

Pyramid Lake Tribal Health Clinic
705 Hwy 446 | P.O. Box 227
Nixon, Nevada 89424
(775) 574-1018

2025 REQUEST FOR SERVICE PROPOSALS

Contract for any of the following:

IT Managed Services

REQUEST FOR SERVICE PROPOSAL for:

Managed IT Services

A. Introduction

Pyramid Lake Tribal Health Clinic (PLTHC) requests you or your company make a proposal for your services as a contractor in your respective field. This proposal request will outline the scope of work and qualifications required to submit a proposal. Please read the timeline carefully. To be considered your proposal must meet our deadlines included in this proposal.

B. Location

Services will be provided primarily at the Pyramid Lake Health Clinic located at 705 Highway 446, Nixon, NV 89406

C. Management and contact information

This position will report to PLTHC Health Director. Please contact Dawna Brown, Health Director with questions about the proposal submission:

Phone: (775) 574-1018 x 1216 Fax: (775) 574-1114 dawna.brown@plpt.nsn.us

D. Scope of Work

The selected contractor will be expected to:

- I. Provide the Pyramid Lake Tribal Health Clinic with a valid e-mail address and phone number where the contractor can be reached when not on-site in the event of network/application disruptions.
- II. Provide Managed IT services either at a fixed flat rate (24/7) or hourly and include unlimited IT support (Help Desk, application, and network support).
- III. Work in a team setting with medical providers, clinic staff and participate in various department meetings.
- IV. Have a clear understanding of the Privacy Act (45 CFR), 42 CFR part 2 and laws relating to protection of health/medical records. but not limited to familiarity of Indian Health Service Information Resource Management (IRM) and Information Technology Security (ITS) Programs. To ensure that all privacy rules, regulations, and laws are in compliance.
- V. Be proficient in the use, management, and updates of the Electronic Health Record (preferably Greenway, RPMS and VistA), Dental (Dentrix), Optometry (ImageNet), Door Lock Management/configuration, security system, and various medical software and equipment.
 - i. Setup, manage and remove user accounts for physical clinic assess (door locks), Active Directory and necessary user applications.
 - ii. Schedule, verify, and maintain data backups.
 - iii. Implement and maintain new software programs as needed.
 - iv. Provide technical assistance to computer users for various types of computer equipment and peripheral devices including printers, fax, wireless access points, terminals, and clinic computers.
 - v. Provide repair and upgrade of computers (including hardware and software)
 - vi. Provide Network/System Administration to firewalls, switches, servers, and phone

systems.

1. Strong analytical and problem-solving skills to identify and fix security risks.
 2. Ability to build a culture of knowledge and awareness of security issues throughout the organization.
 3. Monitors systems for vulnerabilities, provides prioritization and drives remediation efforts.
- vii. Knowledge of HL7, DICOM, FHIR, and SQL standards.
 - viii. Implement and document network components and performance.
 - ix. Communicate and provide reports of outages and issues to Health Director
- VI. Assist with other clinic projects and initiatives which help drive the clinic’s vision and values aligning the clinic’s technology strategy with the care, treatment, and improvement of patient care.
- VII. Comply with all Pyramid Lake Tribal Health Clinic policies and procedures and credentialing and privileging processes.

2. Contractor Requirements

In accordance with procurement policies of the Pyramid Lake Paiute Tribe, this RFP is open to both Native American and Non-Native American firms, organizations, enterprises, and individuals with provision for Indian Preference (CFR 25 U.S.C. 472). The following will be rated according to the values provided:

I. Education	10
II. 5-7 years of clinical/healthcare IT experience	10
III. Proof of Liability Insurance	10
IV. Experience working in Indian Country	40
V. Native American Status	20
VI. Veterans Status	10
VII. Price for Managed IT Services	50

E. Timeline

Deadline for Proposals: 02/20/2025
Contract period: 04/01/2025 - 12/31/2025

F. Proposal submission requirements

- Letter of Interest
- Resume or Curriculum Vitae
- Proof of Professional Liability Insurance
- Copy of current Nevada Professional License as applicable to your field/scope
- Three (3) letters of reference
- Bid amount showing fees as one (1) hour of service to be worked:
 - a. Indicate days available (Monday-Friday)
 - b. Indicate hours available (8:00 am-4:30 pm)
 - c. Indicate if available for one (1) Saturday a month (TBA).The Clinic operates Monday-Friday and one (1) Saturday per month, Hours are 8:00 am – 4:30 pm. The Clinic is closed on recognized Federal and Tribal Holidays, as a contractor these are unpaid.

G. Submission

Interested individual/companies may obtain additional information from:
Dawna Brown, Health Director, Pyramid Lake Tribal Health Clinic (775) 574-1018 x 1216.

Proposals must be clearly marked: Pyramid Lake Tribal Health Clinic
Attention: RFP Submittal for (*Indicate position*)
P.O. Box 227
Nixon, Nevada 89424

**Sealed proposals will be received at the Pyramid Lake Tribal Health clinic until
February 20, 2025-12:00 p.m.**