

REQUEST FOR PROPOSAL (RFP)
Enterprise IT Modernization & CRM Implementation

Issuing Organization: Western Regional Health Authority
RFP Number: WRHA-IT-2026-04
Issue Date: April 2, 2026

Purpose:

The Western Regional Health Authority (WRHA) seeks proposals from qualified vendors to provide enterprise CRM implementation, IT modernization, and managed services support.

SCOPE OF WORK

The selected vendor shall:

- Implement an enterprise CRM platform
- Provide integration with existing healthcare systems
- Deliver managed IT support services for 500+ users
- Provide ongoing cybersecurity advisory services

Estimated contract term: 3 years with two (2) one-year renewal options.

VENDOR RESPONSE REQUIREMENTS

1. Technical Capabilities

- Describe your implementation methodology.
- Provide estimated timelines for CRM deployment.
- Detail relevant platform certifications and partnerships.

2. Security & Compliance

- Describe your security framework alignment (e.g., NIST, ISO).
- Provide details on encryption standards and access controls.
- Outline your incident response procedures.

3. Project Management

- Describe governance structure and reporting cadence.
- Provide sample communication plans.

4. Past Performance

- Provide at least three similar project references.
- Include measurable outcomes and KPIs.

5. Financial Stability

- Provide most recent annual revenue.
- Submit proof of insurance coverage.