



Request for Quote

CRISP Azure Migration Consulting Services

Friday, July 7th, 2017

All responses due no later than **Friday, July 21st, at 5pm EST**



CRISP Azure Migration Consulting Services

Request for Quote – “RFQ”

TO ALL RESPONDERS

You are invited to submit a Response to explain your services related to Microsoft Azure migration consulting and describe how it will meet Chesapeake Regional Information System for our Patients’ (CRISP’s) requirements as described herein. All responses should be submitted electronically to:

Jeong.Ryu@crisphealth.org

1. Questions received via email from potential vendors are due by **Friday, July 14th at 4:00 p.m. ET**
2. Responses to Questions will be available via CRISP website before **Tuesday, July 18th, at 4:00 p.m. ET**
3. Final Proposals must be received no later than **Friday, July 21st at 8:00 p.m. ET**

Should you have any questions concerning the preparation of your Quote, please do not hesitate to contact us.

Contact: Jeong Ryu
Email: jeong.ryu@crisphealth.org

Please note that this Request for Quote letter does not constitute a guarantee on the part of CRISP that a contract will be awarded. No payment will be made for costs incurred in the preparation and submission of a Quote in response to this Request for Quote.

THIS IS NOT AN ORDER OR A CONTRACT



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1. Background and Overview

CRISP is formally designated as Maryland's statewide Health Information Exchange (HIE), and provides infrastructure services to CRISP D.C. and the West Virginia Health Information Network (WVHIN).

CRISP is a non-profit, 501(c)(3) entity charged with the mission of advancing health and wellness of patients throughout Maryland and the District of Columbia by allowing healthcare providers to share clinical data with other hospital systems, providers and stakeholders across the region. CRISP currently receives real time data from all 48 of Maryland's hospitals, all the District of Columbia's hospitals, over two dozen participating Long-Term Care Facilities, reference laboratories, radiology centers and a number of ambulatory practices, urgent care centers, and organizations involved in patient care management and social services.

CRISP is seeking consultation and implementation assistance in the migration of several systems to Microsoft Azure.

Currently planned:

CRISP is migrating four systems to Platform as a Service (PaaS) and will migrate nearly 10 virtual machines (VMs) to Azure. Over time, additional systems will be migrated. Support and maintenance of the current environment is a hybrid approach involving CRISP staff, vendors, and off-site data centers. CRISP resources support both the deployment and maintenance of new services within the infrastructure with assistance from vendors. **All environments and resources require maintenance in a HIPAA-compliant manner.**

The primary responsibilities of the awarded Azure Consultant will be to assist CRISP Azure Migration Team (CRISP Staff) with:

- a. Architecture Planning and Development of a hybrid environment
- b. Migration Planning and Support
- c. Security Architecture and Posture
- d. Knowledge Transfer and Training
- e. Industry best practices

2. Minimum Requirements

The awarded Azure Consulting Team requires experience and expertise in:

- Azure architecture, migration, DevOps and technology transfer.
- Operating in an environment where security & privacy rules compliance is critical.
- Hybrid Azure and data center environments.
- Hybrid Infrastructure as a Service (IAAS)/Platform as a Service (PAAS) environments in Azure.
- Hybrid Windows/Linux environments in Azure.
- Experience working with clients in a regulated industry such as banking or healthcare.
- Serverless technology, such as Azure Functions.
- Active Directory and Azure Active Directory.
- Firewall and Certificate Management.
- Azure VM, VNet, Site Recovery and VNet Gateways.
- Azure SQL, App Service, App Insights and API Management.
- Operational best practices.



3. Response Format

CRISP discourages responses that are merely marketing collateral and so brochures or other presentations – beyond those sufficient to present a complete and effective proposal – are not desired.

Unless specified below, CRISP will not impose a page limit to responses or required sections. CRISP encourages—and will recognize—proposals which are concise and of succinct length.

Please NOTE: All responses, assertions, and commitments made in this proposal will be part of any contract.

