



# New England Telehealth Consortium

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Healthcare Connect Fund

**Internet and MPLS (or equivalent)**

**Request for Proposal**

**RFP-438**

## 1. Statement of Purpose

- 1.1 Established by the Federal Communications Commission's ("FCC") Report and Order released December 21, 2012 (FCC 12-150), the Healthcare Connect Fund is a Universal Service Fund program, authorized by Congress and administered by the Universal Service Administrative Company ("USAC"). This Request for Proposal ("RFP") seeks services to be provided pursuant to the Healthcare Connect Fund.
- 1.2 The New England Telehealth Consortium ("NETC") is a regional healthcare consortium in northern New England comprised of over 300 healthcare providers. NETC was formed in 2007 in response to the FCC's Rural Health Care Pilot Program and was the recipient of \$24.6m in funding commitment, the largest single award through the pilot program.
- 1.3 NETC is comprised of both rural and urban locations, which allows the consortium to meet the needs of patients at any location within the network, even if those patients have to travel to an urban location for specialized care.
- 1.4 NETC operates a three-state redundant IP/MPLS private network across three states, providing private network services, commodity Internet, and Internet2 connections for participating healthcare providers.
- 1.5 In addition to the existing NETC network infrastructure, participating healthcare systems often require additional private and public network facilities that are interconnected with the primary NETC network. These additional network facilities are eligible for subsidy under the Healthcare Connect Fund.
- 1.6 This RFP seeks pricing for Internet and MPLS (or equivalent) for New England Telehealth Consortium, who will be the billing entity associated with this RFP.

## 2. Project Correspondence and Questions

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

RFP Administrator  
HealthConnect Networks  
145 Exchange Street  
Bangor, ME 04401  
Email: [rfp@healthconnectnetworks.com](mailto:rfp@healthconnectnetworks.com)

## 3. Schedule

- 3.1 An electronic copy (Microsoft Word or Portable Document Format) of the proposal shall be received by 11 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, HealthConnect Networks, by email at [rfp@healthconnectnetworks.com](mailto:rfp@healthconnectnetworks.com).
- 3.3 Please indicate "NETC RFP-438 Proposal" on the email subject line.

#### 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 "NETC RFP-438 Inquiry" in the subject line, to RFP Administrator, HealthConnect Networks at [rfp@healthconnectnetworks.com](mailto:rfp@healthconnectnetworks.com) 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 NETC website, [www.netelc.org](http://www.netelc.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: NETC 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 NETC 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 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 NETC has limited control.
- 4.14 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.

- 4.15 Responding Vendors are encouraged to provide professional references from similar projects, including: contact name, mailing address, phone number, and email address.
- 4.16 NETC 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.
- 4.17 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>.
- 4.18 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-498ID/default.aspx>.
- 4.19 All materials submitted in response to the RFP become the property of NETC. If there is any concern about confidentiality, mark the appropriate pages of your response "Confidential." NETC will attempt to honor all reasonable requests for vendor confidentiality.
- 4.20 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.
- 4.21 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.
- 4.22 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.
- 4.23 Any and all information provided to vendors by NETC 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 NETC or its sites.
- 4.24 Responding Vendor shall list their experience with the FCC Rural Healthcare USF program and process.
- 4.25 In the event that Dark Fiber is requested in this RFP modulation equipment is not required unless explicitly requested in section 11.

## 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.

## 6. Responding Vendors Responsibility for Proposal Costs

- 6.1 The Responding Vendor shall be fully responsible for all proposal development and submittal costs. NETC assumes no contractual or financial obligation as a result 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 NETC with proposal.

## 9. General Network Requirements

- 9.1 NETC invites Responding Vendors to bid on the whole network or individual sites, services, and/or facilities.
- 9.2 Private network solutions should provide any-to-any connectivity between sites over a common network platform through private tunnels. We anticipate responses that include Carrier Ethernet Services, MPLS/VPLS, and equivalent technologies. NETC anticipates these will be the most cost-effective technologies. If Carrier Ethernet Services are quoted, they should be MEF compliant including the service types discussed in MEF standards 5.1, 22.1, and 33.
- 9.3 WAN services should support an integrated QoS/CoS capability that can prioritize traffic based on DSCP marking and should support at least three customer accessible queues including a low latency queue.
- 9.4 NETC prefers that services be delivered over technology that provides for symmetrical bandwidth, except where specific requests for asymmetrical bandwidth may be noted.
- 9.5 Internet Services offered should be capable of supporting IPv4 and IPv6 and should include static IP addresses, as necessary and justified by each participating HCP.
- 9.6 Fiber (or equivalent) may be jumpered at any distributions point as necessary. Vendor will identify and document any re-transmitting or monitoring equipment, in the fiber (or equivalent) path.
- 9.7 Proposals must include fiber (or equivalent) path routes, route length, and transmission path length.
- 9.8 Bandwidths listed for each particular 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.

