Managed Services

Request for Proposal

February 19, 2014

Version 1.1
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1 Overview

1.0 About Connect for Health Colorado (C4HCO)

Connect for Health Colorado Mission

The mission of C4HCO is to increase access, affordability and choice for individuals and small employers purchasing health insurance in Colorado. C4HCO is intended to reflect the unique needs of the state, seek Colorado-specific solutions, and meet the goals of access, affordability and choice by facilitating the access to and enrollment in health plans in the individual market and include a small business health options program (SHOP) to assist small employers and facilitate the enrollment of their employees in health plans offered in the small employer market.

1.1 Overview and background information:

C4HCO is currently soliciting a comprehensive proposals for Level 1 Help Desk Service and Support for network management and infrastructure support, workstation equipment support, and Vendor Management application support. These managed services and support are specifically for C4HCO’s two service centers located in Colorado Springs and Denver. This would not include C4HCO’s organization technology infrastructure or shared services.

1.2 List of remote managed services both current and future

Provided below is a summary list of the monitoring and management services that C4HCO is outsourcing. The service provider must ensure a high level of business continuity for our environment on a Monday – Saturday 7:00 AM – 8:00 PM Mountain Time schedule during peak operations for the open enrollment period. Staffing and customer support volumes are lower during non-open enrollment periods and shorter business hours will apply. More specific information on the list of services out for bid is included in the RFP Requirements Section 3 and a restricted appendix which will be released once a non-disclosure agreement has been executed.

Summary overview of the existing services:

- ** Managed application servers (Windows 2008):** Monitoring of the OS and connectivity, troubleshooting and resolving hardware issues, software updates, patch management, configuration, capacity planning, monitoring and performance tuning services.

- ** Managed database cluster (SQL Server 2008):** Requested services include; database performance management, application monitoring, alerting, patching, failover and load balancing. There are 3 SQL instances currently running on the cluster.

- ** Managed virtual server environment (VMware 5.1):** Monitoring of the OS and connectivity, troubleshooting and resolving hardware issues, software updates, patch management, configuration, capacity planning, monitoring and performance tuning services.

- ** Application monitoring:** Application monitoring outside of the standard server monitoring (e.g., windows services, web services, web sites, etc.).
- **Managed SAN storage (EMC VNX5300):** Multiple TB of RAID5 space shared across multiple physical and virtual servers within the environment.
- **Managed routers (Cisco):** Responsible for network monitoring, management, configuration changes, troubleshooting, and replacing any failures on the routers.
- **Managed switch devices (Cisco):** Responsible for network monitoring, management, configuration changes, troubleshooting, and replacing any failures on the switch.
- **Managed backups & restore services (Netbackup):** Responsible for daily, weekly and monthly backups. Verify the successful disk to disk and disk to tape backups and providing status notifications to customer. Also includes providing data and file restore services. (Note: Backups containing Federal Tax Information need to meet IRS 1075 requirements)
- **Replication of backup data to your site** – In place of our current tape backup process, we would like to explore replication of our backup data to your site. Connect for Health Colorado is open to alternative backup solutions to accomplish the above. (Note: Backups containing and data transfers containing Federal Tax Information need to meet IRS 1075 requirements)
- **Internet Service Provider:** Provide ISP services for all inbound and outbound traffic. Includes monitoring of traffic and bandwidth utilization. Ability to provide “burstable bandwidth” to ensure the necessary level of response time during peak periods.
- **Hosted security and firewall:** Provide firewall security for all external traffic, intrusion detection, virus protection, denial of service attacks, unauthorized access and security threat analysis.
- **Hosted VPN services:** Remote access services for user accounts.
- **Hosted FTP services:** Secure FTP services for file transfer.
- **Workstation support services:** Provide support of workstations, laptops, scanners and printers.
- **Move, Add and Change requests:** Provision account requests and/or communicate status of requests as vendors provision requested services.
- **Enterprise Application support requests:** Triage and route support requests to solution providers for CRM, telephony and applications and manage communications of status through resolution.
- **Email services:** Manage Microsoft Exchange 2010 email server.
- **Active Directory services:** Manage active directory servers, domain controllers and group policy objects.

