



INFORMATION TECHNOLOGY, Computer and Network Infrastructure & Help Desk Services: May 10, 2021

The Chinatown Multi-Level Care Foundation is a non-profit organization that provides continuing care services in Edmonton, Alberta. In 2004, it opened up the Edmonton Chinatown Care Centre which provides long term care services to 98 resident and is located in Edmonton's Chinatown community. The Foundation is in the process of developing a 137-bed continuing care facility which will be located in the MacTaggart neighborhood in Southwest Edmonton.

Request for Proposals

The Chinese Multi Level Care Foundation (CMLCF) is considering out-sourcing to a Service Provider (SP) the support of the computer and network infrastructure including help desk support for computer End Users.

The scope of services including herein is intended to incorporate the minimum services required. The SP may include in their response recommendations and opportunities to increase the scope of services provided.

1. Scope of Services Required

- a. The CMLCF currently has one facility in operation and one under design and construction and the following will be included in the scope of this RFP:
 - i. Provide a complete review of the current infrastructure, hardware, software, and software licensing in place at the Edmonton Chinese Continuing Care Centre (ECCC), including recommendations for system upgrades, software licensing strategy and infrastructure improvements.
 - ii. Provide a complete review of the wireless infrastructure in place at the ECCC including proposals for improvements to signal strength and coverage, particularly in all areas in which care is provided to residents.
 - iii. Provide help desk support to computer users at the ECCC.
 - iv. Provide, in conjunction with other consultants and contractors currently engaged by the CMLCF, recommendations for the design, and specification of the computer infrastructure for the facility currently being designed in Edmonton.
 - v. On completion of construction, the contract will be extended to provide support and help desk services to the new facility.

- b. For any proposed upgrades to the hardware, network, or software configurations the SP may propose lease options where the ownership and responsibility for upgrades is retained by the SP.
- c. The CMLCF is also considering extending the services to include:
 - i. Telephone systems.
 - ii. Nurse call systems.
 - iii. Wander alert and door control systems.
 - iv. Video surveillance systems.

The SP is encouraged to include in their proposal details of their experience in supporting these systems.

2. Infrastructure Design, Procurement, Installation and Configuration

- a. The SP will provide infrastructure design and testing, including performance monitoring and suggestions for improvement.
- b. The SP will coordinate any third-party contractors engaged to install the infrastructure.
- c. The SP will procure, at CMLCF expense approved infrastructure components. (See 1.b above.)
- d. The SP will install, configure, and maintain all infrastructure components, including software and firmware upgrades as required.
- e. Infrastructure components will include, but not be limited to:
 - i. Servers
 - ii. Building wiring
 - iii. Routers
 - iv. Wireless access points
 - v. Internet appliances (access control, firewall services, anti-intrusion services, anti-virus, and anti-spam services)

3. Back-up Services

- a. The CMLCF wishes to use an offsite service provider for backup and restore of the systems and data including, but not limited to;
 - i. Assisting the CMLCF in the design and implementation of an effective data backup and recovery process.
 - ii. Offsite data storage located in Canada.
 - iii. Data encryption prior to transfer plus data encryption on the offsite servers.
 - iv. Routine testing of restore processes to ensure minimal data loss during disaster recovery.
 - v. Routine system stress testing to identify and correct system weaknesses.
 - vi. Full or partial data restore as requested by the CMLCF.

4. End User Hardware specification, Procurement, Installation and Configuration

- a. The SP will work with CMLCF and its software providers to specify end user hardware.
- b. The SP will procure, at CMLCF expense, approved end user hardware. (See 1.b above.)
- c. The SP will install, configure, and maintain end user hardware as required.
- d. The SP will install, configure, and maintain end user software as required.
- e. The SP will monitor hardware performance and make recommendations for upgrades or replacements as required.

- f. End User components will include, but not be limited to:
 - i. Desktops and accessories
 - ii. Laptops and accessories
 - iii. Tablets and accessories
 - iv. Printers and accessories
 - v. Operating software (Microsoft Windows and Apple iOS)
 - vi. Microsoft Office Suite
 - vii. Off-the-shelf software applications

5. Special Software Applications

In addition to off-the-shelf business office software applications the CMCLF uses several specialty software applications, for example the Electronic Medical Record (EMR). This includes cloud-based software and data services provided by the software provider.

Set up and configuration of End User accounts and End User support for these platforms is completed by CMLCF application-authorizers.

