



First Nations Health Authority
Health through wellness

Request for Proposals (RFP)			
Scope of Service	Hyperion Managed Support Services		
RFP #	2017RFP-35		
RFP issued by	First Nations Health Authority (FNHA)		
Issue date	March 10, 2017		
Closing date/time	Proposals must be received before 16:00 hours (4:00 pm) Pacific Time on: March 31, 2017		
FNHA Contact Information and Questions	<p>All enquiries related to this RFP including any requests for information, questions, and clarification, are to be directed to the following email address: fnha.contracts@fnha.ca.</p> <p>FNHA will respond if time permits. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses will be recorded and may be distributed to all Proponents at the FNHA's option.</p>		
Delivery of proposals	<p>Two (2) hard copies and one (1) electronic copy (saved on a USB in a Microsoft compatible format) of your proposal must be delivered by hand or courier to the closing location at:</p> <p style="text-align: center;">First Nations Health Authority, Attention: Procurement and Contracts 700-1166 Alberni Street, Vancouver, BC, V6E 3Z3</p> <p>Proposal envelopes should be clearly marked with the name and the address of the proponent, the RFP number and the RFP project name. Proposals may not be sent by regular mail, facsimile or email.</p>		
Short Listed Proponents	For those Proponents which have not been contacted by end of business day on April 14, 2017 , will serve as notice that their proposal submission was unsuccessful.		
Successful Proponent Notified	April 21, 2017	Expected Start Date of Project: May 1, 2017	Expected End Date of Project: April 30, 2018
Proponent's submissions	A person authorized to sign on behalf of the proponent must complete and sign the Proponent Section (below), leaving the rest of this page otherwise unaltered and include the originally-signed and completed page with the first copy of the proposal.		

Proponent Section	
To be completed by proponent and included as the "cover page" of the Proponents Response	
The enclosed proposal is submitted in response to the above-referenced RFP including any addenda. Through submission of this proposal we agree to all of the terms and conditions of this RFP and agree that any inconsistencies in our proposal will not be considered. We have carefully read and examined the RFP including the <i>Administrative Section</i> and have conducted such other investigations as were prudent and reasonable in preparing the proposal. We agree to be bound by the statements and representations made in our proposal.	
Signature of Authorized Representative:	Legal Name of Proponent (and Doing Business As Name, if applicable):
Printed Name of Authorized Representative:	Address of Proponent:
Title:	
Date:	
Authorized Representative email address (if available):	Authorized Representative phone, fax (if available):

Request for Proposal – Hyperion Managed Support Services

TABLE OF CONTENTS

1. Summary of the Requirement	3
2. Background, Objectives and Scope	3
3. Services.....	3
4. Deliverables	4
5. Responsibility and Work Performed by FNHA Staff	4
6. Proposal Format	5
6.1 Mandatory Items on the Proposal.....	5
6.2 Desired Items in the Proposal.....	5
7. Evaluation	6
7.1 Mandatory Criteria	6
7.2 Desired Criteria	7
Appendix A – Overview of the FNHA	8
Appendix B - Definitions and Administrative Requirements.....	10
Appendix C - Receipt Confirmation Form	12
Appendix D – Evaluation Criteria	12

Request for Proposal – Hyperion Managed Support Services

1. Summary of the Requirement

The First Nations Health Authority (FNHA) requires the services of a Contractor with resources who can perform Hyperion application maintenance and support as described in 3.0 Services.

The terms and conditions applicable to this RFP are identified in *Appendix A – Definitions and Administrative Requirements*. Submission of a proposal in response to this RFP indicates acceptance of all terms and conditions that are included in Appendix A, and any addenda subsequently issued by the FNHA. Provisions in proposals that contradict any of the terms of this RFP will be as if not written and do not exist.

2. Background, Objectives and Scope

The FNHA requires the services of a Contractor to support the FNHA Business and technical areas with in depth training for report creation and maintenance, best practices for data input and retrieval.

