



REQUEST FOR PROPOSAL
Munson Healthcare (HCP #49486)
HCF Program 461 #100033337

INTRODUCTION AND BACKGROUND INFORMATION: Munson Healthcare (MHC) is seeking bids for wide area network and public internet services and wishes to seek support under the FCC's Healthcare Connect Fund. It is our intention to enter into one or more **Master Agreement(s)** with selected vendor(s) according to the terms defined in this RFP.

Currently comprised of 9 hospitals and numerous clinics, off-site administrative sites, and off-site data centers, MHC is northern Michigan's largest healthcare system, serving people in 30 counties. Much of our service area is rural, and in order to meet the needs of our patients and to efficiently provide affordable, quality healthcare, we need to deploy scalable technologies that allow us the ability to share centralized resources, extend our reach with telemedicine solutions, and to communicate effectively between our member facilities as well as with other healthcare networks from time to time.

RFP CONTACT INFORMATION:

Please direct all questions and site visit scheduling requests (if applicable) to:

Lori Leugers
Email: lleugers@mhc.net

IMPORTANT DATES:

Bid submission deadline5:00 PM EST, on Posting End Date*
Question submission deadline3 days prior to bid submission deadline*

*MHC reserves the right to extend either of the deadlines noted above. MHC will notify USAC of any changes to the posting end date, so that it will likewise be reflected in RHC's "Search Posted Services" look-up tool.

BIDDING PROCEDURES:

- **Questions and answers:**
 - All questions must be submitted by email to Lori Leugers (contact information above) with the subject line **MHC RFP 2019 Questions**. MHC will make every effort to respond to questions within two business days.
 - All questions and their respective answers will be logged and posted on this website: <http://mobile.mhc.net/rfp/>. Please check this site before submitting new questions.
- **Bid submissions:** All bids must be in electronic format and searchable (with the exception of written responses to Vendor Bid Response Questionnaire – Attachment C). They should be marked, **MHC 2019 RFP** in the subject line and emailed to Lori Leugers (contact information above) no later than 5:00 p.m. EST of the Form 461 posting end date (**28 days** after 461 posting start date, unless otherwise extended on RHC's website).
- **Proposal Organization:** All proposals shall contain the following clearly-identified sections with contents listed below:
 - **Vendor Bid Certification** (Complete Attachment A of this RFP)
 - **Detailed description of proposed services**
 - Literature describing proposed solution and network diagrams illustrating connectivity
 - Specific details pertaining to how the solution meets MHC's broadband needs described herein
 - Network maps, including middle mile and last mile providers when applicable
 - History of providing proposed services, especially to other HCPs
 - Sample documents:
 - MSA level agreement and associated service orders for applicable services proposed

- Sample bill for services similar to those proposed
 - Sample network performance reports
- Pricing
 - Vendor Pricing Workbook (Attachment B of this RFP) – Excel or equivalent spreadsheet format
 - Proposal pricing in vendor's standard format
- Completed Vendor Bid Response Questionnaire (Attachment C of this RFP)
- This RFP with each requirement acknowledged in context (or exceptions noted, where applicable).

VENDOR (BIDDER) REQUIREMENTS:

- All bidders must have an active 498 ID (previously known as SPIN) and be approved by USAC to participate in the HCF program at the time of bidding. Additionally, the provider(s) selected must maintain and update their Form 498 in order to participate in the Rural Health Care Program throughout the term of the agreement or any extension thereof.
- Responding vendors shall take all responsibility for any errors or omissions in their bids.
- Responding vendors must comply with all local, state, and federal laws and regulations related to the performance of the contract(s).
- MHC will contract directly with organizations capable of performing the requirements of this RFP. Proposing vendors must be represented directly. Participation by brokers or commissioned agents will not be allowed during this proposal process.
- Responding vendors must understand and acknowledge USAC invoicing requirements and formats. Bidders will conform to invoicing procedures and processes as promulgated by USAC and outlined on this web page: <https://www.usac.org/rhc/healthcare-connect/SP/step05/default.aspx>.

BIDDING AND CONTRACT REQUIREMENTS:

- All Bids must be submitted with the understanding that some or all of the implementation of services may be dependent on award of support from the RHC Healthcare Connect Fund (HCF) program. The services may be revised or terminated if the funds from the HCF program are not approved or do not meet with the expectations of MHC.
- The Items in this RFP may or may not be HCF eligible. All non-eligible products and services must be itemized, whenever possible.
- Bids and contracts must explicitly allow for upgrades/downgrades, site moves/additions/substitutions, and in the case of site closures, disconnection of services without penalty or extension of contract expiration.
- Agreements shall be for 3 year terms with at least three one year voluntary extensions explicitly incorporated into the contract language.
- Bids and contracts shall include a statement indicating all pricing is fixed for the duration of the term, or any voluntary extension thereof.
- Bids for services must be best and final pricing. Bidders must recognize that their proposals may be selected in part or in their entirety, and all pricing must be valid, regardless of what portion of the proposed services are chosen by MHC.
- Bids shall include all costs for goods and services, including any recurring or nonrecurring fees, surcharges, and taxes.
- Bids shall be good for at least 90 days.

- Contracts and any subsequent addendums/service orders must comply with HCF Program requirements to be granted Evergreen status (i.e., clearly identify service(s) provided, quantity of items, location where services will be provided, term of agreement, and rates).
- In some cases, bids are being requested for services that already have circuits in place and are under existing contracts. 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 HCF rules. New vendors are welcome to bid on services.
- Bids and contracts shall clearly spell out SLAs and consequences should SLAs not be met.
- All materials submitted in response to this RFP become the property of MHC.
- All information provided by MHC to vendors is considered to be proprietary and must be used solely for the purpose of preparing the proposal and is not to be released outside of the responding vendor organization without written permission from MHC.
- This RFP, including all attachments and appendices will become part of the contract with the selected vendor(s) for services. The responding vendors will be bound to perform according to the terms of this RFP and their Proposals. The contract(s) is(are) to be a consortium-level MSA agreement(s) and Munson Healthcare will sign the contract(s) for all locations.
- MHC is not responsible for any costs incurred by vendor(s) in the preparation of their proposals.
- Bids and subsequent contracts shall include a standard rate structure for the bandwidth increments requested with variances noted in the pricing sheets in Attachment B.