- 9.9 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 to be negotiated with the Selected Vendor:
- 9.9.1 Network Availability: Expressed as a percentage (in the form of ###.###%).
- 9.10 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 NETC 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 example, if service were unavailable for 30 minutes, state the refund amount. If service were unavailable for an hour, state the refund amount.

## 11. Sites and Services

- 11.1 New England Telehealth Consortium is seeking services at the following HCP:

HCP Number	HCP Name	Address	City	State
26466	Alice Peck Day Memorial Hospital	10 Alice Peck Day Drive	Lebanon	NH
23644	Ammonoosuc Community Health Services/Franconia	1095 Profile Road	Franconia	NH
23775	Ammonoosuc Community Health Services/Warren	333 NH Route 25	Warren	NH
45801	Ammonoosuc Community Health Services/Whitefield	14 Kings Square	Whitefield	NH
23799	Ammonoosuc Community Health Services/Woodsville	79 Swiftwater Road	Woodsville	NH
70730	Androscoggin Valley Hospital/Administration	1752 Hutchins Street	Berlin	NH
23647	Androscoggin Valley Hospital/Lab Broadway Street	Lab Suite, 2 Broadway Street	Gorham	NH
23559	Androscoggin Valley Hospital/Lab Pleasant Street	Lab Suite, 133 Pleasant Street	Berlin	NH
68314	Androscoggin Valley Hospital/NCH Outreach Clinics	1976 White Mountain Highway, Suite 110B	North Conway	NH
69828	Androscoggin Valley Hospital/North Country Healthcare Physical Therapy	167 Main Street	Gorham	NH
23560	Androscoggin Valley Hospital/Page Hill Road	59 Page Hill Road	Berlin	NH
50127	Androscoggin Valley Hospital/Pain Clinic/Saco River Medical Group	15 Route 302	Glen	NH
28513	Androscoggin Valley Hospital/UCVH ASA	ASA Practice Suite, 181 Corliss Lane	Colebrook	NH
23672	Androscoggin Valley Hospital/Weeks ENT	278 Main Street	Lancaster	NH
36144	Arnold Memorial Medical Center	70 Snare Creek Lane	Jonesport	ME
28520	Bethel Health Center	1823 Rt 107	Bethel	VT
23574	Brattleboro Memorial Hospital	17 Belmont Avenue	Brattleboro	VT
26417	Brattleboro Memorial Hospital - Brattleboro Family Healthcare	53 Fairview Street	Brattleboro	VT
28514	Brattleboro Memorial Hospital - Putney Family Medicine	79 Main Street	Putney	VT
23575	Brattleboro Retreat	1 Anna Marsh Lane	Brattleboro	VT
23595	Calais Regional Hospital	24 Hospital Lane	Calais	ME
10940	Cary Medical Center	163 Van Buren Road	Caribou	ME
26525	Cary Medical Center St. John Valley Health Center	4 Main St.	Van Buren	ME
28572	Cary Medical Center/Kimball Community Health Center	11 Harmony Lane	Fort Fairfield	ME



