



Northwest Health Services | 2303 Village Drive | St. Joseph, MO 64506

REQUEST FOR PROPOSAL (RFP) No. NHS-022025-ITS
For

**Information Technology Services for a
Federally Qualified Health Center (FQHC)**

***** IMPORTANT NOTICE*****
INCOMPLETE OR BIDS RECEIVED AFTER DUE DATE WILL BE REJECTED
PLEASE READ RFP CAREFULLY

Contact Information:

Jena Propheeter at (816) 307-4074 Ext 8222 or email: jpropheeter@nwhealth-services.org
Questions must include the RFP number within the subject line of the email.

RESPONSE MUST BE SUBMITTED ELECTRONICALLY BY:

DECEMBER 6, 2024 12 pm Noon (CST)
Email: jpropheeter@nwhealth-services.org

1. SUMMARY AND BACKGROUND

Northwest Health Services (NHS) is celebrating 41 years of service across Northwest Missouri. Their mission is to improve and strengthen lives through access to local, high-quality, affordable medical, dental, counseling and pharmacy services. Northwest Health Services was founded with a generous spirit and an ambitious goal. At the same time, they care about people, which is why they are located in the Metropolitan and Rural Northwest Missouri communities. NHS's employees serve their communities through the work they do in our clinics. Even more, they serve through volunteerism, caring for the underserved through homeless outreach, flood relief efforts, and partnering with local food banks.

NHS serves 21,000 clients each year with funding from grants, contracts, and fees. NHS receives government funding from numerous sources and agencies. NHS has 161 employees, our annual revenue ranges between \$25M and \$35M for the past few years.

Northwest Health Services seeks an Information Technology (IT) management service to submit a proposal to maintain their IT infrastructure, services, and most importantly, their patient care and support beginning in 2025. The nature and scope of federal funding received by the organization normally necessitates this proposal, and therefore NHS is seeking an IT proposal with demonstrated experience in providing this level of information technology services. Such a proposal must be performed in accordance with generally accepted standards and practices to include but not limited to HIPPA and PCI compliance in accordance with all HRSA best practices.

Northwest Health Services expects the work and/or preparation of the work to commence immediately upon notification and acceptance of award. This contract will terminate upon the completion of all aforementioned work pertaining to this RFP in accordance to its associated contract.

NHS requires that any compensation for the scope of services provided in Exhibit (i.e. all services) will be comprehensive in nature. The company will be expected to disclose in its submittal any and all fees (commission and non-commission) or compensation company is expected from NHS and to explain under what circumstances these fees and/or commission would apply. However, NHS would prefer a flat fee, if possible, to ease the burden of fiscal forecasting and annual budgetary preparation.

Northwest Health Services is a Federally Qualified Health Center with the mission to promote health and wellness by providing quality care, access, research, and education to the underserved and all people in the community. NHS is exempt from federal income tax under Section 501(c)(3) of the IRS code. Their mission is to provide outreach medical, dental, and behavioral health services to people in the Kansas City Community and surrounding metropolitan and rural areas.

Your complete proposal must be received by (December 6, 12 pm CST). Please send your proposal to Jena Propheter. All proposals will be reviewed and a corresponding recommendation of the top three will be made to the CFO and CEO. The contract award will be determined no later than January 2025, and the contract award will be going into effect February 1, 2025.

If you have any questions or would like further clarification of any aspect of this request for bid, please contact me at jpropheter@nwhealth-services.org. I look forward to receiving your proposal.

2. GENERAL INFORMATION

Northwest Health Services is an Equal Opportunity Employer and **strongly encourages small businesses and minority-owned businesses to bid**. This RFP will also be publicized per Electronic Code of Federal Regulations §200.320.

