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BOARD OF DENTAL EXAMINERS OF ALABAMA

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IT Services

Agency Name: Board of Dental Examiners Alabama

Proposals accepted through: March 30, 2018

The Board of Dental Examiners of Alabama is a semi-autonomous agency of the State of Alabama. The Board is comprised of seven members. Six members are licensed dentists and one member is a licensed dental hygienist. The Board is responsible for the administration and enforcement of the laws and administrative regulations governing the practice of dentistry and dental hygiene in Alabama. The responsibilities of the Board include the examination, licensure, and registration of applicants whom it finds to be qualified to practice dentistry and dental hygiene; efforts to ensure that all licensees are in compliance with the Dental Practice Act and relevant portions of permanent administrative regulations; the authority to make, amend, and adopt reasonable rules and regulations governing the conduct of dentists, dental hygienists, and other dental auxiliaries; and the obligation to undertake, when appropriate, adjudicatory proceedings and disciplinary action against licensees.

This document constitutes a Request for Proposal (RFP) and is an invitation for competitive bids to provide IT Services to the Board of Dental Examiners of Alabama in accordance with *Code of Alabama* (1975), §§ 41-16-70 through 41-16-79. This RFP describes minimum requirements for the IT services to be utilized by the Board of Dental Examiners of Alabama.

Scope of Work:

The Board utilizes several commercial software systems on a daily basis. The Board also operates an informational website and allows online license renewal.

- Microsoft Office 365
- Quick Books
- CAVU
- SQL server database

IT services should include but not be limited to:

- Provide routine and emergency services when required within a reasonable amount of time
- Provide guidance with purchases of new equipment or software
- Provide setup of new computers when purchased
- Installation of new software/hardware or updates to existing software/hardware as need
- Troubleshoot problems with computers, software/hardware, and internet services and make recommendations for solutions

- Provide backup services and restoration in the event of system/software/hardware failure
- Provide anti-spam filtering; the Board currently uses Reflexion
- Support/maintain firewall (SonicWall)
- Ensure the Board is in compliance with all regulations/certificates as applicable in relation to IT and correspond with the State Office of Information Technology when necessary
- Maintain integrity of Board's computer network and advise when additional precautions/changes are needed

The Vendor must assign a full time direct point of contact for the Board. Vendor must cover travel and related costs for service and will not be reimbursed by the Board.

Vendors are encouraged to provide specific, detailed information regarding their products/services offered.

The Board reserves the right to question and request additional information for a clearer understanding of any response that is unclear. The Board is not obligated to request information for incomplete answers or statements.

The Board may at any time, and at its sole discretion and without penalty, reject any and all bids or terminate the RFP process. The Board may later choose to reissue the RFP with any modification it deems appropriate.

To Respond:

All responses to this RFP must include the following:

- Full company name or corporate name and physical address of headquarters and the office which will serve the Board
- References
- Proposed fee schedule. Please specify any services/situations that would not be included in a monthly rate and that would be charged individually.
 - Hourly Rate
 - Monthly Rate
- Verification of compliance with the Beason-Hammon Alabama Taxpayer and Citizen Protection Act (E-Verify MOU) and the attached statement of disclosure.

You may deliver or mail your application materials to:

Board of Dental Examiners of Alabama
5346 Stadium Trace Pkwy Ste. 112
Hoover, AL 35244

You may email your proposal to the Board at bdeal@dentalboard.org

The deadline for submissions is March 30, 2018. Late submissions will not be considered. Awards will be made in the best interest of the Board of Dental Examiners of Alabama.

For questions or additional information on this position, please contact the Board by emailing questions to bdeal@dentalboard.org or calling (205) 985-7267.

The Board of Dental Examiners of Alabama is an Equal Employment Opportunity employer.