For these platforms the SP provide shall:

- a. Review update bulletins issued by the software providers to ensure the computer infrastructure meets the required specifications and prepare proposal for upgrades as required.
- b. Work with the software providers and application-authorizers to coordinate and troubleshoot software upgrades.
- c. Outside regular hours only, reset End User passwords.

6. End User Support

The SP shall work with the CMLCF to design and provide an effective End User Help Desk service. The information provided below is the minimum scope of services required and the SP shall include in their proposal sufficient information for the evaluation of their proposal.

a. Hours of Service

- i. 24x7x365 support is required for End Users.
- ii. Regular hours is defined as 08:00 – 16:00 Monday to Friday, including statutory holidays
- iii. After hours support is any support required outside regular hours.

b. Process proposed

- i. The SP will set up new accounts in Active Directory within 72 hours of receipt of the approved request.
- ii. The SP will disable user accounts within two hours of receipt of the approved request.
- iii. The SP will provide access to software applications to existing users within 72 hours of receipt of the approved request.
- iv. The SP will setup and maintain Active Directory folders and groups within 72 hours of receipt of the approved request.
- v. The SP will receive help desk calls (incidents) from CMLCF personnel.
- vi. If the incident is not included in the scope of service, as outlined below, the Service Provider will call assigned CMLCF personnel for escalation.

- vii. If the Service Provider cannot resolve the incident the Service Provider will call the assigned CMLCF personnel for assistance or escalation.

c. Incident Response times, Resolution and Escalation

- i. The SP shall respond to any incident report within one hour.
- ii. For incidents related to the functionality of the EMR software the SP will advise the End User to call the software provider help desk.
- iii. For EMR incidents involving infrastructure and connectivity (i.e., not End User application functionality) and where the user cannot use another system for connectivity, the time to resolution shall be four hours.
- iv. For all other issues, the time for resolution shall be twenty-four hours.
- v. If the incident cannot be resolved within twenty-four hours the SP shall escalate the problem to CMLCF.

d. Incident resolution included in scope

- i. Initial incident identification and assistance in re-starting systems as appropriate.
- ii. Reset passwords in Active Directory (Microsoft Exchange).
- iii. Reset passwords in the EMR, outside regular hours only.
- iv. Printing incidents involving CMLCF infrastructure. The printers are maintained by the printer provider.

e. Incidents not included in scope (escalated to CMLCF)

- i. Password resets not included above.
- ii. Telephone incidents.
- iii. Nurse call incidents.
- iv. Software use or navigation related to lack of software training or knowledge.
- v. Modification of a user's role or privileges within a roles-based software application.

f. Documentation required

- i. The Service Provider shall provide a history of incidents that will include at least the following information.
 - 1. Date
 - 2. Time
 - 3. Call duration
 - 4. Incident description
 - 5. User name
 - 6. Computer number
 - 7. Incident resolved or escalated?
 - 8. Additional comments as required
- ii. The Service Provider will submit a history of calls monthly
- iii. The Service Provider shall submit the call history in electronic format.
- iv. After six months and every six months thereafter the SP shall work with the CMLCF to identify trends in incidents and prepare proposals intended to reduce the number of incidents.

- v. Alternatively, the SP may provide CMLCF with user read-only access to their incident reporting application.

7. Additional terms

- a. The contract will be for a period of thirty-six months.
- b. Following the sixth month and every six months thereafter the SP and the CMLCF will review the incident history and mutually negotiate a new contract to begin in month nine.
- c. It is expected that the contract will be renewed for a period of not less than one year, renewable by mutual agreement thereafter.
- d. A standard privacy and confidentiality agreement and Information Management Agreement will be required (sample can be provided electronically if required). For greater clarity the CMLCF and ECCC are subject to the *Freedom of Information and Protection of Privacy and the Health Information Acts of Alberta* and although the SP is an independent contractor, the SP will be an affiliate or employee of the CMLF for the purposes of these Acts and shall be accountable for compliance with the legislation.
- e. The CMLCF will provide access to the sites and personnel as required for the execution of the services.
- f. The CMLCF will provide administrator or equivalent access to the appropriate computer services and software applications necessary to provide the service.
- g. The CMLCF will provide training on custom software applications (e.g. the EMR) necessary to provide the service.
- h. The CMLCF will outline the process for user identification and verification prior to resetting passwords.
- i. The CMLCF will provide the Service Provider instructions on how to re-route calls made inappropriately.
- j. The CMLCF will provide the Service Provider with details of any infrastructure changes that might have an impact on the services provided.
- k. The CMLCF will provide the Service Provider details of any planned service interruptions which might generate additional calls.

