

# **REQUEST FOR PROPOSALS**

**For**

**Managed File Transfer System**

**issued by**

**COMMUNITY BEHAVIORAL HEALTH**

**Date of Issue:**

**May 20, 2016**

**Applications must be received no later than**

**5:00 P.M. on June 6, 2016**

**All questions related to this RFP should be submitted via e-mail**

**to: Hans Leach at [hans.leach@phila.gov](mailto:hans.leach@phila.gov)**

**EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER – WOMEN,  
MINORITY INDIVIDUALS AND PEOPLE WITH DISABILITIES ARE  
ENCOURAGED TO RESPOND**

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## **I. Project Overview**

### **A. Introduction/Statement of Purpose**

Community Behavioral Health (CBH) is issuing this Request for Proposals (RFP) to contract with a vendor to supply a standard HIPAA/HITECH-compliant Managed File Transfer system to exchange data with provider organizations and business partners, integrated with automated file transfers to business processes and end users, and related services. It is the intent of this RFP to solicit proposals from all interested vendors to provide and implement the solution described to accommodate the needs of CBH and the Department of Behavioral Health and Intellectual disAbility Services (DBHIDS), within the guidelines established in this RFP. The CBH Department of Information Services will be managing the contract.

### **B. Organizational Overview**

The City of Philadelphia contracts with the Commonwealth of Pennsylvania Department of Human Services (PA DHS, formerly the Commonwealth of Pennsylvania Department of Public Welfare/DPW) for the provision of behavioral health services to Philadelphia's Medicaid recipients under Pennsylvania's HealthChoices behavioral health mandatory managed care program. Services are funded on a capitated basis through this contractual agreement. The City of Philadelphia, through the Department of Behavioral Health and Intellectual disAbility Services (DBHIDS), contracts with Community Behavioral Health to administer the HealthChoices program.

CBH was established as a non-profit organization by the City in 1997 to administer behavioral health care services for the City's approximately 575,000 Medicaid recipients. As a result, CBH manages a full continuum of medically necessary and clinically appropriate behavioral health services. CBH employs more than 400 people and has an annual budget of approximately \$800 million.

DBHIDS has been actively transforming Philadelphia's behavioral health system for the last eleven years. This system transformation is rooted in approaches that promote recovery, resilience and self-determination and build on the strengths and resilience of individuals, family members and other allies in communities that take responsibility for their sustained health, wellness, and recovery from behavioral health challenges. System transformation takes place in an environment of self-determination and is individualized, comprehensive, flexible, person-first (culturally responsive), and designed to support health and wellness across the lifespan. In administering behavioral health services for Philadelphia's Medicaid recipients, CBH has been actively involved in the support and implementation of this system transformation.

### **C. Project Background**

Current file transfer processes are performed via legacy applications on multiple hardware and software platforms, dependent on manual processes and unsupported platforms and hardware. The purpose of this CBH Request for Proposals is to replace outdated and manual file transfer systems used for the external and internal transfer of EDI files, Protected Health Information, and other sensitive data that CBH exchanges as part of its operations with a hosted or hybrid solution for a secure managed file transfer system. The system will provide hosted secure file transfer between external entities and CBH via standard secure protocols and a user-friendly web-based interface. It will include an integrated hosted or on-premises managed file transfer system that replaces internal legacy and manual file transfer systems and processes.

All the requirements are specified in the scope of work section (Section II. B.: Services to be Provided/Required Tasks of this RFP).

## **D. Request for Proposals**

CBH anticipates selecting one firm to provide all of the products and services specified in this RFP.

## **E. General Disclaimer**

This RFP does not commit CBH to award a contract. This RFP and the process it describes are proprietary and are for the sole and exclusive benefit of CBH. No other party, including any Applicant, is intended to be granted any rights hereunder. Any response, including written documents and verbal communication, by any Applicant to this RFP, shall become the property of CBH and may be subject to public disclosure by CBH.

## **II. Scope of Work**

### **A. Project Details**

The solution requires an enterprise-based file transfer platform, with auditing and reporting functionality, and security policy updates needed to protect data during the movement of information. The system will provide hosted secure file transfer between external entities and CBH via standard secure protocols and a user-friendly web-based interface, and an integrated hosted or on-premises managed file transfer system that replaces internal legacy and manual file transfer systems and processes.

### **B. Services to be Provided/Required Tasks**

More specifically, **CBH is seeking a vendor to provide a solution that can offer an up-to-date commercially available product with no customization required**, which supports standard secure file transfer protocols. It should support branding for CBH and DBHIDS on the web-based interface.

- The solution will provide user-friendly interfaces and tools that give administrators and users access to the system's functions and data as required, providing improved auditing and reporting for both security and business functions
- The solution will be compatible with existing CBH computing environment (Windows Server, SQL Server, Active Directory, PGP) and planned provider portal (single sign on)
- The solution will include failover capabilities
- The solution will include end-user identity management tools
- The solution will be a hosted system or a hybrid system with the secure internet facing components hosted and internal file transfer on-premises
- The successful vendor will have an established track record of providing secure managed file transfer software and an established history of providing HIPAA/HITECH-compliant MFT services in the cloud
- The successful vendor will be able to provide third-party certification that the hosted components of the system are HIPAA/HITECH-compliant to the application layer.
- Value added would be considered but not required (e.g. encrypted email, ad-hoc transfers)
- Will include professional services as required

### **C. Monitoring**

The CBH Department of Information Services will be managing the contract. An individual from that unit will be identified as the point person for the work to be conducted under the contract that is developed through this RFP and will monitor those activities for the duration of the contract.

