



**Request for Proposal
McLaren Health Care. Flint MI 48532
FCC Healthcare Connect Fund**

Table of Contents

Background and Goals 2

Participating Sites 4

General Provisions 7

Notice of Intent to Bid and Submissions of Questions and Requests for Clarification 9

Proposal Requirements 10

Project Management and Implementation Schedule..... 11

Bidder Qualifications and References..... 12

Pricing and Cost Information..... 13

Proposal Evaluations..... 14

Background and Goals

McLaren Health Care, headquartered in Flint, Michigan, is a huge fully integrated health network that operates throughout the state of Michigan. McLaren Health Care can trace its history back to 1914, to a 10-bed hospital in Flint.

The McLaren system includes more than a dozen hospitals with over 3000 licensed beds, ambulatory surgery centers, imaging centers, the state's only proton therapy center, an employed primary care physician network, commercial and Medicaid HMOs covering more than 250,000 lives, home health and hospice providers, retail medical equipment showrooms, pharmacy services, and a wholly owned medical malpractice insurance company. McLaren operates Michigan's largest network of cancer centers and providers, anchored by the Barbara Ann Karmanos Cancer Institute, one of only 45 National Cancer Institute-designated comprehensive centers in the U.S. McLaren has 22,000 employees and more than 40,000 network providers. Its operations are housed in more than 350 facilities serving the entire Lower Peninsula of the state of Michigan along with a portion of the Upper Peninsula.

Key Medical Facilities of McLaren Health Care are:

McLaren Bay Region, located in Bay City, Michigan, is a 338-bed acute care hospital providing specialty, primary and preventive care. Services include cardiovascular, neuroscience, women's health, orthopedics, rehabilitation, home health and hospice care, EMS and oncology.

McLaren Central Michigan is a 78-bed acute care, not-for-profit medical center located in Mt. Pleasant, Michigan. It offers a full range of health and wellness services to central Michigan, including cardiovascular care, cancer services, and comprehensive surgical and orthopedic services. The medical center has over 70 active staff physicians and is associated with more than 150 other skilled providers. McLaren Central Michigan is one of the region's largest employers, with more than 700 employees and another 200 volunteers.

McLaren Flint is the largest hospital and is a tertiary teaching facility with 336 beds located in Flint, Michigan. McLaren Flint holds a three-year accreditation with commendation from the Commission on Cancer and is the site of the state's first Proton Therapy Center. It is further certified as a Bariatric Surgery Center of Excellence and as a Primary Stroke Center, as designated by the Joint Commission. Other specialized services feature the neurosciences and minimally-invasive surgery, including robotic surgery. McLaren Flint is affiliated with MSU College of Human Medicine for its medical residency programs, including family practice, internal medicine, general surgery, orthopedic surgery and radiology. Fellowships are offered in hematology/oncology and surgical oncology.

McLaren Greater Lansing is a 322-bed tertiary teaching facility located in Lansing, Michigan. It is home to one of the region's leading cardiac programs; advanced clinical centers for radiation oncology and women and children's health; medical/surgical units; and a full-service pharmacy. Residency programs include anesthesiology, family medicine, internal medicine, general surgery, obstetrics and gynecology surgery, orthopedic surgery, physical medicine/rehabilitation and emergency medicine. Fellowships are offered in general cardiology, interventional cardiology, hematology/oncology, nephrology, gastroenterology, pain management, and rheumatology. The medical center is recognized as a Cardiac Center of Excellence by Blue Cross Blue Shield of Michigan, as a Primary Stroke Certification from the Healthcare Facilities Accreditation Program and is mid-Michigan's only breast care center accredited by the National Accreditation Program for Breast Centers (NAPBC).

McLaren Lapeer Region, a 159-bed, acute care facility, is located in Lapeer, Michigan, and is the primary provider of health care services to Lapeer County and the surrounding area. The medical center has received national recognition from the Centers for Medicare and Medicaid for clinical excellence in orthopedics, pneumonia, congestive heart failure and surgical care.

McLaren Macomb is a 288-bed acute care hospital located in Mount Clemens, Michigan. With more than 400 physicians and 2,000 employees, it is one of Macomb County's largest employers. McLaren Macomb provides a full range of services, including cardiovascular care, cancer services, comprehensive orthopedic services and a state-of-the-art surgery center.