SCOPE OF GOODS AND SERVICES REQUESTED:

- Currently, MHC's network consists of two diverse broadband internet connections located at Munson Medical Center (1105 6th St; Traverse City, MI 49684) and WAN connections of various bandwidths. With the exception of those sites that connect to Manistee Hospital (HCP #11266) and Charlevoix Hospital (HCP #11270), the majority of intranet traffic is between the two network hubs in Traverse City (HCP #11268 and HCP #27022) and the remote sites. Diverse (redundant) connections between hub sites and remote hospitals (and other mission critical locations) is necessary to enhance network reliability. The current WAN configuration is predominantly point-to-point; however, all options will be considered and evaluated based on the criteria set forth in this RFP. The participating sites, along with their current or minimum bandwidth needs are outlined in the following tables and network diagrams. Each table represents a separate "category of service" for which bids will be evaluated independently for cost-effectiveness.

Table 1: Internet #1:

HCP #	HCP Name	Address	Minimum or current bandwidth	Desired Start Date
11268	Munson Medical Center	1105 6 th St. Traverse City, MI 49684	2Gbps/2Gbps	7/1/2019

Table 2: Internet #2:

HCP #	HCP Name	Address	Minimum or current bandwidth	Desired Start Date
27022	Munson Data Center	49 Hughes Dr; Traverse City, MI 49686	2Gbps/2Gbps	11/1/2019

Table 3: Internet #3:

HCP #	HCP Name	Address	Minimum or current bandwidth	Desired Start Date
11266	Munson Healthcare Manistee Hospital	1465 E. Parkdale Ave; Manistee, MI 49660	50Mbps/50Mbps	11/1/2019

Table 4: Internet #4:

HCP #	HCP Name	Address	Minimum or current bandwidth	Desired Start Date
11270	Munson Healthcare – Charlevoix Hospital	14700 Lake Shore Dr; Charlevoix, MI 49720	100Mbps/100Mbps	11/1/2019

Table 5: WAN #1: Connections from hub HCP #11268 (1105 6th St. Traverse City, MI 49684) to remote hospital sites:

HCP #	HCP Name	Address	Minimum or current bandwidth (symmetrical)	Desired Start Date
11266	Munson Healthcare Manistee Hospital	1465 E. Parkdale Ave; Manistee, MI 49660	1Gbps	7/1/2019
11267	Munson Healthcare Otsego Memorial Hospital	825 N. Center Ave; Gaylord, MI 49735	1Gbps	7/1/2019
11268	Munson Medical Center	1105 6th St; Traverse City, MI 49684	Hub – minimum determined by proposed solution	7/1/2019
11269	Paul Oliver Memorial Hospital	224 Park Ave; Frankfort, MI 49635	1Gbps	7/1/2019
11270	Munson Healthcare – Charlevoix Hospital	14700 Lake Shore Dr; Charlevoix, MI 49720	1Gbps	7/1/2019
11274	Munson Healthcare Grayling Hospital	1100 E. Michigan Ave; Grayling, MI 49738	1Gbps	7/1/2019
11275	Munson Healthcare Cadillac Hospital	400 Hobart St; Cadillac, MI 49601	1Gbps	7/1/2019
11276	Kalkaska Memorial Health Center	419 S. Coral St; Kalkaska, MI 49646	1Gbps	7/1/2019
27022	Munson Data Center	49 Hughes Dr; Traverse City, MI 49696	1Gbps	7/1/2019

Table 6: WAN #2: Diverse/Redundant connections from hub HCP #27022 (49 Hughes Dr; Traverse City, MI 49686) to remote hospital sites:

HCP #	HCP Name	Address	Minimum or current bandwidth (symmetrical)	Desired Start Date
11266	Munson Healthcare Manistee Hospital	1465 E. Parkdale Ave; Manistee, MI 49660	1 Gbps	11/1/2019
11267	Munson Healthcare Otsego Memorial Hospital	825 N. Center Ave; Gaylord, MI 49735	1 Gbps	11/1/2019
11268	Munson Medical Center	1105 6 th St; Traverse City, MI 49684	1 Gbps	11/1/2019
11269	Paul Oliver Memorial Hospital	224 Park Ave; Frankfort, MI 49635	1 Gbps	7/1/2019
11270	Munson Healthcare – Charlevoix Hospital	14700 Lake Shore Dr; Charlevoix, MI 49720	1 Gbps	11/1/2019
11274	Munson Healthcare Grayling Hospital	1100 E. Michigan Ave; Grayling, MI 49738	1 Gbps	11/1/2019
11275	Munson Healthcare Cadillac Hospital	400 Hobart St; Cadillac, MI 49601	1 Gbps	11/1/2019
11276	Kalkaska Memorial Health Center	419 S. Coral St; Kalkaska, MI 49646	1 Gbps	7/1/2019
27022	Munson Data Center	49 Hughes Dr; Traverse City, MI 49696	Hub – minimum determined by proposed solution	7/1/2019

Table 7: WAN #3: Connections from hub HCP #11268 or alternate hub HCP #27022 to remote clinics and other facilities:

HCP #	HCP Name	Address	Minimum or current bandwidth (symmetrical)	Desired Start Date
10104	Prudenville Community Health Center	2585 W. Houghton Lake Dr; Prudenville, MI 48651	100 Mbps	7/1/2019
10105	Roscommon Community Health Center	234 Lake St; Roscommon, MI 48653	100 Mbps	7/1/2019
11268	Munson Medical Center	1105 6th St; Traverse City, MI 49684	Hub – minimum determined by proposed solution	7/1/2019
24566	Kalkaska Memorial Health Center – Mancelona Family Practice	419 W. State St; Mancelona, MI 49659	100 Mbps	7/1/2019
24594	Munson Cadillac Primary Care & OBGyn	7985 Mackinaw Trail; Cadillac, MI 49601	100 Mbps	7/1/2019
24642	Munson Medical Center – Munson Dialysis Center	4062 W. Royal Dr; Traverse City, MI 49684	100 Mbps	7/1/2019
24686	Paul Oliver Memorial Hospital – Betsie Hosick Health & Fitness Center	102 Airport Rd; Frankfort, MI 49635	100 Mbps	7/1/2019
26700	Cadillac Orthopedics	8872 Professional Dr; Ste B; Cadillac, MI 49601	100 Mbps	7/1/2019
26709	Grayling Surgical Services	1010 W. North Down River Rd; Grayling, MI 49738	100 Mbps	7/1/2019
26716	Mercy Health Services North – Mercy Homecare & Mercy Hospice – Grayling	324 Meadows Dr; Grayling, MI 49738	10 Mbps	7/1/2019
27022	Munson Data Center	49 Hughes Dr; Traverse City, MI 49696	Alternate Hub – minimum determined by proposed solution	7/1/2019
40493	Munson Outpatient Services – Elk Rapids	115 Bridge St; Elk Rapids, MI 49629	10 Mbps	7/1/2019
61502	Empire Family Practice Clinic	9975 W. Ottawa Ave; Empire MI 49630	10 Mbps	7/1/2019