8. Financial Considerations

- a. The SP response should all include the basic amount to cover the scope of work, including but not limited to:
 - i. All onboarding costs to ensure SP personnel can respond to the scope of services.
 - ii. All hardware and infrastructure required to provide the services.
 - iii. All costs associated with End User support.
- b. The SP may submit a separate cost for items 1.a.i and 1.a.ii of the scope or amortize the costs of these services in the basic amount.
- c. The SP should include their current time and materials charges for out-of-scope additions.
- d. The SP shall provide proof of general liability insurance of at least five million dollars per occurrence.

9. CMLCF policies and procedures

The SP shall become familiar with current CMLCF policies and procedures relative to providing the services, including but not limited to:

- a. All Information and technology control policies
- b. Infection prevention and control policies and procedures, including guidelines for construction work in occupied spaces.
- c. Access and identity policies.

10. COVID-19 considerations

The ECCC is currently following all Public Health guidelines and Orders issued by the office of the Chief Medical Officer of Alberta and Alberta Health Services related to the COVID19 pandemic. SP personnel attending the site shall be accountable for complying with these guidelines.

11. Other RFP conditions

- a. The SP should provide a copy of their standard contract for review. The CMLCF reserves the right to modify such draft contract by mutual agreement of the SP, especially in relation to compliance with privacy legislation.
- b. The last audit of the existing infrastructure is attached as Appendix A.

12. Timeframes

- a. Respondents should respond on or before May 24, 2021.
- b. The CMLCF plans to complete SP selection and commence the SP agreement on June 14, 2021.

Appendix A

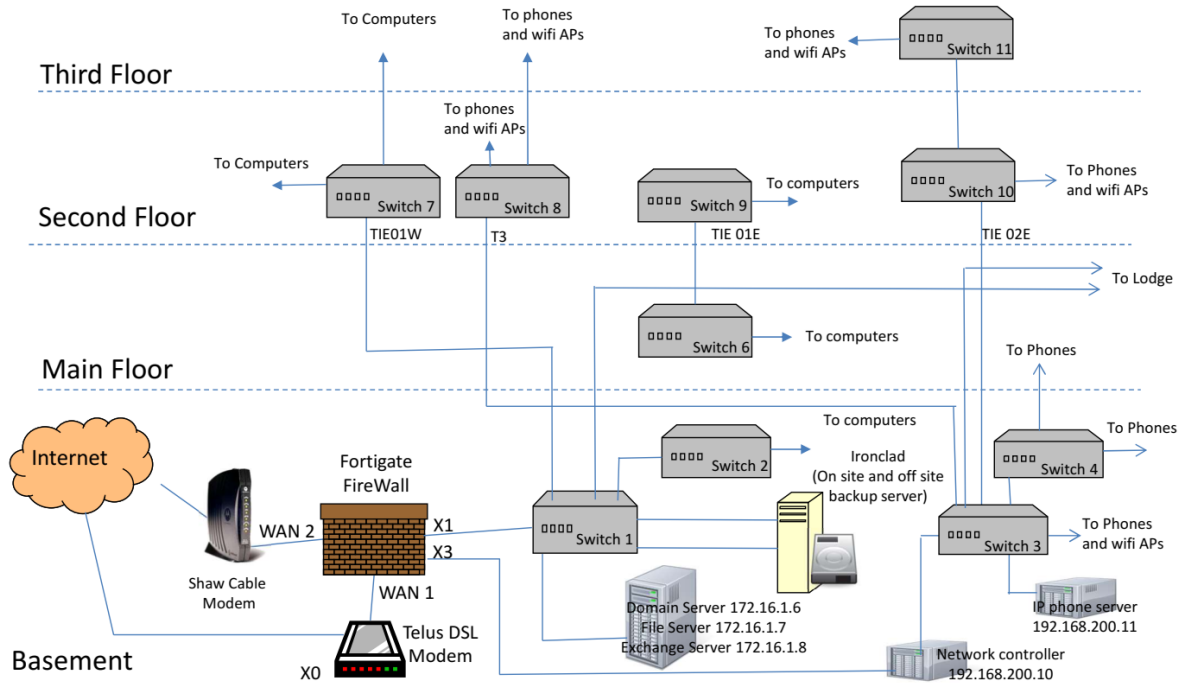
The following inventory and infrastructure layouts were completed in February 2020 and are provided for context only.

