

NUECES COUNTY HOSPITAL DISTRICT

INFORMATION TECHNOLOGY MANAGEMENT & SUPPORT SERVICES

RFP # 2010-01

PRE-PROPOSAL CONFERENCE

Wednesday, June 2, 2010 @ 10:00 a.m.

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The Nueces County Hospital District (NCHD), conducted a scheduled Pre-Proposal Information Technology Conferences (non-mandatory) in the Board Room of NCHD, located at 555 North Carancahua Street, Corpus Christi, Texas on Wednesday, June 2, 2010 at 10:00 a.m.

Hospital District Representatives in Attendance:

Dena Bruni, Assistant Administrator
Melissa Quintanilla, Purchasing Specialist
Janie Ybanez, NCHD Program Supervisor
Linda Galvan, Database Administrator
Cathy Heller, Assistant County Attorney
Sara Lopez, Administrative Specialist

Interested Parties in Attendance:

Stephen Hull, Southern Networks
Chris Garis, Coastal Bend Technical Services
Omar Sahadi, Core Datacom
Tim Klaus, Clear Water Networks, LLC
Jason Evans, Clear Water Networks
Robert Rosales, Veritas Solutions

Interested Parties in Attendance Via Teleconferencing:

Jay Murthy, Clarus Tec., Inc.

Ms. Bruni opened the conference at 10:00 a.m., with an overview of the current information technology services being utilized at NCHD and its satellite offices; stressing the need for maintaining uninterrupted data programs that directly affect the population that is served. Ms. Bruni also informed the prospective vendors that this bid proposal is for comprehensive IT management and support services. NCHD does not have in-house IT personnel. Any questions asked and answered during the pre-proposal conference will be posted on our website. In addition, if any vendor has additional questions, after this meeting, they can submit questions, in writing, by the due date of June 9, 2010. Any questions received will also be posted on our website.

QUESTIONS & ANSWERS

- Q How important is it to address all the requirements on Section 6
- A. It is very important as this is part of the scoring process. All questions must be answered. Do not leave any question blank. If it does not apply - enter N/A.
- Q. So, is this a fix cost for the term of the contract.
- A. Yes, NCHD desires the cost to be fixed to ensure budget certainty and it is for IT management and support. The bid will not include supplies and hardware. NCHD will pay for those separately.
- Q. Do you have T1 connections?
- A. Yes and PRIs.
- Q. In section 2.33 Offeror shall provide at least three (2) references... It is 3 or 2?
- A. It is three (3). Two (2) references that are current and one (1) who is a former client.
- Q. What kind of references “private” or “governmental”?
- A. You may list any reference, but governmental or health industry references would be preferable.
- Q. Under Services, Section 4, , is Vendor expected to do everything?
- A. Yes, Vendor is expected to perform all services listed in Section 4.2. However, if Vendor chooses to omit certain services, that would affect the scoring of the RFP.
- Q. To whom are you outsourcing IT management and support services to at the present time.
- A. Southern Networks.
- Q. When will the Vendor know if it has been chosen?
- A. NCHD will award the RFP on July 7, 2010.

Q. Is this the first RFP for IT services?

A. Yes.

Q. Are you going to short list before deciding on a Vendor. That is, will you be contacting Vendors with questions for clarification, etc.?

A. NCHD reserves that right based on RFP response. See Section 3.3.4 of the RFP.

Q. The RFP states you are utilizing Windows XP Professional version 2002, is that correct?

A. No, the servers utilize 2003 Professional Version.

Q. How many IT calls do you make on a monthly basis? Do you have a list?

A. The information provided is based on requests documented via the on-line customer portal. There may have been phone calls during the month that were not documented:

<u>Month</u>	<u>Vendor Initiated</u>	<u>NCHD Initiated</u>
March 2010	11	26
April 2010	15	25
May 2010	12	19

Volume of IT requests can vary month to month. In addition, NCHD does not represent that future IT requests will be representative of past history.

Q. Is there a peak season for service calls?

A. No. It's pretty much even throughout the year.

Q. Do you prefer a local Texas vendor or remote?

A. The reality and practicality is that we would prefer someone that is accessible to us as soon as possible. We'd like to have a 15 minute response as opposed to a day or so later. Refer to Section 4.3 for expected response times.

Q. If your workstations need upgrades. How is that decided?

A. If our Vendor says we need to upgrades, of course, we work with them, but we have to look at any budget constraints.

- Q. Do you have current drawings of the systems?
- A. No. But we have outlined our current hardware and software currently utilized on Section 4.1.
- Q. Will there be a hand-off procedure for the new Vendor?
- A. Yes. We'll have a transition period after a contract is executed.
- Q. Does NCHD have a contractor to fix network printers?
- A. Yes. We have a Vendor who works/fixes our printers.
- Q. Does Vendor do outside monitoring of system?
- A. Yes, they do remotely monitor our network.
- Q. Your request for profiles of employees, are you requesting curriculum vitae.
- A. Refer to Section 6.2.1. No, we do not specifically ask for a resume but you may provide them.
- Q. Do you have from current Vendor the number of persons assigned to support your system?
- A. No, we do not have that information.

There being no further questions, conference adjourned at 10:35 a.m.