3. RFP TIMETABLE

The timetable for this RFP is as follows:

Description	Date
Release of RFP	NOVEMBER 8, 2024 (12 pm CST)
Deadline for Written Questions	NOVEMBER 15, 2024 (12 pm CST)
Responses to Questions Provided	NOVEMBER 22, 2024
RFP Final Proposals Due	DECEMBER 6, 2024 (12 pm CST)
Initial Selections	DECEMBER 9-13, 2024
Interviews (<i>only</i> if necessary)	DECEMBER 2024 (over 2 weeks)
Contract Award	JANUARY 2025
Commencement of Work	FEBRUARY 1, 2025

4. SPECIFIC RFP REQUIREMENTS

a. **Questions and Responses:**

Prospective Company may submit questions regarding this RFP by email to jpropheter@nwhealth-services.org. All questions must be received by 12:00 pm (CST) on Friday, November 15, 2024. When submitting questions, please specify which section of the RFP you are referencing and quote the language that prompted the question. Questions may address issues or concerns that a Company may have pertaining to this RFP or any specific area therein. All questions and responses will be sent and posted for all participants to review.

Northwest Health Services will provide responses to questions regularly, and questioning period will terminate on November 22, 2024. Northwest Health Services reserves the right to group similar questions when providing answers. Please note that participating submissions are confidential, and we are not required to disclose other parties.

b. **Proposal Submission Deadline:** The Company’s final proposal should be submitted by email to jpropheter@nwhealth-services.org by 12:00 pm (CST) by December 6, 2024. Please include the subject line "NHS-022025-ITS."

It is the sole responsibility of the submitting Company to ensure that its proposal is received before the submission deadline. Submitting Company shall bear all risks associated with delays in delivery. Any proposals received after the scheduled closing date and time for receipt of proposals will *not* be accepted.

c. **Proposal Requirements:**

Proposals shall include the following components:

- i. Company qualifications & experience with MO FQHC’S or like medical entities.
- ii. Company experience, access and approach to the needs outlined in **Exhibit A**.
- iii. Company must identify any compensation the Company may seek from Northwest Health Services, and an explanation for why those fees or compensation may be sought and under what terms payment is expected.
- iv. A copy of any standard agreement or contract that the Company typically uses for these services. Company is expected to identify any terms and conditions that Company can waive or any exceptions or revision Company is willing to make to such an agreement.

d. **Terms and Conditions:**

Northwest Health Services would like to pursue this term of this coverage for up to three (3) years, with an option to renew without bid by extension for up to two (2) additional years.

- e. **Company References:** To illustrate the Company has the experience in this arena, the Company shall provide three (3) references of professional clients that the Company has gained and lossed when providing services of similar size and scope. References shall include company name, contact name, title, phone number, and email. It is recommended that Company notify references that they will be contacted (see Exhibit B).
- f. **Additional information:** The Company may provide any other information that it believes will add value and/or additional context to its proposal.

5. PROPOSAL EVALUATION CRITERIA AND PRODUCTION PROCESS

Proposals will be evaluated in accordance with the following evaluation criteria.

Evaluation Criteria	
Agency/Vendor’s Qualifications & experience supporting other FQHC’s or medical entities	35%
Agency’s experience with and approach to the services requested in Exhibit A. Any non-commission fees and/or compensation Agency may seek from Northwest Health Services.	55%
Qualifications & Brokerage References (provided)	10%

Each qualified proposal will be evaluated based on the response of the submittal or subsequent information gained in the process. Price is important, but price will not be the sole determinate for award. The determination for the award is the absolute value, including but not limited to coverage, fees and structure of fees, access, timeframe, forecastability and industry insight, etc. and therefore, will be the sole responsibility of Northwest Health Services.

Following the initial evaluation, Northwest Health Services may select a particular Company (with or without interviews) or enter into discussions with a “short list” of Companies, consisting of those likely, in the opinion of Northwest Health Services, to potentially be awarded the contract.

The purpose of discussions with a Company on the “short list” will be to identify Company specific deficiencies and weaknesses in its proposal and to provide the Company with the opportunity to consider possible approaches to alleviating or eliminating them. These deficiencies or weaknesses may include such things as meeting deadlines, technical issues, management approach, cost, or team composition. Discussions may take place through written correspondence, Zoom, and/or face-to-face interviews.

Northwest Health Services reserves the right not to convene interviews or discussions, and to make an award on the basis of initial proposals received and the scoring reflective therein. References may be contacted at any point in the evaluation process.

After a Company has been selected, Northwest Health Services and the prospective chosen Company will negotiate a contract for execution by Northwest Health Services. If a satisfactory contract cannot be negotiated, Northwest Health Services may, at its sole discretion, begin contract negotiations with the next qualified Company who submitted a proposal, as determined by Northwest Health Services. Company must realize that Northwest Health Services may disqualify any Company with whom Northwest Health Services cannot satisfactorily negotiate a contract.