3. Services

The Contractor shall provide support analysis to the Innovation and Information Management Services (IIMS) Business & Integration Services, and IIMS Core Technology & User Support Services teams which will include the following:

Infrastructure support:

The Contractor's Support Centre personnel will work with FNHA's technical staff to set up the Post-Production environment and provide knowledge transfer to the FNHA technical and Finance application support teams. The Contractor's infrastructure support team will provide FNHA with technical support services when there are Hyperion infrastructure issues that require this teams' expertise. Applicable knowledge transfer and documentation will be provided to FNHA as required.

- Post Production Environment will be built
- Training of the of FNHA technical support teams on all phases of the creation of the environment will be provided via WebEx sessions
- Documentation of the installation, configuration, and technical monitoring of the new environment will be provided to the FNHA technical support teams

Incident Management/Troubleshooting:

Should the software products supported cease to function in the FNHA environment, the support centre personnel will diagnose the problem and bring the software back on lie in an expeditious manner with minimal delay to FNHA operations.

Preventions:

Based on best practices, the Contractors' support staff will develop a schedule of infrastructure related activities to proactively mitigate potential incidents. These activities include:

1. Architectural Review and Assessment;
2. Infrastructure Performance Tuning;
3. Hyperion Patch Management Policy and Execution Plan;
4. Capacity Management;
5. Review of Backup & Restore Procedures;
6. Review of Disaster Recovery Policies;
7. Review Business Continuity Plan; and
8. Facilitate Oracle Service Request activities on behalf of FNHA.

Request for Proposal – Hyperion Managed Support Services

Monitoring:

A software service, “Technoguard”, was developed by one of our vendors which monitors FNHA’s Hyperion servers and services. Through an intuitive web interface, it is possible to track the behaviour of the monitored elements and generate alarms when certain conditions are met. Examples of this type of monitoring would be to send an email to the administrator of the servers when a server’s disk space is within certain thresholds, or when a required service ceases to function. This technology, as well as its configuration, is to be provided as an integral part of the Managed Support Service.

Insurance Policy:

Managed Support Services also acts as an insurance policy. The core benefit of this insurance is that the financial interests of the organization remain protected from circumstances such as loss of service or un-availability of critical systems at the most inopportune time. The Contractor’s goal is to minimize FNHA’s risk by monitoring the environment, implementing best practices preventions, and assigning expert resources that can troubleshoot issues in a professional and expeditious manner.

Application Support:

The Contractor will review FNHA support requests regarding the automation of tasks within the Hyperion applications; and provide recommendations regarding best practice. The Contractor will provide support regarding application issues on an ongoing basis each issue and/or request will be discussed at the weekly FNHA and Managed Services meetings. The Contractor may make recommendations regarding improving or tuning the FNHA Hyperion applications.

Incident Management Troubleshooting:

Application support is to be provided on a “break/fix” basis and should a supported application cease to function as expected the FNHA environment, the Contractor Support Centre personnel will diagnose the problem, resolve the issues and recommend a solution to bring the application back on line in an expeditious manner. Unless otherwise contractually agreed to, Application Support is effective during normal business hours.

Enhancements:

Application support hours can be utilized towards minor enhancements to the supported applications. Minor enhancements are defined as any new functionality added to the FNHA supported applications that require thirty-two hours or less of effort by the Contractor. Such enhancements will be scoped by a Hyperion architect and an estimate of the effort will be delivered to FNHA prior to the execution of the enhancement. Testing and acceptance of the enhancements will be the responsibility of FNHA.

4. Deliverables

The FNHA requires the following deliverables:

- a) Application support;
- b) Infrastructure support;
- c) Gathering monthly reporting from Hyperion applications;
- d) Knowledge transfer to all applicable FNHA team(s);
- e) Participation on the weekly AMS call with the application and/or technical teams;
- f) Power user support as required; and
- g) And such other activities and services as reasonably required by the FNHA to support the project.

5. Responsibility and Work Performed by FNHA Staff

The successful proponent will:

- a) Have the full cooperation of First Nations Health Authority staff and access to information necessary to meet the accountabilities set out in this request for proposal and respond to reasonable inquires.