McLaren Oakland is a 328-bed medical center which provides primary and specialty healthcare services to the greater Pontiac and Oakland County community. Founded in 1953, the medical center has grown from one small clinic to a full-fledged medical community that includes more than 300 physicians, an inpatient hospital with a range of services including cardiovascular care, cancer services, women's health, minimally invasive robotic surgery, comprehensive orthopedic services, and a state-of-the-art Surgery Center. McLaren Oakland is a leader in Emergency/Trauma services and operates 18 satellite facilities throughout northern Oakland County.

McLaren Orthopedic Hospital, a 79-bed specialty hospital in Lansing, Michigan, is the state's largest dedicated orthopedic hospital, offering inpatient and outpatient services for the treatment and repair of orthopedic degenerative disease, injury and trauma.

McLaren Northern Michigan Regional Hospital is a 202-bed regional referral center located in Petoskey, serving residents in 22 counties across northern Lower Michigan and the eastern part of the Upper Peninsula.

McLaren Port Huron is a 186-bed not-for-profit community hospital that provides a full spectrum of inpatient and outpatient health care services to residents in St. Clair and Sanilac counties including specialized centers accredited or certified for breast health services, orthopedics, stroke care, bariatric surgery, wound healing, cancer care, inpatient diabetes care and sleep medicine.

Karmanos Cancer Institute is a 90 bed cancer hospital based in southeast Michigan, in midtown Detroit, and is one of 41 National Cancer Institute-designated Comprehensive Cancer Centers in the United States. Karmanos is the only hospital in Michigan dedicated exclusively to fighting cancer.

The goal of the Healthcare Connect Fund program is to connect all the remote sites to the hospital's information systems to provide a central source for patient information. Connecting the clinics to the hospital's network allows the clinics to access all of its resources including primary EMR applications, current and NextGen information services.

The long range vision of the program is to enable a set of standard telehealth connection services that will interconnect throughout the region and facilitate any healthcare location in the state to share one or more telehealth services with any other healthcare location within the region and ultimately to interconnect with other health care providers on a national basis.

This RFP addresses the telecommunications and network maintenance to interconnect the main hospitals, the data centers and the multiple clinics and doctor's offices in the area. This includes: bandwidth for general Internet connectivity, voice, data circuits for sending and receiving medical billing information, files and/or images to and from remote locations, medical administration and telemedicine.

Participating Sites

Sites that are participating in this consortium are listed in the following table:

HCP NO.	HCP Name	HCP Address
11272	Northern Michigan Regional Hospital	416 Connable Avenue Petoskey, Michigan 49770
13202	McLaren Northern Michigan - Cheboygan Memorial Hospital	748 South Main Street Cheboygan, Michigan 49721
18505	Owosso Cancer Center	826 West King Street Owosso, Michigan 48867
24474	McLaren Bay Region	1900 Columbus Avenue Bay City, Michigan 48708
24515	Cheboygan Memorial Hospital - Indian River Medical Center	6135 Cressy Street Indian River, Michigan 49749
24516	Cheboygan Memorial Hospital - Internal Medicine Services	740 South Main Street Cheboygan, Michigan 49721
24582	Northern Michigan Regional - Mackinac Straits Hospital & Health Center	1140 North State Street St. Ignace, Michigan 49781
24664	Northern Michigan Regional Health System - Sleep Center (Petoskey)	1420 Plaza Drive, Suite 2A Petoskey, Michigan 49770
24665	Northern Michigan Sleep Center Gaylord	930 North Center Avenue Gaylord, Michigan 49735
24764	BAY West Branch Heart and Vascular	2431 S M 30 West Branch, Michigan 48661
25514	West Branch Regional Medical Center Medical Arts Clinic & PT	335 East Houghton Avenue West Branch, Michigan 48661
25671	Northern Michigan Regional Health System - Rogers City Medical Group	573 North Bradley Highway Rogers City, Michigan 49779
26382	Memorial Healthcare Center - Perry Physical Therapy	3737 West Lansing Road Perry, Michigan 48872
32857	McLaren Health Care - McLaren Lapeer Region	1375 North Main Lapeer, Michigan 48446
32858	McLaren Health Care - Clare Clinic (Dr. Hough)	1509 North Mc Ewan Street Clare, Michigan 48617
32859	McLaren Health Care - Dr. Kehoe's Office	741 Richard Drive Harrison, Michigan 48625
32860	McLaren Health Care - Owosso Family Medicine	216 East Comstock Owosso, Michigan 48867
32861	McLaren Health Care- North Branch Family Medicine	4482 Huron Street North Branch, Michigan 48461

