



START Treatment & Recovery Centers, Inc.

Request for Proposal

File Digitization Services

**RESPONSES TO THIS REQUEST FOR PROPOSAL MUST BE
DELIVERED ELECTRONICALLY TO**

START Treatment & Recovery Centers, Inc.

Attention: Elizabeth Woodley, VP of Information Technology

Final Proposal Due: September 8, 2023, 5:00 PM

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REQUEST FOR PROPOSAL

START Treatment & Recovery Centers, Inc.

File Digitization Services

A. INTRODUCTION AND BACKGROUND

About START Treatment and Recovery Centers, Inc.

START Treatment & Recovery Centers, Inc. (“START”) is a not-for-profit 501(c)(3) corporation that is a community-based organization, and one of the nation’s largest and oldest minority-led addiction treatment, behavioral health services, and biomedical research, agencies, founded by the renowned national authority on drug addiction, Dr. Beny J. Primm, in 1969. Serving patients throughout the New York Metropolitan area, operating from six (6) facilities in Manhattan and Brooklyn, New York, START employs a staff of nearly 300, and maintains treatment for over 3,000 patients each year.

START operates the following healthcare programs:

- Eight (8) substance use disorder treatment outpatient programs, including seven (7) opioid treatment programs (OTPs), which programs include behavioral health counseling and psychiatric services, certified by the New York State (NYS) Office of Addiction Services and Supports (OASAS), under Article 32 of the Mental Hygiene Law. START OTPs are also certified by the federal Substance Abuse and Mental Health Services Administration (SAMHSA) and accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).
- An outpatient program offering mental health services for adolescents, licensed under the NYS Office of Mental Health, under Article 31 of the Mental Hygiene Law.
- START facilities, which house all its programs, are each licensed to provide primary care services and limited laboratory services by the NYS Department of Health Office of Primary Care and Health Systems Management under Article 28 of the Public Health Law.

Our integrated, multidisciplinary care model, including programs that offer specialist treatment for HIV and Hepatitis C, and vocational education, is equipped to engage patients as partners with their providers in their recovery, treatment for chronic conditions, and health promotion.

START’s programs are operated from six (6) sites, in Fort Greene, East New York, Bushwick, East Harlem, Central Harlem, and Washington Heights.

B. PROCUREMENT NEED

START seeks proposals from qualified vendors to provide digitization and scanning services for our confidential paper documents. This RFP aims to identify a vendor who can efficiently and securely convert our physical documents into digital format, ensuring confidentiality and accessibility.

Scope of Work:

The selected vendor will be responsible for the following:

- a. Collecting and transporting confidential paper documents from our premises to their facility for Shredding, Scanning, or Storage as deemed appropriate.
- b. Scanning and digitizing documents using high-quality scanning equipment.
- c. Ensuring the confidentiality and security of the documents throughout the process, including secure storage and destruction of physical copies.
- d. Indexing and organizing the digital files according to our specified requirements.
- e. Providing searchable PDF files or other agreed-upon digital formats.
- f. Returning the digitized documents to us in a secure and organized manner.
- g. Providing ongoing support and maintenance for the digitized documents, including any necessary updates or conversions.
- h. Shredding confidential documents and providing HIPAA certificate of destruction
- i. Estimated 550 boxes of documents to be evaluated and shredded.
- j. Estimated 15 boxes of documents for digitization and indexing.

Requirements:

The vendor must meet the following requirements:

- a. Demonstrated experience in digitizing and scanning confidential documents, preferably in a similar industry or organization.
- b. Proven track record of maintaining confidentiality and data security.
- c. Adequate infrastructure and equipment to handle the volume of documents to be digitized.
- d. Ability to provide secure transportation and storage of physical documents.
- e. Expertise in indexing and organizing digital files for easy retrieval.
- f. Compliance with relevant data protection and privacy regulations.
- g. Availability of technical support and maintenance for digitized documents.
- h. Clear pricing structure, including any additional indexing, storage, or ongoing support costs.



C. IMPLEMENTATION TIMELINE

START has identified a target for File Digitization functionalities on October 2, 2023. However, START is seeking guidance from the Vendors based on their experience and feasibility if October 2, 2023, target is possible, and if not, recommend the soonest alternative. Vendors should clearly communicate all key assumptions along with their proposed schedule. The recommended implementation timeline should be clearly articulated in their RFP response.

D. PRICING

STARTs seeks a clear and comprehensive understanding of all costs associated with the support of IT Services.

Vendors must itemize all costs associated with the support service offerings as listed above.