**Future managed services under consideration:**
- Disaster recovery and data replication services
- Automated device configuration management
- Automated device patch and update management
- Cisco VOIP system management.
- Migration to MARS-E version 2.0
1.3 Organization and Location Diagrams

The below diagram provides a high-level view of the different locations making up the Connect for Health Colorado Service Center environment, as well as the core network and telephony infrastructure in place to support the environment:

See Restricted Appendix

2 RFP Administration

2.1 Timeline

Connect for Health Colorado will adhere to the following timeline for completion of the RFP:

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connect for Health Colorado RFP Released</td>
<td>February 21st, 2014</td>
</tr>
<tr>
<td>Responding Service Providers Clarification Q &amp; A</td>
<td>February 24th through March 3rd, 5:00 PM MT</td>
</tr>
<tr>
<td>Proposal Submission</td>
<td>March 7th, 5:00 PM MT</td>
</tr>
<tr>
<td>Connect for Health Colorado / Service Provider Q&amp;A &amp; Evaluation</td>
<td>March 10th through March 20th, 2014 5:00 PM MT</td>
</tr>
<tr>
<td>Award Date</td>
<td>March 24th, 2014</td>
</tr>
</tbody>
</table>

2.0 RFI coordination and requests for clarifications

Responding Service Providers should direct all questions to rolandosalinas@eventusg.com and dwightmark@eventusg.com. C4HCO is committed to provide a response within five business days of the request. C4HCO will review all completed proposals and respond to the bidding Service Provider by March 7th, 2014 5:00 PM MT. Service Provider responses must be received within 5 business days of C4HCO transmitting the follow-up questions.

C4HCO request each responding Service Provider submit by certified mail 4 hard copies of their proposal to 98 Inverness Drive East Denver, CO 80112 (Attn: Rolando Salinas). To be eligible for consideration all hard copies must be received no later than March 7th, 5:00 PM MT. In addition, Service Providers should send a digital copy to Rolando Salinas at rolandosalinas@eventusg.com and dwightmark@eventusg.com. To be eligible for consideration all digital copies must be received no later than March 7th, 5:00 PM MT.

2.1 Evaluation criteria:

Provided below are some of the key considerations for C4HCO evaluation of the proposed solutions and vendors.

- Understanding our needs and soundness of the solutions to the requirements outlined in the proposal.
- Proven managed services offerings that can be provided for the services requested.
• Adaptability and flexibility of your solutions to support our needs going forward (e.g., access to technical resources, employee additions, center expansions, assistance with technology implementations and architecture planning).
• Specialized staffing expertise in the areas of SQL cluster management, network load balancing, Windows server and IIS, VMware, Cisco and network management.
• Ability to migrate our current environment to a new managed services solution.
  o What is methodology?
• Customer satisfaction.
• Preference for vendors that focus on the mid-size market which is considered as < 500 agents seats.
• Proposal costs, both initially and ongoing.
• Financial stability.
• Security and Privacy compliance.

2.2 Delivery of the proposal

C4HCO request each responding Service Provider submit by certified mail 4 hard copies of their proposal to 98 Inverness Drive East Denver, CO 80112 (Attention: Rolando Salinas). To be eligible for consideration all hard copies must be received no later than March 3rd, 5:00 PM MT.

In addition, Service Providers should send a digital copy to Rolando Salinas at rolandosalinas@eventusg.com. To be eligible for consideration all digital copies must be received no later than March 3rd, 5:00 PM MT.

2.3 Structure and content for the proposals:

Please organize your proposal into the section as listed below.

1. **Cover page** – Include company name, address, primary contact and contact information
2. **Responding person contact information** – Provide contact information for the person responsible for managing and responding to the C4HCO RFP.
3. **Response to the detailed requirements in Section 3** – Please be as specific as possible with your responses to the requirements section. Any additional information that you feel is relevant but was not specifically requested should be presented in the appendix of your proposal.
4. **Pricing** – Please provide the pricing information as outlined in Section 4. Provide the specifics on how your services are priced for each area. The quantity information in this section is provided to assist with scope and pricing.
5. **Company Overview** – Provide an overview of the company with company history, employee count (full time vs. contract), company vision and future plans.
6. **Customer references** – Provide at least three customer references of size and scope similar to C4HCO. Include the company name, contact person, contact information, services rendered, date of services rendered, length of your business relationship and any other relevant information.
7. **Subcontractors** - If the Service Provider intends to subcontract portions of the products or services, the proposal shall include specific designations of the tasks to be performed or deliverables to be produced by the subcontractor. The subcontractor shall be required to produce firm and staff qualifications to demonstrate their ability to provide the product or service. The subcontractor qualifications shall be
presented in a separate section of the proposal. Copies of any teaming agreements planned to be executed between the Proposer and subcontractor(s) shall be included in the proposal. The Proposer is required to certify and warrant all subcontractor work. At this time C4HCO is only accepting service companies with resources based in the United States. C4HCO will not accept any offshore resources.