32893	McLaren Health Care- Williamston Family Medicine	1288 West Grand River Avenue Williamston, Michigan 48895
32894	McLaren Health Care - Laingsburg Family Medicine	317 East Grand River Road Laingsburg, Michigan 48848
32895	McLaren Health Care - Alma Cardiology	315 East Warwick, Suite E Alma, Michigan 48801
32897	McLaren Health Care - LRMC Marketplace Clinic	700 S. Main Street Bldg. E Lapeer, Michigan 48446
32919	McLaren Health Care - Gaylord Specialty Clinic	944 North Center Avenue Gaylord, Michigan 49735
32920	McLaren Health Care - John & Marnie Demmer Wellness Pavilion	820 Arlington Avenue Petoskey, Michigan 49770
32921	McLaren Health Care - Elk Rapids Family Medicine	124 Ames Street Elk Rapids, Michigan 49629
32922	McLaren Health Care - Mitchell Park Family Medicine	2390 Mitchell Park Drive, Suite D Petoskey, Michigan 49770
32923	McLaren Health Care - NM Hematology / Oncology	560 West Mitchell Street, Ste. 125 Petoskey, Michigan 49770
32924	McLaren Health Care - Woodland Evergreen Clinic	611 Court Street West Branch, Michigan 48661
32925	McLaren Health Care - Dr. Gustavison's Office	1486 E. Wright Avenue, Suite E Alma, Michigan 48801
41873	McLaren Health Care - MNM Heart and Vascular Charlevoix	1404 Bridge Street Charlevoix, Michigan 49720
41874	McLaren Health Care - LAP Marketplace	1057 Suncrest Drive Lapeer, Michigan 48446
41875	McLaren Health Care - LAP Community Medical Center	1254 N Main Street Lapeer, Michigan 48446
41877	McLaren Health Care - Medical Associates Lenox	66440 Gratiot Avenue New Haven, Michigan 48050
41878	McLaren Health Care - McLaren VES MS	558 Lockwood Lane Mio, Michigan 48647
41879	McLaren Health Care - MMG Ortonville Family & Internal Medicine	180 N Ortonville Road Ortonville, Michigan 48462
41880	McLaren Health Care - MNM Urology Asthma & Allergy	405 N Division Road Petoskey, Michigan 49770
41881	McLaren VES MS at Rose City	2990 Campbell Road Rose City, Michigan 48654
41882	McLaren Health Care - BAY Standish Specialty and Radiology	4489 M 61 Standish, Michigan 48658
49117	McLaren Central Michigan	1221 South Drive Mt. Pleasant, Michigan 48858

49118	McLaren Flint	401 South Ballenger Hwy. Flint, Michigan 48532
49119	McLaren Greater Lansing	401 West Greenlawn Lansing, Michigan 48910
49120	McLaren Bay Special Care Hospital	3250 East Midland Road Bay City, Michigan 48706
49121	McLaren Macomb	1000 Harrington Street Mount Clemens, Michigan 48043
49122	McLaren Oakland	50 North Perry Street Pontiac, Michigan 48342
49124	McLaren Port Huron	1221 Pine Grove Avenue Port Huron, Michigan 48060
49126	McLaren Bay Region	1900 Columbus Avenue Bay City, Michigan 48708-6831
49763	McLaren Corporate Services Building	3235 Beecher Rd. Flint Flint, Michigan 48532
50128	MMG MMP Mid-Michigan Physicians	1540 Lake Lansing Road, Lansing, Michigan 48912
50130	McLaren Orthopedic Hospital	2727 South Pennsylvania Avenue, Lansing, Michigan 48910

General Provisions

1. Frequently, sites have completed their original contract term and have the benefit of being month to month, while maintaining their originally contracted rate. Requested bid contract terms are 5 year, 3 year, 1 year and month to month.
2. 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").
3. 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.
4. McLaren Health Care 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.
5. McLaren Health Care 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>.
6. McLaren Health Care may seek clarifications concerning the submitted proposal.
7. This RFP will become part of the contract with the selected proposer(s) for services. 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 McLaren Health Care will sign the contract for all locations.
8. The bidding period is 28 days from the day it is posted on the USAC web site. The proposal evaluation period is anticipated to be 2 business days.
9. In some cases, bids are being requested for connections and 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 are under existing contract. 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.
10. Quotes may be requested for variable levels of service. This will enable McLaren Health Care 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 increments of service that they can provide. Vendors should feel free to

quote the increments of service (even if not identical to what is in our request) they are in a position to deploy.