Request for Proposal – Hyperion Managed Support Services

The FNHA will:

- a) Provide a mutually agreed upon level of resources (human and financial resources) to the successful proponent to meet the accountabilities set out in this request for proposal.
- b) The following mutually agreed upon resources will be provided by the FNHA:
 - Provide comments on progress reporting
 - Review progress of project
 - Be available for meetings for duration of project
 - Identify key project members
 - FNHA will grant the appropriate access via VPN (or other similar technology) to your Hyperion environments so that support centre personnel can troubleshoot and support FNHA efficiently

6 Proposal Format

The following format, sequence, and instructions should be followed in order to provide consistency in Proponent response and to ensure that each proposal receives full consideration. All pages should be consecutively numbered, and as follows:

- a) One (1) unaltered and completed *Request for Proposals cover page*, including Proponent Section completed in original form as per instructions;
- b) Table of contents including page numbers;
- c) A short (two-page maximum) executive summary of the key features of the proposal;
- d) The body of the proposal (i.e. the "Proponent Response"); and
- e) A detailed description of all costs associated with the requirements listed in this RFP.

6.1 Mandatory Items on the Proposal

Proponent responses must clearly demonstrate that they meet the following mandatory criteria or they will be excluded from further consideration during the evaluation process:

- a) The Proponents proposal must be received at the closing location before the specified closing time;
- b) The Proponents proposal must be in English and MUST NOT be sent by regular mail, facsimile or email;
- c) Proponents must submit two (2) hard copies and one (1) electronic copy (saved on a USB in a Microsoft compatible format) of their proposal to the following address:

**First Nations Health Authority
Attention: Procurement and Contracts
700 – 1166 Alberni Street
Vancouver, BC, V6E 3Z3**

- d) Proponents must submit one (1) *Request for Proposals cover page*, with the *Proponent Section* in its original form, unaltered, fully completed and signed;
- e) Description of the Proponents organization, size and structure. Indicate if appropriate, if the Proponent is a small or minority-owned business.

6.2 Desired Items in the Proposal

Capability of the Individuals and/or Team, including:

- a) Location of the proponent (s);
- b) Years and types of experience. Please also provide a description of prior experience, including the following:
 - i. Names;
 - ii. Addresses;
 - iii. Contact persons;

Request for Proposal – Hyperion Managed Support Services

- iv. Telephone numbers;
 - c) The type of assistance that will be required from the FNHA staff;
 - d) The availability of the proponent’s resources (IE staff) to ensure that deadlines are met in a timely manner;
 - e) Price. A detailed description of price, including: Fees, Expenses, GST, PST, and any additional taxes;
 - f) Work Experience – working with First Nations organizations and/or First Nations; and
- FNHA procurement activities will be governed to ensure all vendors are treated fairly and have equal access to procurement activities; to the extent possible preference in awarding contracts will be given to First Nation organizations and/or First Nation individuals.

7. Evaluation

An evaluation committee will be formed by the FNHA and shall include employees and contractors of the FNHA. All personnel will be bound by the same standards of confidentiality.

The mandatory and desirable criteria against which proposals will be evaluated are identified in the Appendices. Proponents should ensure that they fully respond to all criteria in order to be comprehensively evaluated.

The FNHA may request and receive clarification from any Proponent when evaluating a proposal. The evaluation committee may invite some or all of the Proponents to appear before the committee in order to clarify their proposals. In such event, the evaluation committee may consider such clarifications in evaluating proposals.

7.1 Evaluation Scoring

The following Appendices must be completed and proposals will be evaluated as identified below:

- 1) All responses must satisfy the Regulatory and Security Environments described herein to be considered.
- 2) The responses must pass all the mandatory criteria to be considered. Responses not satisfactorily meeting all mandatory requirements may be excluded from further evaluation at the discretion of the evaluation committee.
- 3) See table below:

Evaluation Criteria	Description	Weight
1.0 Corporate Criteria	Proponents must demonstrate that they are positioned so that services and support can be provided to FNHA over the long term.	5%
2.0 Qualitative Criteria	Proponents are to demonstrate, in detail, how the proposal will meet all of FNHA’s service requirements.	55%
3.0 Financial Criteria	Proponents are to provide the solution that provides the best value for FNHA’s investment, and provides the required services and functionality for the lowest total cost of ownership.	35%
Value Adds	New/innovative and value added approaches to service delivery	5%
Total		100%

Request for Proposal – Hyperion Managed Support Services

7.2 Short Listed Proponents

The short-list will comprise of the three highest-ranked Proponents based on the weightings for the criteria as identified above.