61504	Wexford PHO	117 N. Mitchell St; Cadillac, MI 49601	10 Mbps	7/1/2019
61508	Munson Healthcare Support Services	5041 N. Royal Dr; Traverse City, MI 49684	100 Mbps	7/1/2019
61511	Ausable Urology	809 E. Michigan Ave; Grayling, MI 49738	10 Mbps	7/1/2019
61521	Munson Home Care Cadillac Munson Home Services	610 S. Mitchell St; Cadillac, MI 49601	10 Mbps	7/1/2019
61522	Munson Home Care Gaylord	1325 S. Otsego Ave; Gaylord, MI 49735	10 mbps	7/1/2019
61526	Milltown Clinic	1200 N. Down River Rd; Grayling, MI 49738	100 Mbps	7/1/2019
61528	Munson Healthcare Home Medical Equipment – Traverse City	921 W. Front St; Traverse City, MI 49684	100 Mbps	7/1/2019
61531	Munson Outpatient Services – Kingsley	2291 E. M-113; Kingsley, MI 49649	10 Mbps	7/1/2019
64870	Sixth St. Drugs, Inc.	1020 6 th St; Traverse City, MI 49684	100 Mbps	7/1/2019
64893	Munson Laboratories at Grand Traverse Commerce Center	3287 S. Airport Rd. W; Traverse City, MI 49684	10 Mbps	7/1/2019
64897	Suttons Bay Lab	93B W 4 th St; Suttons Bay, MI 49682	10 Mbps	7/1/2019
64919	Munson Healthcare Cadillac Surgical Services*	927 S. Carmel St; Cadillac, MI 49601	100 Mbps	7/1/2019
64928	Munson Healthcare Mio Primary Care	1321 S. Mount Tom Rd; Mio, MI 48647	10 Mbps	7/1/2019
65333	Advanced Wound Care & Hyperbaric	5085 Anna Dr; Traverse City, MI 49684	10 Mbps	7/1/2019

* This site is tentative at this time.

Table 8: WAN #4 – Connections from Manistee Hospital hub (HCP #11266) to remote sites in Manistee:

HCP #	HCP Name	Address	Minimum or current bandwidth (symmetrical)	Desired Start Date
11266	Munson Healthcare Manistee Hospital	1465 E. Parkdale Ave; Manistee, MI 49660	Hub - Minimum determined by proposed solution	7/1/2019
61533	Manistee Wellness Center	2198 US 31 S; Manistee, MI 49660	10 Mbps	7/1/2019
64933	Manistee Hospital IS Dept	50 Filer St.; Manistee, MI 49660	100 Mbps	7/1/2019

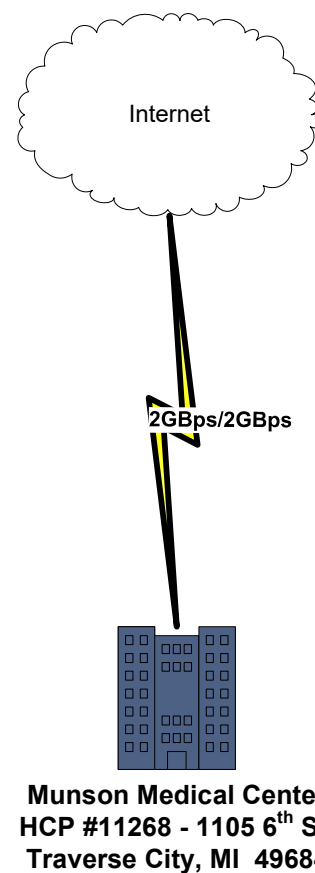
Table 9: WAN #5 – Connections from Charlevoix Hospital hub (HCP #11270) to remote sites:

HCP #	HCP Name	Address	Minimum or current bandwidth (symmetrical)	Desired Start Date
11270	Munson Healthcare – Charlevoix Hospital	14700 Lake Shore Dr; Charlevoix, MI 49720	Hub – minimum determined by proposed solution	7/1/2019
24510	Munson Healthcare Boyne Area Health Center	223 N. Park St; Boyne City, MI 49712	50 Mbps	7/1/2019
25423	Munson Healthcare Jordan Valley Rehab Center	100 Main St; East Jordan, MI 49727	50 Mbps	7/1/2019

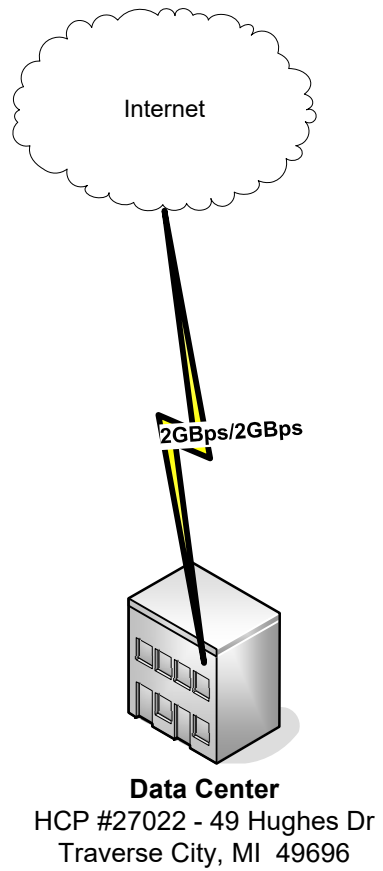
SPECIFICATIONS:

- **WAN Circuits** - MHC QoS packet markings must be honored and shall not be adjusted by the service provider.
- **Internet** – Prefer fiber but will consider alternative proposed technologies.
- **Contract Terms** – Shall be 36 month initial term with a minimum of 3 one-year voluntary extensions

