



Purpose of the Request for Proposals:

Find a vendor to assist health centers with their security requirements, which could consist of security risk assessments, mitigation plans, security training, and breach mitigation and response plans.

About the Community Healthcare Association of the Dakotas (CHAD) and the Great Plains Health Data Network (GPHDN):

The Community HealthCare Association of the Dakotas (CHAD) is a non-profit membership organization that serves as the Primary Care Association (PCA) for North Dakota and South Dakota, supporting community health centers (CHCs) in their mission to provide access to health care for all Dakotans regardless of insurance status or ability to pay. CHAD works with health center members and other community leaders and partners to enhance access to affordable, high-quality health care and to find solutions for expanding health care services in areas of the Dakotas that need it most.

The Great Plains Health Data Network (GPHDN) was developed as a result of the Health Center Controlled Network (HCCN) program that is funded by Health Resource and Service Administration (HRSA). The GPHDN is a collaboration between the Wyoming Primary Care Association and CHAD and brings together 11 health centers across the Dakotas and Wyoming, serving 70 sites. The GPHDN represents the majority of the health centers operating in the three states. The mission of the GPHDN is to support its members through collaboration and shared resources, expertise, and data to improve clinical, financial, and operational performance.

General Information:

CHAD is issuing this request for proposals (RFP) on behalf of Federally Qualified Health Centers (FQHCs) who provide comprehensive, quality health care services, particularly for low-income, uninsured and underserved patients, who might otherwise not have access to health care.

Information technology and data security must be a top priority as cyber-attacks, such as a data breach, ransomware attack, etc. become more prevalent and sophisticated. Health centers are prime targets due to the critical systems and sensitive data that are required for patient care. To assist health centers with this growing risk, the GPHDN is researching options to assist health centers with security risk assessments with the goal of protecting the health center's information technology assets and data.

Health center leaders agree that security needs to be a priority for their organizations, but more support and assistance are needed to complete a security risk assessment and the associated mitigation plan with the regularity and timeliness that is needed. The barriers are high costs, resource constraints and/or competing priorities.

CHAD is therefore seeking one or more vendors to assist in activities spelled out in this RFP. The purpose of this RFP is to assist GPHDN in selecting the best possible vendor to provide support for completing security risk assessments and mitigation plans for the GPHDN members. Your organization should respond to the aspects of this RFP that you feel best fit with your expertise.

No compensation will be provided to the organizations or individuals for the development of this RFP response. CHAD reserves the right to enter directly into contract negotiations with a qualified organization who responds to this RFP.

In order to meet our timetable for selection and implementation, our planned schedule is as follows:

- RFP Released: March 11, 2020
- Proposals Due: March 20, 2020 at 5:00pm CT
- Notification of Vendors Finalists Selected: March 21, 2020
- Final Decision: April 17, 2020
- Contract Complete: May 15, 2020
- Implementation: May 18, 2020

Desired Qualifications:

The following represent a set of ideal characteristics of such a vendor:

- Knowledge of, and experience completing security risk assessments for FQHCs;
- Experience with, and the ability to provide a remediation plan to members of the GPHDN;
- Experience with, and the ability to assist FQHCs address vulnerabilities identified in mitigation plans;
- Experience with, and the ability to assist GPHDN members with corrective actions and safeguards;
- Experience with, and the ability to provide penetration and vulnerability tests for members of the GPHDN;
- Experience with, and the ability to test phishing attempts and other social media attacks for members of the GPHDN;
- Experience with creating and/or updating policy documentation related to security;
- Experience with, and ability to create and review breach mitigation and response plans;
- Experience with, and the ability to provide staff education on security risk assessments, mitigation plans, and breach mitigation and response plans;
- Availability of security training materials for FQHCs to provide to staff preferably customizable by staff role;
- Experience with, and the ability to provide exportable assessment reports and data in a common format;
- Health Insurance Portability and Accountability Act (HIPAA) compliant organization;
- Provides timely responses to GPHDN and its members;
- Has strong references from similar type organizations;
- Cost-effective, offers discounts based on volume, and can scale services up or down based on GPHDN and FQHCs needs, and
- Efficient, effective, and organized in preparation of the key deliverables.

Respondents should respond to the above qualifications and articulate any additional qualifications related to this work.

