



Request for Proposal

Remote IT Support

Applications due by 5:00 PM PST on Friday, January 27, 2023, via the
[Bonfire Submission Portal](#)



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1 RFP Summary

The California Mental Health Services Authority (CalMHSA), a Joint Powers Authority (JPA), serves California Counties and Cities as an independent administrative and fiscal intergovernmental structure for jointly developing, funding, and implementing mental health services and educational programs at the state, regional, and local levels (*See Gov. Code §6500 et seq.*).

This Request for Proposal is issued for the purpose of soliciting responses for interested entities with the experience and capacity to provide comprehensive remote IT support for 30-60 office workers located onsite in California and another 30-60 remote worker in California (with 1-5 workers located in other states). This request does not commit CalMHSA to contract for any supply or service whatsoever. In addition, responders are advised that CalMHSA will not pay for any information or administrative costs incurred in response to this RFP; all costs associated with responding to this RFP will be solely at the interested party's expense. Not responding to this RFP does not preclude participation in any future RFP submissions, if any is issued.

The California Mental Health Services Authority (CalMHSA) is representing interested counties in the implementation of a mental health programs. Counties range in size from small/rural to large counties located throughout California.

2 Project Scope of Work

The California Mental Health Services Authority (CalMHSA) is seeking qualified vendors with the expertise and capacity to provide comprehensive remote IT support which includes the on/off boarding of new employees, management of external websites, permissions management, network maintenance, desktop support, software installations, and other ancillary IT needs.

The IT infrastructure at CalMHSA is built on a Microsoft base with Active Directory management, the core software applications include: Salesforce, SharePoint, Microsoft Office (including Outlook, Teams, and One Drive), Asana, Slack, SAP, Adobe, DocuSign, Paylocity, Jira, and Zoom.

The selection process will consider the merits of the proposed offerings, the qualifications of the organization(s), the resources offered, the ability to support onsite needs, and pricing. CalMHSA reserves the right to select one or more providers if deemed the best option.

2.1 Deliverables

The deliverables for this scope of work include, but not limited to, the following:

1) Provide timely on/off boarding of new employees.

- a. Account management, permissions, and confirming access is granted



- b. Licenses are managed, approvals are received, updates are maintained
- c. All required hardware (i.e. computers and accessories) are managed in an asset management tool and provided to / returned from employees.

2) Ensure Overall Management of all software, hardware, websites, and other technology tools

- a. Ensure all elements are kept updated, protected, and follow internal company IT policies
- b. Ensure any potential issues identified in external publications and/or software/hardware vendors' websites are followed and needed updates or changes implemented
- c. Maintain all company licenses are managed in one location including level of license and access level rights.
- d. Ensure all company websites are kept up at least 99% of the time (except for planned downtime) and a SLA will be provided with additional details.

3) Provide timely support for all network, website, and desktop support requests

- a. Critical requests will be resolved within 30 minutes for minimal effort fixes (<5 minutes repair/work time) and within 60 minutes for longer effort fixes (< 20 minutes repair/work time).
- b. High Priority requests will be resolved within 60 minutes for minimal effort fixes (<5 minutes repair/work time) and within 120 minutes for longer effort fixes (< 20 minutes repair/work time)
- c. Regular Priority requests will be resolved within 120 minutes for minimal effort fixes (<5 minutes repair/work time) and within 240 minutes for longer effort fixes (< 20 minutes repair/work time)
- d. Any issues above that take longer than 20 minutes to resolve will be communicated to the COO and resolution time will be completed in reasonable time according to its priority timeframes above and once the ticket is resolved, it will be communicated to, and be evaluated by, the COO.

4) In the Future: Assist in Building an Azure Cloud Environment

- a. Design and build data warehouse and/or data lake solutions.
- b. Most likely: Assist in moving our data assets to Azure from our current two cloud approach (AWS – existing CalMHSA assets, and Azure – semi statewide EHR solution).



- c. Have new environment support several upcoming initiatives.