**D. Reporting Requirements**

Written progress reports will be required on a mutually agreed upon periodic basis to document the progress of the work to be performed. In addition, CBH may request additional reports over the course of the contract.

**E. Compensation/Reimbursement**

A cost proposal must be provided based upon your best understanding of the scope of the project and the product and services to be delivered. This should be presented as the total cost, itemized by each phase of the project (i.e. expected project deliverables detailed in Section II. B.), and further by a detailed list of charges for services, including hourly personnel rates for all staff assigned to this project, subcontractor fees, reimbursable expenses and other miscellaneous costs and fees. Services for the proposed project will be reimbursed as they are incurred through submission of invoices to CBH.

While CBH may award a contract based on the initial offer, an Applicant should make its initial offer on the most favorable terms available. CBH reserves the right, however, to have discussions with those potential consultants falling within a competitive range, and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

**F. Organization and Personnel Requirements**

CBH is seeking a vendor with the requisite skills and abilities to perform the work being sought through this RFP. The selected vendor must have at least three (3) years of experience supplying HIPAA/HITECH-compliant hosted Managed File Transfer systems and a competitive list of HIPAA/HITECH-compliant customers. Applicants should include any credentials from any certifying organization that attest to the capabilities of the organization or of any of the individuals employed by the organization that will be working on the proposed project.

Special consideration will be given for the following:

- Businesses owned and controlled by minorities, women, and persons with disabilities.
- Philadelphia-based Applicants.

**G. Technology Capabilities**

Applicants must have the technology capabilities required to perform the proposed activities in this RFP. At a minimum, the solution should meet the functional, compliance and security standards outlined in section III.A.2.b. (Project Understanding and Proposed Scope of Work).

**III. Proposal Format, Content, and Submission Requirements; Selection Process**

**A. Required Proposal Format**

**1. Format Structure**

**1.a. Proposal Cover Sheet**

The cover sheet (see Appendix A) should be completed with the Applicant’s information and included as the first page of the proposal.

**1.b. Table of Contents**

A table of contents should be included as the second page of the proposal with each section of the proposal included and with a page number for the first page of each section.

### **1.c. Format Requirements**

Proposals must be prepared simply and economically, providing a straightforward, concise description of the Applicant's ability to meet the requirements of the RFP. Each proposal must provide all the information detailed in this RFP using the format described below. For each section where it is required, the Applicant must fully answer all of the listed questions in the outline form in which they are presented in the RFP. Answers to each question must be numbered/lettered and correspond to the numbered/lettered questions in this RFP. Failure to number and letter the questions or to respond to all questions may result in the proposal's being considered non-responsive. Each attachment (e.g. data sheet), appendix or addendum must reference the corresponding section or subsection number.

There are no limitations or narrative-only requirements for the project understanding/scope of work, cost proposal or organizational requirements, sections 2.b., 2.f. and 2.g. If you have responded to a requirement in another part of your proposal, make reference to that section and do not repeat your response.

## **2. Proposal Content**

The proposal should follow the format below. Information should be complete and demonstrate that the consultant can perform the required work in a professional manner.

### **2.a. Applicant Profile/Statement of Qualification/Relevant Experience**

Provide company contact information, including how long you have been in business, and the specific and product and services you provide. Please provide a brief narrative description of the purpose, corporate status (profit or non-profit), and organizational structure of the company. Organizational charts may be used to support appropriate aspects of this narrative and included as an attachment to your proposal. Identify and briefly describe related solutions completed in the last three years. Describe only work related to the proposed effort and include any examples of similar work in governmental, non-profit, healthcare or managed care-related organizations. Include evidence of satisfactory and timely completion of similar work performed for past projects.

### **2.b. Project Understanding and Proposed Scope of Work**

i) Prepare a brief introduction including a general demonstration of understanding of the scope and complexity of the required work. Provide a description of how the proposed services will be provided. Please describe how your product will satisfy the items found in the scope of work section (Section II. B.).

#### **ii) Functional, Compliance and Security Requirements**

1. Solution must centrally manage all file transfers in a secure manner
2. Must be able to meet HITECH compliance requirements without requiring the use of PGP.
3. Supports the following file transfer protocols: FTPs, SFTP, SSL/TLS, SSH/SCP, FTP, HTTPS
4. Ability to either push or pull files
5. Ability to execute custom external programs before or after transfer as part of the automation process
6. Programmatically encrypt and decrypt files using PGP or OpenPGP
7. Should not require end-user PC client software to send or receive files.