Proponents which are short listed may be requested to interview in person, and/or teleconference, with the assessment panel to discuss certain aspects of their submitted proposal.

Request for Proposal – Hyperion Managed Support Services

Appendix A – Overview of the FNHA

The First Nations Health Authority

The first and only provincial First Nations Health Authority in Canada. Transforming health services for First Nations and Aboriginal people in BC.

Why a First Nations Health Authority?

Statistically significant health disparities exist for First Nations people in BC and across Canada with health outcomes that consistently lag behind those of other Canadians. The First Nations Health Authority aims to reform the way health care is delivered to BC First Nations to close these gaps and improve health and wellbeing.

A New Relationship with our Partners

BC First Nations, the Province of BC, and the Government of Canada have all determined that First Nations health disparities are no longer acceptable. A New Relationship between these Tripartite Partners was forged and a series of precedent-setting agreements led to the creation of a First Nations Health Authority. The FNHA is mandated by two health agreements (the Transformative Change Accord: First Nations Health Plan [2006], and the Tripartite First Nations Health Plan [2007] – collectively “the Health Plans”), the BC Tripartite Framework Agreement on First Nation Health Governance [2011] and resolutions at the annual Gathering Wisdom events and the Framework Agreement.

In 2013, the First Nations Health Authority assumed responsibility for the design and delivery of health programs and services for BC First Nations formerly delivered by Health Canada’s First Nations Inuit Health Branch – Pacific Region. The FNHA has a broad mandate to improve health services for BC First Nations through new partnerships, closer collaboration, and health systems innovation.

Making History Today and Tomorrow

As the First Nations Health Authority has assumed responsibility for the historic transfer of programs, resources, assets, staff, and responsibilities, we are developing an organization that reflects First Nations culture and philosophy. Establishing a strong foundation prepares us to innovate, transform, and redesign health service delivery with guidance from BC First Nations in the coming years.

Responsive, Visionary, Transformative

The First Nations Health Authority is part of a unique health governance structure that includes political representation and advocacy through the First Nations Health Council, and technical support and capacity development through the First Nations Health Directors Association. Collectively, this First Nations health governing structure works in partnership with BC First Nations to achieve our shared vision.

The mandate of the FNHA is to:

- Plan, design, manage, deliver and fund the delivery of First Nations Health Programs in British Columbia;
- Receive federal, provincial and other health funding for or to support the planning, design, management and delivery of First Nations Health Programs and to carry out other health and wellness related functions;
- Collaborate with the BC Ministry of Health and BC Health Authorities to coordinate and integrate their respective health programs and services to achieve better health outcomes for First Nations in British Columbia;

Request for Proposal – Hyperion Managed Support Services

- Incorporate and promote First Nations knowledge, beliefs, values, practices, medicines and models of health and healing into the First Nations Health Programs, recognizing that these may be reflected differently in different regions of BC;
- Be constituted with good governance, accountability, transparency and openness standards;
- Establish standards for First Nations Health Programs that meet or exceed generally accepted standards;
- Collect and maintain clinical information and patient records and develop protocols with the BC Ministry of Health and the BC Health Authorities for sharing of patient records and patient information, consistent with law;
- Over time, modify and redesign health programs and services that replace Federal Health Programs through a collaborative and transparent process with BC First Nations to better meet health and wellness needs;
- Design and implement mechanisms to engage BC First Nations with regard to community interests and health care needs;
- Enhance collaboration among First Nations Health Providers and other health providers to address economies of scale service delivery issues to improve efficiencies and access to health care;
- Carry out research and policy development in the area of First Nations health and wellness;
- The FNHA may undertake other functions, roles and responsibilities connected to health and wellness of First Nations and other aboriginal people in BC.

The FNHA is governed by members of the Board of Directors who collectively brings years of experience in First Nations health, community development, financial management and political expertise at all levels of government. The Board provides leadership and oversight for all corporate activities of the FNHA.

The FNHA was created in conjunction with the First Nations Health Council, providing support services while the political consensus was being built among BC First Nations. As a result, the FNHA website – <http://www.fnha.ca> uses the FNHC name. For more information please visit the website or contact us at: info@fnha.ca.

