



**IDENTITY AND ACCESS MANAGEMENT
SOFTWARE AND IMPLEMENTATION
SERVICES**

Request for Proposal

March 11, 2013



Identity and Access Management Software and Implementation Services Request for Proposal

Table of Contents

1.0 Overview and Proposal Procedures

2.0 Scope of Services

3.0 Proposal Format

Technical Proposal
Pricing Proposal

4.0 Evaluation/Selection Process

5.0 Attachments

Attachment A "MHS' Single Sign-On Applications"

Attachment B "RFP Questionnaire"

Attachment C "Pricing Worksheet"

Attachment D "Reference Sheet"

AF-1 Acknowledgment Form

CP-1 Cover Page

VC-1 Vendor Response Checklist

RS-1 Receipt for Submission

MHS Informational Documents:

Drug-Free Workplace Program

Florida Statutes on Public Entity Crimes

Policy Statement

Vendor Information Form



Identity and Access Management Software and Implementation Services Request for Proposal

Section 1.0 ~ RFP OVERVIEW AND PROPOSAL PROCEDURES

The information in this document will enable the recipient to formulate a proposal to meet the workload requirements as described in this RFP. The information regarding the volume and scope of services in this RFP is based upon Memorial Healthcare System's reasonable best knowledge and belief, but is not guaranteed to be correct. A proposal must satisfy all criteria to qualify for evaluation.

1.1 Introduction/Background

South Broward Hospital District d/b/a Memorial Healthcare System (hereafter known as "MHS") is a special tax district under the laws of the State of Florida that owns and operates public hospitals known as Memorial Regional Hospital (MRH) in Hollywood, Joe DiMaggio Children's Hospital, located across the street directly East of MRH; Memorial Regional Hospital South (MRHS), located about 2 miles south of MRH; Memorial Hospital West (MHW), located about 8 miles west of MRH; Memorial Hospital Miramar (MHM) located 7 miles southwest of MHW; and operates a public hospital known as Memorial Hospital Pembroke (MHP), located midway between MRH and MHW. MHS has a total of 1,759 licensed beds. In addition to its six hospitals, MHS owns and operates a skilled nursing home known as the Memorial Manor, the Memorial Home Health Agency, several outpatient community health centers, medical office buildings, physician practices, fitness and rehab centers, and other outpatient facilities. Today, MHS is the fifth largest public Healthcare System in the nation. For more information, please visit www.mhs.net.

MHS is seeking proposals for a preferred provider of software and implementation services of an Identity Management and Single Sign-on System to support the operational needs of the organization with increased effectiveness and efficiency of the Identity Management Lifecycle process.

At this time, MHS has an initiative to replace or upgrade the current Single Sign-on system with a feature rich, user-friendly application that will provide comprehensive services from Identity Management Lifecycle to full tracking for auditing of users Identity. The current system provides Single Sign-on ability to approximately 13,000 users accessing approximately 200 applications. All MHS' authorized users are captured through multiple entry points along with assigned roles as referenced in [Attachment A "MHS' Single Sign-On Applications"](#).

It is anticipated that the proposed system shall provide the following:

- User friendly functionality to improve compliance with Password management
- Efficient workflow for New; Modified; Terminated access to MHS applications
- Ability to receive authorized users and roles from multiple source systems
- Superior end-user experience by utilizing Self-Service portals
- Reminders and Alerts, including, but not limited to, account expiration, pending user action, and account modifications
- Tracking and Logs feed to external systems of all modifications, access times, system information, along with roles

While flexible system functionality, variable data elements, high performance, and ease of use are the focal points, the [Identity Management System](#) shall provide robust and customizable reporting tools to facilitate transmission of data between MHS Departments.

Further, MHS is interested in system features that may improve upon notifications to multiple Leaders, as specified by MHS, including, but not limited to, Employees, Management, Department Leaders, Human Resources, and Administrative Staff at the time of account modifications.



Identity and Access Management Software and Implementation Services Request for Proposal

The selected Proposer shall provide Data Feeds, Application Bridges, migration, software, implementation, on-going system maintenance and training of MHS Staff. Proposers should detail prior integration experience with Vistar and Lawson, if applicable.

MHS seeks responses to its Request For Proposal (RFP) for the [Identity Management System](#) by qualified Proposers who are willing and able to provide these services in full compliance with this RFP and the resulting contract as well as with all applicable regulatory and industry standards.

