

Request for Proposal:

HCP# 65394

FCC Healthcare Connect Fund

RFP ID#: 100033523



Point of Contact:

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1 Introduction

1.1 PURPOSE

This document seeks proposals for service, equipment, and maintenance support items in full accordance with the guidelines issued by the Federal Communications Commission (FCC) and the Healthcare Connect Fund (HCF) as administered by the Universal Services Administrative Company (USAC).

1. Network equipment necessary to make broadband services functional
2. Equipment necessary to manage, control, or maintain broadband service or dedicated healthcare broadband network
3. Fiber-related service
4. Direct Internet Access
5. Circuits
6. Maintenance support

It is anticipated that the consortium may add new members to expand its network, substitute sites, and receive service upgrades. In response to this RFP, vendors must state such circumstances may occur within their contract.

1.2 ENTITY INFORMATION

At Lehigh Valley Health Network, we continually go the extra mile to fulfill our mission to heal, comfort and care for the people of our community. Each one of our more than 17,000 colleagues contributes to this mission and helps make the Lehigh Valley a healthier – and better – place in which to live.

We continue to add new facilities, services and programs to a regional campus that now includes:

- We have hospitals on eight campuses:
 - [Lehigh Valley Hospital-Cedar Crest](#) in Salisbury Township,
 - [Lehigh Valley Hospital-17th Street](#) in Allentown;
 - [Lehigh Valley Health Network–Tilghman](#) in Allentown,
 - [Lehigh Valley Hospital-Muhlenberg](#) in Bethlehem;
 - [Lehigh Valley Hospital-Hazleton](#) in Luzerne County,
 - [Lehigh Valley Hospital–Pocono](#) in Monroe County, and
 - [Lehigh Valley Hospital–Schuylkill E. Norwegian Street](#)
 - [Lehigh Valley Hospital–Schuylkill S. Jackson Street](#), in Schuylkill County.
 - [Lehigh Valley Reilly Children's Hospital](#), the only Children's Hospital in the Lehigh Valley, including inpatient and ambulatory care, a [Children's ER](#), the [J.B. and Kathleen Reilly](#)

[Children's Surgery Center](#) in Salisbury Township, more than 25 pediatric specialists and numerous child-specific services such as rehab and burn care.

- Community [health centers](#) offering doctors' offices and lab and imaging services at convenient locations in Bangor, Bath, Bethlehem Township, Blakeslee, Easton, Emmaus, Fogelsville, Frackville, Hamburg, Kutztown, Macungie, Moselem Springs, Mountain Top, Palmer Township, Quakertown (in partnership with Grand View Hospital), and Trexlertown, as well as health & wellness centers which also include fitness facilities at Cedar Crest, Hazleton, and Muhlenberg.
- More than one dozen [ExpressCARE](#) locations offering walk-in, no appointment care, as well as the region's only [Children's ExpressCARE in Palmer Township](#).
- More than 1,340 primary care and specialty [physicians](#)– including [more than 750 physicians and 400-plus advanced practice clinicians employed by the health network](#)
- [Pharmacy services](#) at three of our hospital campuses
- [Imaging services](#) to obtain accurate diagnoses with the latest high-tech diagnostic equipment
- [Home health](#) and [hospice](#) services
- [Community clinics](#), including 40 primary and specialty clinics to care for people who are uninsured or underinsured
- [Health Network Laboratories](#), providing laboratory tests from the most critical medical applications to simple pre-employment drug screenings
- [Valley Preferred](#), linking employers and individuals with quality health coverage

The care and services we provide annually receive national recognition through [awards and accreditation](#) from organizations such as U.S. News & World Report, Centers for Medicare and Medicaid and many others.

