

**Palmetto Care Connections  
Palmetto State Providers Network  
Request for Proposal**

**Organization:** PSPN

**Type of Services Requested:**\_\_\_\_\_RPM/Telehealth Platform\_\_\_\_\_

**Request for Proposal**

\_\_\_\_\_PSPN-RFP-CCP-2023-RPM\_\_\_\_\_

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#### **1. Statement of Purpose**

- 1.1 The Palmetto State Providers Network (“PSPN”) is a regional healthcare consortium. The Consortium was developed for the purpose of serving to improve the collaboration, information exchange, and telehealth opportunities for healthcare organizations in South Carolina.
- 1.2 PSPN is comprised of both rural and urban locations, which allows for the consortium to meet the needs of patients at any location within the network, even if those patients must travel to an urban location for specialized care.
- 1.3 This RFP seeks pricing for a Remote Patient Monitoring platform that will allow for app-less patient synchronous video visits, asynchronous along with comprehensive Remote Patient Monitoring capability. Additionally, platform should allow when needed the ability to place a call to a SIP based end point such as Poly Group Series and/or Cisco SX devices, all from the same provider web interface.

#### **2. Project Correspondence and Questions**

- 2.1 All project correspondence and questions shall be by email to:

Matt Hiatt  
matth@palmettocareconnections.org  
1880 Main Hwy  
Bamberg, SC 29118  
Email: [matth@palmettocareconnections.org](mailto:matth@palmettocareconnections.org)

#### **3. Schedule**

- 3.1 An electronic copy (Portable Document Format) of the proposal shall be received by 5 p.m. Eastern Time on or before the 28<sup>th</sup> day following the posting of this RFP on the USAC website.
- 3.2 Proposals shall be submitted to RFP Administrator, Palmetto Care Connections, by email [matth@palmettocareconnections.org](mailto:matth@palmettocareconnections.org)
- 3.3 Please indicate “PSPN-RFP-CCP-2022 Proposal” on the email subject line.

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#### 4. Instructions to Responding Vendors

- 4.1 Responding Vendors shall use the numbering convention in this RFP when formatting their response. The Responding Vendor's response shall be explained in detail and shall indicate how the Responding Vendor proposes to satisfy each requirement, where necessary. **At the very least, the Responding Vendor must indicate compliance, non-compliance, understood or exception for each line item.**
- 4.2 Responding Vendors shall cite specific terms and conditions to which the Responding Vendor takes exception. The Responding Vendor shall state the exact requirement to which exception is taken. Any cost impact associated with an exception shall be identified and included in the proposal.
- 4.3 All proposals shall be electronic and signed by the Responding Vendor.
  - 4.4 Responding Vendors should submit any questions, noted errors, discrepancies, ambiguities, exceptions, or deficiencies they have concerning this RFP by emailing such requests, with "PSPN-RFP-CCP-2022 Inquiry" in the subject line, to HCF Administrator, Palmetto Care Connections at [matth@palmettocareconnections.org](mailto:matth@palmettocareconnections.org) on or before the 14th day following the posting of this RFP on the USAC website. Answers to all questions/requests will be posted on the PSPN website, [Palmettocareconnections.org](http://Palmettocareconnections.org), on or before the 20th day following the posting of this RFP on the USAC website. If applicable, state the section number being referenced.
- 4.5 Responding Vendors shall take all responsibility for any errors or omissions in their quote or proposal.
- 4.6 No contract will be awarded except to responsible vendors capable of performing the work requested. Responding Vendor's employees shall be trained and qualified to perform the work and operate all required equipment. Before the award of the Contract, any Responding Vendor may be required to show that they have the necessary facilities, experience, ability, and financial resources to perform the work in a satisfactory manner.
- 4.7 Requested Contract Period: The Consortium requests responses for a 36-month contract period.
- 4.8 All proposals submitted shall be valid for one year, or until the contract is signed, whichever comes first.
- 4.9 Negligence on the part of the Responding Vendor in preparing the proposal confers no right of withdrawal after the time fixed for the receipt of the proposals.
- 4.10 All proposals shall provide a straightforward, concise delineation of the Responding Vendor's capabilities to satisfy the requirements of this invitation. Emphasis should be on completeness and clarity of content.
- 4.11 PSPN reserves the right to require Responding Vendors to demonstrate a proof of concept of their offering.
- 4.12 It is the responsibility of the Responding Vendors to review, evaluate and request clarification prior to submittal of a proposal.
- 4.13 Responding Vendor shall provide a written project management and implementation plan. PSPN desires that the network build out be completed within 90 days of receipt of the USAC funding commitment letter.