3 Requested Information

The following response components are required to be submitted within the final application. CalMHSA is not responsible for costs associated with the development of proposals nor shipping or delivery of such. **(Maximum 10 Pages)**

The following information is to be submitted as part of the proposal:

1. Overview

- a. Provide an overview of your company's history and background.
- b. Standard Service Level Agreement
- c. Methods for communications, and issue management
- d. Number of employees and level of reliance on contractors
- e. Provide a list of pertinent job titles that you have on staff today and how many resources you have in each job title. We are interested in understanding the depth of your team
- f. Provide examples of prior work that is similar in scope and complexity to the items outlined in this Scope of Work.

2. Method/Approach/Process

- a. Describe in detail how your organization will address any necessary remote support needs
- b. Describe in detail how your organization approaches onsite support needs
- c. Describe in detail how your organization will provide reporting
- d. Describe in detail how your organization will provide IT process and IT policy documentation
- e. Please briefly describe any specific tools or methodologies that you typically use when building such solutions.

3. Specific Knowledge Level on Specific IT Elements

- a. Provide a three-column table listing all of the below in column 1 and listing in column two your ability to provide support on the following tools/elements on a scale of 1 - 10. "One" being up to basic awareness of the software at best, to "10" extreme administrative and troubleshooting experience. Please include any notes in for each as desired in column three.
 - i. Hardware Peripherals
 - ii. System Monitoring
 - iii. IT Security
 - iv. Infrastructure Services
 - v. PC Hardware
 - vi. Network Administration



- vii. Website Management
- viii. Active Directory Management
- ix. Salesforce
- x. SharePoint
- xi. Microsoft Office Applications (including Outlook, Teams, and One Drive)
- xii. Asana
- xiii. Slack
- xiv. Zoom
- xv. Abode
- xvi. PowerBI
- xvii. SAP
- xviii. AWS
- xix. Azure
- xx. IOS
- xxi. SQL
- xxii. HIPAA Compliance
- xxiii. Cloud Security
- xxiv. 42 CFR Part 2
- xxv. HITRUST
- xxvi. Cisco Umbrella - Web based DNS
- xxvii. Cylance - End point cyber security and virus protection
- xxviii. Proofpoint - Email scan and filter

4. Budget/Cost

- a. The selected Provider will be entering into a deliverable-based contract with CalMHSA.
- b. For entities submitting a proposal which includes the use of subcontractors (collaboration with other entities), please ensure deliverables are inclusive of all costs. CalMHSA will have no influence over subcontractors, therefore it will be the Provider's responsibility to manage all subcontractors and hold them to the same provisions they are being held to, under CalMHSA's contract.

4 Agreement Terms

The Agreement is subject to fund availability. If it is determined funds are no longer available, the Agreement may be terminated without cause or penalties.

The Agreement is intended to commence on **February 6, 2023**, or upon CalMHSA approval.

The resulting Agreement will not take effect until fully executed by all parties and all insurance requirements have been met.

The Agreement term may change if CalMHSA makes an award earlier or later than expected, or if CalMHSA cannot execute the Agreement due to unforeseen delays.

5 Minimum Requirements

Proposer must meet the requirements below otherwise may be considered non-responsive and the proposal may be rejected, at the CalMHSA's sole discretion.

- 5.1. Proposer(s) must have a minimum of three (3) years of direct experience in providing remote IT support.
- 5.2. Proposer(s) must comply with the RFP format and requirements set forth item 6 below.
- 5.4. Proposer must submit three (3) references from organizations with whom Proposer has contractual or other business relationships who can substantiate Proposer's capacity to provide such services as described in. **The references are not included in the 10-Page Maximum Proposal Requirement.**
- 5.5. Proposer must not currently have a Settlement Agreement or Claim against them with any of CalMHSA's member counties or any other state agency. If there are current claims against the proposer in excess of \$10,000 within the last five (5) years, Proposer must disclose claims information as part of their proposal submittal.
- 5.6. Proposer must provide a Service Level Agreement that includes its base commitments to an organization of this size and location. Note that the information within that document can change post discovery.