2 General Provisions

1. The bidding period is 28 days from the day it is posted on the USAC web site. The proposal evaluation period is anticipated to be 10 business days or less.
2. The Healthcare Connect Fund Order requires that proposers obtain a Service Provider Identification Number (498 ID). This may be obtained from USAC at <http://www.usac.org/sp/default.aspx>. This 498ID must be included in the Service Provider's Proposal.
3. To warrant consideration for an award of contract resulting from this RFP, proposers must agree to participation in the FCC Healthcare Connect Fund (HCF) as administered by the Universal Service Administrative Company (USAC) mechanism as provided for and authorized under the Federal Telecommunications Act of 1996 (Reference 47 U.S.c. § 254, "Universal Service").
4. LVHN will directly contract organizations capable of performing the requirements of this RFP. Proposers must be represented directly. Participation by brokers or commissioned agents will not be allowed during the proposal process.
5. LVHN may seek clarifications concerning the submitted proposal.
6. 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>.
7. Vendors acknowledge that any contractual relationship resulting from this solicitation of proposals may be partially or entirely dependent upon the successful receipt of HCF subsidies.
8. In accordance with the Site and Substitution Rules found in the Order (47 C.F.R §54.646), LVHN will extend this RFP to include new healthcare providers that become new members of our consortium during the length of this agreement.
9. This RFP will become part of the contract with the selected proposer(s) for services. The proposer(s) will be bound to perform according to the terms of this RFP and their proposals. The contract is to be a consortium-level contract, and LVHN will sign the contract for all locations.
10. In some cases, bids are being requested for connections and services that already have circuits in place and are under existing contracts. Vendors holding these contracts shall view this RFP as an opportunity to extend or expand what is already in place and under existing contract. 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 HCF rules. New vendors are welcome to bid on services.
11. Quotes may be requested for variable levels of service. This will enable LVHN to weigh the pros and cons of higher levels of service against the additional cost incurred. However, it is recognized that for a variety of reasons, different service providers will have different

increments of service that they can provide. Vendors should feel free to quote the increments of service (even if not identical to what is in our request) they are in a position to deploy.

12. The technology requested in this RFP is neutral; however, the proposer must submit responses that are equivalent to services requested.
13. In those circumstances in which variable levels of bandwidth are being requested and quoted, vendors will be asked to incorporate the variable bandwidth levels and associated costs into the contract in order to allow HCPs to "turn up their bandwidths" without the need to engage in a new competitive bidding process.
14. Frequently, sites have completed their original contract term and have the benefit of being month-to-month, while maintaining their originally contracted rate. Requested bid contract terms are: 3 year, 1 year and month-to-month. If submitting a 3 or 1 year contract, the contract must also include 2 separate optional 1 year extensions to be initiated at the sole discretion of LVHN.
15. Service providers understand their responsibility to sign, certify, and submit proper invoices and documentation (included submitting bills for services with a breakdown of eligible and ineligible services) to be reimbursed. The invoicing deadline is 6 months after the end of the commitment period.

3 Scope of RFP

3.1 PROJECT MANAGEMENT & IMPLEMENTATION SCHEDULE

Bidders shall include a detailed Project Management Plan. The detailed Project Management Plan shall include narrative information and detailed project milestone and schedule information. The Bidder shall include an estimated start and completion date for the project. Bidders shall outline their implementation plan for the project described in the RFP. The plan shall include timetables that address the following issues:

Project Management: Provide a description of the Bidder's management team for this project. List all key personnel and their qualifications.

Project Schedule: Provide an implementation schedule for the proposed service, including delivery dates, implementation milestones, task relationships and dependencies, and a timeline.

Broadband System (Private Intranet) and public Internet Services System Architecture and Development: Provide descriptions of how the service(s) will be designed, including:

1. Details of customer testing and final implementation;
2. Extent to which broadband (private Intranet) and public Internet connectivity to participating LVHN entities will be guaranteed;
3. How the private Intranet and public Internet service will deliver differentiated levels of service depending on the different bandwidth needs;
4. Duality of service (QoS) requirements of the LVHN users.

3.2 EQUIPMENT, INSTALLATION, AND MAINTENANCE

All equipment, installation, and maintenance used to implement and maintain the LVHN network must meet the specified services required to maintain the high standard of healthcare established by LVHN. Any deviation from the specified service and/or equipment may result in the submitted proposal being rejected.

1. **Equipment:** Any and all equipment necessary to make the service functional, and costs associated with said equipment, must be included in the proposal submitted. The vendor(s) will be responsible for all network hardware purchasing and maintenance to terminate the new connection at the premise and provide a single point of demarcation.
2. **Implementation/Installation:** Costs associated with the implementation of services must be defined and expressed within the bid proposal. Any potential installation costs shall be estimated and included in the proposal. The consortium understands that precise installation costs cannot be ascertained until detailed discussion occurs; however, if there will be installation costs, they must be estimated and included in the proposal. Failure to estimate any potential costs associated with equipment or services will be acknowledgment that no such costs will be included in the proposal.

