



**Request for Proposal (RFP) For
Web Maintenance Services
ISSUED BY THE
NEW YORK eHEALTH COLLABORATIVE**

APPLICATION INFORMATION	
CONTACT NAME	NYeC
EMAIL ADDRESS	webmaintenancerfp@nyehealth.org
SUBMISSION DEADLINE	June 9, 2023

All correspondence and proposals should be submitted via email directly to the email address listed above and include 'Web Maintenance Services' in the subject line.

I. STATEMENT OF PURPOSE

The New York eHealth Collaborative (NYeC) is seeking applications from experienced web maintenance consultants which by reason of their skill, knowledge, and experience can furnish services to update, maintain, and secure all webpages at: www.nyehealth.org.

II. INTRODUCTION

NYeC is a non-profit organization, working in partnership with the New York State Department of Health (DOH) to improve healthcare by collaboratively leading, connecting, and integrating Health Information Exchange (HIE) across the state.

NYeC develops policies, operates statewide technology, promotes standards and workflows, fosters innovation, and conducts analyses, including research, which supports the value of technology and information exchange to improve the health of New Yorkers. This directly supports healthcare providers, public health departments, health plans, community-based organizations, and others.

As New York State's designated entity (SDE), NYeC works with a diverse group of stakeholders from across the state, nation, and care continuum to advance health information technology (HIT) and HIE in New York. In pursuit of the belief that HIE is an integral tool to transform the healthcare system and make lives better, NYeC partners with the DOH to lead the Statewide Health Information Network for New York (SHIN-NY), a network connecting healthcare professionals and regional HIEs across the state.

The SHIN-NY's mission is to improve healthcare through the exchange of health information whenever & wherever needed. The SHIN-NY connects all the regional health information organizations (RHIO), or Qualified Entities (QEs), which allow participating healthcare professionals, with patient consent, to quickly access electronic health information and securely exchange data with any other participant. Each QE operates its own network that aggregates data from electronic health records (EHRs) from participating providers in their regions.

III. BACKGROUND INFORMATION

NYeC is seeking applications from experienced website maintenance consultants to furnish services to update, maintain, and secure all webpages, widgets, and data at: <https://www.nyehealth.org>. NYeC's website currently maintains 23 active widgets and fewer than 50 pages of published content.

This project directly supports the organization's ability to educate stakeholders, articulate the organization's work, and highlight the value of the SHIN-NY.

IV. ELIGIBILITY CRITERIA

Required skills and qualifications:

- A minimum of five years' experience in web maintenance services
- Experience and understanding of ADA accessibility for screen readers and Section 508 Compliance
- A minimum of three years' experience in web development
- Experience providing web maintenance services on WordPress platform
- Previous experience with clients in the non-profit, healthcare and/or information technology (IT) fields

Preferred skills and qualifications:

- Familiarity of health technology/healthcare field and website trends preferred

V. MANDATORY REQUIREMENTS

- Sign a debarment and suspension certificate;
- Complete the New York State Vendor Responsibility Questionnaire;
- Register in the Federal System for Award Management (SAM) prior to commencement of work;
- Complete security risk assessment if awarded;
- Comply with NYeC Information Security Policies & Procedures while accessing NYeC internal resources.

VI. SCOPE OF WORK

Applicants should provide NYeC with a proposal that addresses all the areas outlined in Section VI. The consultant will provide web maintenance services that include, but are not limited to:

WordPress Support & Updates

- **WordPress Core Update** – Monitor and apply major, minor version updates, and validate that all major and minor updates are running properly at a regularly scheduled cadence; at least once weekly when updates are available.

- **Plugin Updates** - All plugins installed and used throughout the site will be updated at a regularly scheduled cadence; at least once every two weeks when updates are available.
- **Theme Updates** - All installed themes will be updated as needed, at least monthly as updates are available.
- **PHP Updates** – PHP updates to be performed as updates become available.

