

# REQUEST FOR PROPOSAL

**CHI Health Consortium  
Omaha, Nebraska**



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## 1: Project Overview

CHI Health Consortium has existing broadband connections with all facilities; however, we are seeking bids from competing broadband service providers to identify the most competitively-priced broadband services that can support our existing and future needs. After competitive bids have been received and evaluated, we will continue to use the existing circuits and equipment unless a more competitive bid is received, in which case we will migrate over to the new service provider(s).

The proposed services will provide varied connectivity bandwidth over various connections to the participating entities of the CHI Health Consortium. Public Internet services is also being sought as part of the managed broadband services. CHI Health Consortium is seeking proposals, which will receive partial funding through the Healthcare Connect Fund (HCF), for the non-recurring costs (NRC) associated with the provisioning the leased service and three (3) years of monthly recurring costs (MRC) for all the CHI Health Consortium locations.

The CHI Health Consortium is a regional initiative by CHI Health to create a fiber optic telecommunications network that will connect participating CHI Health Consortium entities located at sites operating in Nebraska and Iowa.

### Proposal Submission Process

Proposals shall be submitted to:

Mandi Constantine  
 Director, Virtual Health Services  
 CHI Health  
 The McAuley Fogelstrom Center  
 12809 W. Dodge Road  
 Omaha, NE 68154  
 Phone: 402 980 7085  
 E-mail: Mandi.Constantine@alegent.org

Closing date for submitting the proposal is **5:00 PM Central Time on the 28<sup>th</sup> day after the posting of the RFP**. Proposals received after the specified closing date and time will not be accepted.

**Number of copies required: 3**

- **Bids are to be submitted in printed AND electronic form. The electronic copy must be searchable.** Electronic bids shall be in either Microsoft Word or Adobe PDF file format.
- **Offeror proposals will include the following sections:**
  - Cover Letter
  - Executive Summary
  - Description of Proposed Services

- Project Management Description
  - Status/Usage Reports
  - Qualifications and References of Offerors and all Subcontractors
  - Schedule/Timeline
  - Pricing Section
  - Contact Information
  - Identification of SPIN/498 for USAC
- Questions about the RFP should be submitted to:  
 Mandi Constantine  
 Director, Virtual Health Services  
 CHI Health  
 The McAuley Fogelstrom Center  
 12809 W. Dodge Road  
 Omaha, NE 68154  
 Phone: 402 980 7085  
 E-mail: Mandi.Constantine@alegent.org
  - Offerors will be notified within 14 days after the end of the RFP posting period as to which Offeror has been selected for a contract award.
  - All materials submitted in response to the RFP become the property of the CHI Health Consortium.
  - Proposals and supporting materials will not be returned to Offerors.
  - Offerors are advised that:
    - Pricing will be considered as part of the proposal evaluation process.
    - The award of the contract will not necessarily go to the proposal with the lowest bid.
    - The CHI Health Consortium reserves the right to reject any or all proposals.
  - All bidders responding to this RFP must file FCC form 498 to obtain a Service Provider Identification Number (SPIN) issued by USAC. When submitting the bidding documents, please provide the SPIN information.
  - For questions relating to FCC form 498/SPIN or USAC's requirements, please review the following link: <http://www.usac.org/rhc/healthcare-connect/SP/fcc-form-498.aspx>.
  - **Invoicing Practices:**  
 Once an applicant receives a bill from the service provider, they can create an invoice for the services received (using an FCC Form 463). The applicant must certify that the form is accurate and that they have paid the minimum 35-percent contribution. Next, the applicant sends the FCC Form 463 to the service provider for approval through My Portal, the online USAC system. The service provider reviews the FCC Form 463 and certifies its accuracy, then

submits the form to USAC. Once received, USAC processes the FCC form 463 and if approved, funds are distributed to the service provider.