Vendor(s) may be required to purchase local access from the local exchange carrier to complete last-mile connectivity to nearest point of presence (POP). The end user site would be responsible for internal wiring and connection to the room locations. The vendor will be responsible for all network hardware purchasing and maintenance in accordance with the site needs. The vendor shall provide network services in a manner that meets HIPAA requirements concerning telecommunications.

3. **Maintenance:** Any and all costs (monthly or annual) associated with network maintenance and/or support must be included in the bid proposal submitted. Failure to include any and all maintenance and/or support costs is an acknowledgment that no such costs will be included in the proposal. Bidders shall provide details of all maintenance activities and how assistance will be provided to LVHN users.

3.3 SERVICE LEVEL AGREEMENT (SLA)

As a requirement, the Vendor must be able to guarantee that the requested services are included in the SLA for each dedicated connection requested. If the parameters, listed below, cannot be met after the point of implementation, the consortium reserves the right to terminate any and all contracts due to failure to meet service requirements.

1. Specified or equivalent equipment for each site.
2. Administrative network security policy and operational requirements for data transport that meets HIPPA 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:
 - a. An average end-to-centralized consortium hub site delay of less than (<) 20 milliseconds.
 - b. Provide less than (<) 0.1% packet loss.
 - c. Provide less than (<) 20 milliseconds jitter (delay variance).
 - d. Provide greater than (>) or equal to 99.99% network availability.

Proposed system testing and acceptance provisions will be required on all bid proposals. LVHN 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.

3.4 INSURANCE REQUIREMENTS

LVHN shall be named as an additional insured with respect to Commercial General Liability.

1. Vendor Seller's Worker's Compensation insurance will contain a waiver of subrogation in favor of LVHN.
2. Commercial General Liability: \$1,000,000 each occurrence/\$3,000,000 aggregate.
3. Worker's Compensation: Pursuant to Statute.
4. Employer's Liability: \$1,000,000/\$1,000,000/\$1,000,000.
5. Automobile Liability: \$1,000,000 single limit (if responding vendors intend on using hired automobiles to meet the terms of the bid submission).
6. Fidelity Bonding (Crime/Fidelity Liability): \$25,000 minimum (if responding vendor's agents or employees will be on LVHN premises to meet the terms of the bid submission).

4 Instructions to Bidders

4.1 NOTICE OF INTENT TO BID

A letter signifying the bidder's intent to bid on this project must be received via email no later than 7 days after the RFP is posted for bidding. The subject line of the "Letter of Intent" must be titled, "LVHN RFP ID#: 100033523 – Letter of Intent to Bid" and be sent to the RFP Point of Contact:

Gabriel Thrasher

American Health Association, LLC

Email: g.thrasher@ahaosp.com

Emails not including the correct subject line will not receive responses. Phone calls pertaining to this will not be answered or returned as this process is clearly defined regarding email communications.

The following information shall be included in the email:

- a) Name and address of the company;
- b) The company's authorized representative's name, title, address, phone, email address, and 498 ID. Only bidders submitting such a notice will be eligible and receive responses to questions submitted by all bidders concerning this RFP. This does not preclude any bidder from submitting a bid.

Questions concerning this RFP shall be submitted to the RFP Point of Contact via email. Vendors are invited to submit written questions and/or requests, interpretations, consideration, or acceptance concerning this RFP within 7 business days from the posting of the RFP. Any communications not sent to the RFP Point of contact via email will not be entertained. In addition, the subject line of the email must state "LVHN RFP ID#: 100033523". Emails not including the correct subject line will not receive responses.

Proposers that choose to communicate directly with the HCP during the 28 day bidding period regarding the RFP, rather than follow this process will be eliminated.

All questions and responses will be shared with all bidders who have submitted a letter of intent to bid as outlined in section 1 above via email.

In the event it becomes necessary to amend, add to, or delete any part of the RFP, the amendment will be posted on the USAC website. All bidders who provided a letter of intent to bid as outlined in section 1 will be notified of the revision.

4.2 PROPOSAL REQUIREMENTS

Proposer is the person responding to the RFP.