26441	Cary Medical Center/Pines Caribou Health Center	74 Access Highway	Caribou	ME
26442	Cary Medical Center/Pines Ophthalmology	647 Main St.	Caribou	ME
26490	Cary Medical Center/Pines Presque Isle FHC	66 Spruce St., Suite 4	Presque Isle	ME
28573	Cary Medical Center/Pines Washburn Health Center	1260 Main Street	Washburn	ME
23692	Catholic Medical Center	100 McGregor Street	Manchester	NH
28521	Chelsea Health Center	356 Vt. Rt 110	Chelsea	VT
23665	Cheshire Medical Center	580 Court Street	Keene	NH
26462	Cheshire Medical Center/Dartmouth-Hitchcock Keene Dermatology	51 Railroad Street, Second Floor	Keene	NH
26463	Cheshire Medical Center/Dartmouth-Hitchcock Keene -- Ophthalmology, Optical Shop and Walk In Care at Colony Mill	Center at Keene 149 Emerald St. Unit J	Keene	NH
28519	Cheshire Medical Center/Dartmouth-Hitchcock Keene- Brattleboro Pulmonary and Rheumatology Services	The Medical Office Building at Brattleboro Memorial Hospital, 19 Belmont Ave	Brattleboro	VT
32892	Cheshire Medical Center/Dartmouth-Hitchcock Keene- Doorway	24 Railroad Street	Keene	NH
42486	Cheshire Medical Center/Dartmouth-Hitchcock Keene- Geriatric Care	312 Marlboro St	Keene	NH
27224	Cheshire Medical Center/Dartmouth-Hitchcock Keene- Peterborough Urology Services	454 Old Street Road, Suite 202	Peterborough	NH
26527	Cheshire Medical Center/Dartmouth-Hitchcock Keene- Walpole	11 Westminster Street	Walpole	NH
26540	Cheshire Medical Center/Dartmouth-Hitchcock Keene- Winchester	20 Warwick Road	Winchester	NH
34350	Community Health Access Network/CHAN, Newmarket, Primary Location	207 S. Main Street	Newmarket	NH
34351	Community Health Access Network/CHAN, Portsmouth, BC/DR Location	77 Aviation Street	Portsmouth	NH
26495	Community Health Centers of the Rutland Region Community Health Center	69 Allen St.	Rutland	VT



58677	Community Health Centers of the Rutland Region/Billing Office	71 Allen Street, Suite 403	Rutland	VT
14221	Community Health Centers of the Rutland Region/Brandon Medical Center	420 Grove Street	Brandon	VT
14222	Community Health Centers of the Rutland Region/Castleton Family Health Center	275 Route 30 North	Bomoseen	VT
61201	Community Health Centers of the Rutland Region/Cerner Data Center	160 Allen Street	Rutland	VT
23783	Community Health Centers of the Rutland Region/Mettowee Valley Family Health Center	278 Vermont Route 149	West Pawlet	VT
35263	Community Health Centers of the Rutland Region/Pediatrics	1 General Wing Road	Rutland	VT
14213	Community Health Centers of the Rutland Region/Rutland Community Health Center-Stratton Road	215 Stratton Road	Rutland	VT
40435	Community Health Centers of the Rutland Region/Shorewell Community Health Center	2987 VT Route 22A	Shoreham	VT
10626	Copley Hospital	528 Washington Highway	Morrisville	VT
11069	Cottage Hospital	90 Swiftwater Road	Woodsville	NH
26470	Counseling Service of Addison County	109 Catamount Park	Middlebury	VT
26471	Counseling Service of Addison County - Main Street	89 Main Street	Middlebury	VT
10271	Dartmouth-Hitchcock Medical Center	1 Medical Center Drive	Lebanon	NH
32421	Down East Community Hospital-Reid Emery Medical	229 Main Street	Machias	ME
23686	Down East Community Hospital/Down East Community Hospital	11 Hospital Drive	Machias	ME
23693	Down East Community Hospital/Milbridge Medical Center	24 School Street	Milbridge	ME
23535	Eastern Maine Healthcare Systems	489 State Street	Bangor	ME
26451	Eastport Health Care	30 Boynton Street	Eastport	ME
27217	Eastport Health Care - Calais	55 Franklin Street	Calais	ME
26468	Eastport Health Care Machias	53 Freemont Street	Machias	ME
17159	Fish River Rural Health - Eagle Lake Health Center	10 Carter Street	Eagle Lake	ME
23639	Fish River Rural Health - Fort Kent	3 Mountain View Drive	Fort Kent	ME
46163	Fish River Rural Health - Fort Kent Dental	12 Bolduc Avenue	Fort Kent	ME