Request for Proposal – Hyperion Managed Support Services

Appendix B - Definitions and Administrative Requirements

1. Definitions

Throughout this Request for Proposals, the following definitions apply:

- a) "Contract" means the written agreement resulting from this Request for Proposals executed by the FNHA and the Contractor;
- b) "Contractor" means the successful proponent to this Request for Proposals who enters into a written Contract with the FNHA;
- c) "the FNHA" means the First Nations Health Authority;
- d) "must" or "mandatory" means a requirement that must be met in order for a proposal to receive consideration;
- e) "Proponent" means an individual or a company that submits, or intends to submit, a proposal in response to this Request for Proposals;
- f) "Request for Proposals" or "RFP" means the process described in this document; and
- g) "Should" or "desirable" means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

2. Terms and Conditions

The following terms and conditions will apply to this RFP. Submission of a proposal in response to this RFP indicates acceptance of all terms that follow and that are included in any addenda issued by the FNHA. Provisions in proposals that contradict any of the terms of this RFP will be as if not written and do not exist.

3. Additional Information Regarding the RFP

Proponents are advised to fill out and return the attached *Receipt Confirmation Form*. All subsequent information regarding this RFP including changes made to this document will be posted on the following websites: BC Bid and FNHA at www.fnha.ca. It is the sole responsibility of the Proponent to check for amendments on these websites.

4. Late Proposals

Proposals will be marked with their receipt time at the closing location. Only complete proposals received and marked before closing time will be considered to have been received on time. Late proposals will not be accepted and will be returned to the Proponent. In the event of a dispute, the proposal receipt time as recorded at the closing location shall prevail.

5. Eligibility

Proposals may not be evaluated if the current or past activities or interests of the Proponent, or any sub-contractors proposed by the Proponent, may, in the FNHA's opinion, give rise to an unresolved conflict of interest in connection with the project described in this RFP. This includes but is not limited to, involvement by a Proponent or any proposed sub-contractors in the preparation of this RFP. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the FNHA Contact Person identified in this RFP.

Proposals from not-for-profit agencies will be evaluated against the same criteria as those received from any other Proponents.

6. Evaluation

Evaluation of proposals will be by a committee formed by the FNHA and may include employees and contractors of the FNHA. All personnel will be bound by the same standards of confidentiality. The FNHA's intent is to enter into a Contract with the Proponent who has the highest overall ranking based upon such an evaluation.

7. Negotiation Delay

If a written Contract cannot be negotiated within thirty days of notification of the successful Proponent, the FNHA may at its sole discretion at any time thereafter, terminate negotiations with that Proponent and either negotiate a Contract with the next qualified Proponent or choose to terminate the RFP process and not enter into a Contract with any of the Proponents.

8. Debriefing

At the conclusion of the RFP process, all Proponents will be notified. Unsuccessful Proponents may request a debriefing meeting with the FNHA. FNHA may, in its sole discretion provide such debriefing, at which time, FNHA may advise the proponent in a general manner, of the reason for the non acceptance of the proponent's proposal. Only that proponent's proposal will be reviewed.

9. Alternative Solutions

If alternative solutions are offered, please submit the information in the same format, as a separate proposal.

10. Changes to Proposals

By submission of a clear and detailed written notice, the Proponent may amend or withdraw its proposal prior to the closing date and time. Upon closing time, all proposals become irrevocable. The Proponent will not change the wording of its proposal after closing and no words or comments will be added to the proposal unless requested by the FNHA for purposes of clarification.

11. Proponents' Expenses

Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the FNHA, if any. If the FNHA elects to reject all proposals, the FNHA will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing its proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

12. Limitation of Damages

Further to the preceding paragraph, by submitting a proposal, the Proponent agrees that it will not claim damages for whatever reason relating to the Contract or in respect of the competitive process, in excess of an amount equivalent to the reasonable costs incurred by the Proponent in preparing its proposal. Furthermore, by submitting a proposal the proponent further agrees to and hereby waives any claim for damages, loss of profits or loss of opportunity if no contract is made between FNHA and the proponent for any reason.

Request for Proposal – Hyperion Managed Support Services

13. Proposal Validity

Proposals will be open for acceptance for at least 120 days after the closing date.