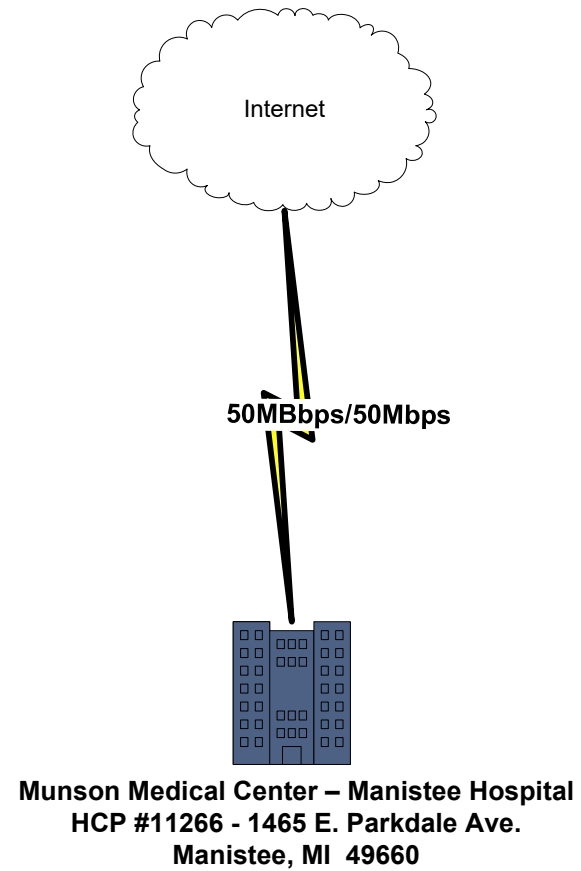
Munson HealthCare
Diagram 1: Internet #1



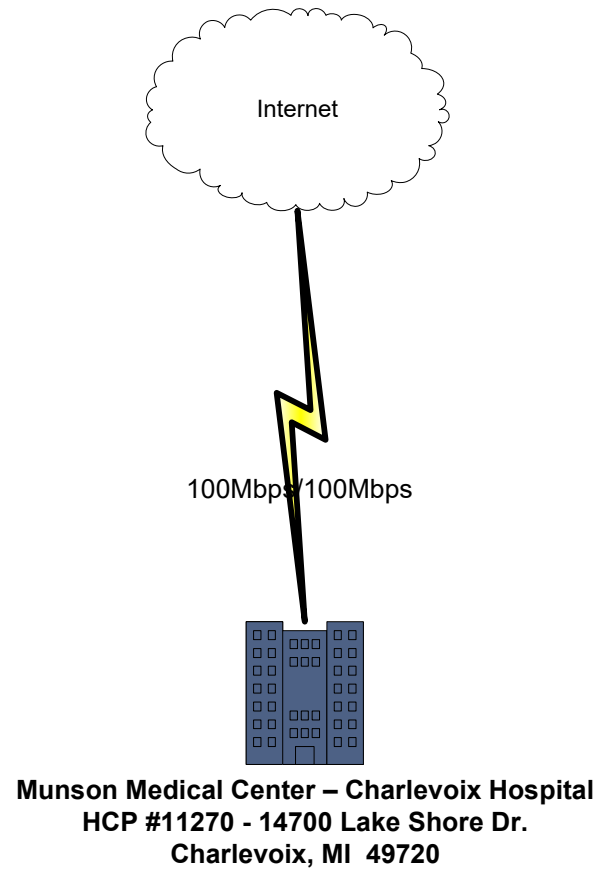
Munson HealthCare Diagram 2: Internet #2