14113	Franklin Regional Hospital	15 Aiken Ave	Franklin	NH
14771	Gifford Medical Center	38 South Main Street	Randolph	VT
27451	Gifford Medical Center - Kingwood Health Center	1422 Rt 66	Randolph	VT
47443	Gifford Medical Center/Gifford Health Center at Berlin	2418 Airport Road	Berlin	VT
27487	Gifford Medical Center/Gifford Medical Center at Berlin	82 East View Lane	Barre	VT
27253	Harrington Family Center	50 East Main	Harrington	ME
26465	Health First FHC – Laconia Site	22 Strafford Street	Laconia	NH
26456	Health FirstFamily Care Center -- Franklin	841 Central Street	Franklin	NH
14995	HealthReach CHC/Bingham Area Health Center	237 Main Street	Bingham	ME
14997	HealthReach CHC/Madison Area Health Center	8 South Main Street	Madison	ME
26410	HealthReach Community Health Centers/Belgrade Regional Health Center	4 Clement Way	Belgrade	ME
28528	HealthReach Community Health Centers/Bethel Family Health Center	32 Railroad St.	Bethel	ME
26532	HealthReach Community Health Centers/FairPoint Data Center	770 Elm Street	Manchester	NH
55504	HealthReach Community Health Centers/FirstLight Data Center	14 Resilient Circle	Brunswick	ME
26531	HealthReach Community Health Centers/Hathaway Creative Ctr	10 Water Street, Suite 305	Waterville	ME
14996	HealthReach Community Health Centers/Lovejoy Health Center	7 School St. Suite 1	Albion	ME
28529	HealthReach Community Health Centers/Mt. Abram Regional Health Center	25 Depot St.	Kingfield	ME
28530	HealthReach Community Health Centers/Rangeley Family Medicine	42 Dallas Hill Road	Rangeley	ME
15000	HealthReach Community Health Centers/Richmond Area Health Center	24 Gardiner Street	Richmond	ME
15001	HealthReach Community Health Centers/Sheepscot Valley Health Center	47 Main	Coopers Mills	ME
28531	HealthReach Community Health Centers/Strong Area Health Center	177 N. Main St.	Strong	ME
28575	HealthReach Community Health Centers/Western Maine Family Health Center	16 Depot Street	Livermore Falls	ME
44641	Hillside Medical Park	14 Maple St	Gilford	NH

13319	Houlton Regional Hospital	20 Hartford Street	Houlton	ME
18312	Huggins Hospital	240 South Main Street	Wolfeboro	NH
23524	Huggins Hospital/Alton Family Medicine	27 New Durham Road	Alton	NH
23795	Huggins Hospital/Back Bay Rehabilitation	90 Mill Street	Wolfeboro	NH
23444	Huggins Hospital/Moultonborough Family Medicine	984 Whittier Highway	Moultonborough	NH
23468	Huggins Hospital/Ossipee Family Medicine	3 Water Village Road	Ossipee	NH
23769	Huggins Hospital/Tamworth Family Medicine	577 White Mountain Highway	Tamworth	NH
15028	Islands Community Medical Services	15 Medical Center Loop	Vinalhaven	ME
14112	Lakes Region General Hospital	80 Highland Street	Laconia	NH
42487	Lamprey Health Care, Nashua	22 Prospect St.	Nashua	NH
26798	Little Rivers Health Care - Administration	146 Mill Street	Bradford	VT
23573	Little Rivers Health Care - Bradford	437 South Main Street	Bradford	VT
26450	Little Rivers Health Care - East Corinth	720 Village Road	East Corinth	VT
26535	Little Rivers Health Care - Wells River	65 Main St N	Wells River	VT
14560	Littleton Hospital Association d/b/a Littleton Regional Healthcare	600 St. Johnsbury Road	Littleton	NH
34352	LRG Healthcare/Interlakes Medical Center	238 Daniel Webster Highway	Meredith	NH
34353	LRG Healthcare/Laconia Clinic	724 N Main St	Laconia	NH
28542	LRG Healthcare/New Hampton Family Practice	345 NH Route 104 Unit 7	New Hampton	NH
23651	Maine Coast - Eleanor Widener Dixon Memorial Clinic	37 Clinic Road, Rt 186	Gouldsboro	ME
11526	Maine Coast Memorial Hospital	50 Union St.	Ellsworth	ME
46663	Maine Coast Memorial Hospital/Bangor Data Center	60 Summer Street	Bangor	ME
26452	Maine Coast Memorial Hospital/Ellsworth Internal Medicine, Ellsworth Family Practice and Ellsworth Pediatrics	32 Resort Way	Ellsworth	ME
26518	Maine Coast Memorial Hospital/Southwest Harbor Medical Center	45 Herrick Road	Southwest Harbor	ME
23608	Maine Sea Coast Mission - Mobile Clinic - Cranberry Isles	24 Visits Cranberry Isles	Cranberry Isles	ME
13583	Maine Sea Coast Mission - Mobile Clinic - Frenchboro	24 Visits Frenchboro	Frenchboro	ME