8. Ability to handle multiple file transfers in the same manual request.
9. The system's hardware/software must be FIPS 140-2 level 2 compliant. Hosting must be HIPAA/HITECH-compliant to Application level including hosting location requirements.
10. Capable of providing SSAE 16 Type II report for hosting provider and third party HIPAA compliance assessment information yearly or as required.
11. Solution has option of migration onto on-premises in future
12. Provide a mechanism to allow external entities that do not have an FTP server to transfer files securely
13. Provide a mechanism to allow external entities to access and transfer files over web based system
14. Automated scheduling of transfer jobs
15. Keep files, configuration, transfer jobs, etc. synchronized across systems automatically at specified intervals
16. Alerts for failed jobs to multiple recipients both internal & external
17. Notification of successful jobs to internal contacts or external entities where needed
18. Ability to send and receive large files (minimum of 2 gigabytes)
19. Ability to automatically rename source or destination files to add date & time stamp or other data into the filename
20. Ability to automatically delete the source file from the source location after the transfer is verified as complete
21. Automated scheduled jobs that route the data (either incoming or outgoing) to the appropriate folder based on a configurable filename filter
22. Must have the ability to restore files that were manually or automatically deleted from the central system
23. Segregates knowledge and management of authentication and account management from management of automation processes
24. Each user must have unique login IDs
25. All authentications must be encrypted using a FIPS 140-2 level 2 compliant algorithm
26. Must use active directory authentication for internal users
27. Must use active directory groups for authorization for internal user processes
28. Must not require the creation of active directory accounts for external users
29. Failed external authentication must not be able to create a denial of service attack against internal active directory accounts
30. Must enforce separation of duties requirements
31. Provide external users the ability to reset passwords when required or ad-hoc as needed.
32. Must log changes to configuration. Ideally will also require approval or confirmation of configuration changes.
33. Must be able to give read access to reports without requiring specific access to modify processes or security information
34. Data must be encrypted both in transit and at rest
35. Ability to store files on the internal SAN, not in local storage in DMZ
36. Ability to deny file transfers of specified types (ex. executable files)
37. Ability for the helpdesk to reset passwords but not change security settings
38. Ability to terminate sessions after a configurable number of minutes of inactivity

39. Ability to centrally expire certificates based on age or manual locking, if certificate authentication is used
40. Ability to scan for malware before transmission and after receipt
41. Ability to provide reporting of transfer processes to include : process name, host and destination IP address, file transferred name, whether process was run manually or scheduled and if scheduled how often process runs.
42. Non-repudiation of sent and received files
43. Ability to audit all authentications, changes, and file transfers by sender and recipient
44. Provide tamper-evident logs and ability to send logs to a tamper-evident central logging system
45. Allow ad-hoc audit reports
46. Must not require or include “back door” accounts for vendor support

### **PASSWORD MANAGEMENT REQUIREMENTS**

47. Must not store passwords unencrypted, even within automation processes
48. Must not transmit/receive passwords unencrypted except when connecting systems technology cannot support encrypted protocols.
49. Must mask passwords on the screen during entry
50. Must enforce configurable password complexity (The number of required digits, upper and lower case letters, numbers and special characters)
51. Must enforce a configurable minimum number of characters and allow at least 20 characters
52. Must enforce a configurable automatic password expiration
53. Must require current password be entered and new password entered twice when end user opts to change their password.
54. Must force users to change temporary passwords after a helpdesk reset
55. Must enforce a configurable account inactivity lockout
56. Must notify users a configurable number of days prior to a pending password expiration
57. Must prompt users to enter their old password before allowing a password change
58. Must disallow password change within a configurable period of the most recent password change
59. Prevent reuse of configurable number of previous passwords
60. Must automatically lock accounts after a configurable number of failed login attempt and require administrative action to re-enable the account

iii) In this section please also provide a brief description of the items below relevant to your organization. Special consideration will be given for the following:

- Business owned and controlled by minorities, women and disabled persons
- Philadelphia-based Applicants.

### **2.c. Personnel**

Identify key personnel who will be assigned to this project. Detail their experience in work related to the proposed assignment. Specify the Project Manager who will serve as a contact person. Provide resumes and job descriptions for all individuals proposed to participate in the project. Provide copies of

certifications of any individual whose job description requires a certification. In this section, also state the intention, if that is the case, to utilize subcontractors to perform any of the work for this project. For each subcontractor, provide the name and address of the subcontractor, a description of the work the subcontractor will provide, and whether the subcontractor will assist in fulfilling the goals for inclusion of minority, woman, or disabled owned businesses.

#### **2.d. References**

Please include references with contact information from at least three organizations (strong preference for healthcare or managed care organizations, or non-profit and/or governmental organizations similar regulatory or compliance requirements) that have used your services in the past three years and have been customers for a minimum of 12 months.

#### **2.e. Project Plan and Timeline**

Provide a description of the project plan and timeline for implementing the secure managed file transfer system and related services being sought through this RFP.

#### **2.f. Cost Proposal**

Please provide a cost proposal based upon your best understanding of the scope of the project and the services to be delivered. This cost proposal should include the total estimated cost for this project, itemized by the expected project deliverables detailed in section II. B. This cost proposal should also include the provision of a detailed list of charges for services. The list of services should include, but not be limited to:

- a. Cost of total package
- b. Hourly personnel rates for all staff assigned to this project
- c. Fees for subcontractors
- d. Reimbursable rates for expenses such as printing, copies, etc.
- e. Other miscellaneous costs and fees

Final rates will be determined in negotiations with the qualified Applicant after the proposal submissions have been reviewed and contract negotiations have begun. Although CBH may begin contract negotiations based on the submitted proposal, CBH reserves the right to have discussions with those Applicant(s) falling within a competitive range and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

#### **2.g. Operational Documentation and Requirements**

In this section, please include the following information, either within the section itself or by reference to an attachment to your proposal:

- Tax Identification Number
- Letter attesting that all required federal, state and local taxes (including payroll taxes) for the past twelve (12) months have been paid
- In the case of for-profit organizations, group or individual practices, disclosure of any person or entity holding any shared ownership or controlling interest of 5% or more.
- M/W/DSBE Status – For-profit Applicants

### **3. Terms of Contract**

For the contract entered into by CBH as a result of this RFP, negotiations will be undertaken only with a successful Applicant whose application, including all appropriate documentation, shows it to be qualified, responsible, and capable of performing the work required in the RFP.