8. **Compliance** - All responding Service Providers must be in compliance with MARS-E regulations which can be found on the Centers for Medicare & Medicaid Services website (http://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/#MinimumAcceptableRiskStandards)

9. **Technology plans** - All Service Providers must provide an outline of your physical and technology plans, including tools, applications, high-level architecture diagrams and technology roadmaps.

10. Organization Structure – Provide an organizational chart depicting the staffing model and how the work would be structured between teams. Provide profiles of management team members with photos and experience summary.

11. Describe alignment and compliance with ITIL. Outline how the ITIL service areas are managed including tools utilized for Capacity Management, Service Continuity and Availability, Service Level Management/Reporting, Release Management (including Patch Management), Incident Management, Problem Management, Configuration Management and Change Management.

12. **Federal grant requirements** - All Service Providers must be compliant with all Federal grant requirements.

13. **Background checks** - All Service Providers must provide employee and contractor background checks.

### 3 Detailed Requirements

Please provide responses to the following questions.

#### 3.0 Managed services

For each of the services listed below, provide the following information:

1. Do you provide this service for existing customers?
2. Describe what is covered or not covered?
3. If you do provide the service please rate your level of expertise on a scale of 1 to 5 (1 indicates that you have some level of experience, 5 indicates that you are fully proficient with providing this service and/or have certification level engineers on staff specific to this area of expertise).

- **Managed application servers (Windows 2008):** Remote monitoring of the OS, connectivity, troubleshooting and resolving hardware issues, s/w updates, patch management, configuration, capacity planning, monitoring and performance tuning services.
- **Managed database cluster (SQL Server 2008):** remote database performance management, application monitoring, alerting, patching, failover and load balancing. There are 3 SQL instances currently running on the cluster.
Managed virtual server environment (VMware 5.1): Remote monitoring of the OS, connectivity, troubleshooting and resolving hardware issues, s/w updates, patch management, configuration, capacity planning, monitoring & performance tuning services.

Application monitoring: Application monitoring outside of the standard server monitoring (e.g., windows services, web services, web sites, etc.).

Managed SAN storage (EMC VNX5300): Remote management of this device and provision space as needed.

Managed routers and switches (Cisco): Remote network monitoring, management, configuration changes, troubleshooting, & replacing any failures on the routers or switches.

Managed backups & restore services (Netbackup): Daily, weekly and monthly backups. Verify the successful disk to disk and disk to tape backups and providing status notifications to customer. Providing data and file restore services.

Replication of backup data to your site – Ability to replicate our backup data to your site. C4HCO is open to alternative backup solutions to accomplish the above.

Internet Service Provider: ISP services for all inbound and outbound traffic. Includes monitoring of traffic and bandwidth utilization. Ability to provide “burstable bandwidth” to ensure the necessary level of response time during peak periods.

Hosted security and firewall: Firewall security for all external traffic, intrusion detection, virus protection, denial of service attacks, unauthorized access and security threat analysis.

Hosted VPN services: Remote VPN access services for user accounts.

Hosted FTP services: Secure FTP services for file transfer.

Workload analysis and capacity planning: Ability to proactively provide these services.

Architecture planning: Ability to provide architecture planning including options for co-location and / or leased equipment as components of our environment come up for replacement.

3.1 Specific area of technical expertise:

Provide information on the level of in-house staff expertise in the following areas including certifications where applicable.

- Windows Servers + IIS / Web master
- Microsoft SQL cluster / DBA skills
- VMware
- Cisco
- Symantec Netbackup
- Web server Network Load Balancing
- Interactive intelligence or other call center routing technologies
- Telephony infrastructure including session border controllers
- Specific experience working with local telephony and network service providers
3.2 Ticketing system and alert processes:

- Describe your ticketing system and process (e.g., the submission, assignment, customer follow-up, etc.)?
- Is your ticketing system accessible by C4HCO (i.e., is there an ability to view our tickets through a secure online portal)?
- Is their mobile customer access to your ticketing system?
- Can notifications to C4HCO be customized by service (e.g., can the contact person and notification process vary depending on the type of issue)?
- When calling with a critical issue, are there any special processes that allow for immediate access and response or do you have to wait your turn in the ticket queue?
- Describe your problem escalation procedures for critical issues and how C4HCO is kept informed throughout the process?
- Describe the notification process and service level expectations outside of normal business hours?
- Is the ticketing system tightly integrated with a Service Catalog that can provide reporting based on the services provisioned?

3.3 Service Level Agreements:

Describe the service level agreement option(s) for the services requested?

