



Rice University Request for Proposal
RFP# 2020-07-003

Covid19 Automated Contact Tracing

Solution and Implementation Services

Proposal due: July 17th, 2020 at 5:00 PM CST



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I. Introduction

Purpose of this RFP

The purpose of this RFP is to solicit bids from potential software solution providers to support Rice University's automated contact tracing process, including reporting & analytics, notification management, implementation, and integration into Rice's core infrastructure, case management systems and processes. The project is anticipated to shift from selection, to contract and implementation very quickly, in order to facilitate contact tracing beginning August 14th, 2020. This effort will include application procurement, implementation, integration, testing, and project management. This project may be paid for with Federal funds, which may include Coronavirus Aid Relief & Economic Security Act (CARES Act) funds. Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

Submission Guidelines

Rice University's timeline for Provider selection is below. Rice reserves the right to modify these dates, and any post-RFP modification to these dates will be communicated to potential Providers in advance. If a key stakeholder wishes to discuss specific expertise or resourcing, Provider agrees to hold a web conference afterwards to walk through that item or capability.

Providers should be prepared to discuss their implementation approach and expertise with Contact Tracing requirements for higher education.

Date	Activity
July 13 th , 2020	RFP public release
July 14 th	Intent to Bid
July 13 th – 16 th	Optional Q&A calls, NDA complete
July 17 th , 2020 at 5:00 pm CST	Response submitted
July 22 nd	Target provider selection completion
August 3 rd	Target project start date

List of Exhibits

The following files are included in this RFP:

[Appendix 1 - Data Sources and Reporting Details.xlsx](#)

[Appendix 2 - General Terms and Conditions.pdf](#)

[Appendix 3 - Campus Population Data.pdf](#)

[Attachment 1 – Rice University's Confidentiality Agreement.pdf.pdf](#)

[Attachment 2 - Rice Professional Services Agreement \(PSA\).pdf](#)

[Attachment 3 - Rice University's Insurance Requirements.pdf](#)

II. About Rice University and Proposed Future State

About Rice University and the Proposed Future State

Rice University is a leading research institution that Rice University in Houston, Texas. In order to ensure safety of the ongoing safety and wellbeing of Rice students, employees, and contractors, Rice is implementing procedures to reduce risk and track potential exposure to Covid19. Rice is working across multiple organizations to identify potential Covid19 cases, track potential exposure, manage cases until a safe return is possible, and assess effectiveness.

Rice is interested in implementing a secure, automated, proximity and duration tracking solution, leveraging CDC guideline.

Current Systems Background

Rice is currently leveraging the following systems for full case management workflow and notifications:

- Veoci Emergency Management for manual case management tracking and workflow
- Everbridge Mass Notification
- CBORD Badge access management system for building location data and notify badge disable requests
- Banner ERP for employee and student data
- OpenLDAP for person directory information
- Shibboleth for SSO

Refer to **Attachment 1** for full list of systems, data sources, and reporting requirements.

Functional Scope

Rice anticipates the following functionality will be supported by the contact tracing solution.

Tracing Technology – Solution will provide automated, mobile-based (iOS and Android) proximity tracing allowing identification and notification confirmed and potential Covid19 exposure. Tracing functionality should allow geographic limits defined by Rice. Risk calculations should be based on CDC contact tracing [guidelines and recommendations](#).

Reporting & Analytics – Solution will facilitate directly, or via integration with analytic platforms, the ability for Rice to view and analyze activity and trends, including, but not limited to:

1. Campus current risk level, demographics, locations, and trends
2. Summary information for total active cases, confirmed cases, test results, quarantines and recoveries
3. View of summary data by demographics, Rice locations, schools, and organizations
4. Total contacts, notifications, and related trends
5. Hotspot identification by location via heat map

6. Daily health checks, results analysis, and trends

For full data sources and dashboard requirements, see **Appendix 1**.

Notifications – The solutions should provide automated and customizable notifications to users at risk for Covid19 exposure

Security – Solution should follow and provide third party attestation to compliance with industry relevant information security standards. Additionally, solution should be prepared to provide a completed Educause [HEVCAT security questionnaire](#).

