

# **Phoebe Putney Telehealth Network (HCP 42112)**

## **Request for Proposal**

### **FCC Healthcare Connect Fund**

**Phoebe Putney Memorial Hospital**  
**417 3<sup>rd</sup> Ave.**

**Albany, Ga. 31701**

**SCOPE** This request for proposal (RFP) provides interested vendors with sufficient information to enable them to prepare and submit proposals for consideration by the Phoebe Consortium (the Consortium hereafter). 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 Connected Care Pilot Program (CCPP) as administered by the Universal Services Administrative Company (USAC).

**PURPOSE** This RFP provides interested vendors with sufficient information to enable them to prepare and submit proposals for consideration for the area served by the six consortia members listed on page 3. This includes bandwidth for telemedicine including two-way interactive video conferencing and remote vital sign monitoring data transmission to patient homes.

#### **Billing Party**

**Phoebe Putney Memorial Hospital**

**ATTN: ACCOUNTS PAYABLE**

**417 3<sup>rd</sup> Ave.**

**Albany, Ga. 31701**

**QUESTIONS & ANSWERS** Any and all questions associated with the RFP must be received by 5:00pm CST on the 7th day after the bid was posted. No questions will be received or answered after 5:00pm on the 7th day after the bid was posted. All questions associated with this RFP must be emailed to the email address: EMAIL ADDRESS. The subject line for questions must include "RFP -Phoebe Health CCPP.

#### **General Project Summary**

1. To warrant consideration for an award of contract resulting from this RFP, proposers must agree to participation in the FCC Connected Care Pilot Program (CCPP) 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").
2. Vendors acknowledge that any contractual relationship resulting from this solicitation of proposals may be partially, or entirely, dependent upon the successful receipt of CCPP subsidies.
3. Phoebe will contract directly with 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 this proposal process.

4. Phoebe is not responsible for any costs incurred by a vendor related to the preparation or delivery of the proposal, or any other activities carried out by the vendor as it relates to this RFP. Changes in applicable laws and rules may affect the award process or any resulting contracts. Vendors are responsible for ascertaining pertinent legal requirements and restrictions. Vendors are encouraged to visit the official FCC website pertaining to the Connected Care Pilot Program (CCPP) at: <https://www.fcc.gov/wireline-competition/telecommunications-access-policy-division/connected-care-pilot-program>
5. Phoebe may seek clarifications concerning the submitted proposal.
6. If Phoebe fails to enter into a contract before the winning proposal expires and there is a change in the offered pricing, Phoebe reserves the right to reopen the RFP for new proposals. If Phoebe elects to do this another Form 461, along with the RFP, will be reposted on USAC's portal.
7. This RFP will become part of the contract for services with the selected proposer(s). 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 Phoebe Putney Memorial Hospital will sign the contract for all locations.
8. The bidding period is 28 days from the day this RFP is posted on the USAC web site. The proposal evaluation period is anticipated to be 5 business days.
9. In some cases, bids are being requested for connections/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 and under existing contract(s). 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. This does not mean that existing vendors will be given priority.
10. Quotes are being requested for variable levels of service. This will enable the Phoebe 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 service increments available than those indicated in this RFP. Vendors should feel free to quote the increments of service that they are in a position to deploy, even if not identical to what is in the RFP.
11. In those circumstances for which variable levels of bandwidth are being requested and quoted, vendors will be asked to incorporate those variable bandwidth levels and associated costs into their contract in order to allow HCPs to "turn up their bandwidths" without the need to engage in a new competitive bidding process.
12. The HCF program requires the completion of a Form 463 in order for applicants to invoice for services. It is critical that bidders be aware of their responsibility to sign/certify/submit proper invoices and documentation (including submitting bills for services with a breakdown of eligible and ineligible services) in order to be reimbursed. More information about service providers' responsibilities can be found here: <http://www.usac.org/rhc/healthcare-connect/sp/step05/default.aspx>
13. Allowance for the Substitution of Sites and Services Bidder allows for the Consortium to upgrade or change services throughout the length of the contract term without having to re-bid in accordance with Appendix D, 47 C.F.R. § 54.646. Bidders should make such site and service adjustments in accordance with the Site and Service Substitution rules found in the HCF Order (47 C.F.R. § 54.646: 746 Appendix D, 47 C.F.R. § 54.646). Phoebe understand that the competitive bidding process must be "technology neutral" in order to comply with the Federal Communication Commission competitive bidding rules (see 47 C.F.R. § 54.603 and § 54.642). Nothing in this RFP is intended to undermine the competitive bidding

requirements. Any technology specific information in this RFP is meant to be guidance only. Any vendor, regardless of the technology that the vendor uses to provide service, is welcome to submit a bid for this RFP. If the vendor cannot provide the specific technology requested (example: QoS) the vendor should respond with detailed information on exactly what equivalent service

**Contract Term**

Month to Month – 60 Month

**Service Pricing Requested**

Phoebe is requesting bids for Internet Service.

