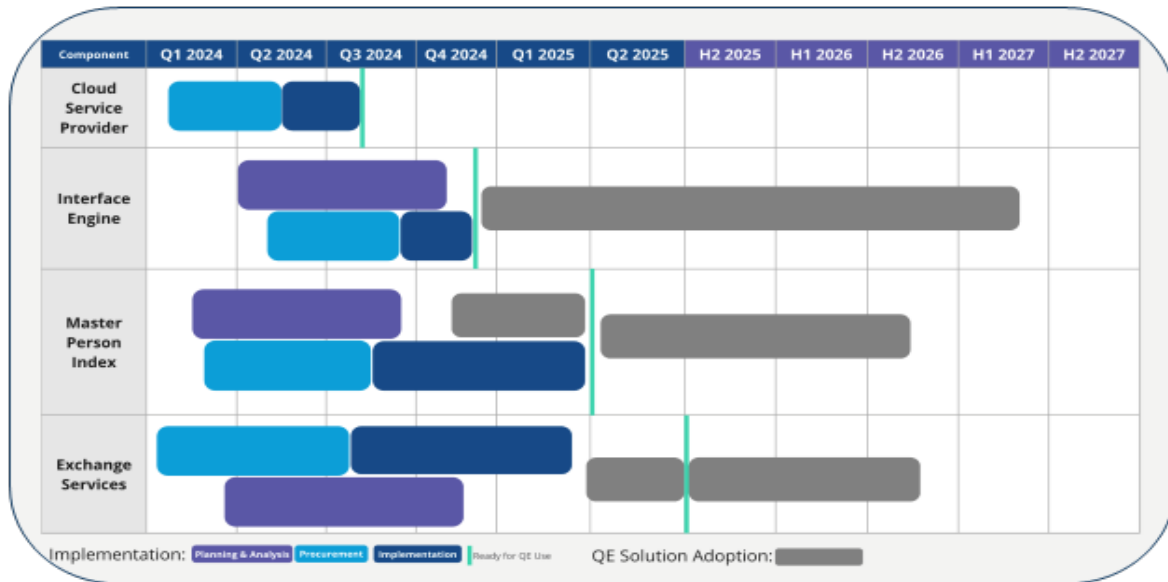
In addition to this scope, additional cloud infrastructure is expected to support other solutions leveraged by TechBD to serve its partners and stakeholders. These areas of scope are not yet defined but will represent other areas of responsibility and require support from an MSP partner.

The selected MSP will be responsible for providing the following services related to the infrastructure mentioned above:

- *Dedicated Account Manager/ Support Team:* Available for our internal team to contact for prompt assistance as needed. Multiple points of contact available depending on severity of issues needing assistance.

- *24/7 Support*: Ensure round-the-clock monitoring and availability for addressing any issues or concerns with our cloud infrastructure, providing proactive communication and escalation protocols based on severity levels of unscheduled outages.
- *Performance and Uptime SLAs*: Guarantee agreed-upon levels of uptime and performance for our cloud services.
- *Backup and Disaster Recovery*: Implement robust backup and disaster recovery solutions to safeguard our data and ensure business continuity.
- *Patch Management Services & Preventative Maintenance* – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure TechBD’s IT systems and resources are properly managed and maintained.
- *Regulatory Compliance*: Ensure compliance with relevant industry regulations such as GDPR, HIPAA, HITRUST or any other applicable standards.
- *Scalability Options*: Provide scalable solutions to accommodate our business growth and evolving needs.
- *Migration and Onboarding*: Assist with the migration of our current systems to the cloud and ensure a smooth onboarding process.
- *Proactive Monitoring and Security*: Implement proactive monitoring and security measures to detect and mitigate threats to our cloud environment.
- *Transparent Pricing*: Offer transparent and flexible pricing structures without hidden fees.
- *Optimization and Recommendations*: Provide personalized recommendations and optimizations to enhance the efficiency and cost-effectiveness of our cloud infrastructure.
- *Experience and References*: Demonstrate experience managing cloud platforms and technologies aligned with our business requirements and provide references or case studies from similar clients.

- Timely Implementation:** The selected MSP will work alongside TechBD to implement the services in line with TechBD’s existing implementation roadmap for all core services. The roadmap will be adjusted as needed throughout the effort to align with new information, dependencies, and outcomes of work in progress. As it stands today, below is a summary of the implementation roadmap.