Data – Solution should define data collection, storage (location / duration / visibility) and access capabilities.

Integration – Solution should integrate with existing Rice systems when required to facilitate the entire case management process.

Financial Instructions

1. Price proposals must be based on contract and business terms set forth in the RFP.
2. Pricing for implementation should clearly specify the costs of each phase in the project. Bids should anticipate a go-live by August 3rd.
3. Both Provider and customer resourcing requirements and assumptions should be clearly identified.
4. Professional service rates should be fixed for the period of the implementation. Provider should also include locked-in consultant rates for any post go-live support required for the solutions.
5. Travel and expense will be priced as a pass-through with a “not to exceed”, and with no additional administrative overhead applied.
6. Provider will provide an estimate of system implementation costs (SME’s and other services needed) offered by the Provider or a third party. The Provider will provide final fixed price bids for the system implementation and licensing or subscription costs after final selection. These fixed price bids will cost, in total, within the estimate provided. These estimates will reflect understanding of Rice internal implementation approach and resources.
7. Provider will detail any additional costs of implementation if applicable, for example, PMO support, training modules, or integration.
8. Provider will provide prices for additional services should Rice University wish to procure these services in the future. Additional services that need to be purchased to achieve Rice’s desired scope should be clearly identified.
9. Rice prefers Provider to propose pricing based on the expressed preferences set forth in the RFP, and Providers are encouraged to submit their bids based on these

preferences. In addition, Providers are permitted to submit alternative pricing proposals provided the RFP response clearly identify such proposals as an alternative price bid. If Provider submits an alternative price proposal, Provider agrees that Rice can purchase the in-scope solution based on such alternative pricing.

Response Instructions

Rice University requests that submissions be clear and concise. Proposals should be structured using the following format:

Section 1 Executive Summary

A one-page executive summary of the RFP response should demonstrate an understanding of Rice University’s scope and highlight key points in the bidder’s proposal and system capability. It should also highlight the key differentiators and the commitment of the Provider to Rice University.

Section 2 Company Summary

Please list the company business scope, strategic direction, core competencies and processes, organizational structure, annual financial report / rating, partner relationships, and emergency management expertise in the higher education industry. Please also identify key service differentiators offered by your company.

Section 3 Solution Detail

Clearly describe the services that you intend to provide in response to this RFP and how you intend to provide them. The Provider should fully describe the approach, the proposed percentages of on-shore and offshore resources, how the work will be governed, how risks (e.g., geo-political, natural disasters) will be mitigated, and detail any Provider Proprietary Software or methodologies must be disclosed in the proposed solution. Functionality should be provided using the following criteria:

Requirement Category	Detail
Cost	Describe cost structure and estimated cost to Rice.
Cost	Describe contract terms and minimum commitment.
Data	What data stored, where, and how is it secured?
Data	Is biometric information collected?
Data	How long is data stored?
Data	Is Rice data viewable by your internal staff / developers?
Integration	How is external location information (e.g. building access, schedules, structured/unstructured data sources).
Platform	Describe mobile device support (iOS/Android)
Reporting & Notifications	Describe contact notification capabilities and triggers.
Reporting & Notifications	Can contact notification be customized?

Reporting & Notifications	Does the message reflect risk of exposure based on 'tuning algorithm'?
Reporting & Notifications	Are contacts of self-identified cases automatically notified?
Reporting & Notifications	Does the self-reporter enter information such as test number to validate results?
Reporting & Notifications	Can Rice customize the reporting/release form?
Reporting & Notifications	Are notifications customizable?
Reporting & Notifications	Can a person intercept and validate automated notifications?
Reporting & Notifications	Describe the console / dashboard capabilities including ability to view rate of progress.
Reporting and Notifications	Describe ability to provide or integrate with data analysis platforms to provide the reports and dashboards in section 2
Security	Describe security configuration and compliance.
Security	Describe your current external security audit practices.
Security	Describe your security standards and framework.
Security	Describe support for data security, encryption, role-based access controls and single tenant environment.
Security	Describe supported authentication methods.
Security	Is your technology, organization, and processes suitable for processing storage of electronic protected health information (ePHI)?
Security	Do you support Business Associates Agreements (BAA) for storage and processing of ePHI?
Tracing Technology	Describe proximity technology (GPS, Bluetooth, other).
Tracing Technology	Describe geofencing capabilities.
Tracing Technology	Can tracing workflow be integrated with existing manual tracing processes and tools including daily symptom checks?
Tracing Technology	Describe contact exposure risk calculation functionality, algorithms, and including alignment with CDC recommendations.

