

RFP 2024-1 Mandatory Pre-Proposal Conference Q&A

Q: Regarding the Bid Summary, is it safe to assume that you will use all of these services and not keep them as separate options when you award?

A: Providing separate pricing using the bid summary template is best so bids can be compared accurately. All of these services have been utilized at some point or another over the past several years.

Q: Do you want the Other Pertinent Info section of the bid summary to contain our technical approach and proposal?

A: Yes, and any other information you feel is relevant to your bid.

Q: Is there a page limit for bids?

A: No.

Q: Should the bid include the cost for moving to the new location?

A: No. The IT infrastructure should be in place at the Keystone facility and the awarded entity would be responsible for setting up each workstation after it is moved to the new facility.

Q: Are you anticipating the hardware will remain the same at the new location?

A: The intent is to possibly procure new laptops, printers, phone systems, etc. at the new location. Those consultative services would be part of your response. We want the awarded entity's input as to what hardware and systems may be recommended.

Q: Are you currently using a VoIP phone system and are you planning to use the same system at the new location?

A: No, but we may entertain a switch to VoIP at the new facility.

Q: How are you meeting these requirements now? Do you have FTEs? Is someone on-call?

A: We currently have an IT management contract. We put these services out for bid every 5 years and this is the 5-year mark. We do not retain any employees who provide IT services. As far as HIPAA is concerned, CCDDR is a covered entity and must meet requirements for privacy and confidentiality.

Q: Are there certain services that you prefer be provided onsite?

A: That would be on a case-by-case basis. Certain issues such as hardware and connectivity issues may need to be addressed onsite. Most of our service can be provided remotely.

Q: Are there any vetting requirements, such as background checks, for individuals providing service to your entity?

A: We are not aware of any background check requirements as long as the vendor does not work directly with one of our clients, but we will research this to be sure. CCDDR is required to conduct background checks on all employees but that does not pertain to contracted services. Since CCDDR is a covered entity, the awarded entity will be required to enter into a Business Associate Agreement with CCDDR. Jeanna will send a blank copy out to all attendees. There should also not be any further requirements related to CCDDR's participation in E-Verify.

Follow Up to Answer: Upon further research, CCDDR is not aware of any vetting requirements since it is not anticipated that the awarded entity would be working directly with any CCDDR clients.