

Eastern Highlands Health District Request for Qualifications

Information Technology Plan Update/Assessment

Introduction

The Eastern Highlands Health District (EHHD) will be undertaking the preparation of a Technology Plan Update and Assessment and is seeking responses through this Request for Qualifications (RFQ) from experienced consultants to assist the District with this project. The EHHD is located in central eastern Connecticut. The EHHD is a quasi-governmental agency that serves as the local public health department for ten (10) municipalities in the region, serving a total population of approximately 82,000. The member municipalities include Andover, Ashford, Bolton, Chaplin, Columbia, Coventry, Mansfield, Scotland, Tolland, and Willington. The EHHD employs 11 employees with an annual operating budget of approximately \$850,000. The District recently completed a strategic planning process. The strategic plan calls for a general update of the EHHD Information Technology Plan developed in 2007, with specific IT initiatives identified for further evaluation. These include but may not be limited to establishment of digital records storage, use of technology to improve field staff and management productivity and communication, and the expansion of web-based services for the public.

About The District's Use of Technology

The main EHHD office is in the Mansfield Town Hall, with satellite offices located in six (6) other locations. The main EHHD office is directly on the local area network (LAN) and the six satellite offices connect to the LAN over Internet connections using RDP protocol via a central SSL-VPN appliance. The LAN is a Windows Server based Active Directory network and the desktops are primarily running Windows 7 and Office 2010. All employees have Microsoft Exchange 2010 email accounts with both desktop Outlook and web-based Outlook access. A new hosted content management platform and design was established for the District website in 2010 (<http://www.ehhd.org>). A base FileMaker (Version 10.0) database and interface upgrade occurred in 2009. This platform is used to support and track most District activities. An onsite Mitel VOIP system provides desk telephones at the Main Office, while the satellite offices receive phones from their respective locations. The Mitel system also provides a conference call system as well. Where appropriate, Health District staff has mobile devices on the Verizon cell network. The EHHD contracts with the Town of Mansfield IT department for comprehensive IT support.

Scope of Work

The Eastern Highlands Health District is seeking a qualification statement from experienced technology and management consultants to update the District technology assessment and plan. The consultant will be required to assist the District with an assessment of the existing environment and the development of a roadmap designed to advance an efficient deployment of effective IT assets. The

scope of work provided under a contract awarded as a result of this RFQ will include, at a minimum, the following:

1. Review of the existing IT environment
 - a. Technology
 - i. Hardware infrastructure
 - ii. Software – key applications
2. Provision of an acceptable Information Technology Assessment process and facilitation of that process leading to a the creation of a technology roadmap for system improvements and expansion;
 - a. Review of District Strategic Plan and stakeholder survey data
 - b. Trends in governmental technology (both in general and specific to Health Districts)
 - c. Peer bench marking
 - d. Review of 2007 District Technology Assessment and Plan
3. Development of IT Roadmap – Short/medium/long term recommendations with projected budget
4. Written report and personal presentations of results and recommendations to the District Board of Directors
5. Completion of project by October 17, 2013

Statement of Qualifications

Statement of qualifications should include:

1. Briefly identify your organizational structure and support resources available to complete the scope of work detailed previously in the RFQ, including similar projects and experience in government technology assessments and planning.
2. List the qualifications of key personnel who would be assigned to this project including related experience, education, certifications and professional affiliations.
3. Provide a minimum of two references including names of organizations and phone numbers for recently completed projects of a similar scope.
4. Briefly describe a work plan to develop and lead a technology assessment process and plan for the District with estimated cost for your work.

Interviews

Respondents may be required to participate in a meeting with the selection committee to review their response to this solicitation and to assist in the further definition of the scope of work to be completed as a result of this request. Following the definition of the scope of work, a final selection of the most

qualified applicant will be determined and successful negotiations would result in the recommendation of a contract award. The District reserves the right to accept or reject any or all proposals and to waive informalities and irregularities in proposals or qualification procedures, and to accept any proposal determined by the District to be in the best interests of the District.

Submission Requirements

Please submit an original and two (2) copies of your response, clearly marked "Request of Qualifications for Technology Plan Update/Assessment" to:

Robert Miller, Director of Health
Eastern Highlands Health District
4 South Eagleville Road
Storrs Ct. 06268

No later than 12:00 PM, on Friday July 12, 2013.

Submittal can be made electronically to millerrl@ehhd.org . The email subject line must read "Request of Qualifications for Technology Plan Update/Assessment"

Additional information or questions regarding this RFQ may be submitted to Robert Miller at millerrl@ehhd.org .