

Deaconess Health System Consortium -- Request for Proposals

600 Mary Street
Evansville, IN 47747
Mark Robbins
Project Coordinator
mark.robbs@deaconess.com
(812) 450-3254

Deaconess Health System Consortium (DHSC) is seeking bids for telecom services under the Federal Communication Commission's (FCC) Healthcare Connect Fund. DHSC's three hospitals and 29 rural healthcare clinics are located in southwest Indiana and northwest Kentucky. This RFP addresses Ethernet and MPLS connections among DHSC and non-DHSC locations and associated perimeter hardware.

DHSC is seeking to create a network that will allow remote location to communicate with DHSC hospitals. The networks requested should be in a point-to-multiple point arrangement. Please refer to the table of Service Requested below for details.

Billed Party:

Deaconess Health System, Inc.
600 Mary Street, Evansville, IN 47747
Attn: Cheryl Wargel

General Provisions:

1. 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").
2. 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.
3. DHSC 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. DHSC 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 Healthcare Connect Fund at: <http://www.fcc.gov/encyclopedia/rural-health-care#HCF>.
5. DHSC may seek clarifications concerning the submitted proposal.
6. If DHSC fails to enter into a contract before the winning proposal expires and there is a change in the offered pricing, DHSC reserves the right to reopen the RFP for new proposals. If DHSC 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 Deaconess Health System, Inc. 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. New vendors are welcome to bid.
10. Quotes are being requested for variable levels of service. This will enable the DHSC 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 add sites and/or 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).

DHSC Locations:

#	HCP	Name	Street1	City	ST	Zip
1	46926	Deaconess Hospital Main Campus	600 Mary Street	Evansville	IN	47747
2	46861	Deaconess Clinic- Gateway Health Center	4233 Gateway Blvd.	Newburgh	IN	47630
3	46862	Deaconess Clinic Downtown	421 Chestnut Street	Evansville	IN	47713
4	46874	Deaconess Clinic Mt. Pleasant	8600 N. Kentucky Ave.	Evansville	IN	47725
5	46876	Deaconess Clinic West	545 S. Boehne Camp Rd.	Evansville	IN	47712
6	46878	Deaconess Sleep Center East	7307 E. Columbia Street	Evansville	IN	47715
7	46880	Deaconess Urgent Care Gateway	10455 Orthopedic Drive	Newburgh	IN	47630
8	46882	Deaconess - PCS - Oak Hill	1750 Oak Hill Road	Evansville	IN	47711
9	46885	Deaconess - Primary Care for Seniors	4498 North First Avenue	Evansville	IN	47710

10	46890	Deaconess Clinic Boonville	3355 Liberty Blvd.	Boonville	IN	47601
11	46900	Deaconess Clinic Rockport	3434 W. State Rd. 66	Rockport	IN	47635
12	46927	Deaconess Cross Pointe	7200 E. Indiana Street	Evansville	IN	47715
13	46928	Deaconess Gateway Hospital	4011 Gateway Boulevard	Newburgh	IN	47630
14	48927	Deaconess Cross Pointe Outpatient Center	445 N Cross Pointe Blvd.	Evansville	IN	47715
15	48928	Deaconess Pain Center	4600 W Lloyd Expy.	Evansville	IN	47712
16	48672	Deaconess IT Administration	7116 Eagle Crest Blvd.	Evansville	IN	47715
17	48661	Deaconess Corporate Center	1419 W Lloyd Expy.	Evansville	IN	47710
18	46897	Deaconess Clinic Petersburg	106 W. Pike Ave.	Petersburg	IN	47567
19	46868	Deaconess Clinic Henderson – Elm	1413 N. Elm St.	Henderson	KY	42420

Services Requested on this RFP:

A. Primary Ethernet Service Requirements

A point-to-multiple point network (spoke and hub configuration) with the Main Hospital (HCP 46926) as the hub and 19 other identified locations defining the spokes.

