

Request for Proposal

Offsite Server Hosting and Network Connection



March 2, 2023

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Purpose

The College of Physicians & Surgeons of Alberta (CPSA) is seeking proposals for an offsite server and data storage hosting service as well as a dedicated network line between offsite hosting and CPSA offices and a direct to the Internet connection from the offsite location. The offsite location will have capacity for all the CPSA services as well as giving CPSA systems staff access to make changes to the systems hosted at the location.

Deadline for proposals is **April 30, 2023**. Please send submissions in PDF format by email to:

Jim Kiddoo
Chief Information Officer
College of Physicians & Surgeons of Alberta
2700, 10020-100 St NW
Edmonton, AB T5J 0N3
Jim.Kiddoo@cpsa.ab.ca

About CPSA

CPSA is Alberta's medical regulator and responsible for overseeing the practice of medicine in Alberta. [Alberta's Health Professions Act \(HPA\)](#) grants physicians and physician assistants the privilege of profession-led regulation, which is carried out by CPSA.

Our work to guide the medical profession ultimately protects Albertans. This work includes:

- Registering physicians, surgeons, osteopaths, and physician assistants
- Supporting continuing competence and performance in practice
- Investigating and resolving complaints related to physicians and physician assistants
- Contributing to public policy affecting health care delivery
- Accrediting health facilities
- Engaging in evidence-based medical regulation, research and program evaluation
- Guiding professional conduct and ethical behaviour

CPSA is governed by a Council that includes physicians, public members and representatives from Alberta's medical schools. Public members are appointed by Alberta's Lieutenant Governor, while regulated members are elected by their professional peers. Also on Council are Alberta's two medical deans, medical learners and the past president who sit as observers. Dr. Scott McLeod, the Chief Executive Officer and Registrar, is responsible for the day to day operations of CPSA and leads a team of about 155 members in Edmonton.

Our Vision

Professional, ethical, and competent regulated members providing the highest quality care for all Albertans.

Our Mission

To serve and protect all Albertans, contributing to their health and wellness, by supporting and guiding regulated members to proudly provide safe, high-quality care together with healthcare partners and patients.

Our Strategic Directions

- **Highest Quality, Compassionate and Ethical Care** – Towards increasing the provision of excellent, regulated member care for all Albertans.
- **Enhanced Partnerships** – Towards informed, engaged partners who help us provide quality care with Albertans.
- **Proactive and Innovative Approach** – Towards being recognized as a leader and innovator in self-regulated professions who always strive for excellence.
- **Anti-Racism and Anti-Discriminatory** – Towards becoming an anti-racism and anti-discrimination organization.
- **Authentic Indigenous Connections** – Towards substantive and authentic connections and relationships that help us provide quality care in partnership with Indigenous peoples.

Project Definition

Introduction

CPSA currently has offsite backup and hosting of their key services backed up to a location not in the CPSA offices. The CPSA office does have the majority of services hosted in the offices, but all are backed up daily to the offsite location in Calgary. The website and email are currently only running out of the offsite location, but they are also backed up to the CPSA offices, we have a copy of everything daily hosted away from the hosted, running services. We run mainly a Microsoft and Cisco shop with over 80 servers (including development environment) the majority are virtualized with Hyper-V. We run Windows server 2012, 2016, 2019, 2022, Exchange, SQL, CoreIntegrator, SharePoint, IIS, Wordpress, Apache, RSA MFA, MS Dynamics, Captiva, Azure Devops, Tomcat (Groeware server). Network infrastructure includes: Switches, firewalls, IDS and VPN, we would be looking for the ability to connect to the remote site and have these services integrated.

Project Sponsor

The Chief Information Officer of the College of Physicians & Surgeons of Alberta

Business Sponsor

The Chief Information Officer of the College of Physicians & Surgeons of Alberta

Deliverables

Key deliverables of the project are:

- Offsite location
- 99.99% uptime
- Capability to scale up services as needed
- 50TB of storage of various speeds ability to expand as needed
- Minimum 512gb Ram available to start per host with a minimum of 5 hosts
- 64 Cores to start available per host
- 32 IP routable externally available addresses
- 500mb minimum dedicated network link to offsite location
- Agreed to Service Level Agreements
- Access to audit logs on servers
- CPSA Systems staff having access to make changes (could be different levels of support depending on the service, e.g Exchange hosting)
- Patching of hosts and/or other servers depending on level of control needed by CPSA
- Access to internet from offsite location including DMZ and firewall, will include public facing apps as well as user access through VPN
- Backup Capability including replication
- Monitoring of systems in hosting site with live notifications of outages through SMS and email.
- Understanding who is responsible for software licenses (CPSA currently owns all of our licenses)
- Identification of roles and responsibilities of provider versus CPSA staff potential to split types of access depending on the systems
- Network capabilities (firewall, IDS, VPN, auditing) including the ability to access offsite location from the internet (e.g VPN and VDI)
- The selected Bidder will create and maintain all the necessary technical documentation, design documents, procedures and configurations required for operations. And Details of inventory for Compute (RAM & CPU), Storage, Network, Security, etc. elements. Details of the WAN connectivity plan, etc
- The bidder will propose a solution which will be scalable, extensible, configurable, and support integration and optimization of required services