The Healthcare Connect Fund Program's invoicing deadline is six (6) months from the funding commitment end date. The invoicing deadline is included in the funding commitment letter (FCL), which USAC sends via email after processing the FCC Form 462 (Funding Request Form). However, if an applicant requests an adjustment to the original commitment, the invoicing deadline may change. For further details on commitment adjustments, please visit the Funding Requests page at <http://www.usac.org/rhc/healthcare-connect/individual/step06/default.aspx> or call the RHC Help Desk at (800) 453-1546.

Pursuant to Healthcare Connect Fund Order (FCC 12-150) a dual signed FCC Form 463 must be submitted to USAC before the invoicing deadline. Once your invoice deadline has passed, you will be unable to create an invoice in My Portal.

Please note that for audit purposes all documents must be retained for five years after the end of a funding commitment.

For additional information regarding USAC RHC invoicing practices, please visit <http://www.usac.org/rhc/healthcare-connect/SP/step05/default.aspx> or call the RHC Help Desk at (800) 453-1546.

## **2: Project Administration**

### **A. Background**

Alegent Creighton Health dba CHI Health will be the legal entity to administer the contract(s) awarded to the Offeror(s).

CHI Health, which is the Consortium Leader for the CHI Health Consortium, owns and operates the participating locations with the exception of the two off-site data centers.

CHI Health is a regional health network with a unified mission: nurturing the healing ministry of the Church while creating healthier communities. Headquartered in Omaha, the organization consists of 15 hospitals, two stand-alone behavioral health facilities and more than 150 employed physician practice locations in Nebraska and southwest Iowa. CHI Health has about 12,000 employees, is licensed for 2,597 beds, and serves as the primary teaching partner of Creighton University's health sciences schools. In Fiscal Year 2015, the organization provided a combined \$172.1 million in quantified community benefit, including services for the poor, free clinics, education and research. CHI Health, which is the largest health system in Nebraska, serves residents of Nebraska, southwest Iowa and northern Kansas.

## B. Mission and Vision

The mission and vision of the CHI Health Consortium mirrors that of our CHI Health organization.

### 1. Mission Statement:

The Mission of Catholic Health Initiatives is to nurture the healing ministry of the Church, supported by education and research. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we create healthier communities.

### 2. Vision Statement:

As a ministry of the Catholic Church, we will lead the transformation of health care to achieve optimal health and well-being for the individuals and communities we serve, especially those who are poor and vulnerable.

## 3: Technical Requirements

The CHI Health Consortium is requesting bids that will facilitate the telecommunications and broadband services necessary for a wide arrange for technical applications in the healthcare setting. These applications include clinical telehealth consultations, non-clinical video conferencing and training, exchange of medical records, exchange of large radiographic and patient images files, voice services, internet access and backup/redundancy connectivity.

**Term:** The term of proposed bids is 3 years.

**Service Level Agreement (SLA):** Service provider will guarantee 99.99% availability and commits to repairing service impacting conditions within 4 hours of discovery. The vendor will provide detailed tracking and reporting of all outages. Violation of SLA will result in credits to the monthly rates paid for Network Services.

### **Participating Sites:**

The participating CHI Health Consortium members are located at 47 sites and include rural primary care clinics, rural hospitals, urban hospitals, Administrative Offices and off-site Data Centers.

CHI Health Consortium Participating Entities							
#	HCP #	Organization	Address	City	State	Zip	County
1	13578	CHI Health Good Samaritan	10 E. 31 <sup>st</sup> Street	Kearney	NE	68847	Buffalo
2	10476	CHI Health St. Francis	2620 West Faidley Avenue	Grand Island	NE	68803	Hall
3	10632	CHI Health Plainview	704 N. 3 <sup>rd</sup> Street	Plainview	NE	68769	Pierce
4	14530	CHI Health Schuyler	104 W. 17 <sup>th</sup> Street	Schuyler	NE	68661	Colfax
5	12385	CHI Health St. Mary's	1301 Grundman Blvd.	Nebraska City	NE	68410	Otoe