NHS reserves the right to extend timelines if deemed necessary, waive irregularities, and to reject any or all bids in accordance with internal policy. Northwest Health Services or their designee also reserves the right to negotiate with the selected Company in the event the price exceeds available funds.

The selected Company shall work directly with Northwest Health Services or their agent for final contract terms and conditions. All contractual terms and conditions will be subject to review by the Northwest Health Services CEO and/or Board of Directors and will include scope, budget, schedule, and other necessary items pertaining to the project.

By signing your RFP response proposal, you agree to the award criteria and process stated in this section.

6. RESERVATION OF RIGHTS

This RFP is a solicitation for proposals only and is not intended as an offer to enter into a contract or as a promise to engage in any formal competitive bidding or negotiations. Northwest Health Services may, at its sole discretion, accept or reject any or all proposals submitted in response to this RFP. Northwest Health Services also may, at its sole discretion, make no award for this RFP or cancel this RFP in its entirety. In addition, Northwest Health Services may elect to proceed with contract negotiations for some of the services included in the proposal. Northwest Health Services further reserves its right to waive minor errors and omissions in proposals, request additional information or revisions to offers, and to negotiate with any or all qualified Companies.

Northwest Health Services shall not be liable for any costs incurred by the Company in connection with the preparation and submission of any proposal. Northwest Health Services reserves the right to waive inconsequential disparities in a submitted proposal. Northwest Health Services has the right to amend the RFP, in whole or in part, by written addendum, at any time. Northwest Health Services is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda. Such addendum shall be made available to each person or organization which Northwest Health Services records indicate has received this RFP. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the proposal being found non-responsive and not being considered, as determined in the sole discretion of Northwest Health Services. Northwest Health Services has the right to reissue the RFP at a future date, if deemed necessary.

7. CONFIDENTIALITY AND MATTER OF RECORD

Responses to this RFP shall become the exclusive property of Northwest Health Services. The recommended Company's proposal will become a matter of record when contract negotiations are complete and Northwest Health Services receives a letter from the recommended Company's authorized officer that the negotiated contract is the firm offer of the recommended Company or when an agreement is executed by Northwest Health Services. Exceptions to disclosure may be available to those parts or portions of proposals that are justifiably and reasonably defined as business or trade secrets, and plainly marked by the Company as "Trade Secret", "Confidential", or "Proprietary". Northwest Health Services shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted by law. In the event Northwest Health Services receives a request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "Confidential", "Trade Secrets", or "Proprietary", Company agrees to defend and indemnify Northwest Health Services from all costs and expenses, including reasonable attorneys' fees, incurred in connection with any action, proceedings, or liability arising in connection with such a request.

A blanket statement of confidentiality or the marking of each page of the proposal indiscriminately and without justification identifies most or all of its proposal as exempt from disclosure or submits a redacted copy may be deemed non-responsive.

8. CONFLICTS OF INTEREST

Company is not permitted nor allowed to contact or receive information outside of this RFP process. If it is discovered that the Company contacted and received information from anyone other than the person specified above and under the process specified herein regarding this solicitation, Northwest Health Services may, at its sole discretion, disqualify your proposal from further consideration. Please do not reach out directly to Northwest Health Services other than the email set forth on the cover page. All contact and/or questions regarding this RFP must be submitted in writing via email to jpropheter@nwhealth-services.org.

9. REQUIRED PROPOSAL FORMAT AND CHECKLIST OF ITEMS TO BE INCLUDED:

****Proposals not conforming to these requirements will not be considered****

Final proposals must be submitted electronically to jpropheter@nwhealth-services.org and are due on/or before 12 pm noon (CST) on December 6, 2024.