11. In those circumstances in which variable levels of bandwidth are being requested and quoted, vendors will be asked to incorporate the variable bandwidth levels and associated costs into the contract in order to allow HCPs to "turn up their bandwidths" without the need to engage in a new competitive bidding process.
12. In accordance with the Site and Substitution Rules found in the Order (47 C.F.R §54.646) McLaren Health Care will extend this RFP to include new Healthcare providers that become new members of our consortium during the length of this agreement.
13. The vendor(s) will be responsible for all network hardware purchasing and maintenance to terminate the new connection at the premise and provide a single point of demarcation.
14. Vendor(s) may be required to purchase local access from the local exchange carrier to complete last-mile connectivity to nearest POP. The end user site would be responsible for internal wiring and connection to the room locations where the telehealth equipment will be located. The vendor will be responsible for the purchasing and maintenance of all network hardware in accordance with the site needs and the parts list included. The vendor shall provide network services in a manner that meets HIPAA requirements concerning telecommunications.

Notice of Intent to Bid and Submissions of Questions and Requests for Clarification

1. A letter signifying the bidder's intent to bid on this project must be received via email (hardcopy optional) no later than 10 days after the RFP is posted for bidding. The “letter of intent” should be sent to:

David Wagner, Managing Member
PEM Filings, LLC
50 Waterbury Road #357
Prospect, CT 06712
david@pemfilings.com
203-437-6546

2. The following information should be included: a) name and address of the company; b) the company's authorized representative's name, title, address, phone and email address. Only bidders submitting such a notice will be eligible and receive the answers of questions submitted by all bidders concerning this RFP. This does not preclude any bidder from submitting a bid.
3. Questions concerning this RFP should be submitted to David Wagner at the above address. Vendors are invited to submit written questions and/or requests, interpretations, consideration, or acceptance concerning this RFP within 15 business days from the posting of the RFP. Replies will be given within 5 business days of receipt. Any communications not sent to the email address above will not be entertained. In addition, please ensure that the subject line of the email references “McLaren Health Care Consortium Network – Letter of Intent to Bid.”
4. All questions and responses will be shared with all bidders who have submitted a letter of intent to bid via email as outlined in Item 1 above.
5. 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. All those bidders who provided a letter of intent to bid as outlined in Item 1 will be notified of the revision.

Proposal Requirements

Proposer is the person responding to the RFP.

1. Provide name, address, telephone number and email address and any other relevant contact information.
2. Please provide pricing for a range of contract terms per item #1 in general provisions. Provide the date the bid expires
3. State non-recurring cost and identify what the cost covers. Include all estimated taxes, surcharges and fees, if applicable.
4. State monthly recurring cost of each requested service, separately identified, including all estimated taxes, surcharges and fees, if applicable.
5. Provide name(s) of billing party/parties.
6. Provide sample bill for services. Explain whether services will require multiple accounts with you company.
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 billing party/parties and indicate whether the billing party/parties have complied with all USAC requirements to participate in the Healthcare Connect Fund program.
8. Affirm that any and all hardware provided will be new and not refurbished equipment as well as a listing of such equipment.
9. Provide the process for McLaren Health Care to report any problems with the facilities, circuits, network and telecommunications services, including the minimum response time that can be expected. Also, please state response time for arrival of an on-site technician for troubleshooting, if required.
10. Contract term should begin upon installation of the last circuit or the contract date, whichever is later.
11. Bid proposals must be sent via email to David Wagner at the above address no later than midnight Central Standard Time on the 28th day after the posting date as published on the USAC website; <http://www.usac.org/rhclHealthcare-connect/tools/search-posted-services/consortia.aspx>. In addition, please submit three copies of your proposal in hard copy format to David Wagner at the above address. Hard copies are optional.

Project Management and Implementation Schedule

Bidders shall include a Detailed Project Management Plan for implementing and installing the firewalls. The Detailed Project Management Plan shall include narrative information and detailed project milestone and schedule information presented in Microsoft Project file format. The Bidder shall include an estimated start time and completion date for the project. Bidders shall outline their implementation plan for the project described in the RFP. The plan should include timetables that address the following issues:

Project Management

Provide a description of the Bidder's management team for this project. List all key personnel and their qualifications.

Project Schedule

Provide an implementation schedule for the proposed service, including delivery dates, implementation milestones, task relationships and dependencies, and a timeline.