The selected Applicant shall maintain full responsibility for maintenance of such insurances as may be required by law of employers, including but not limited to Worker's Compensation, General Liability, Unemployment Compensation and Employer's Liability Insurance, and Professional Liability and Automobile Insurance.

The Applicant, as a potential Consultant, is required, per Chapter 17-1404 (1) of the Philadelphia Code, to disclose certain campaign contributions (defined as a provision of money, in-kind assistance, discounts, forbearance, or any other valuable thing) made during the last two years to any of the following:

- a. A candidate for nomination or election to any public office in the Commonwealth of Pennsylvania;
- b. An incumbent in any public office in the Commonwealth of Pennsylvania;
- c. A political committee or state party in the Commonwealth of Pennsylvania; or
- d. A group, committee, or association organized in support of any candidate, office holder, political committee, or state party in the Commonwealth of Pennsylvania.

Further, if the Applicant is an individual and makes campaign contributions totaling over \$2,500 in one calendar year to a candidate for City office or to an incumbent, the individual is not eligible to be a Contractor for over \$10,000 during that candidate or incumbent's term in office.

Similarly, if the Applicant is a business (i.e. corporation, limited liability company, partnership association, joint venture, or any other legal entity) and makes campaign contributions totaling over \$10,000 in one calendar year to a candidate for City office or to an incumbent, the business is not eligible to be a Contractor for over \$25,000 during that candidate or incumbent's term in office.

**Please refer to the Philadelphia Code, Chapter 17-1404 for a more detailed list of disclosure requirements that might preclude your firm from consideration for an award of this RFP.**

#### **B. Minority/Women/People with Disabilities Owned Business Enterprises**

CBH is a City-related agency and as such its contracted providers/vendors/consultants must cooperate with the intent of the local municipality regarding minority/women/disabled-owned business enterprises. It is the expectation of CBH that the selected Applicants will employ a "Best and Good Faith Efforts" approach to include certified minority, women and disabled businesses (M/W/DSBE) in the services provided through this RFP where applicable and meet the intent of M/W/DSBE legislation.

The purpose of M/W/DSBE state legislation is to provide equal opportunity for all businesses and to assure that CBH funds are not used, directly or indirectly, to promote, reinforce or perpetuate discriminatory practices. CBH is committed to fostering an environment in which all businesses are free to participate in business opportunities without the impediments of discrimination and participate in all CBH contracts on an equitable basis.

- For-profit Applicants should indicate if their organization is a Minority (MBE), Woman (WBE), and/or Disabled (DSBE) Owned Business Enterprise and certified as such by an approved certifying agency and/or identified in the OEO Certification Registry. If the Applicant is M/W/DSBE certified by an approved certifying agency, a copy of certifications should be included with the proposal. Any certifications should be submitted as hard copy attachments to the original application and copies that are submitted to CBH.
- Not-for-profit Applicants cannot be formally M/W/DSBE certified. CBH does utilize adapted state definitions to determine the M/W/DSBE status. Criteria are applied to not-for-profit entities to determine M/W/DSBE status in the CBH provider network, as follows (all criteria must be satisfied)

- At least 51% of the board of directors must be qualified minority individuals and/or women and/or people with disabilities.
  - A woman or minority individual or person with a disability must hold the highest position in the company.
  - Minority groups eligible for certification include African Americans, Hispanic Americans, Native Americans, and Asian Americans.
  - Citizenship and legitimate minority group membership must be established through birth certificates, military records, passports, or tribal cards.
- Not-for-profit organizations may have sub-contracting relationships with certified M/W/DSBE for-profit organizations. Not-for-profits should include a listing of their M/W/DSBE certified sub-contractors, along with their certification information.
  - For additional information regarding the Commonwealth of Pennsylvania’s M/W/DSBE certification process, go to the following website:  
[www.dgs.state.pa.us/portal/server.pt/community/bureau\\_of\\_minority\\_and\\_women\\_business\\_opportunities/1358](http://www.dgs.state.pa.us/portal/server.pt/community/bureau_of_minority_and_women_business_opportunities/1358)

**C. City of Philadelphia Tax and Regulatory Status and Clearance Statement**

As CBH is considered a quasi-governmental, City-related agency, prospective Applicants must meet certain City of Philadelphia requirements. It is the policy of the City of Philadelphia to ensure that each contractor and subcontractor has all required licenses and permits and is current with respect to the payment of City taxes or other indebtedness owed to the City (including, but not limited to, taxes collected by the City on behalf of the School District of Philadelphia), and is not in violation of other regulatory provisions contained in The Philadelphia Code. To assist the City, through its Department of Revenue and Department of Licenses and Inspections, in determining this status, each Applicant is required to complete and return with its proposal, a City of Philadelphia Tax Status and Clearance Statement Form (see Appendix B).

