



**Request for Proposal  
Baylor Scott & White Health, Dallas TX 75201  
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

Baylor Scott & White Health is the largest not-for-profit health care system in Texas and one of the largest in the United States. Created in 2013 from the combination of Baylor Health Care System and Scott & White Healthcare, today Baylor Scott & White Health includes 48 hospitals, more than 1,000 patient care sites, more than 5,500 active physicians, over 44,000 employees, and the Scott & White Health Plan.

Baylor Scott & White Health is headquartered in Dallas, Texas. It serves the Dallas - Ft. Worth Metroplex and the surrounding suburbs in North Texas. It also serves Central Texas along the I-35 corridor from just north of Waco to south of Austin and east and west along US 290 including College Station and Texas A&M University and surrounding communities.

Baylor Scott & White provides full-range, inpatient, outpatient, rehabilitation, and emergency medical services through its hospitals and other facilities. Here are some other details and relevant statistics about the Baylor Scott & White Health system.

- 5.1 million patient encounters annually
- 153 satellite outpatient facilities
- 8 joint-ventured emergency medical centers
- 29 ambulatory surgery centers
- 166 primary care clinics
- 472 specialty, sub-specialty, and multi-specialty clinics
- 4 senior health centers
- 4 urgent care clinics
- More than 5,600 licensed beds
- 25 retail pharmacies
- \$10.8 billion in total assets
- \$8.4 billion in total operating revenue
- \$743 million in community benefit
- 208,789 hospital admissions
- More than 900,000 emergency department visits
- More than 4 million outpatient registrations

Both Baylor Heath and Scott & White Health trace their history to the beginning of the 20<sup>th</sup> century.

**Baylor Hospital** opened in 1903 as Texas Baptist Memorial Sanitarium in a 14-room renovated house with 25 beds. It received its charter from the state of Texas in 1903 and had financial support from the Baptist General Convention of Texas. The hospital was renamed Baylor Hospital in 1921 and then Baylor University Hospital in 1936 to emphasize its relationship with the Baptist-affiliated Baylor University in Waco, Texas.

**Scott & White Memorial Hospital** was founded in 1897, when Dr. Arthur C. Scott and Dr. Raleigh R. White, Jr. opened the Temple Sanitarium in Temple, Texas. It became the primary clinical teaching campus of Texas A&M Health Science Center College of Medicine.

Baylor Scott & White Health wishes to participate in the FCC Healthcare Connect Program whose goal 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 hospital and data center and the remote hospitals and multiple clinics and doctor's offices in the area as described in the Background and Goals Section.

## Participating Sites

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

<b>HCP NO.</b>	<b>HCP Name</b>	<b>HCP Address</b>
13140	Scott & White - Llano Hospital	200 West Ollie Street Llano, Texas 78643
13963	Scott & White Clinic - San Saba	2005 West Wallace San Saba, Texas 76877
17975	Johns Community Hospital	305 Mallard Lane Taylor, Texas 76574
31323	Scott & White - Marble Falls Clinic	706 Avenue G Marble Falls, Texas 78654
31324	Scott & White - Physical Rehabilitation	2117 S. Day Street Brenham, Texas 77833
31325	Scott & White Clinic - Brenham	604 Highway 290 West Brenham, Texas 77833
31326	Scott & White Clinic - Medical Parkway	539 Medical Parkway Street Brenham, Texas 77833
31332	Scott & White Hospital - Brenham	700 Medical Parkway Brenham, Texas 77833
31333	Scott & White Taylor Clinic - Burnet	101 East Jackson Street Burnet, Texas 78611
31334	Scott & White - Taylor Clinic	403 Mallard Lane Taylor, Texas 76574
31408	Scott & White Healthcare - Hoerster Clinic Llano	102 East Young Llano, Texas 78643
32480	Scott & White Healthcare - Cameron Clinic	101B Lafferty Avenue Cameron, Texas 76520
32902	Scott & White Healthcare Clinic - Horseshoe Bay	100 Pecan Crossing Horseshoe Bay, Texas 78657
32903	Scott & White Healthcare - Clinic - Kingsland	105 FM 2342 Kingsland, Texas 78639
39381	Scott & White - Johnson City Clinic	208 Haley Road Johnson City, Texas 78636
39382	Scott & White - Hempstead Clinic	808 6th Street Hempstead, Texas 77445
39383	Scott & White - Marble Falls Specialty Clinic	800 West Highway 71 Marble Falls, Texas 78654
39396	Scott & White - Horseshoe Bay Specialty Clinic	201 Bay West Boulevard Horseshoe Bay, Texas 78657
39399	Scott & White - Salado Clinic	3525 FM 2484 Salado, Texas 76571
45938	Scott & White Clinic - Caldwell	1010 Woodson Drive Caldwell, Texas 77836