Broadband System (private Intranet) and public Internet Services System Architecture and Development

Provide descriptions of how the service(s) will be designed, including details of customer testing and final implementation, the extent to which broadband (private Intranet) and public Internet connectivity to participating McLaren Health Care entities will be guaranteed; how the private Intranet and public Internet service will deliver differentiated levels of service depending on the different bandwidth needs; quality of service (QoS) requirements of the McLaren Health Care users.

Ongoing Service Maintenance and Assistance

Bidders shall provide details of all maintenance activities and how assistance will be provided to McLaren Health Care users.

Bidder Qualifications and References

Bidders shall demonstrate their ability and competency to complete the project by providing the information below. A brief description of the Bidder Company and services offered, including:

1. Full legal company name.
2. Year business was established.
3. Number of people currently employed.
4. Most recent annual report, if a public company.
5. A description of the qualifications, experience, capability and/or capacity of the Bidder to successfully provide the broadband service and complete the project in a timely manner.
6. A description of the qualifications of the members of the proposed project team that will be assigned to the project.
7. Information on current broadband clients including: Total number of current Clients.
8. A list of broadband services provided to similar communities.
9. Evidence of successful completion of a project of a similar size and complexity.
10. References: Contact information for three references from projects similar in size, application and scope and a brief description of their broadband installations.
11. Previous experience with McLaren Health: Bidders must state clearly any past business relationship with our legal entity or any of our locations listed in this RFP.
12. Bidder must provide evidence of financial stability.

Pricing and Cost Information

Vendors submitting proposals should identify all costs associated with the solution they are quoting. All hardware must be new and not refurbished equipment. Bids must be accompanied by sufficient descriptive literature and/or specifications to clearly identify the item and provide for competitive evaluation. Quotes should include the following:

1. Implementation fees, including purchase of required new hardware for end-to-end connectivity and initial configuration of network hardware.
2. Ongoing transmission fees for end-to-end connectivity.
3. Ongoing manufacturer maintenance for the new hardware that will be purchased.
4. Any other costs associated with the solution that may add cost to participants.
5. Pricing for services or equipment that includes ineligible components must be provided for comparable services or items of equipment that include only eligible components. Ineligible components/services will not be covered by USAC.
6. The cost for (1) owning and (2) leasing any proposed infrastructure.

Bid proposals should identify all costs that are included in bid in sufficient detail as to confirm the proposed solution, including installation, configuration, maintenance and any recurring costs. Bid needs to comply with the Healthcare Connect Fund's eligibility requirements. Identify the purchase price for each unit. Bundled pricing may be cited specified but individual components must be identified and detailed pricing provided. Shipping cost for each unit or shipment shall be included as well.

All bid proposals must understand and acknowledge USAC invoicing requirements and formats.

Bidder will conform to invoicing procedures and processes as promulgated by USAC. Any successful bidder(s) is required to have a current Service Provider Identification Number (SPIN) as required by the Healthcare Connect Fund Order. A SPIN number may be obtained by contacting the Universal Services Administrative Company (www.usac.org).

Bidder must provide copies of paper bill formats.

Proposal Evaluations

Any and all costs incurred by Vendor(s) in preparing and submitting a proposal are the Vendor(s) responsibility and shall not be charged to the Consortium or reflected as an expense of the resulting contracts. Proposed vendor responses will be based on the following:

Criterion	Weight
Cost	35%
Prior experience, including past performance	35%
Quality/clarity/compliance of RFP response	25%
Single carrier solution	5%

Allowance of the substitution of sites and services over the life of the contract or participation in the HCF program is required. McLaren Health Care may add sites and/or upgrade or change services throughout the length of the contract without having to re-bid. McLaren Health Care requests that bids allow site and service substitutions in accordance with Appendix D.47 C.F.R. §54.646.

All service providers must file FCC form 498 to obtain a Service Provider Identification Number (SPIN/498 ID and acknowledge participation in the HCF Program on the FCC Form 498 to participate in the HCF Program. Service Providers understand their responsibilities to sign, certify and submit proper invoices and documentation (including submitting bills for services and a breakdown of eligible and ineligible services) to be reimbursed. The invoicing deadline is 6 months after the end of the commitment period.

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 McLaren Health Care' members.

McLaren Health Care reserves the right to select bid proposals which, in the sole judgment of the McLaren Health Care, most nearly conforms to the specifications set forth herein.

McLaren Health Care 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 Illinois Healthcare, such waiver is in the best interests of the project.

McLaren Health Care 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 McLaren Health Care and reported to USAC under this RFP are final, and appeals or re-submissions will not be considered.