Make sure your proposal includes the following (See above Section 1-5 for details):

- a. Please review the project timeline and major steps/checkpoints necessary to meet all corresponding deadlines summarized in **Exhibit A**.
- b. Please provide a list of three (3) references of clients gained and lost related to the corresponding contact information – see **Exhibit B** to be submitted with the proposals.
- c. Please provide a Standard Purchase Agreement which includes payment percentage schedule, change request, cancellation, and any other relevant terms and conditions
- d. Please share any additional information, feature(s), pictures, etc. as desired to add value to your proposal.
- e. Please complete the signature sheet – see **Exhibit C**.
- f. Please complete the Managed Services List – see **Exhibit D**.
- g. Please review the necessary Service Level and Availability (SLA) requirements summarized in **Exhibit E**.
- h. Please provide a copy of your company's GL policy and include as **Exhibit F**.
- i. Please provide a copy of your company's Cyber policy and include as **Exhibit G**.

10. ATTACHMENTS

Exhibit A – Scope of Services

Exhibit B – Prospective Company/Vendor References

Exhibit C – Completed Signature Sheet

Exhibit D – Managed Services List

Exhibit E – SLA

Exhibit F – GL Policy – Please provide a copy of your company's policy.

Exhibit G – Cyber Policy – Please provide a copy of your company's policy.

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Exhibit A – SCOPE OF SERVICES

Accordingly, Northwest Health Services is seeking the following services from an information technology provider:

1. Maintaining the status quo with internet connectivity, network monitoring, intrusion prevention and detection, branch office monitoring and connectivity, unlimited help desk support, virtual CIO Services, and compliance assurance (HIPAA, GDPR, PCI, FDIC.)
2. Managing server monitoring, data backup management and disaster data recovery, event log error, hardware and software change alerts, patch management, email spam blocking, unlimited onsite support, unlimited remote support, and server maintenance and management.
3. Workstation related services such as equipment replacement roll-out planning, installation of NEW hardware and software purchased, and user level web surfing monitoring, blocking, and reporting.
4. Onboarding, security, and general services with new hire IT orientation and security training, security awareness training, alarm system management, monthly network status health reporting, and minor network cabling job.
5. General business application support, mobile devices support, phone system deployment, fax application, Cloud File Share, and active directory management.
6. Insurance and professional liability and adequate ticket response and resolution times.

All of the above must be completed in a timely manner on a date both parties agree upon (TBD), in order for the Board of Directors and affiliated Committees to review each document prior to its submission to the appropriate recipients. In addition, and prior to the Board meeting, we require that the technicians meet with necessary staff, leadership, Committee and Board members to discuss a draft version of the financial statements, and minimally, that the technicians meet annually with the Board of Directors' and Finance committee.

All proposals must include, but not be limited to:

1. Evidence of the Company's qualifications to provide the above services;
2. Background and experience in providing information technology services for nonprofit clients specifically your Company's experience relevant to the IT Services of tax exempt health centers;
3. The size and organizational structure of the company;
4. Statement of the Company's understanding of work to be performed and outline your Company's process for ensuring you client's compliance with everchanging regulatory requirements and other related developments;
5. A proposed timeline for fieldwork and final reporting;
6. Proposed fee structure for each of the three years of the proposal period, including whatever guarantees can be given regarding increases in future years, and the maximum fee that would be charged per year;
7. Names of the technical support personnel, administrative support personnel, and business development personnel who will be assigned to our services and provide biographies;
8. References and contact information from at least three (3) comparable nonprofit information technology clients that you have gained and lost over the past 3-5 years.

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Exhibit B – PROSPECTIVE REFERENCES (Submit with Proposal)

Company’s Name and Pertinent Information:

List six (6) references where the same or similar scope of services were provided in order to meet the Minimum Requirements stated in this solicitation (where applicable).

Clients Gained (if applicable)

	Name of Company (or Contract #)	Term/YR and Contract Amount	Contact Person (First, Last)	Telephone #	Email
Ref #1:				()	
Ref #2:				()	
Ref #3:				()	

Clients Losted (if applicable)

	Name of Company (or Contract #)	Term/YR and Contract Amount	Contact Person (First, Last)	Telephone #	Email
Ref #1:				()	
Ref #2:				()	
Ref #3:				()	



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Exhibit C – Signature Sheet (Submit with Proposal)

The undersigned Company acknowledges that I/we have received and thoroughly reviewed the Request for Proposal (RFP). Pursuant to notices given, the undersigned Company with complete understanding of the requirements and conditions, shall comprehensively complete the RFP by the dates and the contents therein. If the Company’s proposal is accepted, the Company certifies that the proposed prices will remain in effect for 90 days after bid closing date.

