



Consultant Services for ARCHIBUS Software, Maintenance, & Cloud Hosting

Open	6/5/2020 12:00 AM CDT	Type	Request for Proposal
Close	6/22/2020 12:00 PM CDT	Number	2020-RFP-H-00356
		Currency	US Dollar

Contacts

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Commodity Codes

Commodity Code	Description
43230000	Software
43231500	Business function specific software
43231503	Procurement software
43231505	Human resources software
43231506	Materials requirements planning logistics and supply chain software
43231507	Project management software
43231512	License Management Software
43231515	Mailing and shipping software
43231600	Finance accounting and enterprise resource planning ERP software
43232000	Computer game or entertainment software
43232100	Content authoring and editing software
43232200	Content management software
43232300	Data management and query software
43232400	Development software
43232500	Educational or reference software
43232502	Computer based training software
43232600	Industry specific software
43232700	Network applications software
43232800	Network management software
43232900	Networking software
43233000	Operating environment software
43233200	Security and protection software
43233400	Utility and device driver software
43233500	Information exchange software
43233600	Electrical Equipment software
43233700	System management software
55111600	Electronic software reference material
81111500	Software or hardware engineering
81111810	Software coding service
81112200	Software maintenance and support
81112500	Computer software licensing rental or leasing service

Description

Description of University

The University of Texas Southwestern Medical Center is a top academic medical center, world-renowned for its research, widely respected for its teaching and training, and highly regarded for the quality of clinical care its faculty provides to patients at UT Southwestern University Hospitals & Clinics, and its affiliated hospitals.

Research

Founded in 1943, UT Southwestern is one of the foremost research facilities in the world, with five Nobel Laureates, 20 members of the prestigious National Academy of Sciences, and 12 Howard Hughes Medical Institute Investigators. Its research is the cornerstone upon which world-class medical education and patient care are built. Locally it holds the distinction of being the leading academic medical enterprise in one of the country's most affluent markets.

Education

Part of The University of Texas System, UT Southwestern Medical Center includes three degree-granting institutions: UT Southwestern Medical School, UT Southwestern Graduate School of Biomedical Sciences, and UT Southwestern School of Health Professions. These three schools train more than 3,500 medical, graduate, and allied health students, residents, and postdoctoral fellows each year.

Clinical Care

Beyond leadership in scientific research and educational excellence, UT Southwestern's faculty and residents provide inpatient care to more than 100,000 hospitalized patients and oversee approximately 2.2 million outpatient visits annually, in approximately 80 subspecialties. UT Southwestern's hospitals – William P. Clements Jr. University Hospital and Zale Lipshy – offer patients superior care and outstanding service provided by a highly trained staff. Clements University Hospital, which opened in 2014, is a 460-bed, private-room facility designed around the needs of patients and their families. It offers patients and medical personnel world-class facilities and technologies and supports the Medical Center's commitment to clinical and translational research, as well as education and training, reflecting all three core missions.

Background and Special Circumstances Group Purchase Authority

Texas law authorizes institutions of higher education (defined by [§61.003, Education Code](#)) to use the group purchasing procurement method (ref. §§[51.9335](#), [73.115](#), and [74.008](#), *Education Code*). Additional Texas institutions of higher education may therefore elect to enter into a contract with the successful Proposer under this RFP. In particular, Proposer should note that University is part of The University of Texas System (**UT System**), which is comprised of fourteen institutions described at <http://www.utsystem.edu/institutions>. UT System institutions routinely evaluate whether a contract resulting from a procurement conducted by one of the institutions might be suitable for use by another, and if so, this RFP could give rise to additional purchase volumes. As a result, in submitting its proposal, Proposer should consider proposing a pricing model and other commercial terms that take into account the higher volumes and other expanded opportunities that could result from the eventual inclusion of other institutions in the purchase contemplated by this RFP. Any purchases made by other institutions based on this RFP will be the sole responsibility of those institutions.

Prerequisites

- ★ 1. I have read and understood the General Information RFP Process.
- ★ 2. I have read and understand the specifications for the Scope of Work for this RFP.

Group 1: General Information

- 1.1 I certify and acknowledge that the Supplier Registration portion of my profile is complete. Registration status must show Complete. ★
- 1.2 Supplier acknowledges that he/she will complete all responses as requested below. Incomplete responses or response types that reference "NA" or "see attached" will result in automatic disqualification. ★
- 1.3 Please provide the Primary Contact's information for this Request for Proposal (name, email, phone). ★
- 1.4 Download and complete the Execution of Offer. ★
- 1.5 Download and complete the HUB Subcontracting Plan whether subcontracting or not. ★
- 1.6 Download and complete the Proposer's General Questionnaire. ★
- 1.7 Does your company have an active contract through an approved UT System accredited Group Purchasing Organization (e.g. Premier Health Alliance LP)? ★
- 1.8 Please upload your complete proposal and additional documents, if applicable. ★
- 1.9 Please upload a sample of an agreement that could be used to govern the awarded contract. UTSW reserves the right to reject any proposed terms, and add terms as necessary. ★