23661	Maine Sea Coast Mission - Mobile Clinic - Isle au Haut	24 Visits Isle au Haut	Isle au Haut	ME
13585	Maine Sea Coast Mission - Mobile Clinic - Matinicus	24 Visits Matinicus	Matinicus	ME
23698	Maine Sea Coast Mission - Mobile Clinic - Monhegan	2 Odom Way	Monhegan	ME
13584	Maine Sea Coast Mission - Swans Island	Mill Pond Health Center, 235 Minturn Road	Swans Island	ME
26519	Maine Sea Coast Mission/Acadia Family Center	1 Fernald Point Road	SouthWest Harbor	ME
27243	Maine Sea Coast Mission/Colket Data Center	11 Sea Street	Northeast Harbor	ME
28546	Maine Sea Coast Mission/Hope Health	77 Elm Street, Suite 4	Camden	ME
26770	MaineGeneral Health/Hallowell Family Practice	9 Union Street	Hallowell	ME
46757	MaineGeneral Health/MaineGeneral Medical Center - Augusta Campus	35 Medical Center Parkway	Augusta	ME
26457	MaineGeneral Health/MaineGeneral Medical Center-Gardiner	150 Dresden Avenue	Gardiner	ME
46760	MaineGeneral Health/MaineGeneral Medical Center-Maine Dartmouth & Four Seasons FP	4 Sheridan Drive	Fairfield	ME
26533	MaineGeneral Health/MaineGeneral Medical Center--Thayer Campus	149 North Street	Waterville	ME
26543	MaineGeneral Health/MaineGeneral Medical Center-Winthrop Commerce Ctr	149 Main Street	Winthrop	ME
43951	Manchester Community Health Center, Child Health Services	1245 Elm Street	Manchester	NH
43952	Manchester Community Health Center, Hollis St.	145 Hollis Street	Manchester	NH
43953	Manchester Community Health Center, Tarrytown Road	184 Tarrytown Road	Manchester	NH
23618	Mayo Regional Hospital - 897 West Main Street	897 West Main Street	Dover-Foxcroft	ME
23654	Mayo Regional Hospital - Corinth EMS	314 Main Street	Corinth	ME
23607	Mayo Regional Hospital - Corinth Family Practice	492 Main Street	Corinth	ME
23619	Mayo Regional Hospital - Counseling Program	69 High Street	Dover-Foxcroft	ME
23612	Mayo Regional Hospital - Dexter Family Practice	51 High Street	Dexter	ME

23613	Mayo Regional Hospital - Dexter Internal Medicine	41 High Street	Dexter	ME
23697	Mayo Regional Hospital - Milo Family Practice	135 Park Street	Milo	ME
28547	Mid Vermont ENT/Dorset	51 A Tennis Way	East Dorset	VT
28548	Mid Vermont ENT/Rutland	69 Allen St.	Rutland	VT
28549	MidState Health Center/MidState Health Center - Bristol	100 Robie Road	Bristol	NH
23474	MidState Health Center/MidState Health Center - Plymouth	101 Boulder Point Drive	Plymouth	NH
13932	Millinocket Regional Hospital	200 Somerset Street	Millinocket	ME
55463	Millinocket Regional Hospital Walk-In Care	87 Main Street	East Millinocket	ME
23696	Millinocket Regional Hospital/White Birch Medical Center	899 Central Street	Millinocket	ME
14212	Mount Desert Island Hospital	10 Wayman Lane	Bar Harbor	ME
23756	Mount Desert Island Hospital/Community Health Center	16 Community Lane	Southwest Harbor	ME
23771	Mount Desert Island Hospital/Trenton Health Center	394 Bar Harbor Road	Trenton	ME
16637	Mt. Ascutney Hospital & Health Center	289 County Road	Windsor	VT
15899	Mt. Ascutney Hospital & Health Center/Ottawaquechee Health Center	32 Pleasant Street	Woodstock	VT
34357	New England Telemedicine, PA	98 Route 236 Suite #2	Kittery	ME
16102	New London Hospital	273 County Road	New London	NH
23652	New London Hospital/Medical Affiliates Building	249 County Road	New London	NH
23449	New London Hospital/Newport Health Center	11 John Stark Highway	Newport	NH
23562	North Country Health Consortium/Coos County Family Health Services - 133 Pleasant	133 Pleasant Street	Berlin	NH
23563	North Country Health Consortium/Coos County Family Health Services - 59 Page	59 Page Hill Road	Berlin	NH
50540	North Country Health Consortium/Coos County Family Health Services - 73 Main	73 Main Street	Berlin	NH
23564	North Country Health Consortium/Coos County Family Health Services - Administration	54 Willow Street	Berlin	NH
23650	North Country Health Consortium/Coos County Family Health Services - Gorham	2 Broadway Street	Gorham	NH