#	HCP #	Originating Location	Requested Service	Port Bandwidth and CIR Bandwidth Range	HCP # Terminating Location
1	46926	600 Mary Street, Evansville, IN 47747	PTP Ethernet Connection (hub) or equivalent	1 Gig to 10 Gig	NA
2	46927	7200 E. Indiana St., Evansville, IN 47715	PTP Ethernet Connection (spoke) or equivalent	50M to 100M	46926
3	46900	3434 W State Rd 66, Rockport, IN 47635	PTP Ethernet Connection (spoke) or equivalent	10M to 100M	46926
4	46890	3355 Liberty Blvd., Boonville, IN 47601	PTP Ethernet Connection (spoke) or equivalent	10M to 100M	46926
5	46928	4011 Gateway Blvd., Newburgh, IN 47630	PTP Ethernet Connection (spoke) or equivalent	1 Gig to 10 Gig	46926
6	48927	445 N Cross Pointe Blvd., Evansville, IN 47715	PTP Ethernet Connection (spoke) or equivalent	10M to 100M	46926
7	48661	1419 W Lloyd Expy. Evansville, IN 47710	PTP Ethernet Connection (spoke) or equivalent	50M to 100M	46926
8	46882	1750 Oak Hill Road Evansville, IN 47711	PTP Ethernet Connection (spoke) or equivalent	10M to 100M	46926
9	46874	8600 N Kentucky Avenue Evansville, IN 47725	PTP Ethernet Connection (spoke) or equivalent	20M to 100M	46926
10	46861	4233 Gateway Blvd. Newburgh, IN 47630	PTP Ethernet Connection (spoke) or equivalent	50M to 100M	46926
11	46880	10455 Orthopedic Drive Newburgh, IN 47630	PTP Ethernet Connection (spoke) or equivalent	50M to 100M	46926
12	46885	4498 N 1 st Avenue Evansville, IN 47710	PTP Ethernet Connection (spoke) or equivalent	10M to 100M	46926

13	46876	545 S Boehne Camp Road Evansville, IN 47712	PTP Ethernet Connection (spoke) or equivalent	10M to 100M	46926
14	48928	4600 W Lloyd Expy. Evansville, IN 47712	PTP Ethernet Connection (spoke) or equivalent	10M to 100M	46926
15	46878	7307 E Columbia Street Evansville, IN 47715	PTP Ethernet Connection (spoke) or equivalent	100M	46926
16	48672	7116 Eagle Crest Blvd. Evansville, IN 47715	PTP Ethernet Connection (spoke) or equivalent	250M to 1 Gig	46926
17	46862	421 Chestnut Street Evansville, IN 47713	PTP Ethernet Connection (spoke) or equivalent	250M to 1 Gig	46926

B. Primary MPLS Ethernet Service Requirements

Currently, two of the locations below are being serviced with an MPLS service since Ethernet was not cost effective at the time of implementation. The Consortium is requesting quotes for both MPLS and Ethernet, or equivalent service. With an MPLS solution, the 4011 Gateway Blvd., Newburg, IN location (HCP 46928) would act as the network hub. With an Ethernet solution, the 600 Mary St., Evansville, IN (HCP 46926) location would act as the hub with the 1 Gig connection requested above in Section B.

#	HCP #	HCP # Originating Location	Requested Service	Port Bandwidth Range	HCP # Terminating Location
1	46928	4011 Gateway Blvd., Newburgh, IN 47630	Connection (hub) or equivalent	20M to 45M	NA
2	46897	106 W. Pike Ave., Petersburg, IN 47567	Connection (spoke) or equivalent	1.5M to 10M	46928
3	46868	1413 N Elm Street Henderson, KY 42420	Connection (spoke) or equivalent	1.5M to 10M	46928

It is expected that the service requested on line 1 above would not be required with an Ethernet solution.

C. Internet Access

Dedicated Internet access is requested for the two hospital locations below:

#	HCP # Originating Location	Requested Service	Minimum Bandwidth or Bandwidth Range
1	46926	Dedicated Internet Access	From 200M to 1Gig
2	46928	Dedicated Internet Access	From 200M to 1Gig

Proposal Requirements:

Proposer is defined as the person or company responding to this RFP.