**Phoebe Locations:**

This service request is for broadband sufficient for high quality two-way video conferencing for patients in their homes wherever the patient is located. Many patients live outside of town in isolated areas so the proposal will need to include how this challenge will be addressed across the service area. Some patients will also be issued Bluetooth monitoring devices that may be transmitting at the same time as the telehealth visit.

The proposal is for the catchment areas for the following members of the Phoebe Putney Telehealth Network (HCP 42112):

Phoebe Putney Memorial Hospital	417 3rd Av	Albany	GA	31701	Dougherty
Phoebe Physician Group, Inc. dba Phoebe Family Medicine & Sports Medicine	922 E Jefferson Street Suite B	Americus	GA	31709	Sumter
Phoebe Physician Group, Inc. – PPC of Buena Vista	1009 GA Highway 41 N	Buena Vista	GA	31803	Marion
Phoebe Physician Group, Inc. – Camilla Clinic	725 US Hwy 19 S	Camilla	GA	31730	Mitchell
Phoebe Worth Hospital	807 South Isabella Street	Sylvester	GA	31791	Worth
Phoebe Worth Medical Center, Inc. dba Phoebe Family Medicine – Sylvester	1014 W Franklin St	Sylvester	GA	31791	Worth

**Proposal Requirements:**

Proposer is the person or company responding to this RFP.

1. Provide name, address, and telephone number of proposer.
2. Phoebe Health will contract directly with 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.

3. State monthly recurring cost of each requested service, separately identified, including all estimated taxes, surcharges and fees if applicable.
4. State non-recurring cost and identify what the cost covers. Include all estimated taxes, surcharges and fees if applicable.
5. Please provide a SLA for the service levels and response time.
6. State response time for arrival of an on-site technician for troubleshooting.
7. Provide name(s) of billing party/parties.
8. The Connected Care Pilot Program Order requires that the successful bidder obtain a Service Provider Identification Number (SPIN). This may be obtained from USAC at <http://www.usac.org/sp/default.aspx>. Please provide the Universal Service SPIN number of billing party/parties and indicate whether the billing party/parties have complied with all USAC requirements to participate in the Connected Care Pilot Program.
9. HCP will pay 100% of vendor invoice while waiting for credits to be approved
10. Provide the date the bid expires.
11. Provide a spreadsheet of all services and costs.
12. Contract term should begin upon installation of the last circuit or the contract date, whichever is later.
13. Contract should be month to month to 60 months.

**Criteria for Selecting Service Provider**

All bids received will be evaluated based upon the following criteria:

Criteria	Weight
Cost of Solution	30%
Prior Experience, including past performance	20%
Bandwidth	20%
Quality of Transmission	30%

**1. Cost of Service**

The bidder with the lowest cost will receive the highest score

**2. Past Experience with the Vendor - Bidders shall provide documentation to support their experience in providing this type of service by providing:**

1. A description of the qualifications, experience, capacity and/or capacity of the vendor to successfully provide the solution recommended by the vendor in a complete and timely manner.
2. A listing of client references (3) from prior projects where equal services have been provided for projects of similar size and scope.

**3. Bandwidth**

**4. Quality of Transmission – SERVICE LEVEL AGREEMENT** As a requirement, the vendor must be able to guarantee that the requested services are included in the Service Level Agreement (SLA) for each dedicated connection requested. If the parameters 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 hug site delay of less than ( ) or equal to 99.99% network availability. Proposed system testing and acceptance provisions will be required on all bid proposals. Phoebe Putney Memorial Hospital 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

**Services Requested in Bid**

<b>HCP</b>	<b>Services Requested</b>
42112	A wireless solution to enable two-way interactive video connections to patients in their homes. 10 Mbps up and down thruput preferred.

The selection will be based on all factors indicated in this section and the winning bid may not be the lowest cost bid. The point scale listed above will be used to determine the most cost-effective solution for the HCP.

**SUBMISSION / QUESTION PROCESS**

1. Questions concerning this RFP should be submitted via email to Geoff Boggs at Gboggs@uasave.com. Vendors are invited to submit written questions and/or requests for interpretations/consideration/acceptance concerning this RFP within 15 business days from the posting of the RFP. All submitted questions and the applicable responses will be compiled and will be sent to all bidders who submitted a letter of intent to bid 18 to 20 days after the RFP is posted. Any communications not sent to the email address above will not be entertained.
2. 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.
3. Bid proposals must be sent via email to Geoff Boggs at Gboggs@uasave.com.no later than midnight Eastern Standard Time on the 28<sup>th</sup> day after the posting date as published on the USAC website <http://www.usac.org/rhc/healthcare-connect/tools/search-posted-services/consortia.aspx>.

The Consortium Leader may seek clarifications concerning the submitted bid.

If the Consortium Leader fails to sign a contract before the winning bid expires, which results in a change in price by the winning bidder, it reserves the right to resubmit the RFP for bids on the USAC website