55342	North Country Health Consortium/Littleton	262 Cottage Street, Suite 230	Littleton	NH
14566	North Country Health Consortium/Weeks Medical Center	173 Middle Street	Lancaster	NH
14581	North Country Hospital	189 Prouty Drive	Newport	VT
62487	Northeast Kingdom Human Services, Inc.	1082 Hospital Drive	Saint Johnsbury	VT
26481	Northeast Kingdom Human Services/Derby	181 Crawford Road	Derby	VT
26502	Northeast Kingdom Human Services/St. Johnsbury	2225 Portland Street	Saint Johnsbury	VT
16042	Northeastern Vermont Regional Hospital	1315 Hospital Drive	St. Johnsbury	VT
66817	Northeastern Vermont Regional Hospital/Northern Physical Therapy	569 Main Street	Lyndonville	VT
23684	Northeastern Vermont Regional Hospital/NVRH Corner Medical	195 Industrial Parkway	Lyndonville	VT
23763	Northern Counties Health Care	165 Sherman Drive	St. Johnsbury	VT
28554	Northern Counties Health Care/Concord Health Center	201 East Main Street	Concord	VT
11736	Northern Counties Health Care/Danville Health Center	26 Cedar Lane	Danville	VT
28556	Northern Counties Health Care/Hardwick Health Center	Slapp Hill Road	Hardwick	VT
11737	Northern Counties Health Care/Island Pond Health Center	82 Maple Street	Island Pond	VT
28558	Northern Counties Health Care/Northern Counties Dental Center	151 N. Main Street	Hardwick	VT
51891	Northern Counties Health Care/Orleans Dental Center	11 Union Street	Orleans	VT
23640	Northern Maine Medical Center	194 East Main St	Fort Kent	ME
23689	Northern Maine Medical Center - Acadia Family Health Center	460 Main Street	Madawaska	ME
26500	Northwestern Counseling & Support Services	107 Fisher Pond Road	Saint Albans	VT
23646	Northwestern Medical Center/Georgia	927 Ethan Allen Highway	Georgia	VT
33904	Northwestern Medical Center/Northwestern Georgia Health Center	4178 Highbridge Road	Georgia	VT
35265	Northwestern Medical Center/Northwestern Medical Center at Valley Cross Roads	27 Fisher Pond Road	St. Albans	VT