**Munson HealthCare
Diagram 3: Internet #3**

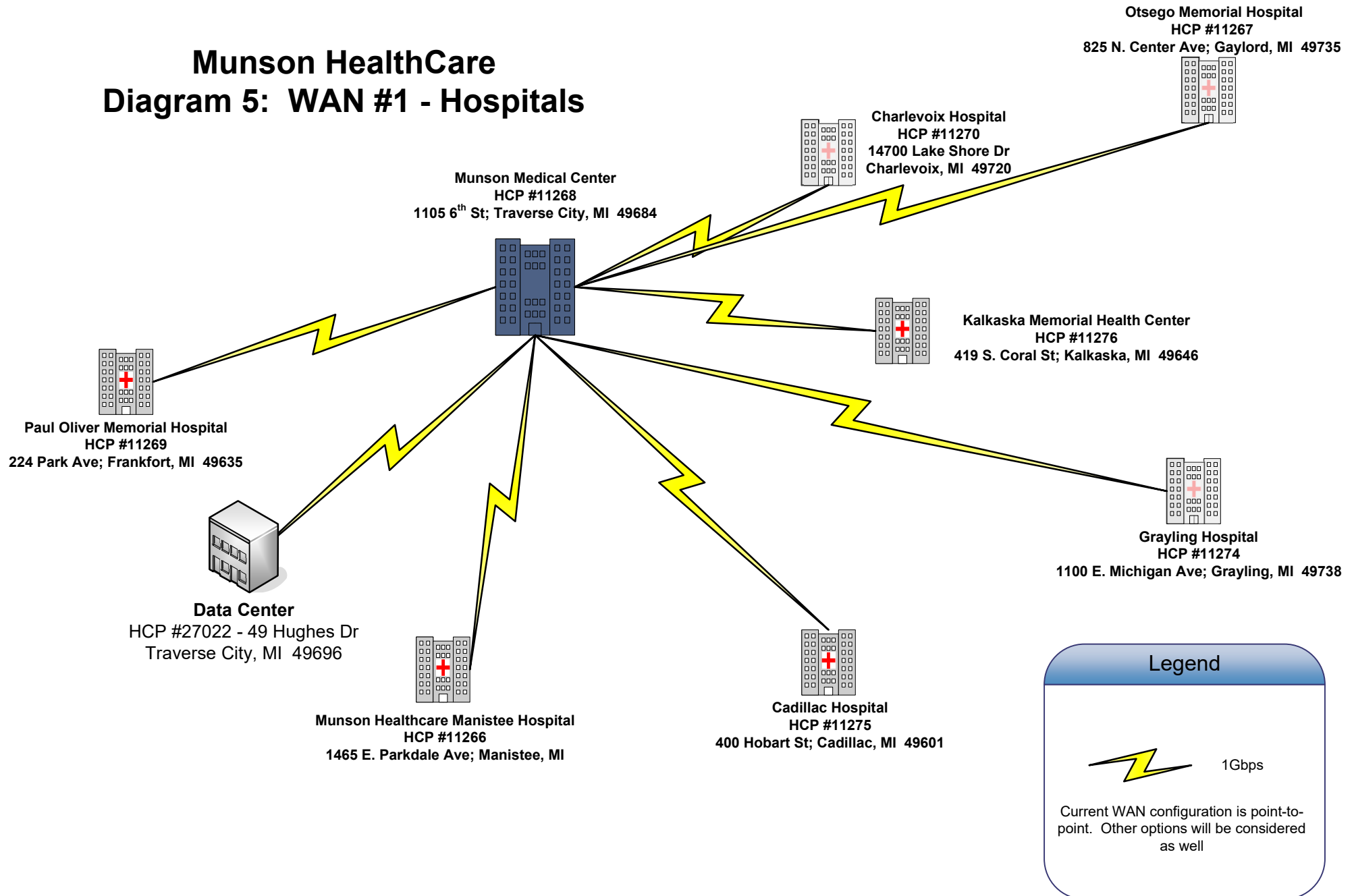


Munson HealthCare Diagram 4: Internet #4



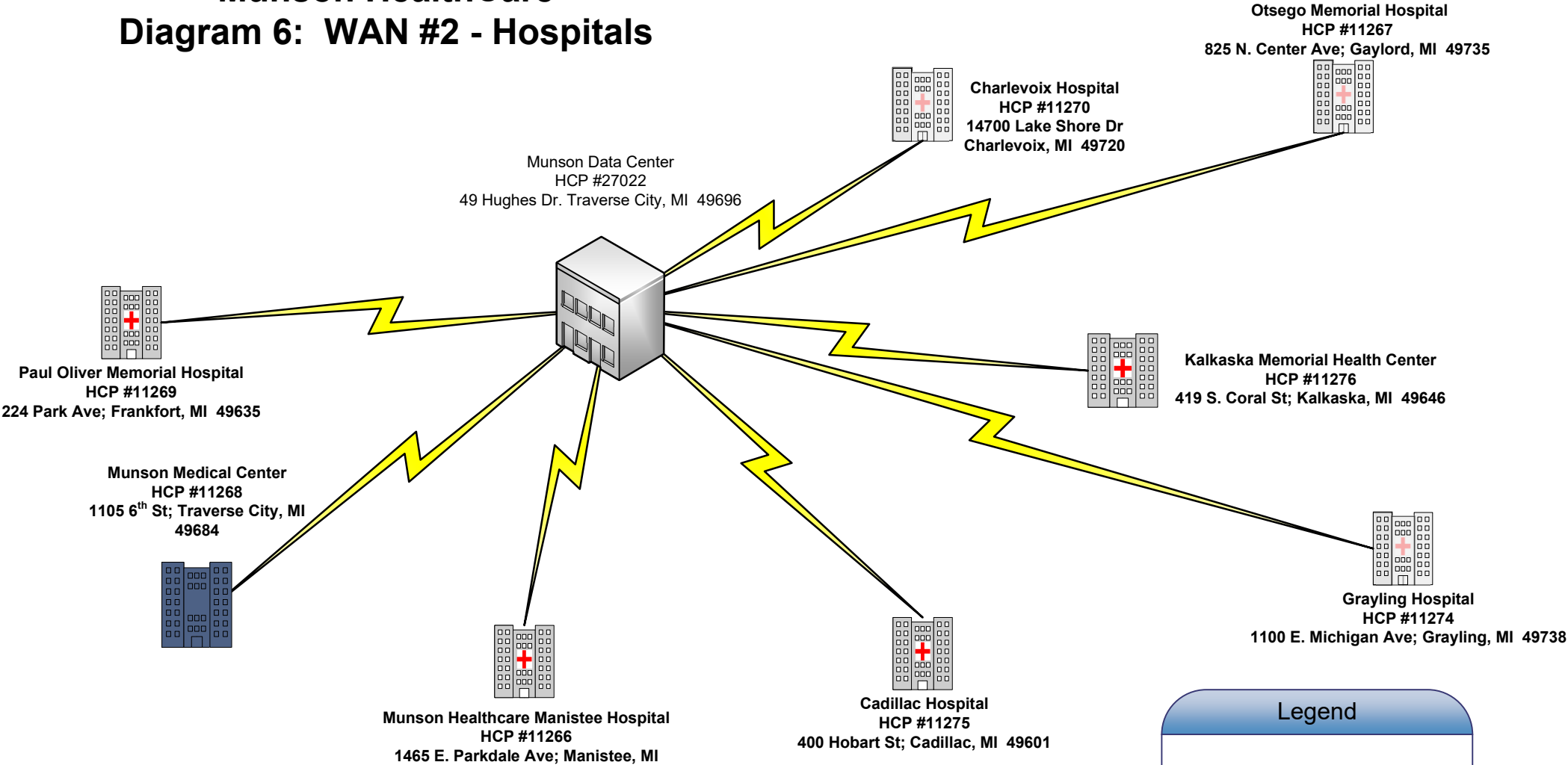
Munson HealthCare

Diagram 5: WAN #1 - Hospitals