1. Provide name, address, telephone number, email address, 498 ID, and any other relevant contact information.
2. Provide pricing for a range of contract terms per General Provisions Item #1. Provide the date the bid expires.
3. State non-recurring cost and identify what the cost covers. Include all estimated taxes, surcharges, and fees, if applicable.
4. State monthly recurring cost of each requested service, separately identified, including all estimated taxes, surcharges, and fees, if applicable.
5. Provide name(s) of billing party/parties.
6. Provide sample bill for services. Explain whether services will require multiple accounts with your company.
7. Provide the Universal Service 498 ID of billing party/parties and indicate whether the billing party/parties have complied with all USAC requirements to participate in the Healthcare Connect Fund program.
8. Affirm that any and all hardware provided will be new and not refurbished equipment, as well as a listing of such equipment.
9. Provide the process for LVHN to report any problems with the facilities, circuits, network, and telecommunications services including the minimum response time that can be expected. Also, state response time for arrival of an on-site technician for troubleshooting, if required.
10. Contract term shall begin upon installation of the last circuit or the contract date, whichever is later. If other, specify. One year or longer contracts must end on June 30th of the given year.
11. Bid proposals must be sent via email to RFP Point of Contact email address no later than midnight ET on the 28th day after the posting date as published on the USAC website: <https://rhc.usac.org/hcf/public/searchPosted.htm>.
12. All responses for services and costs MUST be clearly delineated by HCP#, Site Name and Address. Any submission that does not have these items delineated as requested will be eliminated from review.

4.3 BIDDER QUALIFICATIONS AND REFERENCES

The below only applies to new vendors not currently providing the services requested in this RFP to LVHN.

Bidders shall demonstrate their ability and competency to complete the project. A brief description of the Bidder's company and services offered shall be submitted in addition to responses to each of the items below (responses shall correspond to the numerical order outlined below):

1. Full legal company name.
2. Year business was established.
3. Number of people currently employed.
4. Most recent annual report, if a public company.
5. A description of the qualifications, experience, capability, and/or capacity of the Bidder to successfully provide the broadband service and complete the project in a timely manner.
6. A description of the qualifications of the members of the proposed project team that will be assigned to the project.
7. Information on current broadband clients including total number of current clients.
8. Contact information for three healthcare provider references from projects similar in size, application, and scope and a brief description of their broadband installations.

4.4 PRICING AND COST INFORMATION

Vendors submitting proposals shall identify all costs associated with the solution being quoted. All hardware shall be new and not refurbished equipment. Bids must be accompanied by sufficient descriptive literature and/or specifications to clearly identify the item and provide for competitive evaluation. Quotes shall 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.
4. Any other costs associated with the solution that may add cost to participants.
5. Pricing for services or equipment that include an ineligible component must be provided for comparable services or piece of equipment that includes only eligible components. Ineligible components/ services will not be covered by USAC.
6. The cost for a) owning and b) leasing any proposed equipment.

Bid proposals shall identify all costs that are included in bid with 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.

Any and all costs incurred by Vendor(s) in preparing and submitting a proposal are responsibility of the Vendor(s) and shall not be charged to the consortium or reflected as an expense of the resulting contracts.

All bid proposals must adhere to USAC invoicing requirements and formats.

5 Proposal Evaluation

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 percentage scale listed below will determine the most cost-effective solution for LVHN.

Criterion	Weight
Cost	20%
Prior experience, including past performance	20%
Quality/ Clarity/ Compliance of RFP Response	20%
Solution functions/features and ease of implementation	20%
One Vendor Solution	20%

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

LVHN, in its sole and complete discretion, may reject any and all proposals received as a result of this RFP and reserves the right to award all or part of the bid as to best serve the interest of the health system.

LVHN 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 LVHN, such waiver is in the best interests of the project.

The selection decisions made by LVHN and reported to USAC under this RFP are final and appeals or re-submissions will not be considered. Changes in applicable laws and rules may affect the award process or any resulting contracts.

Site Services Sought in this RFP

It is understood that any ports or other equipment necessary to enable these services are being requested. It is also understood the exact services or an equivalent may be submitted.

