

Request for Proposal
Red Cliff Community
Healthcare Center
(RCCHC)
FCC Healthcare Connect Fund

The RCCHC is seeking bids for telecom services under the FCC's Healthcare Connect Fund. The RCCHC is a single facility health care provider representing one health care facility. It is the vision of the RCCHC to enable a set of standard telehealth connection services throughout Wisconsin that will facilitate any healthcare location in the state to share one or more telehealth services with any other healthcare location within Wisconsin, and ultimately, to interconnect with other health care providers regionally and nationally.

This RFP addresses the telecommunications, perimeter hardware, and network maintenance the RCCHC facility that is seeking new or enhanced services. The Site addressed by services provided in this RFP will then be prepared to participate in further network building addressed by the RCCHC network implementation plan.

Specifically, RCCHC is bidding for continuation of its current telephone services, additional ISDN PRI Lines, and additional high-speed broadband Internet service. These requirements are detailed in table 1.1 and 1.2.

RCCHC is a non-profit healthcare facility in Wisconsin. It provides services to its members, including: educational programs for members and trustees, preferred vendor contracts, networking opportunities, physician and ancillary staff recruitment, collection agency services, and annual wage and benefit surveys. The connectivity provided will continue to capacity to electronically exchange health information and engage in telemedicine services. RCCHC is requesting services for its facility that currently does not have adequate telecommunication capacity to handle facility demands.

Requested services. This request for proposal establishes new private site connections and/or Internet Connectivity at the RCCHC facility that currently has inadequate connectivity.

The services requested will provide connectivity to each site as specified in Table 1.1 and network diagram, attached. The configuration must support quality of service (QoS), specifically DSCP prioritization end to end for telehealth and secure reliable connections for electronic health information exchange. Eventually the connectivity will be able to provide additional services to RCCHC members for a converged IP network that will consolidate many technologies into one platform. The successful bidder(s) will support routes for existing services at the original sites and referral hospitals and clinics to provide a seamless transition to their bandwidth solution(s). The hardware for the connections will be purchased and configured through the successful bidder(s) to support these routes.

Any ongoing changes to the hardware will be done by the managing entity, RCCHC.

Telecom service options for remaining end-user sites should reflect overall pricing, quality standards, and network-wide service requirements as described below and in Table 1.1. Bids must be responsive to service needs established by RCCHC in Table 1.1. All sites will route the RCCHC facility which will eventually link all RCCHC sites. A DS3 connection to [the Consortium Leader] will allow the RCCHC sites to interoperate with other health care providers in Wisconsin and beyond.

All site connections are listed in Table 1.1 and the Form 461 attachment, which incorporates this RFP.

The vendor(s) will be responsible for all network hardware purchasing and maintenance in accordance with the site needs in Table 1.1. The existing RCCHC sites will connect via gigabit circuits with router and T-1 port capacity to accommodate the bandwidth needed for each site as defined. The vendor(s) must deliver connectivity over a private data network in a secure and prioritized fashion on an Internet Protocol (IP) platform. Vendor(s) may be required to purchase local access from the local exchange carrier to complete last-mile connectivity to nearest POP. The end user site would be responsible for internal wiring and connection to the room locations where the telehealth equipment will be located (note to vendor: this expense is not an eligible expense in the Healthcare Connect Fund and the participating HCPs will be 100% for the internal wiring expense). The vendor will be responsible for all network hardware purchasing and maintenance in accordance with the site needs in Table 1.1 and the parts list included. The vendor shall provide network services in a manner that meets HIPAA requirements concerning telecommunications.

Quality of Service (QoS) - All local access circuits and Vendor's core infrastructure network should be designed to deliver QoS, specifically DSCP from end-to-end. Vendor will be required to prioritize traffic with QoS to ensure packet delivery and latency remains at or above industry standards for the routing protocols as well as for switching.

