



May 19, 2023

Vermont Information Technology Leaders, Inc. (VITL) invites **Your Company** to respond to a request for information (RFI) for consulting services to assist VITL with Windows 365 Enterprise Cloud PC, Intune, and Azure networking. Specific work packages will be negotiated on an individual basis as their need arises.

1. Background:

VITL's is a 501(c)(3) organization located in Williston, Vermont. VITL advances health care reform efforts in Vermont using health information technology and is the legislatively designated operator of the VHIE. The VHIE is a secure, statewide data network which gives health care providers in Vermont the ability to electronically exchange and access patient data. VITL's mission is to securely aggregate, standardize, and share the data needed to improve the effectiveness of health care for Vermonters.

Additional information regarding VITL may be found at <https://www.vitl.net>.

2. Requested services:

VITL is seeking information and hourly rates from individuals or firms with a deep understanding of Windows 365 Enterprise Cloud PC & Intune to augment VITL staff in the implementation of Cloud PCs and the development of desktop management, network and security. Work will be solicited as needed, and we anticipate it will not exceed 250-500 hours over the course of a year. Respondents must be able to support the design and implementation of security controls that protect the Personally Identifiable Information (PII) and Protected Health Information (PHI) data typically used in healthcare organizations; these include (but are not limited to) National Institute of Standards and Technology (NIST) SP800-53, and the Health Insurance Portability and Accountability Act (HIPAA). Key elements of those projects would include:

- Evaluate and recommend best practices related to our evolving Windows 365 Enterprise Cloud PC, Intune, and integrations with Microsoft ATP for monitoring, security, and remediation controls.
- A strong understanding of Azure and Microsoft networking to allow limited and secured access to this system utilizing Azure Networking and Conditional Access.



- Provide support to align the security controls within our evolving System Security Plan (SSP) with industry and regulatory requirements.
- Configuring automated deployment of applications such as SQL Server Management Studio and Visual Studio, as well as demonstrating best practices to keep applications patched and controlled utilizing Microsoft Provided tools.
- Ability to dive into Azure to understand our current Cloud Networking Infrastructure and provide feedback and recommendations on where we could improve security, stability, and other facilities to set ourselves up for Azure being a hub to connect to several external databases or resources required that may be hosted on alternative platforms.
- All changes and configurations will be done in tandem with the Networking and System staff at VITL as a way of training and passing knowledge to the team who will be managing these systems after design and implementation.

3. Response requirements:

1. Response schedule:

- a. All responses must be received no later than 5 pm (EDT), Monday, June 5, 2023. Responses should be emailed with the subject line " VITL Operations – Azure, Microsoft 365, Networking development and design RFI" to point of contact for this RFI.
- b. Contact with anyone other than the point of contact at VITL regarding this RFI could result in disqualification.

2. All responses must contain:

- a. A cover letter which describes you and (or) your firm's expertise and identifies key personnel that will provide the requested services. Identify which requested services the key personnel's expertise addresses.
- b. Provide a resume for each of key personnel proposed which describes their qualifications including their relevant project experience, professional qualifications, and certifications. Note, resulting contract will prohibit substitution of named key personnel without express written permission of an authorized VITL personnel.
- c. Provide the names and telephone numbers of three customers where you have provided similar services during the past three years.
- d. Provide hourly rates that will be valid from contract award through December 31, 2023, and for January 1, 2024, through December 31, 2024, for each individual proposed.
- e. Indicate availability of key personnel during the contract period.



3. All responses submitted shall be binding for one hundred twenty (120) calendar days following the due date for the proposals.
4. All responses must be electronic, paper responses will not be accepted. All responses must be complete. VITL reserves the right to eliminate any bidders whose responses are incomplete in VITL's opinion.
5. VITL reserves the right to award to the bidder(s) that presents the best value to VITL as determined solely by VITL in its absolute discretion.
6. VITL is not responsible for any cost incurred by the bidder in either responding to this RFP, or in participating in meetings with the VITL prior to award.
7. VITL reserves the right to conduct discussions with bidders for the purpose of obtaining "best and final offers."
8. VITL will make one or more awards for the requested services.
9. There is no obligation on VITL's part to award any work packages (tasks) to an awardee.
10. VITL reserves the right to reject any or all responses in part or in full.
11. VITL will evaluate its requirements for consulting services to determine which awardee possesses the requisite expertise and availability and represents to VITL the best value for each individual task.
12. VITL and the awardee will negotiate work scope, schedule, and price (as expressed by labor hours multiplied by the awardee's proposed labor rate) for each task.
13. The point of contact for this RFI is:
Heidi Banks,
Business Operations Manager
RE: VITL Operations – Azure, Microsoft 365, Networking development and design RFI
hbanks@vitl.net