If the Applicant is not in compliance with the City’s tax and regulatory codes, an opportunity will be provided to enter into satisfactory arrangements with the City. If satisfactory arrangements cannot be made within a week of being notified of their non-compliance, Applicants will not be eligible for award of the contract contemplated by this RFP.

All selected Applicants will also be required to assist the City in obtaining the above information from its proposed subcontractors (if any). If a proposed subcontractor is not in compliance with City Codes and fails to enter into satisfactory arrangements with the City, the non-compliant subcontractor will be ineligible to participate in the contract contemplated by this RFP and the selected Applicant may find it necessary to replace the non-compliant subcontractor with a compliant subcontractor. Applicants are advised to take these City policies into consideration when entering into their contractual relationships with proposed subcontractors.

Applicants need not have a City of Philadelphia Business Privilege Tax Account Number and Business Privilege License Number to respond to this RFP, but will, in most circumstances, be required to obtain one or both if selected for award of the contract contemplated by the RFP. Proposals for a Business Privilege Tax Account Number or a Business Privilege License may be made on line by visiting the City of Philadelphia Business Service site-<http://business.phila.gov/Pages/Home.aspx> and clicking on “Register Your Business.” If you have specific questions, call the Department of Revenue at 215-686-6600 for questions related to City of Philadelphia Business Privilege Tax Account Number or the

Department of Licenses and Inspections at 215-686-2490 for questions related to the Business Privilege License.

**D. City of Philadelphia Disclosure Forms**

Applicants and subcontractors are required to complete the City of Philadelphia Disclosure Forms (see Appendix C and separate website Attachment) to report campaign contributions to local and state political candidates and incumbents; any consultants used in responding to the RFP and contributions those consultants have made; prospective subcontractors; and whether Applicant or any representative of Applicant has received any requests for money or other items of value or advice on particular firms to satisfy minority-, woman- or disabled-owned business participation goals. These forms must be completed and returned with the proposal. The forms are attached as a separate PDF on the website posting.

For specifics regarding the eligibility of an individual or a business who has made a campaign contribution to be awarded a contract, please refer to Section III. A. 3 of this RFP.

**E. CBH Disclosure of Litigation Form**

The Applicant shall describe any pending, threatened, or contemplated administrative or judicial proceedings that are material to the Applicant’s business or finances including, but not limited to, any litigation, consent orders or agreements between any local, state, or federal regulatory agency and the Applicant or any subcontractor the Applicant intends to use to perform any of the services described in this RFP. Failure to disclose any of the proceedings described above may be grounds for disqualification of the Applicant’s submission. Complete and submit with your proposal the CBH Disclosure of Litigation Form (see Appendix D).

**F. Selection Process**

An application review committee will review all responses to this RFP. Based on the criteria detailed below, the committee will make recommendations concerning the submissions that are best able to meet the goals of the RFP.

Submissions will be reviewed based upon the merits of the written response to the RFP.

Specific scoring criteria upon which the review will be based include:

**1. Threshold Requirements**

Threshold requirements provide a baseline for all proposals, which means they provide basic information that all Applicants must meet. Failure to meet all of these requirements may disqualify an Applicant from consideration through this RFP. Threshold requirements include timely submission of a complete application with all sections outlined in Section III. A. completed. Threshold requirements include having the requisite experience and qualifications to implement the program, and being a vendor in good standing with the City and CBH.

Threshold requirements also include consideration of the Applicant’s financial status, including any potential delinquencies to the City and CBH. Proposals may be rejected, if, in CBH’s judgment, the Applicant has failed to provide all information required by this RFP; has been delinquent or unfaithful in the performance of any contract with CBH or others; is delinquent, and has not made arrangements satisfactory to CBH with respect to the payment of City taxes or taxes collected by the City, or other indebtedness owed to the City or other taxing authorities; is not in compliance with regulatory codes applicable to Applicant; is financially or technically incapable; or is otherwise not a responsible Applicant.

**CBH reserves the right to conduct investigations with respect to financial, technical and other qualifications, and references without notice to the Applicant.**

**Applicants that do not meet all of the threshold requirements may have their proposals disqualified. For Applicants meeting the threshold requirements, the scoring criteria for this RFP upon which the review will be based are as follows:**

- Fit to technical requirements (30%)
- Fit to security and compliance requirements (20%)
- User friendliness of front end, network and identity management, and task automation (15%)
- Stability and reliability and history of successful implementation of MFT system (10%)
- Previous experience at hosting HIPAA/HITECH compliant MFT solutions (10%)
- Cost (10%)
- Relevant references from organizations with similar compliance requirements (5%)

Special consideration will be given for the following:

- Businesses owned and controlled by minorities, women, and disabled persons
- Philadelphia based Applicants

**IV. Proposal Administration**

**A. Procurement Schedule**

The anticipated procurement schedule is as follows:

<b>RFP Event</b>	<b>Deadline Date</b>
RFP Issued	May 20, 2016
Deadline to Submit Questions	May 27, 2016
Answers to Questions on Website	May 31, 2016
<b>Application Submission Deadline</b>	<b>June 6, 2016</b>
Applicants Identified for Contract Negotiations	June 24, 2016

**CBH reserves the right to modify the schedule as circumstances warrant.**

**This RFP is issued on May 20, 2016. In order to be considered for selection, all applications must be delivered to the address below no later than 5:00 PM on June 6, 2016.**

Community Behavioral Health  
801 Market Street  
7<sup>th</sup> Floor  
Philadelphia, PA 19107

**ATTN: Hans Leach**

- Application packages should be marked “Managed File Transfer RFP”. Applications submitted by any means other than mailing, courier, or hand delivery will not be accepted.
- Applicants must submit an electronic version of the application prepared as a PDF document placed onto a compact disc or flash drive with one clearly marked signed original application and five (5) copies of the application.