Munson HealthCare

Diagram 6: WAN #2 - Hospitals



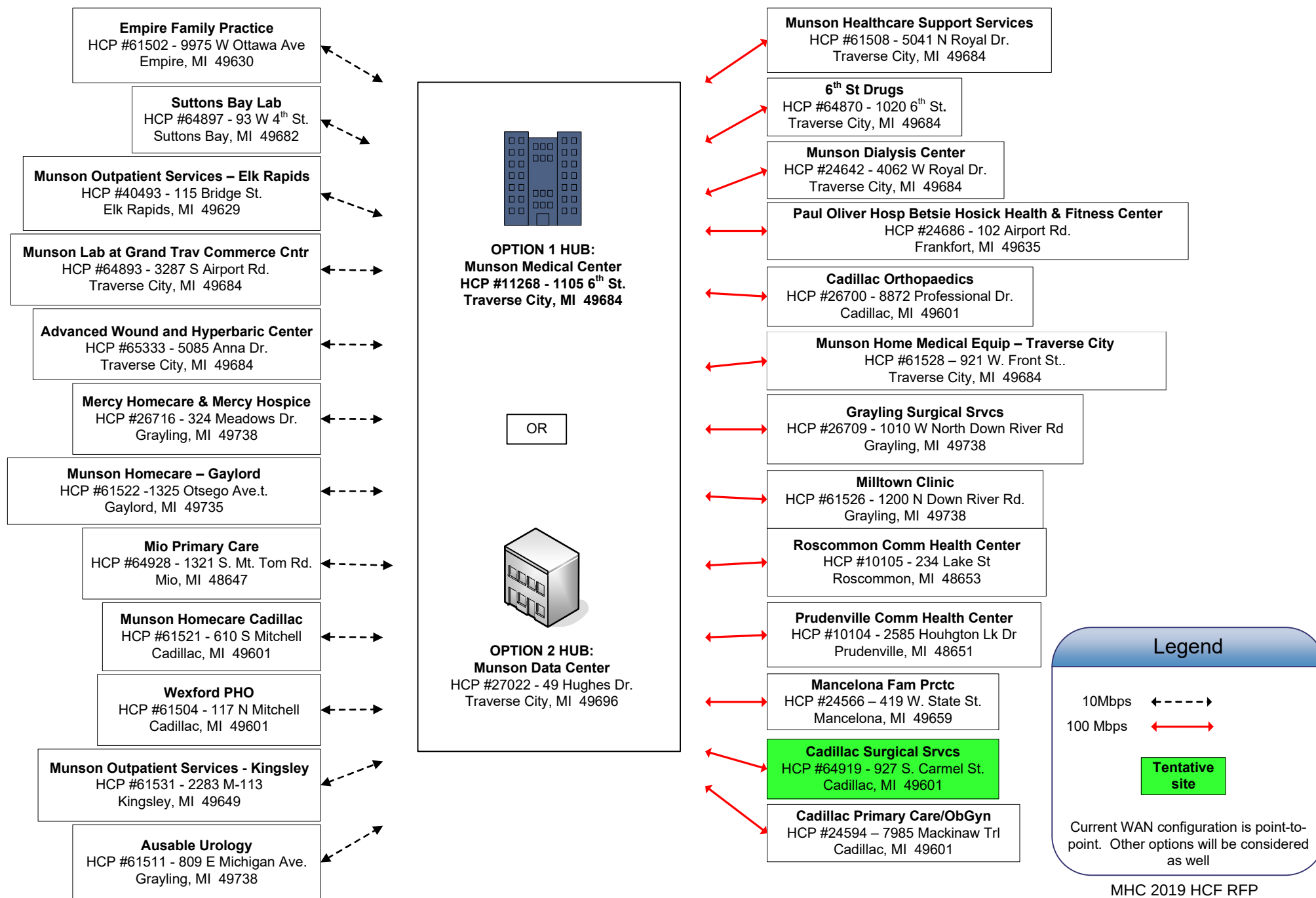
Legend

 1Gbps

Current WAN configuration is mixture of point-to-point and point-to-multi-point
Other options will be considered as well