Clients and References:

1. GPHDN will contact some or all the entities reference below, unless a bidder indicates that they want to be notified before the references are contacted. What was your year-end total of clients using your security risk assessment solution for the following years?

Total Clients	2019	2018	2017
Primary Care Associations			
Health Center Controlled Networks			
Health Centers			
Other Primary Care			

2. What was your year-end total of clients who you assisted with their breach mitigation and response plans for the following years?

Total Clients	2019	2018	2017
Primary Care Associations			
Health Center Controlled Networks			
Health Centers			
Other Primary Care			

Please provide at least three representative references from those above, including at least one from the security risk assessment section and at least one from the breach mitigation and response plan section. Include name and type of entity, contact information and length of time as a client. Respondents should indicate whether they have any existing or potential conflicts of interest related to providing these services.

Deliverables for an SRA Vendor:

Demo

Once the finalists are selected by the GPHDN work group, staff will work with the final vendors to provide a 30 to 60-minute demonstration on their product to the work group. This will be part of the RFP process and no compensation will be provided for this demo.

Summary of Work

Consisting of 11 unique health centers across three rural states with differing security needs and requirements, the goal of the GPHDN is to select a vendor who will best fit our unique network.

One of the goals of the GPHDN is to identify and offer services that can be provided in a flexible, tiered manner based on member need and use a discounted pricing model based on the GPHDN economies of scale. GPHDN is requesting to use a security risk assessment with an open license agreement to allow the GPHDN to continue to use the tools and services after the contract period. GPHDN would like to work with the vendor to offer security training material for the FQHC staff specific to their roles in the organization. The assessment should have the ability to be customized and scaled depending on the FQHCs level of engagement

and expertise. GPHDN requests the inclusion of security related questions that support compliance with HIPAA requirements.

After the security assessments are conducted, the GPHDN would like to offer our members assistance with the tracking and with the implementation of the mitigation reporting based on recommendations from the assessment. GPHDN would like to provide an opportunity for the members to receive individualized technical support as needed. Guidance is also being requested for the development and sharing of security policies and with the development of the organization's data governance plan. GPHDN is requesting assistance with creating and/or updating the FQHC data breach and response plans in addition to the assessment and mitigation.

Implementation Plan

The selected vendor will work with the GPHDN network to develop an implementation plan for up to 11 GPHDN members based on member readiness and need. The implementation plan will include details of training, providing the security risk assessment, assisting with the mitigation plan, and providing support for the breach mitigation and response plan.

Interested vendors should respond to the above deliverables and articulate any additional deliverables they recommend for this work.

Cost Estimates:

Please provide a response as to whether your organization has a tiered pricing model and if the organization can provide economy of scale pricing. Also provide a response to how your organization will staff this work. Provide a detailed itemized cost estimate, including all the following:

1. Travel costs
2. Training materials and staff education
3. Security Risk Assessment tool
 - a. Support options
 - b. Penetration/vulnerability testing
4. Mitigation plan assistance
 - a. Corrective action and safeguards
5. Breach mitigation and response plan
6. Policy documentation assistance
7. Other costs that would be necessary to complete this work in a high quality and efficient manner.

Additional Information Requested

In addition to the information noted above, please respond to the following:

Company Background

1. Briefly describe your company's history and experience in providing security risk assessments, mitigation plans, and breach mitigation and response plans services in the general healthcare, HCCN, PCAs, and Community Health Center marketplace. Please also include information on the following:
 - a. services areas for your organization;
 - b. how many years the organization has been in operation;
 - c. ownership of the organization; and,
 - d. rewards and recognitions that have been received.

Engagement Timeline and Costs

2. Engagement timeline
 - a. How quickly could an engagement of this nature be delivered without sacrificing quality?
 - b. How quickly could an engagement start?
 - c. What dependencies can you identify to meeting the timelines you propose?

Next Steps

CHAD intends to engage with qualified vendors to assist us in this project. Your complete and detailed response helps us better understand how to structure such an engagement, as well as the role we play in the success of the process. Upon evaluation of the responses, we intend to decide as to whether to move forward with contracting. Responses to this RFP would be appreciated by March 20, 2020. Completed RFPs can be emailed to Kyle Mertens at kyle@communityhealthcare.net or mailed to the attention of Kyle Mertens, 196 E 6th Street, Suite 200, Sioux Falls, SD 57104.