- Applications submitted after the deadline date and time will be returned unopened.
- The individual Applicant or an official of the submitting agency, authorized to bind the agency to all provisions noted in the application, must sign the cover sheet of the application.

#### **B. Questions Relating to the RFP**

All questions concerning this RFP must be submitted in writing via email to Hans Leach at [hans.leach@phila.gov](mailto:hans.leach@phila.gov) by May 27, 2016. CBH will respond to questions it considers appropriate to the RFP and of interest to all Applicants, but reserves the right, in its discretion, not to respond to any question. Responses will be posted on the DBHIDS website by May 31, 2016. Responses posted on this website become part of the RFP upon posting. CBH reserves the right, in its discretion, to revise responses to questions after posting, by posting the modified response. No oral response to any Applicant question by any CBH employee or agent shall be binding on CBH or in any way considered to be a commitment by CBH. Contact with other CBH staff, or other related staff, regarding this RFP is not permitted and failure to comply with this restriction could result in disqualification.

#### **C. Interviews/Presentations**

Applicants may be required to make an oral presentation concerning various aspects of their application to CBH. Such presentations provide an opportunity for Applicants to clarify their application to insure a thorough and mutual understanding. CBH will schedule such presentations on an as-needed basis.

#### **D. Term of Contract**

The initial contract resulting from this RFP will start within 90 days of receipt of the award letter and will apply until CBH deems the project completed. CBH reserves the right to set the rates for this service, budgets and rates notwithstanding. Continuation of funding is contingent upon the availability of funds, quality of service being provided and contract compliance. All contracts become binding on the date of signature by the Applicant's Chief Executive Officer and Community Behavioral Health's Chief Executive Officer. CBH reserves the right to re-issue all or part of the RFP if it is not able to establish acceptable providers for any or all services. CBH also reserves the right to amend contracts throughout the contract period, and to renegotiate the contract length as needed.

#### **V. General Rules Governing RFPs/Applications; Reservation of Rights; Confidentiality and Public Disclosure**

##### **A. Revisions to RFP**

CBH reserves the right to change, modify or revise the RFP at any time. Any revision to this RFP will be posted on the DBHIDS website with the original RFP. It is the Applicant's responsibility to check the website frequently to determine whether additional information has been released or requested.

##### **B. City/CBH Employee Conflict Provision**

City of Philadelphia or CBH employees and officials are prohibited from submitting an application in response to this RFP. No application will be considered in which a City or CBH employee or official has a direct or indirect interest. Any application may be rejected that, in CBH's sole judgment, violates these conditions.

##### **C. Proposal Binding**

By signing and submitting its proposal, each Applicant agrees that the contents of its proposal are available for establishment of final contractual obligations for a minimum of 180 calendar days from the proposal deadline for this RFP. An Applicant's refusal to enter into a contract which reflects the terms and conditions of this RFP or the Applicant's proposal may, in the CBH' sole discretion, result in rejection of Applicant's proposal.

## **D. Reservation of Rights**

By submitting its response to this notice of Request for Proposals as posted on the DBHIDS website, the Applicant accepts and agrees to this Reservation of Rights. The term “Notice of Request for Proposals,” as used herein, shall mean this RFP and include all information posted on the DBHIDS website in relation to this RFP.

### **1. Notice of Request For Proposals (RFP)**

CBH reserves the right, and may, in its sole discretion, exercise any one or more of the following rights and options with respect to this notice of contract opportunity:

- (a) to reject any and all applications and to reissue this RFP at any time;
- (b) to issue a new RFP with terms and conditions substantially different from those set forth in this or a previous RFP;
- (c) to issue a new RFP with terms and conditions that are the same or similar as those set forth in this or a previous RFP in order to obtain additional applications or for any other reason CBH determines to be in their best interest;
- (d) to extend this RFP in order to allow for time to obtain additional applications prior to the RFP application deadline or for any other reason CBH determines to be in its best interest;
- (e) to supplement, amend, substitute or otherwise modify this RFP at any time prior to issuing a notice of intent to develop a provider agreement or consultant contract to one or more Applicants;
- (f) to cancel this RFP at any time prior to the execution of a final provider agreement or consultant contract whether or not a notice of intent to develop a provider agreement or consultant contract has been issued, with or without issuing, in CBH’s sole discretion, a new RFP for the same or similar services;
- (g) to do any of the foregoing without notice to Applicants or others, except such notice as CBH, in its sole discretion, elects to post on the DBHIDS website.