E. MINORITY AND WOMEN-OWNED BUSINESS ENTERPRISES

To the extent that Vendor employs any subcontractor or otherwise authorizes another person or entity to fulfill any of its duties under the contract awarded from this RFP or retains any supplier in connection with the contract, Vendor agrees that it will adhere to the provisions of New York State Executive Law Article 15-A and 5 NYCRR Part 142, which provisions are intended to promote and advance the participation of minority group members and women-owned business enterprises (MWBES) in certain contract opportunities.

F. EQUAL EMPLOYMENT OPPORTUNITY

In performing the contract awarded from this RFP, Vendor will ensure that each subcontractor and supplier performing work on the contract will undertake or continue existing Equal Employment Opportunity (EEO) programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, religion, national origin, sex, age, sexual orientation, gender identity, disability, or marital status. For these purposes, EEO will apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, or termination, and rates of pay or other forms of compensation.

The vendor will submit its EEO policy statement to START upon execution of the contract and any amendments thereto will be provided within a reasonable period thereafter.

G. COMPLIANCE WITH POLICIES

Vendor will comply, and cause Vendor employees and subcontracted agents to comply with all of START's policies and procedures, including, without limitation, those governing START's information technology systems and health screening requirements.

H. RFP SCHEDULE

- RFP Available to Vendor/Contractor August 18, 2023
- Questions to be submitted August 25, 2023
- Answers available September 1, 2023
- Final Proposals Due September 8, 2023
- Presentation and Demo (if Applicable) September 8-September 14, 2023
- Contract Award & Notice to Proceed September 14, 2023
- Commencement of Work/Onboarding October 2, 2023

I. CONTACT

Elizabeth Woodley

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J. GUIDELINE FOR PROPOSAL PREPARATION

Award of the contract resulting from this RFP will be based upon the responsive Vendor whose proposal is most advantageous to START in terms of cost, engagement duration, and candidate's ability to meet START's needs as specified elsewhere in this RFP.

START reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential vendor,
- Accept other than the lowest priced offer,

- Award a contract based on initial offers received, without discussions or requests for best and final offers, or
- Award more than one contract.

The vendor's proposal must be submitted in several parts, as set forth below. The Vendor will confine its submission to those matters sufficiently to define its proposal.

The vendor's proposal in response to this RFP will be incorporated into the final agreement between START and the selected Vendor(s). The submitted proposals are suggested to include each of the following sections:

1. Executive Summary

This section will present a high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement and should identify the main features and benefits of the proposal work.

2. Scope, Approach and Methodology

Include descriptions for the various levels of service and support provided by the vendor as well as the accompanying Service Level Agreements. Specifically, describe the following:

- a. Secure transportation and storage of physical documents during the digitization process
- b. Implementation of access controls and encryption measures to protect the digitized documents.
- c. Compliance with relevant data protection and privacy regulations
- d. Secure destruction or return of physical documents after digitization (as per agreed-upon terms)
- e. Quality Assurance/Change Control Process

3. Support Options

Describe fully your technical support options, including the document retrieval process, escalation process, support hours, and response times.

Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available from the technical and end-user perspectives.

Describe HIPAA and Cybersecurity measures used to safeguard both paper and electronic documentation.

4. Engagement Approach

Please provide a proposed work plan for the digitization, indexing, storage or shredding of documents. Specifically, provide the following information:

- a. Key activities and milestones
- b. Timing: What is the onboarding time required after signing a more formal agreement?
- c. Key milestones, checkpoints, and other decision points
- d. If we elect to move forward with your organization, what START resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
- e. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services.

b) Detailed Cost Breakdown

Include a detailed breakdown of all costs listed in Section 2.

c) Implementation Timeline

Include a comprehensive description of the digitization services' proposed discovery and implementation methodology.

d) Potential Conflict of Interest

Detail here any personal or professional relationship that the Vendor has with any START employee, Board member or Advisory Council member. If there is none, state None.

e) Appendix:

- **Company Overview** – A brief history and overview of your company, specifically your work in healthcare IT support and New York State Medicaid programs. Other information about the Company that should be discussed is as follows:
 - a) Target market
 - b) Competitive edge of the proposed support services over competitors
 - c) Company's headquarters
 - d) Number of years the IT Support vendor has been on the market and operational with actual customers
 - e) Number of active customers in total
 - f) Company's annual sales/revenue and percentage of revenue invested in Research and Development
 - g) Description of the Company's market focus, specifically to nonprofits in the healthcare practice



- Vendor references – provide at least three (3) client references that are similar in size and complexity to this RFP and have implemented a similar solution in a comparable environment. References should be for fully supported clients.

K. CONTRACT REVIEW

START's standard master services contract and statement of work form are attached to this RFP. Please review and, if there are aspects of the standard contract that your organization cannot agree to, detail the requested changes in your response.

END