33905	Northwestern Medical Center/Northwestern Ophthalmology	128 Fisher Pond Road	St. Albans	VT
33906	Northwestern Medical Center/Northwestern Pain Management	19 Catherine Street	St. Albans	VT
23760	Northwestern Medical Center/St. Albans	133 Fairfield Street	St. Albans	VT
35432	Penobscot Community Health Care	1012 Union Street	Bangor	ME
14014	Penobscot Valley Hospital - 7 Transalpine Road	7 Transalpine Road	Lincoln	ME
23680	Penobscot Valley Hospital Wellness Center	27 Main Street	Lincoln	ME
10437	Porter Hospital	115 Porter Drive	Middlebury	VT
26472	Porter Hospital/Addison Family Medicine	82 Catamount Park	Middlebury	VT
35271	Porter Hospital/Catamount Physical Therapy	108 Catamount Park	Middlebury	VT
35272	Porter Hospital/Champlain Valley Orthopedics	1436 Exchange Street	Middlebury	VT
26526	Porter Hospital/Little City Family Medicine	10 North Street	Vergennes	VT
26473	Porter Hospital/Middlebury Pediatrics & Family Medicine	1330 Exchange Street	Middlebury	VT
26415	Porter Hospital/Neshobe Family Medicine	61 Court Drive	Brandon	VT
67811	Porter Hospital/PMCTrainingCenter	23 Pond Lane	Middlebury	VT
42007	Porter Hospital/Podiatry	76 Court Street	Middlebury	VT
23749	Redington-Fairview General Hospital/46 Fairview Avenue	46 Fairview Ave	Skowhegan	ME
23455	Redington-Fairview General Hospital/Norridgewock Health Center	87 Mercer Road	Norridgewock	ME
23624	Regional Medical Center of Lubec/Healthways - East Machias	893 Main Street	East Machias	ME
12553	Regional Medical Center of Lubec/Healthways - Lubec	43 South Lubec Road	Lubec	ME
15268	Richford Health Center (dba NOTCH)	44 Main Street, Suite 200	Richford	VT
15555	Richford Health Center (dba NOTCH)/Alburg Health Center	64 Industrial Park Road	Alburgh	VT
15556	Richford Health Center (dba NOTCH)/Enosburg Health Center	382 Main Street	Enosburg Falls	VT
26524	Richford Health Center (dba NOTCH)/Fairfax Health Center	1199 Main Street	Fairfax	VT



26523	Richford Health Center (dba NOTCH)/St. Albans Health Center	3 Crest Road	St. Albans	VT
15557	Richford Health Center (dba NOTCH)/Swanton Health Center	26 Canada Street	Swanton	VT
28524	Rochester Health Center	235 S. Main St.	Rochester	VT
23729	Rutland Mental Health Services	78 S. Main Street	Rutland	VT
26496	Rutland Mental Health Services/Court Square Location	7 Court Square	Rutland	VT
26497	Rutland Mental Health Services/Evergreen Center	45 Union Street	Rutland	VT
27361	Rutland Mental Health Services/Merchants Row Location	195 Stratton Road	Rutland	VT
26498	Rutland Mental Health Services/Pine Street Location	30 Pine Street	Rutland	VT
28560	Rutland Mental Health Services/RC Headstart	78 Meadow Street	Rutland	VT
14215	Rutland Regional Health System/Rutland Regional Medical Center	160 Allen Street	Rutland	VT
18524	Rutland Regional Health System/West Street	439 West Street	Rutland	VT
23701	Sacopee Valley Health Center	70 Main Street	Porter	ME
46978	Seabasticook Family Doctors - Administration	118 Moosehead Trail, Suite 4	Newport	ME
23615	Seabasticook Family Doctors - Dexter	29 Church Street	Dexter	ME
23454	Seabasticook Family Doctors - Newport	118 Moosehead Trail, Suite 5	Newport	ME
18200	Sharon Health Center	12 Shippee Lane	Sharon	VT
14769	Southwestern Vermont Health Care	100 Hospital Drive	Bennington	VT
27019	Southwestern Vermont Health Care/Deerfield Valley Medical Center	30 VT Route 100 South	Wilmington	VT
27018	Southwestern Vermont Health Care/Northshire Medical Center	5957 Main Street - Route 7A	Manchester Center	VT
46165	Southwestern Vermont Health Care/Pownal Campus Clinic	7237 Route 7	Bennington	VT
11394	Speare Memorial Hospital	16 Hospital Road	Plymouth	NH
26488	Speare Memorial Hospital/Boulder Point	103 Boulder Point Way	Plymouth	NH
26479	St. Joseph Hospital	172 Kinsley St.	Nashua	NH
23548	St. Joseph Healthcare/St. Joseph Healthcare Park	900 Broadway	Bangor	ME
23549	St. Joseph Healthcare/St. Joseph Hospital	360 Broadway	Bangor	ME
34355	St. Mary's Regional Medical Center	93 Campus Ave	Lewiston	ME