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6	16463	CHI Health Mercy Corning	603 Rosary Drive	Corning	IA	50841	Adams
7	16594	CHI Health Missouri Valley	631 N. 8 <sup>th</sup> Street	Missouri Valley	IA	51555	Harrison
8	17818	Saline Medical Specialties	969 E. Highway 33	Crete	NE	68333	Saline
9	34596	CHI Health Clinic Missouri Valley	809 East Elm Street	Missouri Valley	IA	51555	Harrison
10	25909	CHI Health Clinic Clarkson	322 Pine Street	Clarkson	NE	68629	Colfax
11	25910	CHI Health Clinic Howells	121 South 6 <sup>th</sup> Street	Howells	NE	68641	Colfax
12	25861	CHI Health Clinic Logan	122 West 8 <sup>th</sup> Street	Logan	IA	51546	Harrison
13	25863	CHI Health Clinic Oakland	700 South Highway St.	Oakland	IA	51560	Pottawattamie
14	47585	CHI Health Clinic Schuyler	1721 Colfax Street	Schuyler	NE	68661	Colfax
15	48144	CHI Health Clinic Corning	601 Rosary Drive	Corning	IA	50841	Adams
16	25862	CHI Health Clinic Dunlap	704 Iowa Avenue	Dunlap	IA	51529	Harrison
17	25908	CHI Health Clinic Lenox	210 South Main Street	Lenox	IA	50851	Adams
18	25860	CHI Health Clinic Woodbine	518 Lincoln Way	Woodbine	IA	51579	Harrison
19	26591	CHI Health Clinic Glenwood	1203 South Locust Street	Glenwood	IA	51534	Mills
20	25859	CHI Health Clinic Bedford	1502 Madison Street	Bedford	IA	50833	Taylor
21	47595	CHI Health Clinic Cardiology – Albion	723 W. Fairview Street; Specialty Clinic Suite	Albion	NE	68620	Boone
22	47596	CHI Health Clinic Cardiology – Atlantic	1501 East 10 <sup>th</sup> Street; Specialty Clinic Suite	Atlantic	IA	50022	Cass
23	47600	CHI Health Clinic Cardiology – Denison	100 Medical Parkway, Specialty Clinic Suite	Denison	IA	51442	Crawford
24	47608	CHI Health Clinic Cardiology – Harlan	1213 Garfield Avenue; Specialty Clinic Suite	Harlan	IA	51537	Shelby
25	34597	CHI Health Clinic Cardiology – Onawa	1110 17 <sup>th</sup> Street	Onawa	IA	51040	Monona
26	47637	CHI Health Clinic Cardiology – West Point	430 North Monitor Street; Specialty Clinic Suite	West Point	NE	68788	Cuming
27	47638	CHI Health Nebraska Heart Columbus Office	4508 38 <sup>th</sup> Street, Suite 157, Health Park Medical Office Bldg.	Columbus	NE	68601	Platte
28	47640	CHI Health Nebraska Heart Hasting Office	715 N. Kansas Avenue, Suite 200	Hastings	NE	68901	Adams