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- 4.14 Based on the required interaction process with the FCC and USAC, it is not possible to determine a definitive project start date – as it is dependent on approvals and posting where PSPN has limited control.
- 4.15 Each Responding Vendor must name the project manager that Responding Vendor will assign to the project along with a description of the project manager's qualifications.
- 4.16 Responding Vendors are encouraged to provide professional references from similar projects, including contact name, mailing address, phone number, and email address.
- 4.17 PSPN reserves the right to seek clarification of each Proposal or to make an award without further discussion of the Proposals received. Therefore, it is important that each Proposal be organized and submitted in a clear and complete manner.
- 4.18 Each Responding Vendor must have a current FCC Registration Number (FRN). More information about obtaining an FRN can be found at <https://apps.fcc.gov/coresWeb/publicHome.do>.
- 4.19 Each Responding Vendor must have a current USAC 498 ID (also known as a Service Provider Identification Number (SPIN)). More information about obtaining the 498 ID can be found at <http://www.usac.org/sp/about/obtain-spin/default.aspx>.
- 4.20 All materials submitted in response to the RFP become the property of PSPN. If there is any concern about confidentiality, mark the appropriate pages of your response "Confidential." PSPN will attempt to honor all reasonable requests for vendor confidentiality.
- 4.21 The Responding Vendor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.
- 4.22 A Proposal may be rejected in whole or in part if it limits or modifies any terms and conditions and/or specifications of this RFP.
- 4.23 By responding, the Responding Vendor states that the Proposal is not made in connection with any competing Responding Vendor submitting a separate response to the RFP and is, in all aspects, fair and without collusion or fraud.
- 4.24 Any and all information provided to vendors by PSPN or its sites, is considered to be proprietary information and must be used solely for the purpose of preparing the proposal and is not to be released outside the Responding Vendor organization without written permission from PSPN or its sites.
- 4.25 Responding Vendor shall list their experience with the FCC Rural Healthcare USF program and process.

## **5. Authorized Negotiator**

- 5.1 The proposal shall be signed by the person authorized to legally bind the proposal.
- 5.2 The proposal shall designate an authorized negotiator who shall be empowered to make binding commitments.

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**6. Responding Vendors Responsibility for Proposal Costs**

- 6.1 The Responding Vendor shall be fully responsible for all proposal development and submittal costs. PSPN assumes no contractual or financial obligation because of issuance of this RFP.

**7. Compliance with Laws, Permits, Rules**

- 7.1 The Successful Vendor shall comply with all rules, regulations, ordinances, codes, and laws relating to the work or the conduct thereof and shall secure and pay for any permits and licenses necessary for the execution of the work.
- 7.2 The Successful Vendor shall be subject to the safety department's workplace rules at a given site.

**8. Insurance**

- 8.1 The Successful Vendor shall agree to maintain General Liability Insurance, Worker's Compensation and Employer's Liability Insurance, where applicable, to cover all its personnel engaged in the performance of the services herein described as well as damages arising as a result of the performance of such services.
- 8.2 The Successful Vendor further agrees to require its subcontractor(s), if any, to maintain General Liability Insurance, Worker's Compensation and Employer's Liability Insurance, where applicable. The amounts of such coverage shall be as reasonably determined by Successful Vendor.
- 8.3 Proof of policies shall be provided to PSPN with proposal.