This Request For Proposal (RFP) is considered an invitation to negotiate for the goods and services referenced herein. MHS reserves the right to modify or waive Terms and Conditions of the RFP and the description of the Goods and Services, and how they are to be provided, and to withdraw this RFP in part or in its entirety.

MHS welcomes creative solutions to this RFP.

MANDATORY REQUIREMENTS

No Proposal will be given consideration without Proposer's having the following:

- Proposer must have a minimum of three (3) years experience providing an [Identity Life Cycle](#) to a multi-facility hospital system
- Proposer must have a minimum of four (4) clients utilizing the proposed system. Each client must have a minimum of 5,000 users and two clients must be a multi-facility hospital system
- Proposed system must be live in a production environment in the United States for a minimum of one (1) year prior to the issuance of this RFP. MHS will not accept a proposed system in the alpha or beta phase
- Proposed system must provide web-based remote access and/or Microsoft Active Directory integration
- Proposed system must provide role-based access control
- Proposer must provide software releases, upgrades and maintenance notifications as soon as they are available and/or necessary
- Proposed system must provide customizable search options
- Proposed system must fully automate and track Identity Management Lifecycle

**Proposers must fill out and check Yes to Mandatory Requirements as found in
Attachment B "RFP Questionnaire"**

1.2 Objectives

MHS' primary objectives in evaluating an [Identity Management System](#) are as follows:

- To implement a user-friendly,configurable, and cost effective system allowing the user to authenticate only one time
- To select an experienced Proposer to provide the software, installation, testing, on-going maintenance, and (initial) staff training of the proposed system for a period of 3 years with an option to renew up to two (2) consecutive one (1) year terms
- To provide high quality service levels to staff



Identity and Access Management Software and Implementation Services Request for Proposal

1.3 Instructions to Proposers

This is a Request for Proposal, not an order, nor an offer. This document shall not be construed as a request or authorization to perform work at MHS' expense. Any work performed by a Proposer in connection with evaluation and responding to the RFP and, if selected, negotiating a definitive agreement will be at the Proposer's own discretion and expense. This RFP does not represent a commitment to purchase or lease. **MHS reserves the right to reject any and all proposals at its sole and absolute discretion.**

The information in this RFP is proprietary and may not be used for any other purpose other than the preparation of the RFP response submitted to the MHS. It may not be disseminated to a third party without prior consent to the MHS. DO NOT make any changes to the wording or format of this information contained in this RFP.

1.4 RFP Timetable

This section provides an anticipated time schedule for this RFP. Proposers should carefully examine the RFP information and make certain they have a clear understanding of the requirements.

EVENT	DATE
Issue RFP	March 11, 2013
Receipt of Acknowledgment Form	March 27, 2013
Cutoff Date for Questions	March 27, 2013 1:00 PM EST
Receipt of Proposals Due	April 9, 2013 12:00 PM EST
Distribution of RFP Responses	April 11, 2013
Evaluation/Selection Process	April 11, 2013 – May 3, 2013
Oral presentations, if conducted	May 21, 2013 (Vendors – hold this date)
Projected Award Date	June 2013

1.5 RFP Availability

Copies of this RFP package may be obtained through Lisa Montano (lmontano@mhs.net), Material System Analyst/RFP, at the Material Services/Purchasing Department ~ MHS Support Services, 2900 Corporate Way, Miramar, FL 33025 until March 27, 2013 1:00 PM EST.

1.6 Submission of Proposals

All submissions of proposals must meet the requirements noted in this section of the RFP. The submission of a Proposal means that the Proposer has read and agrees to comply with the contents of this RFP. All proposals must be submitted on 8-1/2" x 11" paper, neatly typed with numbered pages, normal margins and spacing. Original should be notated as original, must be one sided only and must be in a three ring binder. Additional copies should be individually bound and may be two sided. MHS requests that **(1) one-sided original and eight (8) copies (a total of 9)** of the complete Technical Proposal, including: Responses to the Questions outlined in **Attachment B "RFP Questionnaire"**, Pricing must be filled out by utilizing **Attachment C "Pricing Worksheet"**, and References should be filled out by utilizing **Attachment D "Reference Sheet"**, and be sent to **Lisa Montano at MSS Support Services, Purchasing Dept. 2900 Corporate Way, Miramar, FL 33025.** Proposals must be received by the closing date and time as stated in **Section 1.4** above. **Also include a complete copy of the entire Proposal on one (1) compact disk or flash drive. Responses must be submitted in Microsoft Excel, or Word, not pdf format.**