1. Please provide the name, address, and telephone number of proposer.

2. Please provide pricing for a 36 month contract term.
3. Please provide additional pricing for a 36 month contract term PLUS an optional 24 month extension.
4. Please state the monthly recurring costs for the requested services, separately identified. Please include all estimated taxes, surcharges and fees, if applicable.
5. Please state any non-recurring costs and identify what this cost covers. Please include all estimated taxes, surcharges and fees, if applicable.
6. Please provide the name(s) of the billing party/parties.
7. The Healthcare Connect Fund 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 the billing party/parties for the proposed services. Please indicate whether the billing party/parties have complied with all USAC requirements to participate in the Healthcare Connect Fund program.
8. Please provide the date on which the bid pricing expires.
9. Please affirm that any and all hardware provided will be new, and not refurbished, equipment. Please provide a listing of all provided equipment.
10. Please describe in detail the process by which DHSC may report any problems with the facilities, circuits, network, or other services being proposed.
11. Please state the proposed Minimum Time to Respond covering the arrival of an on-site technician for troubleshooting and repair once a trouble has been reported. Please indicate if this interval is covered by a Service Level Agreement (SLA).
12. Please state the proposed Minimum Time to Repair to be expected once a technician has arrived. Please indicate if this interval is covered by a Service Level Agreement (SLA).
13. Please affirm that the contract term will begin upon installation of the last circuit or the contract date, whichever is later.

Submission / Question Process:

1. A letter signifying the bidders' Intent to Bid on this project must be received via email no later than 10 days after this RFP is posted for review and bidding. The Letter of Intent should be sent to either:
 - a) Email: mark.boggs@hcfundconnect.com;
 - b) Hardcopy: Healthcare Funding Connection, P.O. Box 692, Prospect, KY 40059;
 - c) Hardcopy: Healthcare Funding Connection, 13011 W Hwy 42, Ste. L01D, Prospect, KY 40059.
 - d) This Letter of Intent should include the following information
2. The name and address of the bidding company
3. The name, title, address, phone number, and **email address** of the company's authorized representative.
 - a) Only bidders submitting such a Letter of Intent will be eligible to receive the answers to questions submitted by any bidder concerning this RFP. Failure to submit this Letter of Intent does not preclude any bidder from submitting a bid, only from receiving answers to all submitted questions.
4. Questions concerning this RFP should be submitted to Mark Boggs at mark.boggs@hcfundconnect.com. Vendors are invited to submit written questions and/or requests for interpretations, consideration, or acceptance concerning this RFP within 15 business days from the posting of the RFP. Replies will be provided within 5 business days of receipt. Any communications not sent to the email address above will not be entertained.
5. All questions and responses will be shared via email with all bidders who have submitted a Letter of Intent to bid as outlined in Section 1 above.

6. In the event it becomes necessary to amend, add to, or delete any part of the RFP, the changes will be posted on the USAC website.
7. Bid proposals must be sent via email to Mark Boggs at mark.boggs@hcfundconnect.com no later than midnight Eastern Standard Time on the 28th day after the posting date as published on the USAC website: <http://www.usac.org/rhc/healthcare-connect/tools/search-posted-services/consortia.aspx>.

Winning Proposal Selection:

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

Criteria	Weight
Solution cost	30%
Prior experience, including past performance	20%
Leveraging existing resources	10%
One vendor solution	20%
Compliance with RFP requirements	20%

The selection will be based on all factors indicated in this section. The bid award, however, may not go to the lowest-cost proposal if the overall cost is outweighed by a combination of other factors in the winning vendor's bid. Vendor responses for proposed services will be evaluated on the above criteria using a 1 to 10 scoring scale, with 10 being the highest score. The criteria scores will then be multiplied by the weight percent factor. The sum of these multiplication results will be the final score for each proposer.