### **2. Proposal Selection and Contract Negotiation**

CBH may, in its sole discretion, exercise any one or more of the following rights and options with respect to application selection:

- (a) to reject any application if CBH, in its sole discretion, determine the application is incomplete, deviates from or is not responsive to the requirements of this RFP, does not comply with applicable law, is conditioned in any way, or contains ambiguities, alterations or items of work not called for by this RFP, or if CBH determines it is otherwise in their best interest to reject the application;
- (b) to reject any application if, in CBH’s sole judgment, the Applicant has been delinquent or unfaithful in the performance of any contract with CBH or with others; is delinquent, and has not made arrangements satisfactory to CBH, with respect to the payment of City taxes or taxes collected by the City, or other indebtedness owed to the City; is not in compliance with regulatory codes applicable to Applicant; is financially or technically incapable; or is otherwise not a responsible Applicant;
- (c) to waive any defect or deficiency in any application, including, without limitation, those identified in subsections 1) and 2) preceding, if, in CBH’s sole judgment, the defect or deficiency is not material to the application;
- (d) to require, permit or reject, in CBH’s sole discretion, amendments (including, without limitation, information omitted), modifications, clarifying information, and/or corrections to their applications by some or all of the Applicants at any time following application submission and before the execution of a final provider agreement or consultant contract;

- (e) to issue a notice of intent to develop a provider agreement or consultant contract and/or execute a provider agreement and/or consultant contract for any or all of the items in any application, in whole or in part, as CBH, in its sole discretion, determine to be in CBH's best interest;
- (f) to enter into negotiations with any one or more Applicants regarding price, scope of services, or any other term of their applications, and such other agreement or contractual terms as CBH may require, at any time prior to execution of a provider agreement or consultant contract, whether or not a notice of intent to develop a provider agreement or consultant contract has been issued to any Applicant and without reissuing this RFP;
- (g) to enter into simultaneous, competitive negotiations with multiple Applicants or to negotiate with individual Applicants, either together or in sequence, and to permit or require, as a result of negotiations, the expansion or reduction of the scope of services or changes in any other terms of the submitted applications, without informing other Applicants of the changes or affording them the opportunity to revise their applications in light thereof, unless CBH, in its sole discretion, determine that doing so is in and CBH's best interest;
- (h) to discontinue negotiations with any Applicant at any time prior to the execution of a provider agreement or consultant contract, whether or not a notice of intent to develop a provider agreement or consultant contract has been issued to the Applicant, and to enter into negotiations with any other Applicant, if CBH, in its sole discretion, determine it is in the best interest of CBH to do so;
- (i) to rescind, at any time prior to the execution of a provider agreement or consultant contract, any notice of intent to develop a provider agreement or consultant contract to an Applicant, and to issue or not issue a notice of intent to develop a provider agreement or consultant contract to the same or a different Applicant and enter into negotiations with that Applicant, if CBH, in its sole discretion, determine it is in the best interest of CBH to do so;
- (j) to elect not to enter into any provider agreement or consultant contract with any Applicant, whether or not a notice of intent to develop a provider agreement or consultant contract has been issued and with or without the reissuing this RFP, if CBH determines that it is in CBH's best interest to do so;
- (k) to require any one or more Applicants to make one or more presentations to CBH at CBH's offices or other location as determined by CBH, at the Applicant's sole cost and expense, addressing the Applicant's application and its ability to achieve the objectives of this RFP;
- (l) to conduct on-site investigations of the facilities of any one or more Applicants (or the facilities where the Applicant performs its services);
- (m) to inspect and otherwise investigate projects performed by the Applicant, whether or not referenced in the application, with or without consent of or notice to the Applicant;
- (n) to conduct such investigations with respect to the financial, technical, and other qualifications of each Applicant as CBH, in its sole discretion, deem necessary or appropriate;
- (o) to permit, at CBH's sole discretion, adjustments to any of the timelines associated with this RFP, including, but not limited to, extension of the period of internal review, extension of the date of provider agreement or consultant contract award and/or provider agreement or consultant contract execution, and extensions of deadlines for implementation of the proposed project; and
- (p) to do any of the foregoing without notice to Applicants or others, except such notice as CBH, in its sole discretion, elects to post on the DBHIDS website.

### **3. Miscellaneous**

- (a) Interpretation; Order of Precedence. In the event of conflict, inconsistency or variance between the terms of this Reservation of Rights and any term, condition or provision contained in any RFP, the terms of this Reservation of Rights shall govern.

- (b) Headings. The headings used in this Reservation of Rights do not in any way define, limit, describe or amplify the provisions of this Reservation of Rights or the scope or intent of the provisions, and are not part of this Reservation of Rights.

**E. Confidentiality and Public Disclosure**

The successful Applicant shall treat all information obtained from CBH that is not generally available to the public as confidential and/or proprietary to CBH. The successful Applicant shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. The successful Applicant agrees to indemnify and hold harmless CBH, its officials and employees, from and against all liability, demands, claims, suits, losses, damages, causes of action, fines and judgments (including attorney's fees) resulting from any use or disclosure of such confidential and/or proprietary information by the successful Applicant or any person acquiring such information, directly or indirectly, from the successful Applicant.

By preparation of a response to this RFP, Applicants acknowledge and agree that CBH, as a quasi-public corporation, is subject to state and local public disclosure laws and, as such, is legally obligated to disclose to the public documents, including applications, to the extent required hereunder. Without limiting the foregoing sentence, CBH's legal obligations shall not be limited or expanded in any way by an Applicant's assertion of confidentiality and/or proprietary data.

**F. Incurring Costs**

CBH is not liable for any costs incurred by Applicants for work performed in preparation of a response to this RFP.