General Technical Support

- **Security monitoring** at all times, as well as updating and correcting of any vulnerabilities daily.
- **Technical consulting and support** ad hoc, with consultants available during normal business hours (9:00 AM-5:00 PM EST) for support and guidance.
- **Offsite backups** performed daily
- **Communication of any major site issues**, including potential downtime of over ten minutes, or any other important information in real-time on a 24/7 basis (including weekends) if any issues arise. Consultant must also be available to respond and assist outside of normal business hours within one hour of any emergency website assistance requests submitted by NYeC to Consultant.
- **Update reports** submitted to NYeC staff at least monthly.

The consultant will be furnished with cPanel access as needed to perform the above services.

All work must be done in complete alignment with Americans with Disabilities Act (ADA) compliance requirements and must comply with New York State Enterprise IT Policy NYS-P08-005, Accessibility of Web-Based Information and Applications, as such policy may be amended, modified, or superseded from time to time (NYS Enterprise IT Policy).

Contract Term:

- The term of the Web Maintenance Services Contract shall be one year. With the option of NYeC, the contract may be renewed.

VII. CONTENTS OF PROPOSAL

The following section outlines the contents that must be included in proposals for the requested Web Maintenance Services.

Applicant Overview and Qualifications:

The proposal should provide a general overview of the applicant's capabilities, resources, and experience. The ideal applicant will have at least five years' experience providing web maintenance services to clients in the non-profit, healthcare, and/or health information technology fields, which will be demonstrated by providing the following:

- At least three client references, with at least one reference provided by a client in the non-profit, healthcare, and/or health information technology field.
- At least three examples of reports delivered to clients detailing any and all updates performed on website (confidential information redacted as necessary).

Workplan:

Provide a narrative that explicitly demonstrates a solid understanding of the scope and nature of the work as well as how the applicant will deliver web maintenance services in a way that will serve the ongoing needs of NYeC in a timely manner. This narrative must include extensive detail in describing the consultant's expertise and availability in the following areas:

- Organization of work plan and approach to individual activities listed in section VI. Scope of Work;
- Average completion times for the activities listed in section VI. Scope of Work (including but not limited to): WordPress core updates, plugin updates, theme updates, PHP updates, security monitoring, technical consulting and support, offsite backups, communication of site issues, and reporting. Indicate if normal completion time/schedule differs from NYeC's proposed cadence, as well as reasoning for consultant's proposed schedule.
- Availability of key personnel for consultation and discussion via phone, email, or to attend a meeting.

Cost:

- The proposal must include a detailed budget for providing all web maintenance services included in section VI. Scope of Work. Please indicate if different costs are incurred when working with different personnel (e.g., a senior developer vs. a junior developer).

VIII. APPLICATION PROCESS AND TIMELINE

Proposals will be evaluated by a selection committee. Proposals that do not address all the criteria below may not be evaluated by NYeC.

Proposal submissions are due **June 9, 2023**. Organizations may only contact NYeC using the email address webmaintenancerfp@nyehealth.org for all matters concerning this RFP.

If you have questions about the application, please submit those questions to the designated mailbox noted on the cover page of the RFP by May 17, 2023, by 5 p.m. EST and NYeC will post all questions received and answers to those questions by May 22, 2023, to <https://www.nyehealth.org/rfis-rfps/>.

NYeC reserves the right to amend or cancel this RFP at any time prior to a signed contract. NYeC is not responsible for any costs incurred in the preparation of a response to this RFP.

Please submit your application in Microsoft Word format using font size 12 with a maximum of 10 pages. Examples of previous reports and references may be included in addition to the 10 pages. All valid applications must include all sections identified in the evaluation criteria.

Item	Due Date
RFP Release	May 11, 2023
Deadline to submit Questions to NYeC	May 17, 2023, by 5 p.m. EST
Q&A Document posted	May 22, 2023
Proposal due	June 9, 2023

IX. EVALUATION CRITERIA

All proposals will be addressed and evaluated on the following criteria (10-page maximum proposal length) as it relates to Section VII. Contents of Proposal.

- A. Applicant Overview and Qualifications – 50 Points
- B. Workplan – 30 Points
- C. Cost – 20 Points