**9. General Network Requirements**

- 9.1 PSPN invites Responding Vendors to bid on the whole RFP or individual sites, services, and/or facilities based on service availability.
- 9.2 Private network solutions should be quoted if desired or preferred but are not required.
- 9.3 Cellular services are desired.
- 9.3.1 Minimum Qty of 200 homes will be served.
- 9.3.2 RPM Kitting is required as part of the Internet Service.
- 9.4 PSPN prefers those services be delivered over technology that provides for symmetrical bandwidth, unless unavailable in the area(s) being served.
- 9.5 Internet Services offered should be capable of supporting IPv4 and IPv6 and should include static IP addresses when or if needed.
- 9.6 Bandwidths listed for each HCP may indicate multiple bandwidth increments. The first (**bold**) is the minimum requirement. Responding Vendors shall provide pricing for all bandwidths listed for each HCP. If a carrier is unable to meet the requirement cost-effectively, it should respond with pricing for the maximum bandwidth it can provide.
- 9.7 Responding Vendor shall provide their operational expectations for the following network metrics, with the anticipation that these network metrics will become the

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basis for a Service Level Agreement to be negotiated with the Selected Vendor:

- 9.7.1 Network Availability: Expressed as a percentage (in the form of ###.###%).

#### 9.8 Site and Service Substitutions:

Responding Vendor shall allow for Site and Service Substitutions pursuant to Appendix D, 47 C.F.R. § 54.646. The Responding Vendor shall allow PSPN to add sites and/or upgrade, change, or relocate services through the length of the contract-term without having to rebid.

## 10. Service Level Agreement

- 10.1 Responding Vendor shall provide their operational expectations for the following network metrics, with the anticipation that these network metrics will become the basis for a Service Level Agreement.
- 10.2 Packet Delivery: Expressed in percentage (in the form of ###.###%) of packets the network is expected to deliver
- 10.3 Latency: Expressed in milliseconds for round trip time between any two HCPs
- 10.4 Jitter: Expressed in milliseconds between any two HCPs
- 10.5 Network Availability: Expressed as a percentage (in the form of ###.###%).
- 10.6 Response Time: Expressed in terms of initial trouble report response time in minutes and on-site response time in hours.
- 10.7 Planned Network Maintenance: Please indicate the standard notification Responding Vendor provides to customers for planned network maintenance. Responding Vendor should describe their standard network maintenance window.
- 10.8 Escalation Procedures: Responding Vendor should provide NOC initial point of contact and trouble escalation procedures.
- 10.9 Security Incidents: Responding Vendor shall list any programs and procedures in place specifically for monitoring and resolving security incidents.
- 10.10 Credit Allowances: Responding Vendor must provide a listing of the credit allowances and/or refunds that may be assessed based upon service outages. Responding Vendor should state the outage intervals and the refund amounts. For existence, if service were unavailable for 30 minutes, state the refund amount. If service were unavailable for an hour, state the refund amount.

[illegible]

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#### **12. Miscellaneous Fees**

- 12.1 Responding Vendor shall state the Universal Service Fund fee or percentage if applicable. If applicable, Responding Vendor shall define the charge and describe how it is calculated.
- 12.2 Because PSPN obtains federal subsidies on costs identified through the RFP process, it is critical for the Responding Vendor to provide an accurate estimate of all costs that may be incurred by HCPs, including non-recurring costs, monthly recurring costs, taxes, and fees that may apply.
- 12.3 The Responding Vendor should define those charges and describe how they are calculated so that PSPN can include all anticipated costs in the subsidy request under the Healthcare Connect Fund program.

#### **13. Evergreen Contracts**

- 13.1 PSPN wishes to maximize the opportunity to obtain Evergreen contracts that result from this RFP; therefore, the following provisions should be included in final contract language:
  - 13.1.1 It should refer to itself as a Master Services Agreement.
  - 13.1.2 It should specify Net 45-day payment terms.
  - 13.1.3 It should be signed by the individual Billing Entity.
  - 13.1.4 It should specify the service type, bandwidth, and quantity.
  - 13.1.5 It should specify the terms of the contract.
  - 13.1.6 It should specify the cost of services to be provided.
  - 13.1.7 It should include the physical addresses or other identifying information of the HCPs purchasing from the agreement.
  - 13.1.8 It should specify that upon reaching the end of the original contract term that services will continue at the same rates as during the contract term.
  - 13.1.9 It should specify that extension of services beyond the original contract term is automatic unless sufficient notification to terminate is given by either party.
  - 13.1.10 It should contain language that allows for Site and Service Substitutions pursuant to Appendix D, 47 C.F.R. § 54.646. The Responding Vendor shall allow the Billing Entity to add sites and/or upgrade, change, or relocate services and/or bandwidth. This language permits the billing entity to make network changes without going to a competitive bid.