60213	St. Mary's Regional Medical Center/Data Center	14 Resilient Circle	Brunswick	ME
34356	St. Mary's Regional Medical Center/Poland Health Center	1230 Maine St	Poland	ME
23473	The Health Center - Washington	157 Towne Avenue	Plainfield	VT
26437	The Health Center/Cabot Health Services	25 Common Road	Cabot	VT
28526	Twin River Urology	108 N. Main St.	White River Junction	VT
18321	Upper Connecticut Valley Hospital	181 Corliss Lane	Colebrook	NH
23592	UVM Medical Center	111 Colchester Avenue	Burlington	VT
15120	UVM Medical Center - Dialysis - Newport	189 Prouty Drive	Newport	VT
14772	UVM Medical Center - Dialysis - Rutland	160 Allen Street	Rutland	VT
28574	UVM Medical Center - Family Medicine - Hinesburg	37 Haystack Drive	Hinesburg	VT
35264	UVM Medical Center - Green Mountain Urology	1330 Exchange St. Suite 103	Middlebury	VT
16319	UVM Medical Center - Northwest Medical Cardiology / ENT/ Dermatology	133 Fairfield Street	St Albans	VT
15832	UVM Medical Center - Ophthalmology - Berlin	58 East View Lane	Berlin	VT
16672	Valley Regional Hospital	243 Elm St.	Claremont	NH
23616	Wentworth-Douglass Hospital - Dover	789 Central Ave	Dover	NH
23800	York Hospital/15 Hospital Drive	15 Hospital Drive	York	ME
50526	York Hospital/Kennebunk Walk In	2 Independence Drive	Kennebunk	ME
23782	York Hospital/Wells Regional Medical Services	114 Sanford Road	Wells	ME
60192	York Hospital/York Hospital in Sanford	1474 Main Street	Sanford	ME

- 11.2 The services to be provided are Internet and MPLS (or equivalent).
- 11.3 **Network Diagram:** A proposed Network Diagram is provided in Appendix A.
- 11.4 **NETC (HCP# 17234)** requires an MPLS (or equivalent) connection between its core and participant locations as follows:
  - 11.4.1 New England Telehealth Consortium, NOC – 60 Summer St Bangor, ME
    - 11.4.1.1 Vendor shall provide pricing for all available symmetrical bandwidth increments from 500 Mbps to 5 Gbps.
  - 11.4.2 New England Telehealth Consortium, NOC 16 Cavendish Court Lebanon, NH 03766
    - 11.4.2.1 Vendor shall provide pricing for all available symmetrical bandwidth increments from 500 Mbps to 5 Gbps.
  - 11.4.3 Participant Sites in Maine, New Hampshire, Vermont, Connecticut, Massachusetts, & Rhode Island
    - 11.4.3.1 Vendor shall provide pricing for a MPLS over 4G data connection (or equivalent) that will provide failover in case of loss of connectivity.
    - 11.4.3.2 Please provide a 4G (or equivalent) coverage map.
- 11.5 **NETC (HCP# 17234)** requires an internet (or equivalent) connection at participant locations in Maine, New Hampshire, Vermont, Connecticut, Massachusetts, & Rhode Island
  - 11.5.1 Vendor shall provide pricing for internet over 4G data connection (or equivalent).
  - 11.5.2 Please provide a 4G (or equivalent) coverage map.

## 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 NETC 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 NETC can include all anticipated costs in the subsidy request under the Healthcare Connect Fund program.

## 13. Evergreen Contracts

- 13.1 NETC 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 term 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 competitive bid.

## 14. Billing

- 14.1 New England Telehealth Consortium 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 New England Telehealth Consortium.
  - 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 NETC 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 and MPLS (or equivalent). 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 NETC reserves the right to select proposals that, in the sole judgment of NETC, most nearly conform to the specifications set forth herein, will best serve the needs of NETC and its participants, and provides the most cost-effective means of producing those results.
- 15.3 NETC is not obligated to accept or select any proposal received in response to this RFP. In particular, NETC 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>
- 15.5 The selection decisions made by NETC and reported to USAC under this RFP are final.
- 15.6 NETC will evaluate proposals and select vendors based on the following criteria:

Criteria	Scoring Weight
Costs	20%
Ease of Implementation	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.

## **16. Rejection/Negotiation Rights**

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

# Appendix A: Current New England Telehealth Consortium Diagram