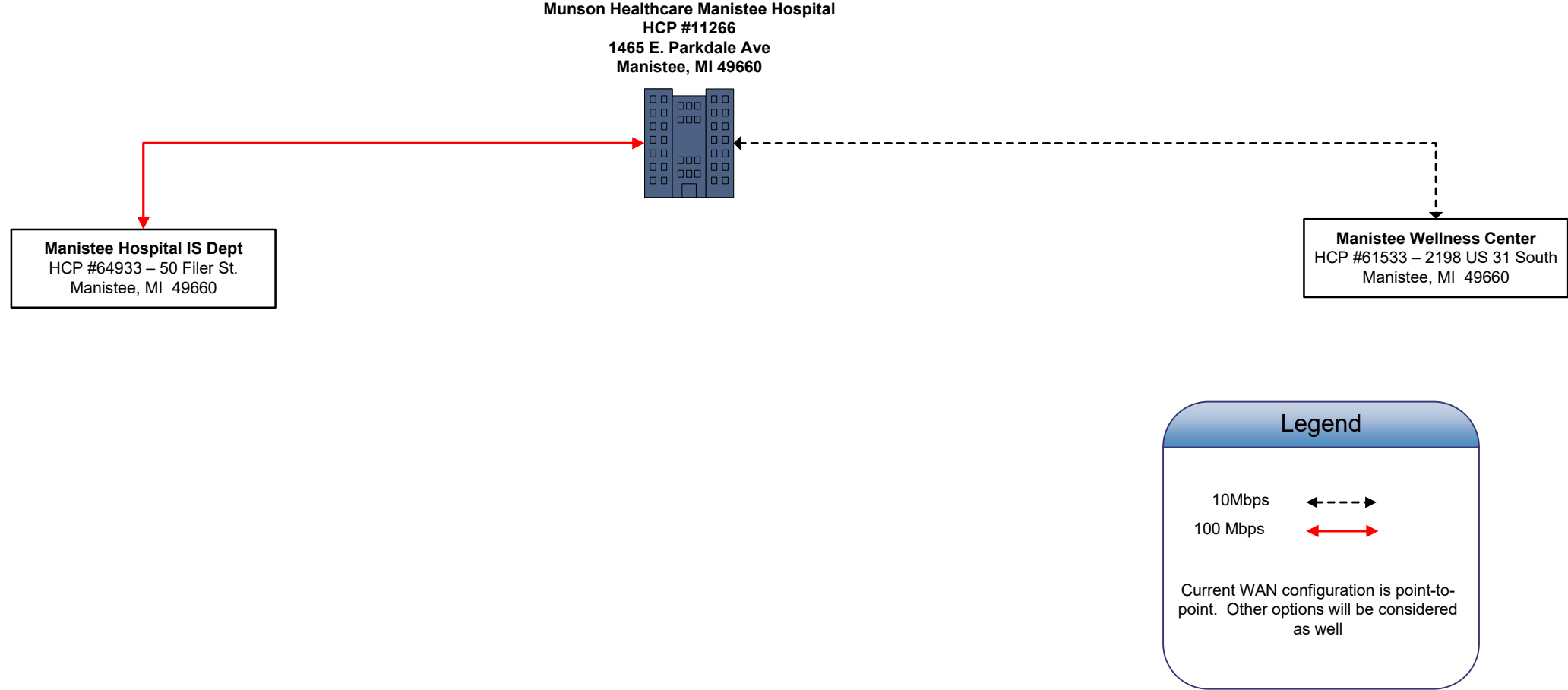
Munson HealthCare

Diagram 7: WAN #3 – Clinics, Data Centers, Admin Facilities



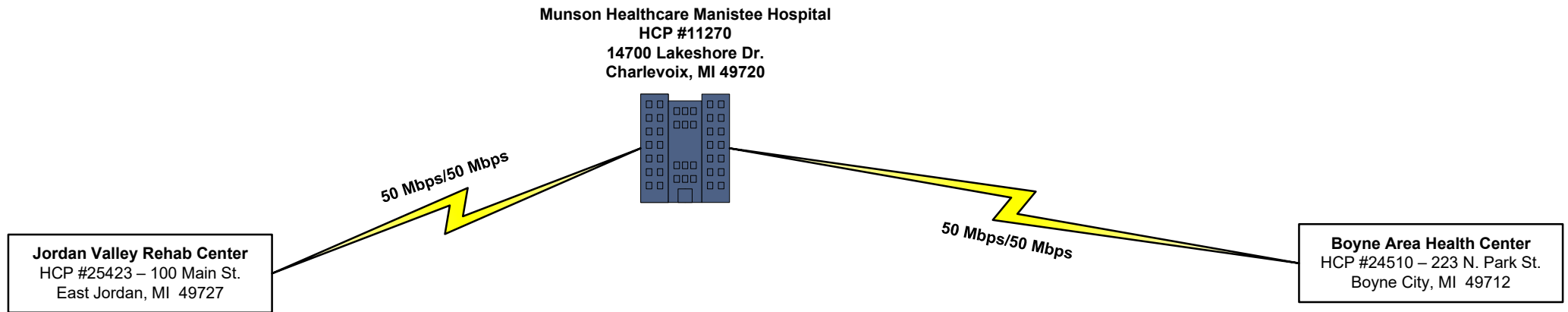
Munson HealthCare

Diagram 8: WAN #4 – Manistee Hospital WAN



Munson HealthCare

Diagram 9: WAN #5 – Charlevoix Hospital WAN



Current WAN configuration is point-to-multi-point. Other options will be considered as well

VENDOR EVALUATION

Vendor proposals will be evaluated on the following criteria for each category outlined in the tables above:

Cost – 20% -

Pricing for eligible goods and services. Rate comparisons for broadband network services will be determined by taking the total cost of the initial bandwidth of the proposed circuits over a 36 month term. MHC will assume that proposed pricing will remain the same for any or all elements, even if MHC does not select all items proposed by each bidder.

Prior Experience, including past performance – 20%

This will be based on MHC's previous experience with vendor and feedback from other similarly situated (preferably healthcare) organizations. Documentation provided by vendor that demonstrates vendor's experience with projects of similar size and scope as those proposed will be considered as well.

Redundancy/Resiliency – 15%

In those instances where dual circuits are needed for load balancing and/or failover, we will take into account redundancy factors that may include route diversity as well as carrier diversity. For those instances where dual circuits are not necessary, we will be looking for evidence of diversity within the carrier's network and proposed solution that will serve to minimize downtime.

Quality of Proposed Solution – 15%

This would include vendor's demonstrated ability to meet minimum bandwidth requirements and preferred specifications, adequately service all locations in the proposed category(ies), and provide scalable solution for future needs. Strong consideration will be given to SLAs and remedies when not met, account team qualifications, billing processes, network monitoring and vendor's ability to provide HIPAA compliance under this criteria as well.

Project Management Plan – 15%

This includes vendor's demonstrated ability to mitigate down time during initial implementation as well as potential future moves, adds, and/or changes. Consideration will also be given to the timeliness in implementing the solution by the desired start dates specified herein (7/1/2019, unless otherwise noted). MHC's ancillary costs and personnel time required to implement proposed services will be taken into account here. Other considerations may apply as well.

Contract and Contract Modification Provisions – 15%

Higher points will be awarded to proposals and resulting contracts that allow the following:

- upgrades and/or downgrades as needs dictate without penalty or extension of the term
- moves/adds/changes to and from existing or new locations, and for site and service substitutions.
- voluntary extensions at the end of the initial term (language must be explicitly incorporated into the contract with specific terms)
- MHC to cancel or modify the terms of the Agreement without penalty should HCF Program funding not be awarded and/or contract not be granted Evergreen status for the entire term.
- MHC to cancel or modify the terms of any agreement for service(s) without penalty should pending 2018 HCF program funding applications be approved and contract(s) granted Evergreen status..
- Contain all necessary elements to qualify for Evergreen status
 - Identifies both parties
 - Specifies the type and terms of service
 - Specifies contract duration
 - Specifies the cost of services to be provided (including base rates for new sites if applicable)
 - Includes individual service orders that list physical addresses or other identifying information of the HCPs purchasing from the agreement.

VENDOR SELECTION:

- The selection will be based on all factors listed above, and may not go to the lowest-priced bidder(s).

- Each category of service will be evaluated separately and may result in the selection of more than one vendor to provide the services outlined in this RFP.
- RFP responses will not be shared with other bidders
- MHC reserves the right to:
 - Be the sole judge of equivalency or compatibility
 - Choose one or more bidders to provide the services listed in this RFP
 - Accept or reject any or all bids
 - Waive any formalities.
 - Contact any bidders for the purpose of clarifying a proposal; however, the information received from the bidder shall not be considered in the evaluation of that bidder's proposal if it materially alters the content of the bid proposal.
 - Proactively solicit bids after the bid due date for any service category in which no bids were received for any or all sites.

**ATTACHMENT A
VENDOR BID CERTIFICATION**

Must be completed and signed by the person who is authorized to legally bind the proposal.

Legal Name of Business (The Vendor): _____

Doing Business As: _____

Service Provider Identification (Form 498 ID) Number: _____

As the authorized representative of The Vendor, I acknowledge and agree with the following statements:

1. The Vendor has read, understands and complies with the terms of this Request for Proposal.
2. The Vendor understands and is compliant with the rules pertaining to invoicing in the Healthcare Connect Fund.
3. The Vendor will not charge late fees or interest fees for any equipment or service for which vendor receives on-time payment of applicant's estimated non-subsidized portion of the charges.
4. The accuracy and completeness of this bid is guaranteed for 90 days or until such time as a contract is drafted and signed by MHC, whichever is later.
5. The proposed rates are guaranteed for the length of the contract, and any voluntary extension thereof.
6. The Vendor has reviewed all associated bid material in preparation of the submitted proposal.
7. The Vendor recognizes that the project may be contingent upon award of funding from the Healthcare Connect Fund and that MHC reserves the right to revise or terminate the project if the funds from the USF discount program are not approved in full or in part, and/or the agreement is not granted Evergreen status.
8. The Vendor acknowledges that this RFP shall be incorporated into and made part of any contract/MSA.
9. Vendor has checked the box in Block 18 of the Form 498, "Certification to Assist Health Care Providers."
10. Vendor certifies that all proposed rates are valid as stand-alone pricing, and are not dependent on all proposed services being selected.

Authorized Person's Name: _____

Authorized Person Signature: _____

Authorized Person's Title: _____ Signature Date: _____

ATTACHMENT B (BROADBAND NETWORK PRICING SHEET):

Refer to the “Attachment B – Vendor Pricing Workbook” accompanying this RFP.

Vendors must include this completed Attachment with your bid submissions. Be sure to complete all tabs associated with the service categories you are bidding on. **Tab B10 is required to provide postalized information for changes and new sites.**

Vendors are also required to submit pricing in your own format, along with any associated marketing materials to provide detailed information about your proposed solution(s). Pricing for bandwidth should be provided at the closest available bandwidth to the minimum requirement and the additional bandwidth increments noted on Attachment B.

