

Ridgeview Behavioral Consortium – Request for Proposal

240 West Tyrone Rd.
Oak Ridge, TN 37830
Ridgeview Behavioral Consortium
Mr. Brian Elton
Project Coordinator
eltonb@ridgeview.com

Ridgeview Behavioral Consortium (RBC) is seeking bids for Internet and data services under the Federal Communication Commission's (FCC) Healthcare Connect Fund. RBC's seven clinics are located in eastern Tennessee and are looking to add services at a data center. This RFP addresses the services and perimeter hardware.

RBC is seeking to create a network that will allow each remote location to communicate with the main location (HCP 27215) in Oak Ridge, Tennessee and the Data Center. They will utilize their internet services. The network should be a point-to-multiple point type service. Please refer to the table of Service Requested below for details.

Billed Party:

Ridgeview Psychiatric Hospital
240 W. Tyrone Road
Oak Ridge, TN 37830
Attn: Accounts Payable

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. RBC 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. RBC 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. RBC may seek clarifications concerning the submitted proposal.

6. If RBC fails to enter into a contract before the winning proposal expires and there is a change in the offered pricing, RBC reserves the right to reopen the RFP for new proposals and the Form 461 and RFP will be re-posted on the USAC website.
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 Ridgeview Psychiatric 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. New vendors are welcome to bid on these services as well.
10. Quotes are being requested for variable levels of service. This will enable the RBC 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.

RBC Locations:

A. HCPs Covered by this RFP:

HCP_ID	HCP Name	Street	City	State	Zip
27215	Ridgeview Hospital - Ridgeview Psychiatric Hospital and Center INC	240 West Tyrone Road	Oak Ridge	TN	37830
27290	Stepping Stones - Ridgeview Psychiatric Hospital and Center INC	117A Flint Road	Oak Ridge	TN	37830

28097	Campbell County Outpatient Clinic- Ridgeview Psychiatric Hospital and Center Inc.	110 North Tennessee Avenue	La follette	TN	37766
28045	Roane County Outpatient Clinic - Ridgeview Psychiatric Hospital and Center INC	221 Devonia Street	Harriman	TN	37748
28216	Scott County Outpatient Center - Ridgeview Psychiatric Hospital and Center INC	133 West 2nd Avenue	Oneida	TN	37841
	Data Center				

Services Requested on this RFP:

A. Primary Broadband Ethernet Service Requirements

A point-to-multiple point network (spoke and hub configuration) with the Main Hospital (HCP 27215) as the hub and the four other locations defined as the spokes along with a connection to a Data Center. Please include managed router costs for all 5 locations (4 plus the hub).

#	HCP # Originating Location	Requested Service	Minimum Bandwidth or Bandwidth Range	HCP # Terminating Location	Equipment	Additional Equipment
2	28097	PTP Ethernet Connection or equivalent	10 to 50 Meg	27215	Managed Router	N/A
4	28045	PTP Ethernet Connection or equivalent	10 to 50 Meg	27215	Managed Router	N/A
5	28216	PTP Ethernet Connection or equivalent	10 to 50 Meg	27215	Managed Router	N/A
7	Data Center	PTP Ethernet Connection or equivalent	100 to 200 Meg	27215	Managed Router	Fortinet 60D (or equivalent)

B. Internet Access Service Requirements

Dedicated Internet access service supporting the two hospitals.

#	HCP #	Requested Service	Minimum Bandwidth or Bandwidth Range
1	27215	Dedicated Internet Access	100 to 500 Meg
2	27290	Dedicated Internet Access	100 X 10 Meg
3	Data Center	Dedicated Internet Access	100 Meg to 200 Meg

C. Maintenance Support for Fire wall Routers

The network has existing firewall routers at their end locations and looking to add one at the new data center. The current routers are five Fortinet 60D's, one Fortinet 100D and one Fortinet 200D. We are looking for maintenance coverage for all of our existing Fortinet firewall-routers and new firewall-router at the data center. Please provide pricing under a one, two, and three-year agreement.

D. Data Center

The consortium is looking to add services at a Data Center. Please submit bids on a 100 Meg to 200 Meg Internet Circuit. Also include the cost of a full 42u rack or a half rack, with the option of either 20a or 30a PDU (power) on a 24 month contract term plus an optional 24 month extension.

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 24 month contract term except for Firewall management and data center.
3. Please provide additional pricing for a 24 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 RBC 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: david.boggs@theusfgroup.com
 - b) Hardcopy: The USF Group, P.O. Box 680001, Franklin, TN 37068
 - c) 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 David.boggs@theusfgroup.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 David.boggs@theusfgroup.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	40%
Previous experience with the service provider	30%
Leveraging existing technology	10%
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.