The response should include the following sections:

Response Section	Title	Format
A	Cover Letter	Letter on company letter head signed by representative with legal contracting capacity. Appropriate company contact information must be included. No more than 2 pages.
B	Table of Contents	
C	Executive Summary	No more than 3 pages.
D	Response to General Questions	Pages as required. Please remain concise.
E	Appendices	
P1	Audited Financial Statements	Pages as required.
P2	Resource Resumes	Pages as required.
P3	Pricing Spreadsheets	Pages as required.
P4	Acceptance of Terms	Executed copy of Acceptance of Terms document included in RFP. Pages as required.
P5	Standard Contract	Copy of your company's standard contract. Pages as required.

4. Executive Summary Guidelines

CRISP requests up to three (3) pages for an Executive Summary. The summary should introduce a responder's company, any relevant offerings, and should provide a summary of the response.

5. Response to CRISP Requirements

In an effort to ensure the proposal meets CRISP's specific needs, each response should address the specific requirements listed below. Each response should include a description of how the bidder will meet each specific technological requirement. Responses will be scored based upon how well the response addresses each individual requirement.

Please feel free to include explanations, caveats, conditions or other information that will help qualify or further explain your answers. Please also include any additional cost(s) that may be incurred by CRISP above and beyond the proposed pricing quoted. As a best practice, CRISP anticipates the requirements below to be accounted for in any response unless otherwise stated.



Please NOTE: All responses, assertions and commitments made in this proposal will be part of any contract.

Please NOTE: If specific additional costs are not included in the use case discussion, CRISP will assume the cost to implement and run the use case is part of the overall pricing proposal.

Requirements

- Please describe the ability and experience of your proposed consultant team in Microsoft Azure including the types of resources leveraged, migration projects led and development projects completed.
- Please describe the proposed approach used to manage the Azure migration process. Remember to include any tools preferred, project management methodologies and reports that will demonstrate performance capability to CRISP leadership.
- Please outline expected response times for work submitted by CRISP. Provide details of similar migration efforts, involvement and duration of the projects.
- Please describe in detail the make-up of the consultant team and if CRISP will have access to a dedicated resource(s) for the full term of the contract. Please describe if resources will be assigned to multiple customers and if so how you will mitigate the risks associated with engineers working on other projects.
- Please describe your workforce policies as it relates to HIPAA and safeguarding PHI and PII.
- Please list any privacy/security certifications that your company holds.
- Please provide sample documentation for policies and procedures followed during the migration process.
- Please outline your preferred process for working with the CRISP migration and development teams.
- Please describe anything else you think may be pertinent and important to this role.

6. General Questions

CRISP requests responses to all questions listed below, and all answers should either be clearly provided within the context of the proposal and/or in their own separate section. All answers provided should be succinct in length to ease reviewer evaluation, but should take care to answer each question in all necessary and appropriate depth.

CRISP will assume that any non-answer will indicate that any proposed company or technology will be unable to provide or unwilling to disclose a solution to the question, and this may negatively impact CRISP's perception of the overall proposal. Inability to provide a response to any question will not immediately disqualify a proposal from consideration.

Please NOTE: All responses, assertions, and commitments made in this Quote will be part of any contract.

1. What is your company's Dun and Bradstreet number?
2. Where is your company headquartered?
3. How long has your company been in business?
4. How many employees work for the company?
5. Is the company privately held or publicly traded?
6. Please note any relevant accreditations your organization has achieved.



7. To fulfill the requirements of this RFQ, will you rely on any partnerships, subcontracts, or other relationships? If yes, please describe the role the subcontractor will play and any other salient information you feel is important in judging the strength and/or history of the partnership.
8. Please describe your work with other HIEs or healthcare entities, if any. In your work with HIEs, like CRISP, do you rely on any partnerships, subcontracts, or other relationships. If so, please explain.
9. Please provide 3 references with contact information that CRISP may contact regarding performance on past projects.

7. Evaluation

CRISP will evaluate each quote for completeness and will score the quotes based upon the understanding that any proposed solution will effectively meet the requirements set forth in this RFQ. CRISP's scores will be kept confidential and will not be disclosed to responders. Consideration may focus on, but is not limited to, the following:

- Price
- Reputation for quality and service
- Consultant Team Experience and Expertise
- Warranty/Service/Support

CRISP reserves the right to:

- Accept/Reject any and all proposals or portions of proposals received in response to this RFP, to make no award, or to issue a new RFQ.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all contractors during the review and negotiation.
- Negotiate any aspect of the proposal with any individual or firm and negotiate with more than one individual or firm at the same time.