6 CalMHSA Rights and Responsibilities

- 6.1. CalMHSA is not responsible for representations made by any of its officers or employees prior to the execution of the Agreement unless such understanding or representation is included in this RFP or any written addenda to this RFP.
- 6.2. CalMHSA has the right to amend the RFP by written addendum. CalMHSA is responsible only for that which is expressly stated in the solicitation document and any authorized written addendum thereto. Such addendum shall be made available to each person or organization which CalMHSA records indicate has received this RFP. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the Proposal Package not being considered, as determined in the sole discretion of CalMHSA. CalMHSA is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.



7 CalMHSA Option to Reject Proposal Packages

CalMHSA, at its sole discretion, may reject any or all Proposal Packages submitted in response to this solicitation. CalMHSA shall not be liable for any cost incurred by a Proposer in connection with preparation and submittal of any Proposal Package.

8 Truth and Accuracy of Representatives

False, misleading, incomplete, or deceptively unresponsive statements in connection with a Proposal Package shall be sufficient cause for rejection of the Proposal Package. The evaluation and determination in this area shall be at CalMHSA's sole judgment and its judgment shall be final.



9 Submission Instructions and Requirements

9.1 Proposal Timeline

| EVENT | KEY DATES |
|--|--------------------------|
| RFP Issued | January 03, 2023 |
| RFP Questions Due via CalMHSA's E-Procurement Portal | January 9, 2023 |
| RFP Questions Answered | January 11, 2023 |
| Deadline for Proposals to be Submitted | January 27, 2023 |
| Application Review | January 30- Feb. 1, 2023 |

9.2 Submittal Address

All Submissions must be submitted electronically using CalMHSA's e-Procurement Portal, Bonfire: <https://calmhsa.bonfirehub.com/>.

9.3 RFP Questions and Clarifications

All questions and requests must be submitted through CalMHSA's e-Procurement Portal at: <https://calmhsa.bonfirehub.com/>. The deadline to submit questions for this RFP is **January 9, 2023**. The Frequently Asked Questions (FAQs) Document responding to all posed questions will be posted on **January 11, 2023** at <https://calmhsa.bonfirehub.com/> and on the [CalMHSA website](#).

To ensure all parties have access to the same information at the same time, except as stated below, CalMHSA will **NOT** respond to questions as they are received and will not accept telephonic questions.

It is the sole responsibility of the proposer to refer to the FAQs, which will be posted on CalMHSA's e-Procurement Portal at <https://calmhsa.bonfirehub.com/>.



If a Proposer is unable to submit questions via the Bonfire e-Procurement Portal, the Proposer must provide CalMHSA with an email justification at info@calmhsa.org outlining why the Proposer is unable to do so.

If a question relates to a proprietary/trade secrets aspect of a proposal and the question would expose proprietary information if disclosed to competitors, the proposer must mark the question as "CONFIDENTIAL." With the question, the proposer must submit a statement explaining why the question is sensitive. If CalMHSA concurs that the disclosure of the question or answer would expose proprietary information, the question will be answered by email reply, and both the question and answer will be kept in confidence. If CalMHSA does not concur regarding the proprietary nature of the question, the question will not be answered in this manner and the vendor will be notified and asked whether the vendor would like the question to receive a public response or no response at all.

9.4 Withdrawal

A proposer may withdraw or amend its proposal, but only before the Application Submittal Deadline of **January 27, 2023**, directly on CalMHSA's e-Procurement Portal at <https://calmhsa.bonfirehub.com/>.

9.5 Review of Applications

CalMHSA will receive all applications and review for completeness and adherence to the RFP rules stated in this document. Following the initial review, all qualified applications will be reviewed and scored by a review panel. The evaluation panel will conduct a fair and impartial evaluation of proposals received in response to this RFP.

The review panel is comprised of individuals with varied backgrounds, to include professional expertise, lived experience, personal knowledge, etc. Panelists' information will not be disclosed as a matter of confidentiality. CalMHSA is committed to ensuring the RFP review panel is representative of California's racial, ethnic, and cultural diversity.

