

Family Medical Clinic of North Mississippi, Inc.  
3451 Goodman Rd, Ste 115  
Southaven, MS 38672  
Contact: Jeffery Geraci  
901-659-2435

April 16, 2024

**Request for proposal (RFP):**

We have received funding from the Mississippi Office of Rural Health and Primary care through the Mississippi State Department of Health. The stated purpose of this funding is to provide:

Activity/Task 1: Purchase and install network equipment to secure the electronic health record (EHR) systems.

Activity/Task 2: Contract with an EHR vendor to install a bi-directional interface that shares patient information securely with other health care providers.

Activity/Task 3: Upgrade network equipment and individual devices to support highest form of security and telemedicine capabilities

We have broken down this project into 4 different RFPs.

- 1) Network infrastructure. (Router, Switches, Wireless Access, VPN, etc)
- 2) Device upgrades (Including purchase, configuration, warranty, and support)
  - a) Desktop PCs (Windows 10 Professional)
  - b) Laptops (Windows 10 Professional)
  - c) Laptops (Apple)
  - d) Ipads (Apple)
  - e) Laser Printers (PCL)
- 3) EHR interfaces (Sole Source)
  - a) MHAX Mississippi Health Access Exchange (Current Mississippi Exchange)
  - b) NextGen Heathfusion Office EHR. (Current clinic EHR).

## **Network infrastructure:**

### **Current Equipment:**

Router: Meraki Cisco: MX64

Switches: Meraki Cisco: 2 MS120-24P 1MS120-48P

Wireless: UNIFI Wireless network with 7 WAPS

Additional equipment: 4 ADTRAN VOIP Cspire Managed/owned Switches.

Primary WAN: 1gb Fiber, Cspire

Backup Wan: 500mb Broadband, Comcast.

### **RFP request:**

To replace, augment, or integrate current network equipment to provide highest possible security and threat management while allowing maximum data throughput for end users.

To automate failover internet connectivity for both data and VOIP activity and add tertiary failover by use Starlink satellite or 5G cellular technology.

Must integrate with C-spire Fiber and Comcast Broadband wide area networks (WANs).

Must integrate with C-spire VOIP phone system and C-spire Managed Switches.

Please provide: 1) Cost for equipment to be purchased including tax. 2)Cost for Installation and year one support. 3)Cost for support for On-site, Remote, and After Hours for items not included in installation or for support in Years 2-5. 4) Please provide references to validate experience requirements including contact information.

### **RFP evaluation criteria:**

- 1) # Years experience with Network Integration of C-spire Fiber and VOIP equipment/configuration. 5 years' experience required. To be verified by obtaining references.
- 2) Years experience with 7- layered Network Technology or equivalent. 10 years' experience required. To be verified by obtaining references.
- 3) Support options: Remote, on-site, and after hours. Factors will include cost, turnaround time, and # of staff dedicated to support.
- 4) Investment Cost: Startup, Installation, and first year's support. (This will be submitted for Grant reimbursement)
- 5) Ongoing Support: Years 2-5. Cost per month and/or year.

Deadline for Quotes: May 15th.

Deadline for RFP Decision: May 22nd.

Target installation/start of project: June 1<sup>st</sup>.

## Device upgrades:

### Current Equipment:

33 Desktops (80% over 5 years) (Windows 10 Professional)  
46 Laptops (50% over 3 years) (Windows 10 Professional)  
8 Macbooks(80% over 5 years) (MacOS)  
5 IpadS (IOS) (Telemedicine)  
5 Hp 400 Printers  
Sophos Endpoint Protection (Cloud Managed)  
Azure/Intune Mobile Device Management (Cloud Managed)  
Office 365/Teams file sharing ( Cloud Managed)

### RFP request:

Desktops/Laptops: To replace systems over 3 years old with newer technology, extra memory to accommodate encryption and antivirus. Move to Windows 11 Professional. Minimum specifications. I5 intel processor, 16 GB memory, SSD storage. 3 year on-site warranty including accident coverage. Estimate 30 PCs and 25 Laptops.

Macbooks: To replace systems over 3 years old with newer technology, extra memory to accommodate encryption and antivirus. MacBook Air 15. Move to latest MACos. Must include Applecare coverage/warranty. Estimate about 6 Macbooks.

IPADS: for use with Telemedicine. Need to increase total quantity to 12 for coverage for entire clinic. Must include Applecare. Estimate about 7 Ipad Airs.

HP printers. Replace all HP 400 printers and add 3 additional printers to RX only printing. Looking for Network Cat 8 interfaced PCL based printers.

Please provide: 1) Cost for equipment to be purchased including tax. 2)Cost for three-year support on-site with accident coverage. 3) Please provide references to validate experience requirements including contact information.

### RFP evaluation criteria:

- 1) Brand name for PC: Must be Dell or HP newly manufactured. Must include Intel chipset greater than I5. No refurbished or rebuilt systems.
- 2) 10 Years' experience with computer sales and support. years' experience required. To be verified by obtaining references.
- 3) Support options: Remote, on-site, and after hours. Factors will include cost, turnaround time, and # of staff dedicated to support.

Deadline for Quotes: April 21.

Deadline for RFP Decision: May 1<sup>st</sup>.

Target installation/start of project: June 1<sup>st</sup>.

**EHR interfaces**

EHR interface will be a sole source vendor due to the affiliation of MHAX with the Mississippi State Department of Health and the Current EHR vendor is the only source to provide the required interface.