



Managed Services Contract for the Service Centers

Board Meeting – May 12, 2014

Overview

- As part of the service center implementation, C4HCO worked with a vendor on the provisioning of IT equipment and the establishment of a Tier 1 help desk solution
- The implementation work concluded shortly before go-live and C4HCO transitioned into a 6 month Managed Services agreement with the provisioning vendor for help desk support in the service centers
- A competitive RFP was released on 02/19/2014 for an ongoing Managed Services vendor

RFP Process

- 5 Managed Services proposals were received
 - 1 was withdrawn
 - 1 was eliminated as incomplete
- A panel of 7 reviewers analyzed and scored the proposals based on completeness, demonstration of abilities/capabilities, and solutions offered
- Vendor demonstrations were held with the 3 final proposers
- Proposed pricing was evaluated

Recommendation

- Based on the results of the RFP evaluation process, we recommend the authorization of a Managed Services contract with 3t Systems
- The monthly cost falls within the current service center budget and is very comprehensive