Identity and Access Management Software and Implementation Services Request for Proposal

1. MHS will receive sealed proposals for [Identity Management System](#) no later than **12:00 P.M. EST, April 9, 2013** or any time prior thereto at the MHS Support Services location.
2. Proposals may be delivered in person or by overnight delivery and must be sent to the attention of **Lisa Montano at the following address: MHS Support Services, Purchasing Department, 2900 Corporate Way, Miramar, FL 33025**, no later than **12:00 P.M. EST on April 9, 2013**. **Proposals, which are not received by the closing date and time at MHS Support Services/Purchasing Department, will not be accepted. If hand delivering proposals, Proposer must first check in with Security, Door B. Therefore, please allow sufficient time for delivery.**
3. MHS will consider qualified Proposers that can meet the requirements and specifications outlined in this solicitation.
4. All submitted responses must be complete. Supplemental information may be attached to the Proposal Sheet but must be designated as such.
5. **MHS reserves the right to accept all, any, or none, of the proposals submitted.** MHS reserves the right to award any contract ensuing from this proposal on the basis of total proposal, or groups of items, or on an item basis, whichever is in the best interest of MHS as determined by MHS in its sole discretion.
6. MHS is eligible for participating in a number of group purchasing organizations, including Florida State Contract Pricing. MHS qualifies to use the State of Florida Contract and it is also a member of Premier Purchasing Partners, Inc., and, as such qualifies for pricing available through these organizations. Proposers are encouraged to submit proposals accordingly only in instances where prices would be better than MHS would obtain through its group purchasing organizations. If applicable, please indicate beside your proposal price which of the above organizations' prices you will honor.
7. MHS is a Special Tax District of the State of Florida, created and established by a Special Act of The Florida Legislature and is exempt from paying sales tax, service tax or property tax. Proposers should not include taxes in their proposal.
8. It is understood by MHS supplies, products, equipment, software or services for which proposals are sought may vary from company to company in technique and material. It is not the desire of MHS to limit requested proposals to any particular brand according to these differences. All specifications, hereinafter provided, are to be considered and construed as a general description of function, purpose, and performance of the items desired. Any use of brand names or catalog numbers in the specifications is intended only as a description of the type of product and does not restrict bidding to any endorsed product. No proposal will be disqualified from consideration where items offered by the Proposer are substantially equivalent in quality, purpose, and standards, even though it does not correspond exactly to the description contained in the specifications. Where differences exist, they shall be separately identified in an addendum to the proposal with a specific and concise explanation of what differences exist, and why such differences do not substantially deviate from the quality, purpose and standards. Further data on such difference shall be provided if requested. The items shown on specification sheets are estimated requirements. Actual amounts may be more or less than quantities shown on specifications, but only the actual quantities required will be purchased.
9. If the Proposer's packaging (quantity per package) is different from that requested in the specifications, the Proposer shall correct and adjust the Proposal Sheet but the total quantity proposed, and the total extended for the item, shall agree with the quantity on the Proposal Sheet, irrespective of packaging.
10. MHS requires the selected Proposer to adhere to the "Drug Free Workplace Program" policy as established for MHS, included as an insert in the Request for Proposal packet.
11. Termination: MHS reserves the right to terminate any contract ensuing from this proposal without cause with sixty (60) days written notice.
12. **Proposer must complete the Acknowledgement Form (Form AF-1) and return by fax or email (preferably email lmontano@mhs.net no later than **March 27, 2013**.**
13. **Proposer must complete the enclosed form Receipt for Submission (Form RS-1) and submit with Proposal, in person, or by overnight delivery to MHS Support Services, Attention: Lisa Montano. If submitted by overnight delivery, Proposer should include email address in order**



Identity and Access Management Software and Implementation Services Request for Proposal

that a signed and dated Receipt for Submission form can be scanned and emailed to the Proposer confirming receipt of the Proposal.

14. Proposer submitting a response to this RFP must register their firm with MHS' by visiting our Vendor Portal link at: <https://vendorportal.mhs.net/VMS/> If you have any questions, please contact our Vendor Support Desk at: vendorsupport@mhs.net or by calling 954.276.6188 between 8am – 5pm EST/EDT.

