



Mental Health Mental Retardation
Authority of Harris County

**REQUEST FOR INFORMATION
FAX SOLUTION SERVICES
DECEMBER 2011
Project# 12/0007**

This Request for Information (RFI) does not represent an order or obligation on the part of MHMRA of Harris County Texas to any recipient. All expenses involved with responses to this request are the sole responsibility of the Recipient.

Introduction

Mental Health and Mental Retardation Authority of Harris County (MHMRA) is one of the largest mental health centers in the United States, serving more than 30,000 persons in the Houston metropolitan area who suffer from mental illness and/or mental retardation. We serve the "priority population" – adults who are diagnosed with severe and persistent mental illness, children with serious emotional disturbances, and people diagnosed with moderate to severe mental retardation. The major divisions of the agency are: Adult Mental Health, Mental Retardation, Child & Adolescent Services, and Comprehensive Psychiatric Emergency Program (CPEP). CPEP includes a Psychiatric Emergency Service, 23 hour Observation, Crisis Stabilization Unit, Crisis Residential Unit, Mobile Crisis Outreach Team, and 24 hour Hotline.

The Mental Health Mental Retardation Authority of Harris County (MHMRA) invites qualified companies herein after referred to as "Provider," "Proposer," "Vendor," or "Supplier" to submit information for **Fax Solution Services** in response to this solicitation. MHMRA is the largest community based provider of clinical services to mental health and mental retardation consumers in the United States. The Agency has fixed pricing budgets and all pricing quoted should remain fixed for the duration of the contract. Our goal is to employ best practices and cost effectiveness.

RFI Purpose

The Mental Health Mental Retardation Authority (MHMRA) of Harris County is seeking a comprehensive Fax Solution Services which enables the agency to improve the delivery of faxes to our end-users using our network infrastructure while reducing our current equipment & paper cost .

Our expectation is to seek out available solutions and review each product through an onsite review process at our Agency facilities.

Based on information available to us you are being contacted because we believe you may have a solution to MHMRA's request. If so, please provide any information that you deem necessary for this RFI. In addition, please provide your company's contact and background information for future contact with us.

Upon receipt of your information, we will assume that you are interested in being considered for an RFP, which will follow shortly after the review process. In addition, please indicate if you are interested in adding customizations to your application to suit our needs should the product not currently fulfill the desired result.

Schedule of Events and Timelines

| | |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------|
| RFI issue date: | Monday, December 19 2011 |
| Deadline for questions/clarifications to this RFI: (Close of business – 5p.m) | Tuesday, December 27, 2011 |
| Deadline for responses to questions/clarifications: (Close of business – 5p.m) | Friday, December 30, 2011 |
| Deadline for submission of RFI: | Monday @ <u>January 09, 2012</u> <u>10:00 A.M.</u> |

Instructions to Recipients

1. You are requested to complete the enclosed questionnaire and return by **Monday, January 09, 2012 @ 10 A.M.**
2. All vendors responding to this RFI may be required to make a demonstration/presentation of products/services following the deadline for submission upon request by MHMRA. MHMRA shall not be responsible for expenses incurred by a vendor in the preparation and submission of Information. This provision also includes any costs involved in providing an oral presentation/demonstration of products/services.
3. Please list the question (included in the attached questionnaire) before each response.
4. All questions/clarifications must be submitted on or before Tuesday, December 27, 2011 by 5p.m

Electronic transmission via email is preferred for both questions/clarifications. The original Proposal, signed in ink, five (5) additional photocopies and an electronic copy (CD-ROM or Floppy) should be submitted in a SEALED ENVELOPE and delivered to the attention of:

| | |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Joycie Sheba's email: | joycie.sheba@mhmraharris.org |
| Cc: | sharon.brauner@mhmraharris.org |
| Phone: | (713) 970-7116 |
| Fax: | (713) 970-7682 |
| Address: | MHMRA of Harris County 7011 Southwest Freeway Houston, TX 77074 Attn: Joycie Sheba, Buyer II Purchasing Department |

Attachments

Exhibit A: Requirements for Fax Solution Services
Exhibit B: Fax Solution Services RFI Questionnaire

Exhibit A

REQUIREMENTS FOR FAX SOLUTION SERVICES

Responses should include:

- Name of vendor, Name of Product, mailing address, contact name, telephone number and email address.
- Copies of current product literature which includes the full capabilities as it pertains to our needs.
- Brief Description of services and software available.
- Brief company profile.
- A list of current customers who would be available for questions and/or on-site demonstrations of the product if applicable.