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29	47591	Hastings Cancer Treatment Clinic	2727 W. 2 <sup>nd</sup> Street	Hastings	NE	68901	Adams
30	47587	Psychiatric Associates (Missouri Valley)	704 North 8 <sup>th</sup> Street	Missouri Valley	IA	51555	Harrison
31	25950	Alegent Health – Psychiatric Medical Institute for Children	359 Indian Hills Drive	Glenwood	IA	51534	Milles
32	28415	CHI Health Creighton University Medical Center – Bergan Mercy	7500 Mercy Road	Omaha	NE	68124	Douglas
33	48703	University Campus of CHI Health Creighton University Medical Center	601 N. 30 <sup>th</sup> Street	Omaha	NE	68131	Douglas
34	48698	CHI Health Immanuel	6901 North 72 <sup>nd</sup> Street	Omaha	NE	68122	Douglas
35	48699	CHI Health Lakeside	16901 Lakeside Hills Ct.	Omaha	NE	68130	Douglas
36	47491	CHI Health Midlands	11111 South 84 <sup>th</sup> Street	Papillion	NE	68046	Sarpy
37	47492	CHI Health Nebraska Heart	7500 S. 91 <sup>st</sup> Street	Lincoln	NE	68526	Lancaster
38	28314	CHI Health St. Elizabeth	555 S. 70 <sup>th</sup> Street	Lincoln	NE	68510	Lancaster
39	25132	CHI Health Mercy Council Bluffs	800 Mercy Drive	Council Bluffs	IA	51503	Pottawattamie
40	10606	Richard Young Hospital	1755 Prairie View Place	Kearney	NE	68847	Buffalo
41	48715	CHI Health Lasting Hope Recovery Center	415 S. 25 <sup>th</sup> Street	Omaha	NE	68131	Douglas
42	48957	CHI Health Off-Site Data Center #1 / Midlands Data Center	11425 S. 84 <sup>th</sup> Street	Papillion	NE	68046	Sarpy
43	48979	CHI Health Off-Site Data Center #2 / Farnham Carrier Hotel / Nebraska Colocation Centers	1623 Farnham Street	Omaha	NE	68124	Douglas
44	48907	CHI Health Administrative Office	12809 W. Dodge Road	Omaha	NE	68154	Douglas
45	49357	CHI Health John Galt Administrative Office	11128 John Galt Blvd.	Omaha	NE	68137	Douglas
46	49394	CHI Health Service Center Administrative	7261 Mercy Road	Omaha	NE	68124	Douglas

		Office					
47	49401	CHI Health Print and Media Center Administrative Office	9333 H Court	Omaha	NE	68124	Douglas

#### Site and Service Substitutions

Additionally, the consortium may institute site and service substitutions over time as long as the site being added is eligible under the HCF; the substitution does not violate the current contract; the substitution is within the scope of the controlling request for services, including any applicable request for proposal used in the competitive bidding process; and (if it qualifies) does not cause the total amount of support under the funding commitment to increase.

#### 4: Bid Evaluation Process

Bids not meeting the specifications as outlined in this RFP may be disqualified.

Bids will be evaluated using the following weighted criteria for each category:

Evaluation Criteria	Percentage
1) Overall Cost	30%
2) Bandwidth	20%
3) Prior Experience	20%
4) One Vendor Solution	20%
5) Other (Tier One Service Provider)	10%
<b>TOTAL</b>	<b>100%</b>

The selection will be based on all factors indicated in this section, and may not go to the lowest bidder if cost is outweighed by a combination of other features in the winning vendor's bid. The point scale listed above will determine the most cost-effective solution for the **CHI Health Consortium**. The **CHI Health Consortium** reserves the right to select bid proposals which, in the sole judgment of the hospital, most nearly conforms to the specifications set forth herein. The **CHI Health Consortium** reserves the right to waive any and all issues of form or presentation in considering bid presentations for acceptance or rejection, if, in the sole opinion of the hospital, such waiver is in the best interests of the project. The **CHI Health Consortium** is not

responsible for any costs incurred by a vendor related to the preparation or delivery of the bid 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>.

The selection decisions made by the **CHI Health Consortium** and reported to USAC under this RFP are final, and appeals or re-submissions will not be considered. The **CHI Health Consortium** reserves the right to issue any resulting order with the vendor(s) whose proposal, in the judgment of the organization, most nearly conforms to the specifications and will best serve the needs of the consortium. The **CHI Health Consortium** is not obligated to accept any proposal received. It may accept proposals in whole or in part, or may reject any and all proposals.

All costs may not qualify for HCF funding. It is critical that accurate, detailed cost information should be provided for all portions of the bid proposal. In order to obtain funding for the services and equipment being requested through this RFP, the **CHI Health Consortium** is subject to the rules and regulations of the FCC Healthcare Connect Fund program. Vendors must meet all program requirements. Once the **CHI Health Consortium** has submitted its' Form 461 and this RFP it will be posted to the USAC website. More information on bidding and posting rules can be found at: <http://www.usac.org/rhc/healthcare-connect/>.