1.7 Additional Information/Addenda

Requests for additional information or clarification must be made in writing via email and may only be sent to lmontano@mhs.net and received by the RFP Analyst no later than the deadline date for receipt of questions specified in the RFP Timetable (**see Section 1.4**). The request must contain the Title of RFP, Proposer's name, name of Proposer's contact person, address, phone number, facsimile number, as well as a clear and concise question, and references to specific points within this RFP. Answers to Proposer's inquiries will be distributed in writing to all Proposers if it is determined that this clarification is required. Any verbal statements regarding this RFP may not be relied upon. **At no time during the RFP process shall Proposer contact any MHS staff (other than the RFP Analyst) for information relating to this RFP.**

1.8 Withdrawal of Proposals

Proposals may not be withdrawn or modified after the scheduled date for receipt of proposals unless agreed to by MHS. Any request for withdrawal must be made in writing only, and addressed to the **RFP Analyst**. All responsive Proposers will be considered.

1.9 Late Proposals, Late Modifications

Proposals received after the closing time and date, **for any reason whatsoever, will not be considered**. Any disputes regarding timely receipt of proposals shall be determined by MHS in its sole discretion.

1.10 RFP Postponement/Cancellation

MHS may in its sole and absolute discretion, accept or reject, in whole or in part, for any reason whatsoever any or all Proposals; re-advertise this RFP; postpone or cancel at any time this Request for Proposal process; or, waive any formalities of or irregularities in the proposal process. Proposals that are not submitted on time and/or do not conform to MHS requirements will not be considered. After all Proposals are analyzed, MHS will make its decision at a time determined by MHS at its discretion. The selection by MHS shall be based on the proposal, which is, in the sole opinion of MHS, in the best interest of MHS. The issuance of the RFP constitutes only an invitation to make presentations to MHS. MHS reserves the right to determine, at its sole discretion, whether any aspect of the proposal satisfies the criteria established in this RFP. In all cases MHS shall have no liability to any Proposer for any costs or expense, incurred in connection with this RFP or otherwise.

1.11 Conflict of Interest

There shall be no dealings between the Proposer and MHS that might be construed as a conflict of interest. The Proposer shall provide MHS with any and all information pertaining to dealings with MHS, or any of its officers, commissioners, or employees, or any other party, and any activity or other matter that might be construed as a conflict of interest.

No employee or officer of MHS shall have any ownership or monetary interest directly or indirectly in any Proposer responding to this RFP, nor shall any employee or officer of MHS personally benefit monetarily or otherwise as a result of the Agreement contemplated by this RFP.



Identity and Access Management Software and Implementation Services Request for Proposal

1.12 Oral Presentations/Site Visits

MHS may require Proposers to give oral presentations in support of their proposals or to exhibit or otherwise demonstrate the information contained therein. If required, the presentations are anticipated to be conducted on the date indicated in this **RFP Timetable (see Section 1.4)**.

MHS may conduct site visits to Proposer's business location(s) and/or may request that the selection of a Proposer may be based wholly or in part upon the results of site visits or oral presentations.

1.13 Negotiations

MHS may award the RFP for contract on the basis of initial offers received, without discussions. Therefore, each initial offer should contain the Proposer's best terms from a monetary and technical standpoint. MHS reserves the right to enter into contract negotiations with the selected Proposer. If MHS and the selected Proposer cannot negotiate a successful contract, MHS may terminate said negotiations and begin negotiations with another selected Proposer. This process may continue until a contract acceptable to MHS has been executed or all proposals are rejected. No Proposer shall have any rights against MHS arising from such negotiations or termination thereof.

1.14 Review of Proposals for Responsiveness

Each proposal will be reviewed to determine if the proposal is responsive to the submission requirement outlined in the RFP. A responsive proposal is one, which follows the requirements of the RFP, includes all documentation, is submitted in the format outlined in the RFP, and is of timely submission. Failure to comply with these requirements may result in a proposal being deemed non-responsive.

1.15 Bankruptcy

No Proposal shall be considered from any entity who, at the time of proposal submission, is involved in bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the Proposer under federal bankruptcy law or any state insolvency law.