8. Full Pricing Quote

CRISP requests a pricing proposal to understand the total annual cost of your solution. Outline your financial proposal in an Excel spreadsheet and include it as *Section P3* in your response.

Financial proposals can follow either a flat fee model (per interface tested) or an hourly rate model. If submitting the latter please include the number of FTEs and their hourly rates that are included in the contract. Please include estimated cost for the requested consulting service.

PLEASE NOTE CRISP IS A 501©(3) NOT-PROFIT COMPANY

Responses should include ANY potential cost CRISP may incur.
Please include a copy of your standard contract with this quote.

Please NOTE: All responses, assertions and commitments made in this response will be part of any contract.



9. Bidder's Instructions

To be considered, all responses must be submitted in writing and electronic format and must respond to the items outlined in this RFQ using the requested format. CRISP reserves the right to reject any responses that are, in the sole judgment of CRISP, non-responsive or non-conforming. Responses to this RFQ should be complete but concise.

CRISP is not a state entity nor is the organization bound by state procurement guidelines and regulations. CRISP does encourage Minority Business Enterprise (MBE) designated entities with relevant solutions to respond to this solicitation.

Modifications

Any changes, amendments, or modifications to a response may be submitted by email but will not be considered acknowledged until a response email from CRISP indicating receipt and acceptance of the modification is received. CRISP reserves the right to request clarification and/or further technical information from any contractor submitting a proposal.

10. RFQ Terms and Conditions

Proposal Response

CRISP reserves the right to reject any/all responses received in response to this RFQ. Any information obtained will be used, along with other information that CRISP deems appropriate, in determining suitability of proposed offer. Bidders whose responses were not accepted will be notified that a selection is made, or if it is decided, that no responses are accepted. CRISP has no obligation to explain the basis of or reasons for the decision it makes relating to the proposals and/or this RFQ. CRISP may identify multiple bidders who are determined suitable and negotiate with each of them on parallel tracks, pending a final contracting decision. Any response failing to respond to all requirements may be eliminated from consideration and declared not accepted.

Response Becomes CRISP Property

All responses become the property of CRISP and will not be returned to bidders. Responses will be disclosed to CRISP, CRISP advisory bodies and committees, DHMH and MHCC staff, advisors and advisory bodies and others as deemed appropriate by CRISP.

Formal Contract

A bidder receiving a positive response to their submission should be prepared to immediately begin negotiation of final terms based on the RFQ and other mutually agreed terms and conditions, provided that terms described by bidder in their response may be rejected in whole or in part and/or otherwise negotiated by CRISP in the contracting process. In addition, a positive response from CRISP does not assure a bidder that a contract will be entered into; CRISP may discontinue negotiations with a bidder at any time, in its sole discretion.

PLEASE PROVIDE A COPY OF YOUR STANDARD CONTRACT DOCUMENTS WITH YOUR SUBMISSION.

Within 5 days of receiving a positive response, bidder is expected to notify CRISP in writing of its contract team, which shall include the individual with authority to approve and execute any final legally binding agreement with CRISP.



Until and unless a formal contract is executed by CRISP and bidder, CRISP shall have no liability or other legal obligation to bidder whatsoever, relating to or arising from this RFQ, the RFQ process, decisions as to awards resulting from this RFQ, or otherwise.

Maintaining Pricing

Prices must remain valid for at least ninety (90) days from the Closing. Contract negotiations will include price re-verification if the price guarantee period has expired. CRISP reserves the right to request that a bidder only provide a portion of the proposed deliverables or exclude certain partners. If bidders are unwilling to comply with RFQ requirements, terms and conditions, objections must be clearly stated in the Cover Letter to the response.

Cost of Response Preparation

All bidder's costs of proposal preparation and any negotiation will be borne by the bidder.

Applicable Law

The Laws of the State of Maryland shall apply, except where Federal Law has precedence. The successful individual or firm consents to jurisdiction and venue in the State of Maryland.

By the signature of its authorized representative, Bidder acknowledges that it understands and accepts the terms of this RFQ.

Bidder: _____

By: _____

Title: _____

Date: _____