



**Request for Proposal
Providence St. Joseph Health, Renton, WA 98057
FCC Healthcare Connect Fund**

Table of Contents

Background and Goals	2
Participating Sites	4
General Provisions	10
Notice of Intent to Bid and Submissions of Questions and Requests for Clarification	12
Proposal Requirements	13
Project Management and Implementation Schedule	14
Bidder Qualifications and References	15
Pricing and Cost Information	16
Proposal Evaluations	17

Background and Goals

In mid-2016, Irvine, California based St. Joseph Health merged with Providence Health & Services of Renton, Washington, creating Providence St. Joseph Health and making it the third-largest nonprofit health system in the U.S., behind only Kaiser Permanente and Ascension Health.

Providence St Joseph employs over 110,000 people in seven states: Alaska, California, Montana, New Mexico, Oregon, Texas and Washington. The Providence system includes

- 50 and hospitals
- 829 clinics
- 23,000 Physicians
- 14 supportive housing facilities
- 106,000 caregivers
- A serving area of 22 million people
- Annual revenue of \$20 Billion
- Charitable care of \$1.5 Billion
- High School and University level nursing schools

The Providence St. Joseph Health family includes:

- Providence Health & Services in Alaska, Washington, Oregon, California and Montana
- St. Joseph Health in California, New Mexico and Texas
- Covenant Health in West Texas
- Facey Medical Foundation in Los Angeles
- Hoag Memorial Presbyterian in Orange County, Calif.
- Kadlec in Southeast Washington
- Pacific Medical Centers in Seattle
- Swedish Health Services in Seattle

Bringing all these facilities together will allow Providence St. Joseph Health to leverage its size and expertise to focus on greater affordability, better care, and improved patient experience and facilitate the development of new services.

Both Providence and St. Joseph can trace their roots back over 100 years to separate ministries of Catholic Sisters and an untamed west:

- **Providence Health & Services**

In 1856, Mother Joseph and four Sisters of Providence established hospitals, schools and orphanages across the Northwest. Over the many years since, numerous other Catholic sisters transferred sponsorship of their ministries to Providence, thus expanding into Alaska, California, Montana, Oregon and Washington.

- **St. Joseph Health**

In 1912, a small group of Sisters of St. Joseph came to Eureka, Calif., to provide education and health care. The ministry later established roots in Orange, Calif., and expanded to serve all for California and west Texas

Providence St. Joseph 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 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:

52904	Tukwila Datacenter	3355 South 120th Street, Tukwila, Washington 98168
36753	TierPoint colo	23403 East Mission Avenue, Liberty Lake, Washington 99019
52903	Providence Rehabilitation Services Inpatient Colby	1321 Colby Avenue, Everett, Washington 98201
31840	Covenant Hospital Levelland - Outpatient Physical Therapy	1710 College St., Levelland, Texas 79336
30688	Covenant Health Levelland Clinic	1804 College Avenue, Levelland, Texas 79336
30691	Covenant Hospital Levelland dba Levelland Clinic North	103 John Dupree Dr., Levelland, Texas 79336
26621	Pittock COLO	921 Southwest Washington Street, Portland, Oregon 97205
24260	Providence Medical Group - Warrenton	171 S. Hwy 101, Warrenton, Oregon 97138
14474	Covenant Health Crosbyton Rural Health	710 West Main Street, Crosbyton, Texas 79322
52897	Providence Columbia View Clinic	1815 East 19th Street, The Dalles, Oregon 97058
10003	Redwood Memorial Hospital	3300 Renner Drive, Fortuna, California 95540
30690	Covenant Health Family Medicine Clinic	116 John Dupre Drive, Levelland, Texas 79336
30687	Covenant Health Levelland	1900 College Avenue, Levelland, Texas 79336
52907	Renton Admin	2001 Lind Avenue Southwest, Renton, Washington 98057

31139	Covenant Hospital Levelland dba Family Medicine of Sundown	209 E. Richardson St., Sundown, Texas 79336
52453	Murray Business Center	3601 Southwest Murray Boulevard, Beaverton, Oregon 97005
52889	Providence Northeast Washington Medical Group ELM	150 South Elm Street, Colville, Washington 99114
52890	Providence Northeast Washington Medical Group Kettle Falls	840 Meyers Street, Kettle Falls, Washington 99141
52888	Providence Family Medicine Chewelah	100 West South Street, Chewelah, Washington 99109
52895	Swedish CLE Elum Primary Care	214 West 1st Street, Cle Elum, Washington 98922
52892	Covenant Family Healthcare Center	415 N. Avenue F., Denver City, Texas 79323
52894	Providence Kodiak Island Medical	1247 Mill Bay Rd, Kodiak, Alaska 99615
52227	Providence Kodiak Mental Health Center	717 East Rezanof Drive, Kodiak, Alaska 99615
11423	Providence Mount Carmel Hospital	982 East Columbia Avenue, Colville, Washington 99114
52893	Covenant Family Healthcare Center - Lamesa	2202 North Bryan Avenue, Lamesa, Texas 79331

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. Providence St. Joseph Health 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. Providence St. Joseph 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. Providence St. Joseph 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 Providence St. Joseph 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 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 service.

10. Quotes may be requested for variable levels of service. This will enable Providence St. Joseph 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) Providence St. Joseph 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
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 "Providence St. Joseph 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. Please provide pricing for a range of contract terms per 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 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 Providence St. Joseph 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 28th 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 Providence St. Joseph Health 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 Providence St. Joseph Health users.

Ongoing Service Maintenance and Assistance

Bidders shall provide details of all maintenance activities and how assistance will be provided to Providence St. Joseph 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 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 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 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 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 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. Providence St. Joseph Health may add sites and/or upgrade or change services throughout the length of the contract without having to re-bid. Providence St. Joseph 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 Providence St. Joseph Health's members.

Providence St. Joseph Health reserves the right to select bid proposals which, in its sole judgment and discretion, most nearly conforms to the specifications set forth herein.

Providence St. Joseph Health reserves the right to waive any and 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 Providence St. Joseph Health and reported to USAC under this RFP are final, and appeals or re-submissions will not be considered.