46168	Baylor Scott & White Clinic - Gatesville	319 South Highway 36 Bypass Gatesville, Texas 76528
47641	BSW-Health Texas Physician's Network-Leonard	700 E Highway 78 Leonard, Texas 75452
47644	BSW-Health Texas Physician's Network - Corsicana	301 Hospital Drive #197 Corsicana, Texas 75110
47647	BSW-Health Texas Physician's Network-Gun Barrel City	801 W. Main Street Gun Barrel City, Texas 75156
47648	BS&W Rehabilitation Clinic - Llano	1100 Ford Street Llano, Texas 78643
47649	BS&W Wellness Clinic - Brenham	2111 S. Day Street Brenham, Texas 77833
52947	BSW Medical Center Sunnyvale	231 South Collins Road Sunnyvale, Texas 75182
52949	Baylor Orthopedics & Spine Hospital Arlington	707 Highlander Boulevard Arlington, Texas 76015
52950	BSW Medical Center Carrollton	4343 North Josey Lane Carrollton, Texas 75010
52951	BSW Medical Center Centennial	12505 Lebanon Road Frisco, Texas 75035
52952	Heart Hospital Baylor Denton	2801 South Mayhill Road Denton, Texas 76208
52953	BSW All Saints Medical Center Fort Worth	1400 8th Avenue Fort Worth, Texas 76104
52954	BSW Medical Center Garland	2300 Marie Curie Boulevard Garland, Texas 75042
52955	BSW Medical Center Grapevine	1650 West College Street Grapevine, Texas 76051
52957	Baylor Hamilton Heart & Vascular Hospital	621 Hall Street Dallas, Texas 75226
52958	BSW Hillcrest	100 Hillcrest Medical Boulevard Waco, Texas 76712
52959	BSW Medical Center Irving	1901 North MacArthur Boulevard Irving, Texas 75061
52960	BSW Medical Center Lake Pointe	6800 Scenic Drive Rowlett, Texas 75088
52961	McClane Children's Hospital	1901 Southwest H K Dodgen Loop Temple, Texas 76502
52962	BSW Medical Center McKinney	5252 West University Drive McKinney, Texas 75071
52963	North Central Surgical Center	9301 North Central Expressway Dallas, Texas 75231
52964	Heart Hospital Baylor Plano	1100 Allied Drive Plano, Texas 75093

52965	BSW Medical Center Plano	4700 Alliance Boulevard Plano, Texas 75093
52966	BSW Round Rock	300 University Boulevard Round Rock, Texas 78665
52967	Baylor Medical Center-Uptown	2727 Lemmon Avenue Dallas, Texas 75204
52968	BSW Medical Center Waxahachie	2400 N. Interstate-35E Waxahachie, Texas 75165
52969	BSW Medical Center White Rock	9440 Poppy Drive Dallas, Texas 75218
52970	BSW Medical Center-College Station	700 Scott and White Boulevard College Station, Texas 77845
52971	Baylor Scott & White Memorial Hospital Temple	2401 South 31st Street Temple, Texas 76508
53451	BSWH Corporate Office	2001 Bryan Street, Dallas, Texas 75201
53453	BSW Round Rock Call Center	2590 Oakmont Drive, Round Rock, Texas 78665
53455	BSWH Administrative & Training Offices	8111 LBJ Freeway, Dallas, Texas 75251
53488	Baylor University Medical Center Dallas	3500 Gaston Ave., Dallas, Texas 75246

## 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: 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. Baylor Scott & White Health will contract directly with organizations capable of performing the requirements of this RFP. Bidders must represent themselves. Brokers or commissioned agents will not be allowed to represent bidders during the proposal process.
5. Baylor Scott & White Health 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. Baylor Scott & White Health 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 Baylor Scott & White Health 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 bids are deemed 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 service.
10. Quotes may be requested for variable levels of service. This will enable Baylor Scott & White Health 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) Baylor Scott & White Health 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 all network hardware purchasing and maintenance 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 (Hard copies are 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](mailto: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 five 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 "Baylor Scott & White Health – 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. Provide pricing for the range of contract terms specified in Item 1 in the General Provisions section. 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 your 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>. 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 Baylor Scott & White Health 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. If other, please specify.
11. Bid proposals must be sent via email to David Wagner at the above address no later than midnight Central Standard Time on the 28<sup>th</sup> day after the posting date as published on the USAC website; [http://www.usac.org/rhclHealthcare - connect/tools/search-posted-services/consortia.aspx](http://www.usac.org/rhclHealthcare-connect/tools/search-posted-services/consortia.aspx). 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 Baylor Scott & White Health entities will be guaranteed. Also specify 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 Baylor Scott & White Health users.

### **Ongoing Service Maintenance and Assistance**

Bidders shall provide details of all maintenance related activities and how assistance will be provided to Baylor Scott & White Health 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 us: Bidders must clearly specify any past business relationship with our legal entity or any of our locations listed in this RFP.
12. Bidders 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 fees for the new hardware that must 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 piece of equipment that includes 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 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](http://www.usac.org)).

Bidder must provide copies of all 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 evaluated 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. Baylor Scott & White Health may add sites and/or upgrade or change services throughout the length of the contract without having to re-bid. Baylor Scott & White Health 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 Baylor Scott & White Health's members.

Baylor Scott & White Health reserves the right to select bid proposals which, in its sole judgment and discretion, most nearly conforms to the specifications set forth herein.

Baylor Scott & White Health reserves the right to waive all issues of form or presentation in considering bid presentations for acceptance or rejection, if, in its sole opinion such a waiver is in the best interests of the project.

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 Baylor Scott & White Health and reported to USAC under this RFP are final, and appeals or re-submissions will not be considered.