



Request For Proposal

Information Technology Support Services

Reference #2018-1

Project Title: Information Technology Support Services

Reference #2018-1

Locations:

- Central Hastings Family Health Team
52 St. Lawrence St. E, Madoc, ON K0K 2K0
- Central Hastings Family Health Team,
1 Madoc St., Marmora, ON K0K 2M0
- Central Hastings Family Health Team – Satellite clinic
371 Weslemkoon Lake Road, Gilmour, ON K0L 1W0

Description:

- To provide information technology support & maintenance services in a shared network environment. In cases of shared equipment issues ability to effectively collaborate with the related party's IT support service is required. The goal of the maintenance service contract is to ensure all the general and day to day tasks are done to maintain an IT environment working at a high level of performance and reliability.
- The services are to be provided on timelines based on priority levels.

Inquires:

- Inquires are to be directed to:
Mary A. Stuart – Administrator
52 St. Lawrence St. E., Madoc, ON K0K 2K0
613-473-1167 ext. 216 - mary.stuart@chft.com

Closing Date & Time:

- Proposals are to be received by 4:30 p.m. January 29th, 2018.
- Proposals received after that date and time will not be accepted for this request for proposal.

Proposal of Scope Of Service

Coverage & Level of Service

The proposal is to cover all aspects of our internal computers / network and VPN in terms of service needed within the time frame and for the hours detailed to be outlined in a service contract.

The proposal will define the cost and number of hours per month to provide an effective service base.

The proposal will reflect a service contract start date of April 1, 2018 with length of service contract to be negotiated.

Level	Description	Examples of IT issues	Type of Support	Response Time
1	Level 1 issues generally occur at the end user level and can usually be addressed in-house (in this case, by the Program Coordinator/System Navigator). If troubleshooting methods are unsuccessful, the issue will be escalated to the next level. Once the solution is verified, it will be delivered to the client and made available for future troubleshooting and analysis.	<ul style="list-style-type: none"> ● File management ● Printer/Peripheral usage ● Launching applications ● uninstalling/reinstalling basic software applications ● Operating MS Office or other software ● General Hardware & Software settings ● System access (i.e., server, email, Practice Solutions) ● Dealing with vendors in regards to upgrades 	<ul style="list-style-type: none"> ● Email ● Telephone ● Remote assistance ● On-site 	Within 5 business days of request, between the hours of 8:30 a.m. to 5:30 p.m.
2	Level 2 issues require more in-depth technical support and typically occur at the user and administrative level. If a level 1 issue has been escalated to level 2, it is the responsibility of provider to investigate what has already been accomplished in-house. Once a solution is verified, it will be delivered to the client and made available for future troubleshooting and analysis	<ul style="list-style-type: none"> ● Changing screen resolutions ● Updating Passwords ● Creating new users for the network ● Support with Programs (customizing profiles, settings for software) ● Software Updates (limited) ● Setup VPN clients ● Dealing with hardware vendors for warranty related issues 	<ul style="list-style-type: none"> ● Remote assistance ● Email ● Telephone ● On-site 	Within 3-4 business days of request, between the hours of 8:30 a.m. to 5:30 p.m.

		<ul style="list-style-type: none"> • Troubleshooting software issues with the software vendor • Updating Operating Systems to the newest patches and Hotfixes 		
3	Level 3 issues are more difficult and complex and typically address the configuration and maintenance of the network	<ul style="list-style-type: none"> • Domain user setting • Security setting • Solving issues that E-Health cannot (dropped network connections, Printers not printing, etc.) • Shared network setup • Domain joining • Domain authentication • Server performance monitoring • Network architecture • Hardware setup • Activate software • Deactivate software for moving • Reactivate software • Activation issues • Install and configure Software • VPN setup • Trouble shooting Internet connectivity issues and dealing with the ISP's in solving the issues at hand. 	<ul style="list-style-type: none"> • Remote assistance • Email • Telephone • On-site 	Within 24-48 hrs of request between 8:30 a.m. to 5:30 p.m. Monday-Friday
4	Level 4 issues are of highest priority as they typically involve an interruption in the Internet service or the server.	<ul style="list-style-type: none"> • Internet down • Server down • Site to Site Connectivity 	<ul style="list-style-type: none"> • Telephone • On-site 	Within 4 hrs of verbal request between the hours of 8:30 a.m. to 5:30 p.m. Monday-Friday
	Preventative Maintenance		<ul style="list-style-type: none"> • On-site 	Scheduled Visits
	Trouble-shooting / 3 rd Party Suppliers		<ul style="list-style-type: none"> • Telephone • On-site 	

	Additional projects / new equipment recommendations		<ul style="list-style-type: none"> • Telephone • On-site 	
--	---	--	--	--

Privacy

- Vendor is required to adhere to all necessary legislative privacy requirements including but not limited to C.H.F.H.T. privacy policies.

Insurance

- Vendor is required to supply a Certificate of Insurance naming Central Hastings Family Health Team as the certificate holder for a minimum of \$2,000,000.00 General Liability Insurance for the services provided.

Work order

- Work is to be completed on a pre-approved work order basis. This includes notification of issue by CHFHT to vendor via work order with response by vendor by completion of work order detailing assessment of situation and estimate of time required.