REQUEST FOR PROPOSAL

For Reading Hospital's Telehealth infrastructure via

FCC Connect Care Pilot

Background

Reading Hospital is a non-profit teaching hospital in West Reading, PA. Reading Hospital is the home and the core provider of Telehealth services for the surrounding communities of Berks, Chester, and Montgomery Counties via Tower Health System. Reading Hospital is committed to assisting populations that are influenced by social determinates of health for low income and veteran patients. Our providers are committed to increasing access of connected care and face-to-face care modalities for target populations. Reading Hospital is collecting data to find meaningful measures to improve the health in these populations. Reading Hospital's Street Medicine group has successfully launched a Tele Kiosk room for Hope Rescue's homeless population. Street Medicine is evaluating several additional locations, including our local YMCA transitional living organization which we used as a pilot location originally. Reading Hospital's Street Medicine program had received a grant that allowed for Telehealth equipment (not eligible through the FCC) for the Hope Rescue location so we could start this important work.

These Telehealth services are provided over Cloud, cellular, and internet data modalities. Reading Hospital has a commitment to our communities' less fortunate members. We plan to prop up the capabilities of our Street Medicine team through expanding the footprint that can access Telehealth technologies. The core of our Telehealth technologies ride over our HIPPA compliant Vidyo Cloud network and our cellular Bluetooth data hubs. Attached to our FCC 461 form is a list of hardware technologies and broadband licenses that are required to update our networking capabilities to continue to provide our diverse Telehealth offerings to all those in need from this area.

Instructions

Due Date and Contact Instructions All contact regarding this RFP shall be directed to: Sharon Stump, Director of Tax and Grants. 739 Reading Avenue, West Reading, PA 19611 Phone: (484) 628- 4307 E-mail: Sharon.Stump@towerhealth.org

Response to this RFP is required within 28 days of the date the RFP is posted on the FCC website and should be in possession of Ms. Stump by no later than 3:00 p.m. EST of the RFP due date. An e-mail indicating the vendor's intent to bid on this project should be received no later than 14 days after the RFP was posted for bidding. The e-mail should contain the name and address of the vendor, and the name, title, address, phone number, and e-mail address of the company's primary contact. Only bidders submitting such a notice will be eligible to ask questions and receive answers concerning this RFP. Ms. Stump will strive to reply to all questions within 4 business days following the initial 14-day period. Please follow the RFP scoring criteria. Cost effective is defined in the HCF Order (54.642(c)) as "the method that costs the least after consideration of the features, quality of transmission, reliability, and other factors that the health care provider deems relevant to . . . choosing a method of providing the required health care services." Contracts through the program will be 6 months in length.

Proposal

Our technology investment in Telehealth centers around the Vidyo platform and our individual Bluetooth cellular hubs. Reading Hospital requires a Content Service Provider offering the services based upon a HIPAA compliant Vidyo platform. The awarded vendor will have 24/7 support services provided by 100% U.S. based, HIPAA trained employees. The Vidyo Cloud or equivalent service must provide at minimum 34 Vidyo/or equivalent use licenses. Bluetooth carrier hubs must provide passive pairing, multi-Carrier support and certified LTE bands (see spec spread sheet). Services can be purchased or leased. A disaster recovery solution that will enable high availability for all devices that interface with the Telehealth network must be part of this bid. This service should also provide a geographically diverse disaster recovery, which maximizes uptime. Solutions should include testing services. Updates need to be tested to validate new software versions prior to production upgrades. A dashboard solution that allows for video reporting and analytics to understand the usage and utilization of the telehealth video service is required. Any vendor will need to provide a rapid way of License Expansion that will allow for rapid expansion of services within the same day of need.

Evaluation

Proposed vendor responses for this FCC Connected Care Pilot project for Reading Hospital will be based on the following evaluation criteria:

1. Completeness of requested information required for project   (15%)
2. Understanding of need and ability to provide needed services   (15%)
3. Meets technical specs of required hardware services.   (15%)
4. Cost effective   (55%)

Request

Please follow FCC program rules and respond with a point-by-point executive summary of all areas of our request along with cost for required services.