***Note CPSA is open to having a hybrid approach to control models for our Staff. Depending on needs the above requirements could be altered to fit a different model (e.g. split hosting across multiple architecture (e.g. Azure hosted online exchange migration) Currently the CPSA has access to the hosts and all servers running on them from an OS level and up. We are open to discussions on levels of control granted.**

Major Phases and Activities of the Project

- Assess current systems to move
- Plan how migration will happen (over network or send device with data)
- Create phases of migration
- Freeze current data
- Migrate systems
- Verify migration worked

Other Resources

A number of resources will be available to assist with the project as needed including time and expertise from:

- Chief Information Officer
- Lead Systems Admin
- Junior Systems Admin
- Analysis Manager
- Development Manager

Proposals

To be considered, the proposal must contain:

- A business plan outlining in sufficient detail the steps to be taken in order to migrate from existing infrastructure.
- An estimate (or range) of the costs associated with each phase of the work.
- Timelines to complete project
- Key Contacts throughout project
- Escalation paths
- Ability to expand or contract systems as needed

Work on the project will start August 2023. The chosen consultant will work closely with CPSA Systems team to choose the specific elements and processes within each phase.

Success will be a plan that:

- lays the groundwork for CPSA's work required under the HPA;
- is understood and endorsed by CPSA Chief Information Officer and Lead Systems Administrator; and

- Identifies key measurable outcomes that will achieve CPSA's mandate.

The budget for the project management component is **dependent on services and the ability to meet current requirements in the most efficient way possible.**

Project completion must be no later than **November 30, 2023.**

Required Bidder Information

The following information should be included in your (your firm's) proposal to CPSA:

Firm Expertise

Describe the firm's expertise, qualifications and experience with respect to each aspect of the activities described in the project definition. Alternatively, describe the process by which you propose to select suitable individuals/firms to which you would subcontract such activities.

Firm Resources

Describe the expertise, qualifications and experience of each person who would be providing services to CPSA, including the proposed role of each individual.

Please include the biographies of all individuals who would be assigned to work on the project.

Describe any project management or administrative support that would be part of the firm's services to CPSA. If any portion of the project is to be done by subcontractors, please include in the pricing information.

Pricing Information

The proposals must include a detailed description of the basis for the charging of fees and expenses associated with the project.

Conflicts of Interest

The proposals must identify any potential conflicts of interest known to the firm that may affect the provision of services to CPSA.

References

Please include three references. References for similar projects and/or

Proposal Process

Schedule

March 2, 2023	RFP will be made available to invited firms.
April 30, 2023	All proposals must be submitted to CPSA by 4 pm of this day.
May 15, 2023	Internal screening of proposals. CPSA will develop a short list of at least two firms whose references will then be contacted.
May 30, 2023	Short-listed firms will present their proposal.
June 15, 2023	Selection of the successful firm will be made and negotiation of terms of engagement undertaken. Other short listed firms will be notified.
July 15, 2023	The successful firm will start the project.

Proposal Requirements

Proposals must not exceed 15 pages in length, including all attachments and appendices.

Proposals are to be submitted in PDF format directly to CPSA via email, addressed to Jim Kiddoo at Jim.Kiddoo@cpsa.ab.ca .

Selection Criteria

Proposals will be evaluated against the following criteria:

- Demonstrated expertise, qualifications and experience to meet the requirements set out in the project definition.
- Demonstrated understanding of the issues facing CPSA and the environment in which it operates.
- Demonstrated ability of the consultant to work cooperatively.
- Scalability capability in solution

Criteria	Weighting
Firm's qualifications and experience in similar work	30%
Fees and pricing	35%

Quality of the proposal, including approach, timeframes and work plan	35%
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Those firms whose proposals are selected for further consideration may be asked to make a personal presentation to us and/or answer questions in advance of our final selection.

CPSA will not necessarily select the lowest cost proposal.

Proposal Conditions

Contingencies

This Request for Proposals (RFP) does not commit CPSA to award a contract. CPSA reserves the right to accept or reject any or all proposals or waive irregularities if CPSA determines it is in the best interest of CPSA to do so.

Acceptance or Rejection of Proposals

Proposals shall remain open, valid and subject to acceptance anytime up to three months after the proposal opening date and time. CPSA realizes that conditions other than lowest cost are important and will award contract(s) based on the proposal(s) that best meet the needs of CPSA.

Modifications

CPSA reserves the right to issue addenda or amendments to this RFP.

Proposal Submission

To be considered, all proposals must be submitted in the manner set forth in this proposal. It is the Proposer's responsibility to ensure that its proposal arrives on or before the specified time.

Incurred costs

This RFP does not commit CPSA to pay any costs incurred in the preparation of a proposal in response to this request and Proposer agrees that all costs incurred in developing its proposal are the Proposer's responsibility.

Negotiations

CPSA may require the firms selected to participate in negotiations, and to submit cost, technical, or other revisions of their proposals as may result from negotiations.

Final Authority

The final authority to award contracts as a result of this RFP rests solely with CPSA.

Contact Information

All inquiries should be directed to the following individuals:

College of Physicians & Surgeons of Alberta
2700, 10120 – 100 St NW
Edmonton, AB
T5J 0N3

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