Exhibit B

FAX SOLUTION SERVICES RFI QUESTIONNAIRE

Please provide detailed information for all responses. Interested parties are encouraged to submit along with their RFI response any additional descriptive information about their services, which they believe, might be helpful in the review/evaluation/decision making of this process.

GENERAL

1. Please provide general literature with an executive summary – website references accepted.
2. What are your greatest strengths? How do you differentiate yourself from competitors?
3. Is your firm publicly traded or privately held?
4. In response to an RFP, would your firm provide the most recent financial statements or an independent auditor's statement?
5. Who is the contact for all correspondence (name, title, email address, phone number, etc.) related to this RFI? Who is the contact for any resultant RFP?

VENDOR PROFILE

1. How many years has your company been in business?
2. Does your company have a parent or partner company? If so, what is it and how long has this relationship existed?
3. What were your company's gross and net revenues during the last three years?
4. How many people in total does your company employ?
5. How many employees are dedicated to support, and implement this type of service?
6. How many customers have you provided fax solution services for? How many in Texas? How many Texas customers are Community MHMR Centers?
7. How many new customers have you acquired due to this type of services in the last two years?
8. Is your company involved now in any litigation with a customer or other entity? Within the past 3 years? If yes, briefly describe.

SUPPLIER QUALIFICATIONS

1. What type of fax services does your company provide?
2. Will your solution be hosted on-site or outside our network?

TECHNICAL INFORMATION

1. What are the server hardware and network specifications needed to support 2000 users?
2. Will your system require the use of Active Directory? If so what versions do you support?
3. Does your fax solution make use of Microsoft Exchange Server? If "yes", will your application be compatible with Exchange 2007?
4. Does your system make use of Microsoft Outlook? If so, what versions do you support?
5. Can your system integrate with a ShoreTel VOIP system?
6. How many fax messages can your application handle simultaneously – incoming and outgoing?
7. Does your application require a client to be installed on each user's workstation?
8. Do you have a web based client interface?
9. How are faxed messages sent & received by your systems?
10. How will the user be notified that they have a fax message?
11. How does a user send a fax with your solution?

12. Is your system capable of transmitting faxes using encryption? If so, what type of encryption method will be used?
13. Will your system require the use of Active Directory? If so, what versions do you support?
14. If you have encryption, can an outgoing fax automatically be encrypted based on its content without the user having to manually encrypt it?
15. How is your application licensed?
16. Please describe how your application can provide an audit trail, archive logging, and what other reporting features are included to track incoming and outgoing faxes.
17. What type of management utilities do you have for your application? Are they web-based or client based?
18. Is your fax system HIPPA compliant?
19. Does your company provide 24hr technical support?

COST

1. Describe your overall pricing model for this type of project?
2. What is your conversion/implementation/planning cost?
3. What levels and types of support do you offer? Are these prices covered by the annual maintenance agreement or additional?
4. If there are late or special processing fees assessed, how are they determined?
5. If any of the components of your RFI are outsourced, provide an overview of your outsourcing pricing model.

IMPLEMENTATION SPECIFICATIONS

1. Given your experience with similar customers, what time frames are required for implementation? Please provide visibility by major milestone and time duration.

INTEREST

1. Are you interested in completing an RFP for this project?
2. If selected, would you or a representative from your company be available for a demonstration/presentation of your products/services?

REFERENCE

1. All vendors please submit with their RFI response a minimum of three (3) references where the interested party has provided service (within the last six months to one year) that pertains to this type of project/service. References shall include company name, address, telephone, fax number, email address and contact person. The interested parties must agree to authorize clients to furnish any information required by MHMRA to verify references provided, and for determining the quality and timeliness of previous work performed.