HCP	SITE	ADDRESS
65396	LVHN ExpressCare - Tobyhanna	100 Community Drive, Suite 102, Tobyhanna, PA 18466
<i>Service Description</i>		
MPLS, Ethernet 50Mb w/Port		
Ethernet, 20Mb		
Port, 20Mb w/Class of Service		
MS WAN PREMIUM Routers (Sm & Med)		
DS1, 6.144Mb (CAR 5Mb & Local Loop 1.544Mb)		
66115	LVPF Family Medicine - Frackville	10 East Spruce Street, Frackville, PA 17931
<i>Service Description</i>		
MPLS, Ethernet 25mb w/Port		
65400	LVPF Family Medicine - Kutztown	333 Normal Avenue, Kutztown, PA 19530
<i>Service Description</i>		
MPLS, Ethernet 25mb w/Port		
65401	LVPF Family Medicine - Pine Grove	121 N Tulpehocken Street, Pine Grove , PA 17963
<i>Service Description</i>		
Internet, 250/25Mb w/Modem		
65402	LVPF Family Medicine - Cresco	1089 Route 390, Cresco, PA 18326
<i>Service Description</i>		
MPLS, Ethernet 10Mb w/Port		
65403	Health Center at Blakeslee	5683 Route 115, Blakeslee, PA 18610
<i>Service Description</i>		
MPLS, Ethernet 25mb w/Port		
66116	Rehabilitation Services– Tamaqua	567 West Penn Pike, Suite 6A, Tamaqua, PA 18252
<i>Service Description</i>		
MPLS, Ethernet 10Mb w/Port		
65404	Dingmans Medical Center	1592 Route 739, Suite 1, Dingmans Ferry, PA 18328
<i>Service Description</i>		
MPLS, Ethernet 10Mb w/Port		
65405	LVPF ExpressCare - Nesquehoning	420 W Railroad St, Nesquehoning, PA 18240
<i>Service Description</i>		

MPLS, Ethernet 10Mb w/Port		
65469	Lehigh Valley Hospital - Cedar Crest	1200 S. Cedar Crest Boulevard, Allentown, PA 18103
<i>Service Description</i>		
MPLS, Ethernet 50Mb w/Port (multiple)		
MPLS, Ethernet 100Mb w/Port (multiple)		
PRI (multiple)		
Point to Point PRI (multiple)		
65470	Lehigh Valley Hospital- Hazleton	700 East Broad Street, Hazleton, PA 18201
<i>Service Description</i>		
MPLS, Ethernet 500Mb w/Port		
65474	Lehigh Valley Hospital Schuylkill E. Norwegian Street	700 East Norwegian Street, Pottsville, PA 17901
<i>Service Description</i>		
MPLS, Ethernet 1000Mb w/Port		
21972	Lehigh Valley Hospital- Schuylkill S. Jackson Street	420 South Jackson Street, Pottsville, PA 17901
<i>Service Description</i>		
Internet, 250/25Mb w/Modem		
MPLS, Ethernet 500Mb w/Port		
35291	Lehigh Valley Hospital – Pocono (Pocono Medical Center)	206 East Brown Street, East Stroudsburg, PA 18301
<i>Service Description</i>		
Internet, 100Mb		
Internet, 50Mb		
MPLS, Ethernet 500Mb w/Port		
MPLS, Ethernet 250Mb w/Port		
PRI, 1.544Mbps (multiple)		
T-1, 1.544		
Ethernet, 20Mb		
Port, 20Mb w/Class of Service		
MS WAN PREMIUM Routers (Sm & Med)		
DS1, 6.144Mb (CAR 5Mb & Local Loop 1.544Mb)		
65476	LVHN Data Center #1 (PRIM.)	2024 Lehigh St, Allentown, PA 18103
<i>Service Description</i>		
MPLS, Ethernet 10G w/Port		
PRI, 1.544Mbps (multiple)		
Smart T-1, 1.544Mbps (multiple)		
Point to Point PRI, 1.544Mbps (multiple)		

65477	LVHN Data Center #2 (SEC.)	1770 Bathgate Dr, Bethlehem PA 18017
<i>Service Description</i>		
MPLS, Ethernet 10G w/Port		
65478	LVHN Admin Site	2100 Mack Blvd, Allentown PA 18103
<i>Service Description</i>		
Internet, 12/2Mbps		
PRI, 1.544Mbps (multiple)		
65480	LVHN Admin Site #2	707 Hamilton St, Allentown, PA 18101
<i>Service Description</i>		
72 Strands Dark Fiber (Lit by HCP @ 10G)		
65481	LVHN IS Admin	515 Hamilton St, Allentown, PA 18101
<i>Service Description</i>		
PRI, 1.544 (multiple)		
50119	Valley Forge Data Ctr	1000 Adams Ave, Norristown, PA 19403
<i>Service Description</i>		
MPLS, Ethernet 10G w/Port		