9.6 Negotiations with Potential Proposers

Selection will not be based exclusively on price. CalMHSA reserves the right to negotiate with proposers who, in the opinion of the review panel, have submitted the best proposal in an attempt to reach an agreement. If no agreement is reached, CalMHSA may negotiate with other proposers or may choose to extend the proposal period. CalMHSA also reserves the right to meet with vendors to gather additional information. Additional information may include, but is not limited to, a demonstration of skills described in the proposal.



9.7 Protest Procedures

Protests must be received no later than five (5) business days after the Notice of Intent to Award is posted on the CalMHSA website. The sole bases for protest are that the award was (1) in violation of law, (2) in violation of the provisions of this RFP, or (3) in violation of CalMHSA's procurement process. All protests must be in writing and (1) state in detail each and every ground asserted for the protest, citing to the law, RFP provision, or particular provision of the procurement policy on which the protest is based; (2) explain why the error prevented the aggrieved organization from being awarded the contract; and (3) identify the remedy sought.

Written protests can be sent to the following:

Via Email:

info@calmhsa.org

Via Certified Mail:

CalMHSA
Attn: Chief Operating Officer
PO Box 22967
Sacramento, CA 95822

Within 14 days of receipt of any protest, CalMHSA's Executive Director will provide a written decision which shall be final upon transmission to the protesting party. If the Executive Director determines that the error identified by the protesting party has deprived that party from receiving the contract, the Executive Director may act to rectify the error, including but not limited to cancellation of the RFP or proposed contract, correction or other revision of the awarded contract, termination of an improperly awarded contract, or affirmation of an existing contract if the discovered defect is immaterial or the Executive Director determines that affirmation is in the best interest of CalMHSA.

9.8 Notice Regarding Public Records Act Request

CalMHSA is subject to the Ralph M. Brown Act and the California Public Records Act. All proposals received for this RFP are ultimately subject to public review; however, during the competitive bid process, all proposals will be kept confidential. Upon award and execution of contract by awardee(s), all proposals and supplemental information will be subject to public review, with the exception of those elements of a proposal which contain elements that are clearly marked as confidential or trade secrets. Any such designation should be accompanied by a brief explanation of the reason the information is non-public and protected from disclosure under California law. CalMHSA reserves the right to disregard such designations if they have been applied indiscriminately to non-protected information, and in no event shall CalMHSA, its agents, representatives, consultants, directors, or officers be liable to a responding party for the intentional or inadvertent disclosure of all or a portion of a proposal submitted under this RFP, regardless of whether it was marked as confidential or trade secret.



Although the California Public Records Act allows certain confidential or trade secret information to be protected from disclosure, CalMHSA may not be in a position to establish that the information submitted is protected. If CalMHSA receives a request for public disclosure of all or any portion of a proposal that has been designated as exempt from disclosure, CalMHSA will use reasonable efforts to notify the responding party of the request and give such party an opportunity to assert, at its own expense, a claimed exception under the California Public Records Act or other applicable law within the time period specified in the notice issued by CalMHSA and allowed under the California Public Records Act.

9.9 Proposal Format

Proposals must be submitted through CalMHSA's e-Procurement Portal at: <https://CalMHSA.bonfirehub.com/>. Submissions by other methods will not be accepted. Internet Explorer 11, Microsoft Edge, Google Chrome, or Mozilla Firefox. Javascript must be enabled.

Browser cookies must be enabled. Respondents should contact Bonfire at Support@GoBonfire.com for technical questions related to submissions or visit Bonfire's help forum at <https://bonfirehub.zendesk.com/hc>.

Submission materials should be prepared in the file formats listed under Requested Information for this opportunity in the Bonfire Portal. **All PDFs documents must be formatted in Times New Roman, 12 pt. font, double spaced, unless otherwise indicated in the Requested Information.** The maximum upload file size is 1000 MB. Documents should not be embedded within uploaded files, as the embedded files will not be accessible or evaluated.