1.16 Excluded Provider

Proposer shall represent and warrant that Proposer and any of its employees and subcontractors are not and at no time have been excluded from participation in any federally funded health care program or any other federally funded program or federal contract, including Medicare and Medicaid and that neither it nor any affiliate is currently on the convicted vendor list or discriminatory vendor list maintained pursuant to Chapter 287.133 or 287.134 of the Florida Statutes. Proposer hereby agrees to promptly notify MHS of any threatened, proposed, or actual exclusion of said individuals from any federally funded health care program or any other federally funded program or federal contract, including Medicare and Medicaid or listing on the convicted vendor list or discriminatory vendor list maintained pursuant to Chapter 287.133 or Chapter 287.134 of the Florida Statutes. MHS has the right to immediately terminate any Agreement entered into between the parties as a result of this RFP upon notice that Proposer is debarred or excluded from participating in federal health care programs or listing on the convicted vendor list or discriminatory vendor list maintained pursuant to Chapter 287.133 or Chapter 287.134 of the Florida Statutes.

1.17 Nondiscrimination

Proposer will not discriminate on the basis of race, sex, religion, age, handicap, color, creed, sexual orientation or national origin with regard to obligations, work and services performed under the terms of any contract, or any other matter ensuing from this Proposal; and shall, abide by the South Broward Hospital District's Policy.



Identity and Access Management Software and Implementation Services Request for Proposal

1.18 Florida Sunshine Law and Public Records Law

Proposer understands that MHS is a political subdivision of the State of Florida, and as such, is subject to Florida Statute 119, commonly known as the “Public Records Law.” Proposer understands that any materials it submits in connection with this RFP will be subject to that law.

MHS will notify Proposer of any instance in which the disclosure or copies of Proposer’s confidential information is requested by any party to be disclosed under Florida Statute Chapter 119. If Proposer wishes MHS to deny the request for disclosure or copies, Proposer must reply to MHS as soon as reasonably possible, but in no event later than the time required for MHS to comply with the requirements of Florida Statute Chapter 119, and subject to a maximum response time of ten business days in any event. Further, Proposer shall advise MHS of the legal basis for claiming the information should be withheld, and the specific section of the Florida Statutes that exempts this material from the mandatory disclosure requirements of Florida Statute Chapter 119.

If Proposer fails to respond as required under this Section, MHS may release the requested documents. If the party requesting the disclosure contests the legal basis for withholding any of the documents Proposer contends should be held as confidential, then Proposer will, at its sole cost, defend its position that the requested documents should not be released. To the extent MHS incurs liability for costs or attorneys fees (including, without limitation, those awarded to the party requesting the disclosure) in connection with such challenge or appeal, Proposer agrees to indemnify and hold harmless MHS for those costs and fees.

If an agreement is reached with Proposer, Proposer will agree that the pricing and other compensation payable to Proposer under the final Agreement are not confidential, and may be disclosed pursuant to Florida Statute 119

1.19 Public Entities Crimes

Section 287.133 (2)(a) of the Florida Statutes states that a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity. Proposer’s proposal should include a verified certification that it has not been placed on the State’s convicted Vendor list within the last thirty-six (36) months. Please note the “Sworn Statement Pursuant to Section 287.133 (3) (a), Florida Statutes, on Public Entity Crimes”, contained in this RFP release must be signed, notarized and returned with the completed proposal

1.20 HIPAA Statement

Both parties agree to satisfy the standards for personal health information contained in federal and state statutes and regulations, including without limitation, any regulations promulgated under HIPAA (Health Insurance Portability and Accountability Act). Proposer agrees that it will enter into an appropriate Business Associate Agreement, or other agreements as may be required by law.

1.21 Insurance

The selected Proposer agrees to keep and maintain in full force and affect comprehensive general liability insurance with minimum policy limits in the amount of at least one million dollars (\$1,000,000.00) per occurrence, two million dollars (\$2,000,000.00) aggregate. The selected Proposer agrees to maintain Workers’ Compensation insurance with statutory limits in accord with applicable law.



Identity and Access Management Software and Implementation Services Request for Proposal

MHS shall be named as an additional insured on the comprehensive general liability policy effective upon the commencement of any agreement ensuing from this RFP. Each insurance policy shall state it is not subject to cancellation or reduction in coverage without written notice to MHS thirty (30) days prior to the effective date of cancellation or reduction.

1.22 Lobbying

The South Broward Hospital District Board of Commissioners has adopted a Policy Statement with regard to Lobbying, which requires, among other things that no persons may lobby the Hospital District or any Commissioner without first registering as a Lobbyist with the Office of the General Counsel of the Hospital District. Failure to comply with the Lobbying Policy can result in the offending parties' response to the Request for Proposal being rejected and/or stricken from consideration. A copy of the Lobbying Policy can be obtained from the Office of the General Counsel.