**G. Prime Contractor Responsibility**

The selected contractor will be required to assume responsibility for all services described in their applications whether or not they provide the services directly. CBH will consider the selected contractor as sole point of contact with regard to contractual matters.

**H. Disclosure of Proposal Contents**

Information provided in applications will be held in confidence and will not be revealed or discussed with competitors. All material submitted as part of the RFP process becomes the property of CBH and will only be returned at CBH's option. Applications submitted to CBH may be reviewed and evaluated by any person other than competing Applicants. CBH retains the right to use any/all ideas presented in any reply to this RFP. Selection or rejection of an application does not affect this right.

**I. Selection/Rejection Procedures**

The Applicant whose submission is selected by CBH will be notified in writing as to the selection, and the selection will also be posted on the DBHIDS website. Information will be provided in this letter as to any issues within the application that will require further discussion or negotiation with CBH. This letter should not be considered as a letter of award. A formal letter of award will be forthcoming at such time when mutual agreement has been reached by the parties on all issues pertaining to the application. Applicants whose submissions are not selected will also be notified in writing by CBH.

**J. Non-Discrimination**

The successful Applicant, as a condition of accepting and executing a contract with CBH through this RFP, agrees to comply with all relevant sections of the Civil Rights Act of 1964, the Pennsylvania Human Relations Act, Section 504 of the Federal Rehabilitation Act of 1973, and the Americans with Disabilities Act, hereby assuring that:

The contractor does not and will not discriminate against any person because of race, color, religious creed, ancestry, national origin, age, sex, sexual orientation, handicap or disability in providing services, programs or employment or in its relationship with other contractors.

**K. Life of Proposals**

CBH expects to select the successful Applicant as a result of this RFP within approximately 90 days of the submission deadline. However, proposals that are submitted may be considered for selection up to 180 days following the submission deadline of this RFP. By submission of a proposal, respondents agree to hold the terms of their proposal open to CBH for up to 180 days following the submission deadline.

**APPENDIX A**

***RFP RESPONSE COVER SHEET***

**COMMUNITY BEHAVIORAL HEALTH**

**Managed File Transfer RFP**

CORPORATE NAME OF  
APPLICANT ORGANIZATION \_\_\_\_\_

CORPORATE ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

MAIN CONTACT PERSON \_\_\_\_\_

TITLE \_\_\_\_\_ TELEPHONE # \_\_\_\_\_

E-MAIL ADDRESS \_\_\_\_\_ FAX # \_\_\_\_\_

—

\_\_\_\_\_  
SIGNATURE OF OFFICIAL AUTHORIZED TO BIND APPLICANT TO A CONTRACT TITLE

\_\_\_\_\_  
TYPED NAME OF AUTHORIZED OFFICIAL IDENTIFIED ABOVE

DATE SUBMITTED \_\_\_\_\_

**APPENDIX B**

**CITY OF PHILADELPHIA TAX AND REGULATORY  
STATUS AND CLEARANCE STATEMENT  
FOR APPLICANTS**

**THIS IS A CONFIDENTIAL TAX DOCUMENT NOT FOR PUBLIC DISCLOSURE**

This form must be completed and returned with Applicant’s proposal in order for Applicant to be eligible for award of a contract with the City. Failure to return this form will disqualify Applicant’s proposal from further consideration by the contracting department. Please provide the information requested in the table, check the appropriate certification option and sign below:

Applicant Name	
Contact Name and Title	
Street Address	
City, State, Zip Code	
Phone Number	
Federal Employer Identification Number or Social Security Number:	
Philadelphia Business Income and Receipts Tax Account Number (f/k/a Business Privilege Tax) (if none, state “none”)*	
Commercial Activity License Number (f/k/a Business Privilege License) (if none, state “none”)*	

\_\_\_ I certify that the Applicant named above has all required licenses and permits and is current, or has made satisfactory arrangements with the City to become current with respect to the payment of City taxes or other indebtedness owed to the City (including, but not limited to, taxes collected by the City on behalf of the School District of Philadelphia), and is not in violation, or has made satisfactory arrangements to cure any violation, or other regulatory provisions applicable to Applicant contained in The Philadelphia Code.

\_\_\_ I certify that the Applicant named above does not currently do business, or otherwise have an economic presence in Philadelphia. If Applicant is awarded a contract with the City, it promptly will take all steps necessary to bring it into compliance with the City’s tax and other regulatory requirements.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name and Title

\* You can apply for a City of Philadelphia Business Income and Receipts Tax Account Number or a Commercial Activity License on line after you have registered your business on the City’s Business Services website located at <http://business.phila.gov/Pages/Home.aspx>. Click on “Register” or “Register Now” to register your business.

**APPENDIX C**

**CITY OF PHILADELPHIA DISCLOSURE FORMS**

**The City of Philadelphia Disclosure Forms may be found on the DBHIDS Website along with this posted RFP.**

## APPENDIX D

### CBH Disclosure of Litigation Form

The Applicant shall describe in the space below any pending, threatened, or contemplated administrative or judicial proceedings that are material to the Applicant's business or finances including, but not limited to, any litigation, consent orders or agreements between any local, state, or federal regulatory agency and the Applicant or any subcontractor the Applicant intends to use to perform any of the services described in this RFP.

Not Applicable

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Signature

Print Name

Date

---

Company or Agency Name