VI. CONTENTS OF PROPOSAL

A. RESPONSE FORM (ATTACHMENT 1)

Vendors responding to this RFP must use the attached Response Form (Excel attachment). Please respond to all questions on all seven tabs in **short-answer format**. There are a total of 7 tabs in addition to the RCI Chart tab. Supplemental information may be submitted if it is specifically requested by any of the questions in the Response Form, otherwise any additional information submitted with the proposal will not be considered in the evaluation of responses.

B. TASK LIST

Vendors must also complete the Task List Tab included in the attached Response Form. Please indicate which services on the list are within scope of the managed services fee and which would incur additional fees. For those services not in scope, please provide an explanation.

C. RCI CHART

Vendors must complete the Responsible, Consulted and Informed (RCI) Tab included in the attached Response Form. For each listed activity, please indicate the appropriate

respective levels of involvement by TechBD and your firm by placing an R - Responsible, C – Consulted, or I - Informed into each corresponding field.

D. CASE STUDY SAMPLE (ATTACHMENT 2)

Vendors must provide a complete response to the Case Study Sample provided in Attachment 2. Responses are expected to be 1-3 pages in length.

VII. RFP QUESTIONS & CONTACT

Vendors may only contact TechBD using the email address on the cover page for all matters concerning this RFP. Vendors may not contact any TechBD staff, TechBD board members, NYeC staff, NYeC board members, the New York State Department of Health staff, or any other stakeholders regarding this project in the period between the issuance of this RFP and the notice of award, as stated in the timetable below. Any oral communication will be considered unofficial and non-binding regarding this RFP and subsequent award.

If you have questions about the RFP, please submit those questions to the designated email address noted on the cover page of the RFP by the date indicated in the Timeline and TechBD will distribute all questions received and answers to those questions by the date indicated in the Timeline.

VIII. APPLICATION PROCESS & TIMELINE

Proposals will be evaluated by a selection committee comprised of staff from NYeC, TechBD, and the participating QEs. Proposals that do not follow the requested response format will not be evaluated.

Response Forms are due by 5:00pm EST on the date indicated in the Timeline below and should be submitted to the designated email address noted on the RFP cover page.

TechBD reserves the right to amend or cancel this RFP any time before a signed contract and is not responsible for costs incurred in preparing a response to this RFP.

TIMELINE:

Item	Due Date
RFP Release	May 13, 2024
Deadline to submit questions	May 24, 2024
Q&A document posted	June 4, 2024
Proposals due	June 21, 2024, by 5:00pm EST

Interviews/ Demonstrations (if applicable)	Approx. week of July 15, 2024 (specific times TBD)
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IX. EVALUATION CRITERIA

All eligible proposals will be evaluated upon the following criteria. Categories will be weighted as indicated below.

#	Category	Scoring Weight
1	Expertise & Experience	25
2	Security & Compliance	20
3	Services & Features/ Backup & Disaster Recovery	15
5	Performance, Reliance & Scalability	15
6	Onboarding & Implementation	5
7	Cost & Pricing	20
Total		100

X. SHORT-LIST

All eligible proposals meeting the mandatory minimum requirements will be evaluated based on the above-indicated criteria. The top 3 highest scoring proposals will advance to the Interview Round. TechBD retains the right to adjust the number of proposals advancing based on scoring outcomes.

XI. INTERVIEWS

TechBD will hold interviews with short-listed vendors to discuss the vendors' proposal and hold open dialogue with the goal of providing and receiving required clarifications related to the proposal, scope of work and/or other areas indicated in the RFP.

An agenda for items to be discussed during the interviews will be shared with short-listed vendors beforehand. Each vendor meeting will be up to two hours. During the interviews, TechBD will not discuss with any vendor any proposal other than its own.

XII. CONTRACT AWARD

TechBD anticipates making an award to one vendor that best meets the organization's overall needs. The selected vendor will enter into a Master Services Agreement (MSA) with TechBD. In the event TechBD is unable to come to agreement on MSA terms with the selected vendor, TechBD reserves the right to move on to the next vendor to begin the contracting process. TechBD reserves the right to make no award from this RFP.

XIII. RFP ATTACHMENTS

- ATTACHMENT 1: Response Form, Task List and RCI Chart (Excel)
- ATTACHMENT 2: Sample Case Study (Word)