Computer List				
	Computer name	Purchased on	Model	software
1	MainOffice -PC1	2018	ThinkCentre i56400 CPU@2.2G 8 G RAM 500G HD	Win10, office 2016
2	MainOffice -PC2	2018	ThinkCentre i56400 CPU@2.2G 8 G RAM 500G HD	Win10, office 2016, Simply Acct 2015
3	MainOffice -PC3	2018	ThinkCentre i56400 CPU@2.2G 8 G RAM 500G HD	Win10, office 2016, Simply Acct 2015
4	MainOffice -PC4	2018	ThinkCentre i56400 CPU@2.2G 8 G RAM 500G HD	Win10, office 2016, Simply Acct 2015
5	MainOffice -PC5	2018	ThinkCentre i56400 CPU@2.2G 8 G RAM 500G HD	Win10, office 2016
6	Desktop19-N1	2019	Dell Optiplex3060 i5 8500CPU@3G 8G RAM 1T HD	Win10, office 2019
7	Desktop19-N2	2019	Dell Optiplex3060 i5 8500CPU@3G 8G RAM 1T HD	Win10, office 2019
8	Desktop19-N3	2019	Dell Optiplex3060 i5 8500CPU@3G 8G RAM 1T HD	Win10, office 2019
9	Secretary-pc3	2017	Dell Optiplex5040 i5 6540 @3.1G 8G RAM 800G HD	Win10, office 2013
10	Clinical-PC1	2010	Vostro 460 i7 2600 8G RAM 500G HD	Win10, office 2010
11	Finance-PC2	2017	Dell Optiplex5040 i5 6540 @3.1G 8G RAM 800G HD	Win10, office 2013
12	Schedule-PC1	2010	Dell Vostro430 i5 650@3.2G 8G RAM 1T HD	Win10, office 2010
13	Reception-PC1	2010	Dell Vostro430 i5 650@3.2G 8G RAM 1T HD	Win10, office 2010
14	OT-PC1	2010	Dell Vostro430 i5 750@2.67G 4G RAM 1T HD	Win10, office 2010
15	Rehab-PC	2010	Dell Vostro430 i5 750@2.67G 4G RAM 1T HD	Win10, office 2010
16	Rm132PC	2013	ASUS i5 4460@3.2G 8 G RAM	Win10, Office 2007
17	3F-FrontPC	2010	Vostro 430 i5 750@2.6G 8G RAM 500G HD	Win 10, Office 2013
18	3F-team-PC1	2010	Vostro 430 i5 3470 8G RAM 500G HD	Win 10, Office 2013

19	3FNursing-PC4	2015	Vostro 430 i3 4150 8G RAM 500G HD	Win 10, Office 2013
20	3FNursing-PC3	2013	Vostro 270S i5 3470 8G RAM 500G HD	Win 10, Office 2013
21	Finance-PC	2010	Vostro 430 i5 650 8G RAM 1000G HD	Win 10, Office 2007
22	Socialworker-PC1	2017	Dell OptiPlex 5040 i% 6540 8G RAM 800GHD	Win 10, Office 2016
23	Education-PC1	2011	Vostro 460 i7 2600 8G RAM 500G HD	Win 10, Office 2010
24	Elsa-PC1	2011	Vostro 460 i7 2600 8G RAM 500G HD	Win 10, Office 2010
25	Vol-PC1	2011	Vostro 460 i7 2600 8G RAM 500G HD	Win 10, Office 2010, Publisher
26	Front-PC1	2009	Dell Vostro430 i5 650@3.2G 8G RAM 1T HD	Win 10, office 2007
27	HR-PC1	2009	Dell Vostro430 i7 650@3.2G 8G RAM 1T HD	Win 10, office 2010
28	Basement-PC3	2011	Vostro 460 i7 2600 8G RAM 500G HD	Win 10, Office 2010
29	RT-PC1	2011	Vostro 460 i7 2600 8G RAM 500G HD	Win 10, Office 2010
30	CEONote	2017	Yoga Notebook 910-131KB i7 7500 16G RAM 500GHD	Win 10, Office 2016
31	OfficeNote	2016	Hp Notebook i3 8G RAM 500G HD	Win 10, Office 2016
32	Desktop-9JTT7PV	2016	Surface Pro i7 6650U 16G RAM 256G SSD	Win 10, Office 2016
33	PT-PC1	2010	Vostro 430 i5 750@2.6G 4G RAM 500G HD	Win 10, Office 2007
34	iPads (10)	2020	iPad 7 th gen wi-fi	EMR point of care

Computer Network

Edmonton Chinatown Care Centre



Nurse Call System

Edmonton Chinatown Care Centre