- How do you provide communication on Service Standards results? Monthly (or weekly as requested by client) types or reports on SLAs incidents, problems?
- What service level guarantees are offered? Problem severity / types and definitions of severities.
- Describe the response time standards for the various types of incidents reported?
- Does the service provider have an assigned technical support team who is knowledgeable of the Connect for Health Colorado environment or are tickets assigned to whoever is available?
- Can Connect for Health Colorado request specific technical resources for certain tickets?
- If a support ticket needs to be opened with a third party vendor (e.g., Interactive Intelligence, Level 3 or Century Link), is the service provider responsible for these costs? How quickly do you engage vendor support?
- What is your process when SLAs are not met? Is there compensation for Failure to Meet Service Level Guarantees

3.4 Monitoring and professional services:

- What suite of s/w tools do you use for remote monitoring of devices (e.g., servers, switches, routers, storage area network, etc.)?
- Describe how you provide for Monday – Saturday 7:00 AM – 8:00 PM Mountain Time schedule monitoring of our environment (e.g., do you have staff monitoring customer environments around the clock, do you rely on alerts after hours, etc.)?
- What level of access (if any) does the Service Provider have for the devices under third party management (e.g., does C4HCO have access to view router and switch configurations)?
- Describe your change management process, including methods for backing out changes that do not function as planned?
- Do your core competencies include disaster recovery?
- Explain the on-boarding process for new customers and how you go about learning the customer’s environment?
- Explain the level of documentation (process + architecture and how you keep these documents up to date) on the customer’s architecture environment and how this is kept up-to-date?
- Is there a monthly review with the customer to discuss issues, status and proactive recommendations as well as 3 month planning and 6 month planning and adjustments? Is this included as part of your service offering?
- What types of management or monitoring reports are available for customers?

3.5 Financial stability and capacity to perform:

- If requested, are you willing to provide a copy of financial statements for the past two years?
- Is your company currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, please explain.
- Is the company currently in default on any loan or financial agreement? If yes, explain.
- Are there any circumstances that could affect your ability to perform if selected?
- Describe any circumstances under which a contract was cancelled in the past three years.

3.6 Security and Privacy Services

- Develop, deploy, and operate administrative, physical, and technical controls in support of MARS-E and IRS 1075 requirements as well as C4HCO policies. Practices should leverage existing policies and procedures and technologies.
- Conduct a gap analysis of existing vendor practices versus security and privacy requirements and present a plan for gap closure within 9 months.
- Provide a security and privacy resource for the analysis and coordination of operational, maintenance, and development activities as they relate to system security and privacy.
- Support periodic security and privacy assessments and audits.
- Participate in an integrated C4HCO security and privacy team to include inputs to informal daily and weekly reporting as well as formal monthly and quarterly reporting.
- Participate and integrate with C4HCO enterprise practices to include but not limited to change management, incident response, monitoring.
- Ensure staff complete required security and privacy training.
- Routinely maintain, update, and where necessary create required security and privacy documentation with emphasis on the Privacy Impact Assessment, System Security Plan, and Security Procedures Report. Existing documentation should be leveraged as a starting point. Acceptable submission of each of the documents is required within 6 months of award.
• Development and routine maintenance of network, communication, and interface “drawings” and other representations such that impact analysis of proposed changes and suspected breaches can be conducted.
4 Request for Pricing and Duration of Services Provided

As per the awarded contract, the Service Provider agrees to provide Connect for Health Colorado the procured services at a cost not to exceed the stated cost in the Service Providers’ response to this RFP. The Service Provider agrees that all expenditures necessary for the procured Help Desk Service and Support and Vendor Management solution are detailed in the Project Cost Form. All costs must be fixed and in writing and guaranteed for no less than 6 (six) months.

The matrix below outlines the components of C4HCO production environment that we want to have remotely managed. Please provide a service catalog with the specifics on how your services are priced for each area. Explain if this service catalog is integrated into the ticketing system and what reports will be provided. The quantity information below is provided to assist with scope and pricing. This list does not represent all servers and devices within our environment. C4HCO staff will be responsible for the management of all other devices.

4.1 Network & Telephony Infrastructure

See Restricted Appendix

4.2 Service Center Workstation and Equipment

All workstations (excluding guest hoteling machines) have Windows 7 Pro operating system, Symantec Endpoint Protection and MS Office, Oracle CX and Interactive Intelligence applications installed. Managerial and administration machines may have additional applications such as MS Project, MS Visio, Cisco Virtual Box, WinZip and Hyland Onbase.

The following is an inventory of workstation and equipment by location.

See Restricted Appendix