1.23 Employee Screening

The selected Proposer must provide the following screening on its employees providing services under any Agreement ensuing from this proposal and provide proof of same to MHS upon request:

- Investigative Background Check
- Drug Test (Proposer must provide written documentation that a drug test was given and that the results were negative.)
- TB Test (If any staff is on site at MHS)

Section 2.0 ~ Scope of Services

Scope of Services lists some General Service Requirements and can be found on [Attachment B "RFP Questionnaire"](#). These general service requirements will become terms and conditions of any contract ensuing from this Proposal. Please indicate each line item on [Attachment B, "RFP Questionnaire"](#), whether or not your organization can comply with the requirements. If noncompliance is indicated, please specify the proposed alternative.

2.1 Quality Assurances

Proposer shall provide, at a minimum, the following control measures:

1. Maintain appropriate licensure requirements;
2. Maintain good record control with regard to the document, tracking and reporting on progress;
3. Provide reporting information to MHS as requested by any authorized MHS personnel; and
4. Perform services in accordance with the Prevailing Professional Standard of Care.

2.2 Software/Hardware

Any software or hardware that may be required to perform the proposed service must be compatible and comply with MHS Information Technology requirements. If your Firm proposes to utilize proprietary software or hardware please include a list of this technology for MHS IT review and approval.

2.3 Reporting/Other Requirements

The selected Proposer will be requested to provide detailed service reports.



Identity and Access Management Software and Implementation Services Request for Proposal

Section 3.0 ~ Proposal Format

3.1 Instructions to Proposers

Proposers should carefully follow the format and instructions outlined below, observing format requirements where indicated. Proposer must submit a proposal addressing each of the points in the same order as presented on [Attachment B, "RFP Questionnaire"](#). Failure to do so could eliminate that proposal from consideration in the contract award. All materials (except for plans and schematics, if any) are to be submitted on 8-1/2" x 11" pages, neatly typed with page numbers, normal margins and spacing. The original document package must be bound by a 3 ring binder only and must be one sided only. Copies may be two sided and should be individually bound. Proposals that do not include the required documents may be deemed non-responsive and may not be considered for contract award.

3.2 Technical Proposal

A. Technical Proposal

The Technical Proposal shall be written in sufficient detail to permit MHS to conduct a meaningful evaluation of the proposed services.

The Technical Proposal must include the following information:

1) Cover Page

The attached form **CP-1** is to be used as the cover page for the Technical Proposal. This form must be fully completed and signed by an authorized officer submitting the proposal.

2) Table of Contents

The table of contents should outline in sequential order the major areas of the proposal. All pages of the proposal, including the enclosures, must be clearly and consecutively numbered and correspond to the table of contents.

Please review the attached Excel Document for the below attachments. Please note that the Excel Document has four (4) tabs.

Tab 1: Attachment A – MHS' Single Sign-On Applications

Tab 2: Attachment B – RFP Questionnaire - Proposers must complete **Attachment B, RFP Questionnaire, Section 1.0** indicating their ability to comply with mandatory requirements, **Section 2.0** indicating their ability to comply with general service requirements. If Proposer checks "No", then please indicate reason and/or a proposed alternative, where necessary, **Section 3.0 – 15.0** demonstrating experience in providing the requested services.

Tab 3: Attachment C – Pricing Worksheet- Proposers must complete **Attachment C, Pricing**, reflecting pricing for a three (3) year term.

Tab 4: Attachment D – Reference Sheet – Proposers must fill out **Attachment D, References**, demonstrating experience in servicing clients.



Identity and Access Management Software and Implementation Services Request for Proposal

B. Price Proposal Utilize Attachment C.

Pricing proposal must clearly indicate **ALL COSTS** (fixed and/or variable) that MHS is expected to incur over the life of the agreement.

Section 4.0 ~ Evaluation/Selection Process

4.1 Introduction

Following the opening of the proposal package, the proposals will be evaluated by an Evaluation/Selection Committee. This Committee is comprised of appropriate MHS personnel, from multiple departments with appropriate experience and/or knowledge.

4.2 Award

Proposers shall refrain from contacting the RFP Analyst as well as any member of the Evaluation/Selection Committee, or any member of the Board of Commissioners to inquire the status of the award.