My signature also certifies that this company has no business or personal relationships with any other companies or persons that could be considered as a conflict of interest or potential conflict of interest to Northwest Health Services. There are no principals, officers, agents, employees, or representatives of this company that have any business or personal relationships with any other companies or persons that could be considered as a conflict of interest or a potential conflict of interest to Northwest Health Services. This is pertaining to any and all work or services to be performed as a result of this request and any resulting contract with Northwest Health Services.

AUTHORIZATION AND SIGNATURE:

I hereby certify that I am authorized to sign as a Representative for the Company:

Date: _____

Signature: _____

Print or Type - Name / Title: _____

Complete Legal Name of Company: _____

Address: _____

Telephone: _____ Email: _____

Federal ID No.: _____ Duns No: _____

Please check any that apply: Minority Business _____ Woman-Owned Business _____

Small Business _____ Labor Surplus Area Company _____



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Exhibit D – IT Managed Services Project

	Company Name Address
Date:	
Number of Devices (Qty)	
Cost Ea.	
Extended Cost	
Virtual CIO	
Monthly Total:	
Annual Total	

Service Rates	
Designated Business Hours	
Labor Rates During Designated Business Hours	
Billing increments	
New Project labor will be billed at the Onsite Labor Rate	
After Hour, Weekend, Special Days/Holiday Labor Rate	
Tier Rate Definition or other methodologies	
Tier 1 - Basic problem (pc, software, etc. - usually resolved in 30 minutes)	
Tier 2 - Moderate problem (unable to resolve as Tier 1 - usually resolved in 1-3 hours)	
Tier 3 - Advance, complex problem (dealing with 3rd party issues – usually resolved in 1-5 hours)	
Travel Expenses	

Services Included in Cost (In Scope) - Maintaining Status Quo	
Services	Current Network Guardian
Internet Connectivity Monitor and Mediation	
Network Monitoring	
24/7 Network Monitoring (Pegasus Through Feb/March 22)	
Intrusion Prevention and Detection	
Firewall, Switch, Router & Wi-Fi Monitor and Manage	
Branch Office Monitoring 365	
Branch Office Connectivity and Support	
Unlimited Help Desk Support	
Virtual CIO Services	
Compliance Assurance (HIPAA, GDPR, PCI, FDIC)	
Asset and Inventory Management	

Server Related Services	
Server Monitoring	
Critical Process Monitor and Mediation	
CPU & Memory Utilization Management	
Drive and RAID Health Monitor and Mediation	
Data Backup Management & Disaster Data Recovery (Cloud)	
Disaster Recovery – servers restored to original state (software and hardware costs are additional)	
Event Log Error Monitor & Mediation	
User, Group, Computer and Policy Management	
Anti-Virus/Spyware Monitor & Management	
Hardware & Software Change Alerts	
Patch Management	
Email Spam Blocking, Quarantine & Management	
Email Security	
Email Security and Compliance	
Unlimited Onsite Support	
Unlimited Remote Support	
Server Maintenance and Management	

Workstation Related Services	
Equipment Replacement Roll-Out Planning	
Anti-Virus/Spyware Monitor & Management	
Unlimited Onsite Support	
Unlimited Remote Support	
Hardware & Software Change Alerts	
Installation of NEW hardware and software purchased with recommendation and approval	
Patch Management	
User Level Web Surfing, Monitoring, Blocking, and Reporting	

Onboarding, Security, & General Services	
Onboarding Fee	
NHS New Hire IT Orientation and Security Training - Onsite	
Security Awareness Training (New Hire Orientation)	
Alarm System Management (Alarm.com & Old system Midwest)	
Computer Full Disk Encryption support and management	
Security Camera Management	
Electronic Keycard Management	
Network Printer Management	
I.T. Vendor Management	
Centralized Anti-Virus Integration and Management	

Client Vendor Management and Liaison: NextGen, Dexis, Dentrix, CDWG, AWS, Dell, HPE, Pegasus, RWR Tech, Triggerfish, ASG, QS1, QSi, LACIE, Tiger, Cerner, Mosaic, ImPACT, Lingo, AT&T, Zoom, Doxy.me, Network Solutions , Go Daddy, Broadcom, Zendesk, Smartsheet, Lucidchart, Symantec, Barracuda, Microsoft, Apple, Google Cloud, etc.	
Monthly Network Status Health Reporting	
Quarterly Technical Audit of the Network Infrastructure and servers	
Quarterly Technology Review and Planning Meeting	
Minor Network Cabling Job (1-4 drops)	