14. Firm Pricing

For the first one hundred and eighty (180) Business days into the term of the Contract, if the contracted services are offered to other health care institutions/Regional/National Groups (with similar annual volumes and delivery schedules) at a cost that is less than the current Contract Price, the Supplier agrees to reduce the Contract Price to that level. Prices will be firm for the entire Contract period unless this RFP specifically states otherwise.

15. Currency and Taxes

Prices quoted are to be in Canadian dollars, inclusive of duties where applicable; FOB destination with delivery charges included where applicable, and exclusive of the Goods and Services Tax (GST).

16. Completeness of Proposal

By submitting a proposal, the Proponent warrants that if this RFP is to design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the Contractor at no charge.

17. Sub-Contracting

The use of a sub-contractor must be clearly defined in the proposal. This includes a joint submission by two Proponents having no formal corporate links. In such a case, one of the Proponents must be prepared to take overall responsibility for successful performance of the Contract and this must be clearly defined in the proposal.

Where applicable, the names of approved sub-contractors listed in the proposal will be included in the Contract. No additional sub-contractors will be added nor other changes made, to this list in the Contract without the written consent of the FNHA.

18. Acceptance of Proposals

This RFP should not be construed as an agreement to purchase goods or services. The FNHA is not bound to enter into a Contract with the Proponent who submits the lowest priced proposal, or with any Proponent. Proposals will be assessed in light of the evaluation criteria. The FNHA will be under no obligation to receive further information, whether written or oral, from any Proponent.

Neither acceptance of a proposal nor execution of a Contract will constitute approval by the FNHA of any activity contemplated in any proposal that requires any approval, permit, or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

19. Definition of Contract

Notice in writing to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for the goods or services. No Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events.

20. Contract

By submission of a proposal, the Proponent agrees that should its proposal be successful, the Proponent will enter into a Contract with the FNHA.

21. Contract Negotiation and Award

Following the evaluation and recommendation of the Evaluation Committee, the First Nations Health Authority may select one or more Proponents to enter into negotiations for a Contract or Contracts as follows:

- (a) The First Nations Health Authority may elect to divide the Services into more than one Contract, and enter into negotiations with a Proponent with respect to a portion of the Services, and award more than one Contract with respect to the Services;
- (b) If negotiations with any Proponent are not successful within such time period as the First Nations Health Authority may require, the First Nations Health Authority may at any time after the expiry of such time period discontinue further negotiation with that Proponent by written notice to the Proponent, and the First Nations Health Authority may at any time thereafter commence negotiations with another Proponent to finalize a Contract in accordance with the foregoing process with another Proponent. The foregoing process may be undertaken and/or repeated until either a Contract or Contracts are awarded by the First Nations Health Authority or until negotiations have been terminated by the First Nations Health Authority; and
- (c) FNHA reserves the right to negotiate additional services of a similar functional or technological nature from the successful Proponent without further competitive procurements.

22. Liability for Errors

While the FNHA has used considerable efforts to ensure information in this RFP is accurate, the information contained in this RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the FNHA, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from the responsibility of conducting their own investigations and research and forming their own opinions and conclusions with respect to the matters addressed in the RFP. Proponents will be solely responsible to ensure their proposal meets all requirements of the RFP, to advise FNHA immediately of any apparent discrepancies or errors in the RFP, and to request clarification if in doubt concerning the meaning or intent of anything in the RFP.

23. Modification of Terms

The FNHA reserves the right to modify the terms of this RFP at any time in its sole discretion. This includes the right to cancel this RFP at any time prior to entering into a Contract with the successful Proponent.

24. Ownership of Proposals

Proposals submitted to the FNHA become the property of the FNHA. They will be received and held in confidence by the FNHA.

Request for Proposal – Hyperion Managed Support Services

25. Use of RFP

Any portion of this document or any information supplied by the FNHA in relation to this RFP may not be used or disclosed for any purpose other than for the submission of proposals. Without limiting the generality of the foregoing, by submitting a proposal, the Proponent agrees to hold in confidence all information supplied by the FNHA in relation to this RFP.