Once the recommendation to MHS' CEO and Executive Staff has been approved, the selected Proposer will be notified both by telephone and in writing so that contract negotiations may commence. All Proposers who are not selected will be notified in writing **only** after the RFP has been awarded.



Identity and Access Management Software
and Implementation Services
Request for Proposal

Acknowledgment Form

This form acknowledges receipt of this RFP and states whether the Proposer intends to submit or not submit a proposal.

Closing date for receipt of proposals: **April 9, 2013 12:00 PM EST**, at the location set forth below:

RETURN THIS FORM VIA EMAIL to lmontano@mhs.net FAX at [\(954\) 276-6054](tel:9542766054) BY March 27, 2013.

Memorial Healthcare System
Support Services/Purchasing Dept.
2900 Corporate Way Miramar, FL 33025
Attn: Lisa Montano, Material System Analyst/RFP

Proposer Name: _____

Address: _____

City, State, Zip: _____

Telephone #: _____ Fax #: _____

Cell: _____

E-mail: _____

Principal: _____ Title: _____

Authorized Signature: _____

Print Name: _____

Title: _____

Date: _____

(Check one of the following)

Intend to submit a proposal

Do NOT intend to submit a proposal

Please indicate your reasons for declining to submit a proposal:



Identity and Access Management Software
and Implementation Services
Request for Proposal

PROPOSAL COVER PAGE

Issued: March 11, 2013

Due: April 9, 2013

Proposer's Company Name: _____

Address: _____

City, State, Zip: _____

Telephone #: _____ *Cell #:* _____

Fax#: _____

E-mail: _____

Website: www. _____

Principal: _____ *Title:* _____

Dun & Bradstreet Number: _____

Federal Employer Identification Number: _____

Authorized Signature: _____

Print Name: _____

Title: _____

Date: _____



Identity and Access Management Software and Implementation Services Request for Proposal

VENDOR RESPONSE CHECKLIST

I have read and completed the following:

Vendor Information Form	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Minority Certification, if applicable	Yes <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
Public Entity Affidavit	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Technical Response & Reference Sheet – Original Document and Requested Copies	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Pricing Response – Original Document and Requested Copies	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Complete Submission on CD or Flash Drive (Microsoft Excel format)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

I have retained copies of all the listed materials	Yes <input type="checkbox"/>	No <input type="checkbox"/>
--	------------------------------	-----------------------------

Signature		Date	
Print Name		Company Name	
Print Title			

Please forward all completed materials to:

Lisa Montano, Material System Analyst/RFP
 Memorial Healthcare System – Support Services
 2900 Corporate Way
 Miramar, FL 33025
 Phone: (954) 276-5769
 Fax: (954) 276-6054
 Email: lmontano@mhs.net



Identity and Access Management Software
and Implementation Services
Request for Proposal

RECEIPT FOR SUBMISSION

Project Title: Identity and Access Management Software and Implementation Services

Issued: March 11, 2013

Due: April 9, 2013

The Memorial Healthcare System acknowledges receipt of above referenced Proposal, and agrees to furnish the Proposal as submitted to Memorial Healthcare System, on behalf of the Proposer indicated below, in accordance with the specifications, terms and conditions of the Request for Proposal.

Proposer Name: _____

Address: _____

City, State, Zip: _____

Telephone #: _____ Cell# _____

E-mail: _____

Authorized Signature: _____

Print Name: _____ Title: _____

Received By Memorial Healthcare System:

Method of Delivery: _____

Date: _____

Time: _____ a.m./p.m.

Date Stamp:

By: _____

Lisa Montano, Material System Analyst

Memorial Healthcare System

Phone: (954)276-5769 Fax: (954)276-6054

Email: lmontano@mhs.net

This receipt only acknowledges Memorial Healthcare System's Receipt of the Proposal package as submitted by Proposer, not the completeness or compliance with the Request for Proposal Instructions.



**Identity and Access Management Software
and Implementation Services
Request for Proposal**

**ATTACHMENT A
“MHS’ Single Sign-On Applications”**

SEE ATTACHED PDF DOCUMENT – Tab One

**ATTACHMENT B
“RFP Questionnaire”**

SEE ATTACHED EXCEL DOCUMENT – Tab Two

**ATTACHMENT C
“Pricing Worksheet”**

SEE ATTACHED EXCEL DOCUMENT – Tab Three

**ATTACHMENT D
“Reference Sheet”**

SEE ATTACHED EXCEL DOCUMENT – Tab Four