Specific System & Application Support Elements	
General Business Application Support	
Mobile Devices support and Management (Phone, Tablet, Hotspot and other BOYD)	
Phone System deployment, troubleshooting, and management (Certified Netsapiens Partner)	
Fax Application (Current eFax System)	
Aethena Application (Old EMR System)	
Success EHS – Greenway Health (Old EMR System)	
Amazing Charts application (Old EMR System)	
Nextgen Application Support and Management (EMR System)	
Microsoft 365 email/SB/OD/Apps	
MS 365 backup	
Power-Bi Executive EMR Reporting Application	
Cloud File Share (Sharepoint/Azure/Team etc.)	
Active Directory Management (Certified Microsoft Professional/Partner)	
QS1 Application Support (Pharmacy Software)	
Dentrix Dental X-Ray Application (Old Dental Application)	
Dexis Dental X-Ray Application Support and Management (Dental Software)	
Great Plains Hosted Server Management (Finance Team Server) – Liaison with iSolutions	

Other Features	
Contract Term	
Technicians full-time associates	

Staff	# of Techs
Technical Support Personnel	
Administrative Support Personnel	
Business Development Personnel	

Insurance and Professional Liability	Yes/No
Cybersecurity	
Professional Liability	
Commercial General Liability	
Automobile Liability	
Workers Compensation	

Ticket Response and Resolution Times/Support Tiers	Historical Perspective
Tickets Initiated by System Tray Icon, Email, or Phone	
Spare PC at each location for emergency use	
Tickets are prioritized in accordance to NHS currently effective SLA*, NHS Leadership, and Contract Scope.	
Average Number of Tickets per Fiscal Year (need to include your #'s)	

Tickets Level or Priority/Severity	Response Time
1 - Service not available (all users and functions unavailable)	
2 - Significant degradation of service (large number of users or business critical functions effected)	
3 - Limited degradation of service (limited number of users or functions affected, business process can continue)	
4 - Small service degradation (business process can continue, one user effected)	

Additional Services Available for Extra Cost	Response Time
Data Guardian Services	

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Exhibit E – SLA

IT Department Business Hours: Monday - Friday (8am – 5pm)
Business Hours Support: Dial 9542 or 816-722-4062
After Hours / Emergency support Call: 816-722-4062 option 2

Support Ticketing

Support requests are logged by support tickets within the Tech Help Direct Support Help Desk portal accessed from desktop shortcut published on all company computers named “Ticketing”. All users can log tickets to the Service Provider and create an account to monitor and review all submitted tickets and resolutions.

All users can create support tickets by:

- Emailing requests to: Support@gts-llc.zendesk.com
- Click on the Ticketing icon on a company computer
- If access to those are unavailable dial 9542 or 816-722-4062

Service Availability

*Emergency workstation (Spare PC) will be allocated at each location in-case of unexpected PC crash!

Telephone Support: support calls received within business hours will be attended to as soon as a support technician becomes available. Support waiting time will be prioritized based on the level of urgency of the support call. Calls to 816-722-4062 after hours will have the option (press 2) to reach the on call person if it is an urgent matter or can leave a voicemail.

Email: Emails are monitored within business hours where the user can expect a response within two (2) business hours whilst emailing Support@gts-llc.zendesk.com to generate a support ticket. Priority will be placed on support requests that are ranked as urgent. The level of urgency is at the discretion of the technician assigned to the support request based on the impact that the issue or outage has on the user(s).

Standard Service Level

Level of Priority	Respond Time (Hours/Days)	Severity
Low	1 – 10 Business Days	Normal request (Can be done on schedule date)
Normal	1 – 5 BDs	Normal interruption (Can work for 1 or 3 days)
High	1 – 3 BDs (Update every day)	Serious interruption to 1 user (Can Not work)
Urgent	1 – BDs (Update 1-4 Hours)	Serious interruption to multiple users



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Exhibit F – GL Policy



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Exhibit G – Cyber Policy