26. No Lobbying

Proponents must not attempt to communicate directly or indirectly with any employee, contractor or representative of the FNHA, including the evaluation committee and any officials of the FNHA, or with members of the public or the media, about the project described in this RFP or otherwise in respect of the RFP, other than as expressly directed or permitted by the FNHA.

27. Collection and Use of Personal Information

Proponents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any sub-contractors. If this RFP requires Proponents to provide the FNHA with personal information of employees who have been included as resources in response to this RFP, Proponents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the FNHA.

28. Open for Acceptance

The Proponent's offer shall remain open for acceptance for **one hundred eighty (180) Business Days** from the Closing.

29. Electronic Transmission

Electronic transmission of a proposal will not be accepted unless consented to in writing by the FNHA. If a situation arises that causes the Proponent's original proposal to be delayed that is not within the Proponent's control, a request may be made to accept an electronic copy (email or facsimile) of the Proponent's proposal. FNHA will review the circumstances and make a decision whether or not to accept the Proponent's electronic copy. All decisions will be final. The electronic copy must be received before the Closing and the Proponent will be expected to immediately deliver an original paper copy to support the electronic transmission.

30. Proponents Meeting

FNHA may at their option require Proponents to attend a Proponent's meeting and site visits to clarify the requirements as written in the RFP. Proponents will be advised when the meetings and site visits will occur.

31. Working Language

The working language of the FNHA is English and all responses to the RFP will be in English.

Request for Proposals – Hyperion Managed Support Services

Appendix C – Receipt Confirmation Form

RFP – Hyperion Managed Support Services

Request for Proposals # 2017RFP-35

Please fill out this form in order to advise the FNHA that you intend to submit a proposal for this RFP

FNHA CONTACT INFORMATION AND QUESTIONS: All enquiries related to this RFP including any requests for information, questions, and clarification, are to be directed to the following email address: fnha.contracts@fnha.ca.

CLOSING DATE/TIME OF RFP: Proposals must be received before **March 31, 2017** 16:00 hours (4:00 pm) Pacific Time.

PLEASE PROVIDE THE FOLLOWING INFORMATION ABOUT YOUR FIRM via Email to fnha.contracts@fnha.ca:

Company: _____

Street Address: _____

City: _____ Postal/ZIP Code: _____

Province/State: _____ Country: _____

Mailing Address, if different: _____

Phone Number: (____) _____ Fax Number: (____) _____

Contact Person: _____

Title: _____

Email Address: _____

Request for Proposals – Hyperion Managed Support Services

Appendix D - Evaluation Criteria

1.0 Corporate Criteria

Evaluation Criteria – Corporate Criteria		
Criteria	Mandatory	Importance (3= highest, 1=lowest)
How long has your company been in business	No	2
Provide legal name of business, GST and incorporation number	Yes	2
Proponent’s references (name, address, telephone number and email). FNHA’s preference is to have a minimum of three references. Provide contact information and names of corporate clients that Proponent has recently supplied same or similar Services	Yes	3

2.0 Qualitative Criteria

Evaluation Criteria – Qualitative Criteria		
Criteria	Mandatory	Importance (3= highest, 1=lowest)
Proponent shall, at a minimum, provide one (1) Hyperion support personnel with a minimum of 5 years’ experience in IT technical support of which 3 years’ experience must be in support of a Hyperion environment similar in size and complexity as the FNHA	Yes	3
Personnel(s) must be available for the full eight (8) month period of the project	Yes	3
Demonstrated experience in the scope of work outlined in Section 3.0 Services. Provide samples to demonstrate each area in a clear and concise manner	Yes	3
Provide a sample plan tailored for the FNHA outlining the following: service level capabilities, description of contact protocol, response times, escalation procedures, documentation and tracking processes and account management	Yes	3
Provide communication protocols for the following: emergency requests, non-emergency requests, provision of service outside of regular business hours and provision of on-site services as required	Yes	3
Provide one (1) sample of a previously completed plan similar in scope and complexity as the one requested above	Yes	3

Request for Proposals – Hyperion Managed Support Services

3.0 Financial Criteria

Evaluation Criteria – Financial Criteria		
Criteria	Mandatory	Importance (3= highest, 1=lowest)
Hourly or daily rate	Yes	3
Travel and expenses (if applicable)	Yes	3