Group 2: Cost of Goods and Services

- 2.1 Please complete attached Pricing & Delivery Schedule. Include documentation showing all fees, pricing, hourly rates, etc. associated with providing all services, and a breakdown by deliverable/service showing the annual cost to UTSW in each year for a five year period. ★
- 2.2 What are your policies for price increases? What considerations are utilized to control significant increases when renewing annual contracts? Include information for Maintenance Support Plan - Provides ongoing software, system, and user support for the term of the maintenance plan. Include information for Annual Software Subscription - Program for upgrades, updates, and licenses. Include information for Cloud Services deployed via Amazon Web Services - AWS. ★
- 2.3 What additional cost are associated with providing in-person services, such as attending on-campus meetings, coordination of integrations with internal groups, or unplanned request specific to the application? Daily per-diem, travel, transportation, lodging, etc.? ★
- 2.4 Leadership often requires expedited responses for decision making. Owners are typically up-charged by firms for responding to urgent or expedited matters. Does your firm have policies or practices that support additional fees to compensate for these types of request? If so, explain? Additional fees for PM, Account Manager, or other individual in firm? ★

Group 3: Reputation of the Proposer and of the Proposer's goods or services

- 3.1 Archibus Inc. requires Owner's to partner with Vendors, also known as third party Business Partners, to purchase and use the software. What sets your firm apart from the competition? Testimonials from clients, KPI's, etc. ★
- 3.2 How long has your firm provided services specific to the Archibus application and how do you rate your overall performance? Please provide Satisfaction Surveys, Lessons Learned, etc. ★
- 3.3 Why should UT Southwestern choose your services over other Business Partners or competitors? Differences? Expectations? Savings? Relationships? ★

Group 4: Quality of the Proposer's goods or services

- 4.1 As a potential Business Partner, how will you monitor performance and progress on the account? Inquiries? Emails? Surveys? ★
- 4.2 What systems, equipment and technology is used to better communicate and manage workflow processes within your firm, specific to troubleshooting the application and timely responses from your support team? Include information regarding protocols, project management, database, etc. ★
- 4.3 Servicing the University in any capacity should be seamless. What individuals are responsible to the Owner for the overall success of projects? Account Manager, Project Manager, Proposer's Organization? ★

Group 5: Extent to which the goods or services meet the University's needs

- 5.1 Describe how you would communicate and coordinate services or projects internally to the University between your firm, the FM team, and other databases that currently interface with Archibus? PeopleSoft, Power BI, Organizational Structure, etc.? ★

- 5.2 If selected, your firm will be required to analyze the existing application, interfaces, and current database configurations to evaluate and make recommendations on how to optimize systems and/or streamline processes. Describe the required approach and list steps to perform this task. Include information on Cloud hosting, PeopleSoft, Power BI, Org. Structure, Homepage configurations and alerts. ★
- Group 6: Proposer's past relationship with the University**
- 6.1 What UT Southwestern Medical Center Dallas projects has your firm been involved in first-hand or on a consulting basis? Archibus, Clarity, Serraview, PeopleSoft – FM, etc.? ★
- 6.2 What other healthcare driven projects for The University of Texas System or similar major public university research and healthcare facilities has your firm provided services for in the past two years? MD Anderson, UTMB Health Galveston, UT Health Science Center Houston, UT Tyler, etc.? ★
- 6.3 What is your implementation plan for transitioning the application? Describe your startup (or transition) process and timeline. Include processes, steps involved, and key participants. ★
- Group 7: Total long-term cost to the University of acquiring the Proposer's goods or services**
- 7.1 Is the project team who will be potentially servicing the University located within your offices or will services be outsourced? Include information regarding firms selling multiple applications, multiple team approach, recent acquisitions. ★
- 7.2 Does your firm have pending acquisitions? If so, how would your services to the University be impacted? Include recent and historical events as applicable. ★
- 7.3 How does your firm correct discrepancies between requisitions and deliverables? Include information regarding scope creep, ex. SSO for hosting. ★

Product Line Items

★ Product Line Items

There are no Items added to this event.

Service Line Items

★ Service Line Items

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#	Item Name, Commodity Code, Description	Allow Alternates	Qty.	UOM	Requested Service Delivery
S1	Cloud Hosting Services Cloud Services deployed via Amazon Web Services (AWS)		1	EA - Each	9/1/2020 to 8/31/2025
S2	Maintenance Support Agreement Maintenance Support Plan to provide ongoing software, system, and user support for the term of the maintenance plan.		1	EA - Each	9/1/2020 to 8/31/2025
S3	ARCHIBUS Annual Software Subscription Annual Software Subscription Program for upgrades, updates, and licenses.		1	EA - Each	9/1/2020 to 8/31/2025
S4	Total Service Cost	★	1		