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**14. Billing**

- 14.1 \_\_\_\_\_ PSPN \_\_\_\_\_ shall be the billing entity.
- 14.2 Responding Vendor shall describe their capability to provide for duplicate electronic or paper billing.
- 14.3 Reimbursement for network services must comply with Healthcare Connect Fund rules and procedures, and the terms of payment must accommodate USAC billing and payment timeframes. Initial payments are contingent upon delivery of service.
- 14.4 Each Responding Vendor must clearly and specifically state their understanding of and adherence to the FCC/USAC Healthcare Connect Fund payment procedures.
- 14.5 ACH Transfer will be the preferred method of payment.
- 14.6 Additional Fees:
  - 14.6.1 Proposing Vendor must include all fees and taxes that will be assessed on any services provided to PSPN.
  - 14.6.2 Successful Vendors must agree that Late Fees will not be assessed against the portion of the invoice funded by USAC.

**15. Evaluation and Selection Criteria**

- 15.1 PSPN will select the most cost-effective vendor per USAC requirements. Each Responding Vendor is encouraged to provide detailed responses to demonstrate its experience and expertise in providing Internet Services. The selection will be based on all factors listed and may not go to the lowest price proposal if price is outweighed by a combination of other features and factors in the winning Responding Vendor's proposal.
- 15.2 PSPN reserves the right to select proposals that, in the sole judgment of PSPN, most nearly conform to the specifications set forth herein, will best serve the needs of PSPN and its participants, and provides the most cost-effective means of producing those results.
- 15.3 PSPN is not obligated to accept or select any proposal received in response to this RFP. PSPN may select proposals in whole or in part, or it may disqualify any and all proposals received.
- 15.4 Changes in applicable laws and rules may affect the award process or any resulting contracts. Responding Vendors are responsible for determining legal requirements and restrictions that may apply. Responding Vendors are encouraged to visit the official Federal websites pertaining to the Healthcare Connect Fund at: <http://www.universalservice.org/rhc/healthcare-connect/default.aspx>

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15.5 The selection decisions made by PSPN and reported to USAC under this RFP are final.

15.6 PSPN will evaluate proposals and select vendors based on the following criteria:

Criteria	Scoring Weight
Costs	20%
Reliability of Service	20%
Experience with Vendor	20%
Technical Merit of Proposal	20%
Compliance with HCF Payment Process and Rules	20%

15.6.1 Costs may include, among other things, monthly recurring costs, non-recurring costs, taxes and fees, the termination liability associated with existing contractual obligations, and any additional costs that the HCP may potentially realize based on any given vendor selection.

15.6.2 In evaluating Ease of Implementation, the Consortium will consider, among other things, the time to install, the disruption of existing services, the complexity of the installation, HCP requirements proposed by the vendor, and the impact on healthcare operations.

15.6.3 With regard to Experience with Vendor, the Consortium will score vendors based on guidance from the Healthcare Connect Fund Order and the following criteria:

15.6.3.1 The bid evaluator's previous experience with the service provider or proposing vendor.

15.6.3.2 References from Customers of the Proposing Vendor for similar projects of the same size and scope.

15.6.3.3 Documentation from the proposing vendor that demonstrates the vendor's experience with similar projects of the same size and scope.

15.6.4 Technical Merit of Proposal scores will be assigned based on how well the proposed solution meets the current Healthcare needs of the HCP. This may include, among other things, service level agreement language, technology description, continuity of network platform, diversity and redundancy in the service provider's network, diversity from existing services, transport technology, reliability, technical support capabilities, the availability of local technicians and repair garages, scalability, expandability, and future network capabilities.

15.6.5 Compliance with HCF Payment Process and Rules, scores will either receive full points or zero points for this criterion, depending on whether the vendor agrees to comply with the process.

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**16. Rejection/Negotiation Rights**

- 16.1 PSPN reserves the right to disqualify any proposals for substantial non-compliance with the terms of this RFP. PSPN reserves the right to accept or negotiate the contractual terms of any proposal(s) in response to this RFP.
- 16.2 PSPN reserves the right to select multiple service providers, including which circuits each HCP will purchase from selected service providers.

