

# Statement of Work



**Client: MedPractice, LLC**

**Company: R.O.P. Solutions**

## **Overview**

R.O.P. Solutions is an information technology consulting firm, and we have been tasked with assisting MedPractice, LLC in upgrading their existing data communications network. The medical practice is in the process of transitioning to

Electronic Health Records (EHR) and ePrescribing. This document serves as a request for proposals (RFP) from vendors of networking equipment, computer hardware and software, and networking equipment installation services.

## **Organizational profile**

MedPractice, LLC is a busy, primary care medical practice with multiple rooms on one floor of a multiple story building. The company has three physicians with two assistants each, two receptionists/front

desk personnel, and one office manager. The practice is growing rapidly and is quickly becoming overwhelmed as a result of the limitations of their existing data communications setup.

## **Overview of current network**

Currently, the company relies heavily on paper-based records for filing, scheduling, and billing. The practice has two desktop computers for the receptionists which are

connected to the Internet using a DSL modem. All of the physicians and staff members have smartphones for personal use, but all business-related activities are

done using paper, telephones, and very little office productivity software (such as

word processing and spreadsheet software).

### **Overview of new network**

Based on our company's assessment, the new network will consist of 12 laptop computers ( one for each staff member), one 24 port X 10/100/1000 BaseT switch, one wireless security router/firewall (for

additional security), one DSL modem (provided by the Internet Service Provider (ISP)), three tablets (one for each physician), EHR software, and one multifunction printer.

### **Goals of new network**

The network will be designed with the following goals in mind:

staff, more computers, more devices, etc.)

To provide the organization with the tools needed to implement electronic health records and e-prescribing

To reduce the time necessary to assist patients, process files, and improve staff productivity

To allow room for growth (e.g. additional

### **Network Requirements**

Please refer to the attached *MedPractice, LLC LAN Diagram Draft – 2* for a detailed, visual representation of the new network.

The attached statement of work also contains a listing of estimates for each of the components of the new network. All

network designs from vendors must be

received by January 30, 2015.

### **Service Requirements**

The selected vendor will provide standard service agreements, training, and documentation required for the installation, configuration, and maintenance of all equipment selected for

the new network. Detailed descriptions of the implementation time plan, all warranties and reliability and performance guarantees must also be included in the submitted proposal.

### **Bidding process**

All submissions will be evaluated based on the following the criteria:

- The experience level of the organization related to networking equipment installation, configuration, and maintenance
- The quality of training, documentation, and technical support provided by the vendor

- The quality of the network designs detailed in the submitted diagrams
- The costs associated with the services provided by the vendor

Please include at least three references in all submissions. All submissions must be received by no later than **5:00 PM (EST) on January 30, 2015**. All vendors will be notified of the decision no later than three weeks after the submission deadline.