Pricing and Cost

As Vendors submitting bids should be aware that the payment process for the FCC Connect Care Pilot may not reflect vendors' current practices. Selected vendor/vendors will be required to utilize the payment process to comply with FCC rules for payment processing. Vendors should also be aware that they will need to obtain a SPIN in order to participate in this program (http://www.usac.org/sp/about/498/obtain-spin.aspx), as well as meet other contracting requirements that are identified in this RFP.

It is anticipated that several vendors will be required to provide all the components requested. Vendors are encouraged to make proposals on those parts of the project where they feel they can effectively provide a solution. Vendor proposals will be evaluated based on what the criteria created by Reading Hospital for this Telehealth pilot and will weigh what we determine to be the most "cost effective" solution. What constitutes "cost effective" is at the discretion of our scoring review.

Vendors submitting proposals should identify all costs associated with the solution or subset solution that they are quoting. Not all the costs associated with the solutions will necessarily qualify for HCF funds, and it is critical that Reading Hospital's Telehealth team understand the complete cost of ownership or lease. Quotes must include the following:

For telecommunications solutions:

1. Implementation Fees, including any cost of required hardware, for end to end connectivity
2. Ongoing transmission fees for end-to-end connectivity
3. Tax/surcharge rate that will apply
4. Any other costs associated with the solution and/or description of requirements that are prerequisites for the solution that may add additional cost to Reading Hospital's Telehealth Department.

For hardware and/or software solutions:

1. Purchase/lease price
2. Installation costs
3. Shipping charges
4. Ongoing support costs and support hour limits that may add costs
5. Tax/surcharge rate that will apply
6. Any other costs associated with the solution and/or description of requirements that are prerequisites for the solution that may add additional cost to Reading Hospital Telehealth.

Implementation Schedule Description & Service Levels

Vendors should include a plan with timeline that provides a clear understanding of the vendor's capacity to implement the solution by a given time. Unless otherwise noted, the optimal date for turn-up of many

of these service requests is as soon as possible after the vendor selection. The vendor's implementation timeline should allow time for testing the implemented circuits/services. Additionally, please identify any circumstances that may create potential delays. Meeting healthcare provider mission critical timing requirements will be one of the proposal evaluation criteria.

Reading Hospital expects that any contracts resulting from this RFP will contain guarantees to the performance of the proposed solution to the specified speeds, transaction volumes, uptime rates, etc. Please include information regarding service levels and any service level guarantees associated with the solution, including uptime and response time guarantees.

Agreements Provisions

Vendors submitting bids should be aware that the payment process for the FCC Connect Care Pilot may not reflect vendors' current practices. Reading Hospital and the VENDOR will have access to "My Service Provider Portal" which is the online tool that allows service providers/vendors to manage the invoice submission process to USAC. Once Reading Hospital signs, certifies, and submits the form to USAC through their "My Portal", the 498 contact for the VENDOR will receive an automatic email notification form USAC that the applicant has submitted an invoice for which the VENDOR is the SPIN. At this time, it is up to the VENDOR to respond timely, review the Form as submitted by Reading Hospital, and to sign, certify and submit the form through their "My Service Provider Portal". Once this is done, the VENDOR and Reading Hospital will receive an automatic email notification that the form has been dually signed and submitted USAC and that USAC will begin review to process for payment. USAC has a 30-day payment processing time." Additionally, it is important to note that if the contracted services will be paid in one lump sum for a year, the payment from USAC can only occur after the year of services have completed. Vendors should also be aware that they will need to obtain a SPIN to participate in this program (http://www.usac.org/sp/about/498/obtain-spin.aspx). In some cases, bids are being requested for connections/services that already have circuits in place and are under existing contract. Vendors holding these contracts should view this RFP as an opportunity to extend or expand what is already in place. If existing vendors' bids are deemed to be the most "cost effective," the existing vendors' solutions may be selected with whatever contract modifications are required to meet the new circumstances and FCC Connected Care Pilot rules. Contracts can not exceed 36 months in length.

See FCC rules for the Connect Care program if you have any questions.

Attachment of Hardware specs