# Appendix A

HCP Number	Site Name	Address	City	State	Zip Code
14823	Ridgeway Family Practice	755 US Highway 21 South	Ridgeway	SC	29130
22063	GTMH- Tidelands Waccamaw Community Hospital	4070 HIGHWAY 17	MURRELLS INLET	SC	29576
26279	Care South Carolina, Inc.(Society Hill)	737 South Main Street	Society Hill	SC	29593
26280	Caresouth Carolina, Inc. Bennettsville Pediatrics	210 West Main Street	Bennettsville	SC	29512
26281	Care South Carolina, Inc (Bennettsville 2)	999 Cheraw Street	Bennettsville	SC	29512
26282	Care South Carolina, Inc. (Bishopville)	545 Sumter Highway	Bishopville	SC	29010
26283	Care South Carolina, Inc. (Cheraw)	212 Third Street	Cheraw	SC	29520
26284	Care South Carolina, Inc. (Chesterfield)	500 West Boulevard	Chesterfield	SC	29709
26287	Care South Carolina, Inc. (Hartsville 2)	1268 South Fourth Street	Hartsville	SC	29550
26288	Care South Carolina, Inc. (Lakeview)	103 North Kemper Street	Lakeview	SC	29565
26289	Care South Carolina, Inc. (McColl)	3080 HIGHWAY 15-401 E	MC COLL	SC	29570
26301	Pinewood Health Center	25 East Clark Street	Pinewood	SC	29125
26302	Sumter Family Health Center	1278 North Lafayette Drive	Sumter	SC	29150
26313	Margaret J. Weston Community Health Center	4645 Augusta Rd	Beech Island	SC	29842
26325	Little River Medical Center (Little River)	4303 Live Oak Drive	Little River	SC	29566
26326	Little River Medical Center (Myrtle Beach)	7724 N KINGS HWY	MYRTLE BEACH	SC	29572
26328	Little River Medical Center (Loris Medical)	3817 MAIN ST	LORIS	SC	29569
26329	Little River Medical Center (Health Access)	1075 MR JOE WHITE AVE UNIT 101	MYRTLE BEACH	SC	29577
35628	Sumter Women's Health Center	319 North Main Street	Sumter	SC	29150
47860	CareSouth Carolina, Inc Dillon	207 East Monroe Street	Dillon	SC	29536
47861	CareSouth Carolina, Inc Latta	122 Latimer Street	Latta	SC	29565
50775	Clyburn Center for Primary Care	1000 Clyburn Place	Aiken	SC	29801
52442	Hopkins Family Practice	9023 Garners Ferry Road	Hopkins	SC	29061
52460	Waverly Women's Health & Internal Medicine of Batesburg-Leesville	338 East Columbia Avenue, Suite B	Batesburg-Leesville	SC	29070
52461	Lake Monticello Family Practice	9017 Highway 215 South	Jenkinsville	SC	29065
52582	Pelion Family Practice	8063 Edmund Highway	Pelion	SC	29123
52585	Pediatrics of Newberry	2525 Kinard Street	Newberry	SC	29108
52587	Winnsboro Pediatrics & Family Practice	1136 Kincaid Bridge Road	Winnsboro	SC	29180
54753	Family Health Care	120 Darlington Drive	Aiken	SC	29803
65537	LITTLE RIVER MEDICAL CENTER: CAROLINA FOREST	4220 CAROLINA EXCHANGE DR	MYRTLE BEACH	SC	29579
65538	LITTLE RIVER MEDICAL CENTER: SOUTH STRAND	3236 HOLMESTOWN RD	MYRTLE BEACH	SC	29588
67093	TANDEM HEALTH SC - 1105 N LAFAYETTE	1105 N. LAYETTE DR	SUMTER	SC	29150
67094	TANDEM HEALTH SC - 370 S PIKE	370 S PIKE W	SUMTER	SC	29150
71705	EAU CLAIRE COOPERATIVE HEALTH CENTER, INC - LITTLE MOUNTAIN	99 MILL ST	LITTLE MOUNTAIN	SC	29075