ATTACHMENT C (VENDOR BID RESPONSE QUESTIONNAIRE):

This must be completed and signed by the person who is legally authorized to respond to all questions on this attachment. Use additional sheets when necessary to complete your responses. Responses are required in all fields.

Prior Experience (References) – provide contact information for at least 3 customers who have used services similar in size and scope to those you are proposing (preferably in the health care industry). Contact information must be provided in all fields.

Organization Name: _____

Contact Name: _____ Contact Phone: _____

Contact Email: _____

Services provided: _____ How long? _____

Organization Name: _____

Contact Name: _____ Contact Phone: _____

Contact Email: _____

Services provided: _____ How long? _____

Organization Name: _____

Contact Name: _____ Contact Phone: _____

Contact Email: _____

Services provided: _____ How long? _____

Redundancy/Resiliency – Provide a description of how OSI Layer 1 (physical) redundancy/resiliency is built into your network from your core through the last mile. Provide a network map of your facilities that would be relevant to the MHC footprint (see “Proposal Organization” section on page 1 for this requirement). If any of your transport facilities are leased or shared with other vendors, this shall be described. Describe why your proposed solution(s) meets MHC’s need for **physical** resiliency and redundancy:

Quality of Proposed Solution

- o **Scalability of Solution** – Describe how your solution can meet our minimum bandwidth requirements and also scale up or down as needed. Demonstrate that you have the network coverage to support the MHC footprint:

- o **Service Level Agreements (SLAs)** – Responding vendors 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.

- o Latency - expressed in milliseconds for time it takes for a packet to travel between any two HCPs:

- Packet Delivery - expressed in percentage (in the form of ##.###%) of packets the network is expected to deliver: _____
- Jitter – Expressed in milliseconds between any two HCPs: _____
- Network availability – Expressed as a percentage (in the form of ##.###%): _____
- Response time – Expressed in terms of initial trouble report response time in minutes and on-site response time in hours: _____
- Planned network maintenance – Describe your notification procedures for planned network maintenance and standard maintenance windows:

- Escalation procedures – Provide NOC initial point of contact and trouble escalation procedures and contacts: _____

- Security incidents – List any procedures in place specifically for monitoring and resolving security incidents: _____

- Describe any portion of the proposed service that is not covered by the SLA, if applicable:

- **HIPAA** – Describe how your solution complies with HIPAA regulations:

- **Account Team** – List the names and certifications of your team members who will be assigned to implement your proposed solution and provide ongoing support:

Name	Role	Yrs Experience	Certifications/ Areas of Expertise
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

o **Billing** –

- o Do you offer online billing? If so, how soon after a bill cycle date are your bills available online? _____ If no online billing is available, do you email digital copies of your bills? _____
- o Do you offer a single portal for multiple accounts? _____
- o Do you have a demo customer portal available? If Yes, (provide URL) _____
- o Do you offer any other functions besides billing through your portal? If yes, describe in as much detail as possible (use additional sheets, if necessary): _____

- o Provide a sample copy of a bill for the services you have proposed (see “Proposal Organization” section on page 1 for this requirement).
- o Do you offer master/sub-account billing options? _____ If yes, provide an explanation and any supporting documentation to show an example of how this works in your system.

- o Can multiple services at different locations bill on a single account? _____ If yes, do you offer departmental billing? _____ Can department descriptions be customized? _____
- o Describe your process for billing dispute resolution. Include timeframe allowed for discovery of billing errors and application of retroactive credits: _____

- o Do you offer a choice of how RHC refunds will be applied (i.e., refund checks or credits to accounts)? _____
If not, do you provide refund checks or account credits? _____ (if account credits are applied, provide a sample bill showing how they are identified).
- o What payment terms are you willing to offer to enterprise customers (i.e., how long after bill cycle date is payment due, and grace period if applicable)? _____
- o What are your notification requirements for canceling services (how long after notification is MHC responsible for payment of associated services)? _____

o **Network Monitoring** –

- o What type of proactive network monitoring do you provide as a default?

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-
- Is your NOC staffed and operating 24x7x365? (If not, describe hours of staffed operation): _____
-

- Describe any network monitoring tools you provide to your customers, along with how and when these tools can be accessed:
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-

Project Management Plan

- **Implementation/Upgrades** – Describe the process by which the services you have proposed as well as any future upgrades or new services will be implemented, including the role you will serve in transitioning from existing technologies, typical timelines, steps you take to mitigate down time, expected downtime during implementation, how likely your solution can be implemented by the desired dates (7/1/19, unless otherwise specified), etc. (use additional sheets if necessary):
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- **Customer Premise Equipment and other site requirements** – Describe any equipment you will need to provide on premise, as well as equipment MHC will need to provide to implement your solution (including rack space). Also describe any ancillary site preparation requirements such as dedicated power, etc.:
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-

ATTACHMENT C (VENDOR BID RESPONSE QUESTIONNAIRE) – cont'd:

Contract Modification Provisions:

- Will your MSA contract include language which will allow for bandwidth upgrades and/or downgrades without extending the term of the contract beyond the initial term or any future extension thereof?
Yes _____ No _____
- Will your MSA contract include an allowance for site moves?
Yes _____ No _____
- Will your MSA contract include an allowance for site and/or service substitutions?
Yes _____ No _____
- Will your MSA contract incorporate language that allows MHC to add new sites over the course of the agreement?
Yes _____ No _____
- Will your MSA contract incorporate language allowing up to three one-year voluntary renewals?
Yes _____ No _____
- Will your MSA contract allow MHC to cancel or modify the agreement should funding not be approved and/or the contract not be granted Evergreen status?
Yes _____ No _____
- Will your MSA contract allow MHC to cancel or modify the terms of any agreement for service(s) if approved for 2018 HCF program funding and contracts granted Evergreen status.
Yes _____ No _____
- Will your MSA contract include a Business Downturn clause which will enable cancellation of services in the event of site closure or transfer of ownership to a different entity?
Yes _____ No _____
- Will your MSA contract (and any associated service orders) include language which will qualify it(them) for Evergreen status (i.e., identifies both parties, specifies the type and terms of service, specifies contract duration, specifies the cost of services, includes the physical addresses or other identifying information of the HCPs purchasing from the agreement)?
Yes _____ No _____

Legal Name of Responding Vendor's Business: _____

Authorized Person's Name: _____

Authorized Person Signature: _____

Authorized Person's Title: _____ Signature Date: _____