Network IP services should support: *(As a requirement the vendor must be able to guarantee that the requested services are included in the SLA/contract for **each** connection that will be made. If the parameters cannot be met after the point of implementation, the RCCHC reserves the right to terminate any and all contracts, based on the fact that services are not being met as specified.)*

1. Specified bandwidth for each site and hardware necessary in Table 1.1
2. Administrative network security policy and operational requirements for data transport that meets HIPAA security and privacy requirements of State and Federal regulations and statutes.
3. Support for standards-based encryption protocols.
4. Requirements defined for common technical standards and operational procedures to maintain system reliability, relevant parameters include:
 - i) An average end to centralized RCCHC hub site delay of less than (<) 20 millisecond.
 - ii) Provide less than (<) 0.1% packet loss.
 - iii) Provide less than (<) 20 millisecond jitter (delay variance).
 - iv) Provide greater than or equal to 99.99% network availability.

Proposed system testing and acceptance provisions will be required on all bid proposals. The RCCHC reserves the right to work in concert with vendors to develop appropriate test and acceptance criteria for a specific installation or configuration, to be defined and accepted by both parties prior to contract initiation.

IMPLEMENTATION SCHEDULE DESCRIPTION

Any network build-out that is required by the responding bidder, is preferred to occur prior to any inclement weather or winter conditions, and therefore any construction should begin prior to October 1st. Please include a plan with timeline, and address ability to meet project timeline goals. Identify circumstances that may create project delays.

PRICING AND COST INFORMATION

Vendors submitting proposals should identify all costs associated with the solution they are quoting. All hardware **MUST BE** new and not refurbished equipment.

All equipment in Table 1.1 and accompanying parts list must be used. The configurations are based on Cisco Systems products. Whenever the name of a manufacturer, trade name, brand name, or model and catalog numbers followed by the words "or equal" or "approved equal" are used in the specifications it is for the purpose of item identification and to establish standards of quality, style, and features. Bids on equivalent items of the same quality are invited. However, to receive consideration, such equivalent bids must be accompanied by sufficient descriptive literature and/or specifications to clearly identify the item and provide for competitive evaluation. Quotes should include the following:

1. Implementation fees, including purchase of required new hardware for end-to-end connectivity and initial configuration of network hardware.
2. Ongoing transmission fees for end-to-end connectivity.
3. Ongoing manufacturer maintenance for the new hardware that will be purchased from Cisco 24 x7 x 4 Smart net support for 3 years.
4. Any other costs associated with the solution that may add cost to participants.

Bid proposals should identify all costs that are included in bid in sufficient detail as to confirm the proposed solution, including installation, configuration, maintenance and any recurring costs, complies with the Healthcare Connect Fund's eligibility requirements.

Purchase price for each unit. Bundled pricing may be cited, but individual components must be identified and detailed pricing provided. Shipping cost for each unit or shipment shall be included as well.

All subcontracting shall be pre-approved by RCCHC. The Prime Contractor/Bidder shall be responsible for all subcontractor(s) work and payment. RCCHC will not pay any subcontractor or third parties directly. Proof of release of liens of subcontractors will need to be submitted prior to invoice approval.

A deadline for bid submissions will be 28 days after the posting of the Form 461 on the USAC web site. Program rules require the Form 461 and RFP to be posted for a minimum of 28 days, meaning that at a minimum a contract could not be signed until the 29th day after posting of the RFP. You must submit 2 copies of your proposal in hard copy format to RCCHC c/o: Property and Procurement.

All bid proposals must understand and acknowledge USAC invoicing requirements and formats. Bidder will conform to invoicing procedures and processes as promulgated by USAC. Any successful bidder(s) is required to have a current SPIN/498 ID as required by the Healthcare Connect Fund Order. A SPIN/498 ID number may be obtained by contacting the Universal Services Administrative Company (www.usac.org)

All costs may not qualify for HCF funding. It is critical that accurate, detailed cost information should be provided for all portions of the bid proposal.

In order to obtain funding for the services and equipment being requested through this RFP, the consortium is subject to the rules and regulations of the FCC Healthcare Connect Fund program. Vendors must meet all program requirements. Once RCCHC has submitted its' Form 461 and this RFP it will be posted to the USAC website. More information on bidding and posting rules can be found at: <http://www.usac.org/rhc/healthcare-connect/default.aspx>

PROPOSAL EVALUATION

Any and all costs incurred by Vendor(s) in preparing and submitting a proposal are the Vendor(s) responsibility and **shall not** be charged to the RCCHC or reflected as an expense of the resulting contracts. Proposed vendor responses will be based on but not limited to the following:

- Equipment solution (20 points)
- Network IP Services such as QoS, DSCP and H.323 (20 points)
- Proposed implementation time frames (10 points)
- Solution functions and features and suitability of vendor(s) solution(s) to meet project goals (20 points)
- Cost of solution, both start-up construction and ongoing services (30 points)

The selection will be based on all factors indicated in this section, and may not go to the lowest bidder if cost is outweighed by a combination of other features in the winning vendor's bid. The point scale listed above will determine the most cost-effective solution for RCCHC's members.