Section 4 Governance

Clearly describe the proposed management and governance model that will be used to ensure that the responsibilities of all parties are performed in accordance with the project scope and deliverables. Describe your organizational structure for account management. The Provider should define their roles and responsibilities and the roles and responsibilities they expect Rice to perform in execution of an Agreement. The Provider should describe how they will integrate themselves into Rice's existing project and contract management processes to ensure alignment

with Rice's project objectives. Describe Project Management / PMO approach, structure, and function and organizational change management approach.

Section 5 Implementation, Integration, and Testing Proposal

Submit a proposal for all implementation, integration, and testing. For purposes of this RFP, each Provider must be prepared to fully describe their strategy. The Provider should explain how costs associated with delays in knowledge transfer and the cost of extended migration and transition effort beyond the defined timeframe will be addressed. This proposal must include: 1) a description of key events including inputs and outputs (deliverables) and separate roles and responsibilities in narrative form; 2) a timeline that indicates key milestones and target dates (Gantt chart); 3) a contingency plan for unforeseen events during implementation; 4) a staffing plan by Job Category by week.

Section 6 Proposed Contractual Agreements

A complete redlined Microsoft Word copy of the Rice contracts and Agreement, must be submitted separately no later than the date specified in the Proposal Timetable. These agreements will govern the relationship between Rice and the Provider. Your response to the Agreements will be considered as part of the overall evaluation of Provider's proposal and will be a significant factor in any resulting award decision. Please refrain from "terms to be discussed at negotiations"; absence of a response to a requirement will be considered non-conforming.

Section 7 Proposed Statement of Work

Statements of Work must be included in your response.

Section 8 Experience and References

Describe your company's history with a specific discussion of pertinent industry experience and expertise. Include related work completed in the last five years or since your company was formed. Also describe any relevant certifications.

Section 9 Alliances, Partnerships and Sub-contractors

Submit a list of all relevant alliances, partnerships, accreditations, vendor statuses and levels, and subcontractor relationships that you have established and plan to use in delivering the services described in your proposal.

Section 10 Value Added Considerations

As an option, the Provider may provide a separate section that addresses potential Value Added Services. This section should not exceed twenty (10) pages in length, and no appendices or additional information will be accepted.

Basis for Evaluation

Responses will be evaluated by the executive steering team, considering equally the following criteria: solution, qualifications, migration strategy, service levels, governance, industry experience

- Overall solution design and ability to satisfy Rice requirements

- Implementation approach and strategy with emphasis on readiness for Fall 2020
- Service levels and response strategy for any production incidents result from the project efforts
- Project governance including status tracking, reporting, financial management, quality assurance, risk management, and technical change management
- Industry experience with emphasis on emergency management, analytics, and ability to provide CDC-based guidelines

Submission Instructions

Submissions must be received by July 17th, 2020 at 5:00 pm CST. Submissions should be sent via email to the following:

- Lawrence Eribarne, Senior Director, Web, Emerging Technology & Innovation – lse2@rice.edu
- Marc Scarborough, CISO – marcs@rice.edu
- Charlita Marrs, Technology Procurement Manager - cam3@rice.edu

Right to Discontinue Process

Rice makes no commitment whatsoever that any Provider will be selected as a result of this RFP. Rice may determine, in its sole and absolute discretion, to make any decision or no decision with respect to this RFP, including, without limitation, maintaining the current status quo.

As a result, Rice reserves the right, in its sole and absolute discretion, to discontinue the procurement process, withdraw this RFP at any time, or modify the intended scope at any time. Rice makes no commitments, implied or otherwise, that this process will result in a business transaction.