The RCCHC reserves the right to select bid proposals which, in the sole judgment of the RCCHC, most nearly conforms to the specifications set forth herein.

The RCCHC reserves the right to waive any and all issues of form or presentation in considering bid presentations for acceptance or rejection, if, in the sole opinion of the RCCHC, such waiver is in the best interests of the project.

The RCCHC is not responsible for any costs incurred by a vendor related to the preparation or delivery of the bid proposal, or any other activities carried out by the vendor as it relates to this RFP.

Changes in applicable laws and rules may affect the award process or any resulting contracts. Vendors are responsible for ascertaining pertinent legal requirements and restrictions. Vendors are encouraged to visit the official FCC website pertaining to the Healthcare Connect Fund, at: <http://www.fcc.gov/encyclopedia/rural-health-care#HCF>

The selection decisions made by RCCHC and reported to USAC under this RFP are final, and appeals or re-submissions will not be considered.

RCCHC, representing the RCCHC facilities reserves the right to issue any resulting order with the vendor(s) whose proposal, in the judgment of the group, most nearly conforms to the specifications and will best serve the needs of the RCCHC participant members included in this request. RCCHC on behalf the RCCHC are not obligated to accept any proposal received. It may accept proposals in whole or in part, or may reject all proposals.

CONTACT ON

THIS RFP:

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ATTACHMENTS

Table 1.1
 Network Map

TABLE 1.1

HCP Name	Connection	Termination	Equipment	Internal Additions
Red Cliff Community Health Center	1000Mb Internet Gateway	RCCHC Data Center	Cisco 3850 or equal	None
Red Cliff Community Health Center	ISDN PRI Line and Port. Quantity 2	RCCHC Data Center	Appropriate Hardware	None
Red Cliff Community Health Center	100 Dedicated access lines and all appropriate fees and requirements	RCCHC Data Center	PRI Distribution hardware	None
Red Cliff Community Health Center	Static WAN IP Addresses. Quantity 20.	RCCHC Data Center	Same as Internet Gateway	None
Red Cliff Community Health Center	Telephony Connectivity Requirements (See Table 1.2)	RCCHC Data Center	None unless Required by vendor	None

Hardware: Cisco 3850 Router or equivalent

Table 1.2: Phone system Required Fees, Charges, Equipment, and Connections.

Vendor will duplicate non-redacted services indicated on the supplied telephony billing below which is representative of current services provided by the incumbent carrier.

Monthly Charges	Qty
1 Pty Business	1 @
Additional Listing-Bus	8 @
Broadband Cost Recovery Fee	8 @
Business Anytime II	1 @
CNTX Line 84MD 100Ln	2 @
Call Forward Busy Bus	1 @
Call Forward No Ans Bus	1 @
Caller ID Number Only BUS	12 @
Caller ID Numbr/Name	12 @
Centrex Access Line	1 @
Centrex Additional Line	77 @
Cntrx Caller ID Pkg	14 @
Cntrx Small Bus Pkg	76 @
Facility Relocation Cost Recovery Fee	93 @
Federal Subscriber Line & Access Recovery Charge	97 @
Foreign Listing-Bus	1 @
ISDN Line Port PRI	2 @
ISDN PRI 60 Month Term	2 @
Inside Wire Maintenance	1 @
LD Pin/Act Code/Grp Fee	1 @
Long Distance Line Charge	1 @
Long Distance Line Charge	77 @
Long Distance Line Charge	12 @
Multi Line 1 Party Business	11 @
Non-Published Non Listed Bus	2 @
Non-Telecom Services Surcharge	1 @
Router Equipment Fee	7 @
Toll Free Admin Fee	1 @
WI Universal Service Fund Surcharge	93 @
WI Universal Svc Fund Surcharge	5 @
Pure Business Broadband	1 @