
Request for Proposal

Christian Family Solutions RFP03

HCP 76928 - Mankato HCP
94308 - Brookfield

List of Services:

- Telecommunications Services
- Electronic Health Record Software

FCC Connected Care Pilot Program

Bid Closing: 28 Days

Official Posting Can Be Located At:

<https://rhc.usac.org/hcf/public/searchPosted.htm>

Q&A Submission Deadline: Day 14 of Posting by 12:00 p.m. Central

NOTICE OF INTENT TO BID: All potential bidders should register their Notice of Intent to bid ("NOI") on this opportunity to receive notices related to this Request For Proposals ("RFP"), including but not limited to RFP updates, Q&A notices, deadline extensions, etc. Please send your Notice of Intent to bid to: rfpmailbox@redbudconsulting.org [org](https://redbudconsulting.org)

RFP Instructions to Vendors:

The following information is included in this RFP:

- Bid Specifications
- RFP and Proposal Requirements
- Evaluation Criteria
- Vendor Registration Information
- Requested Sites and Services (Attachment A)

Complete PROPOSAL must include:

- Response Attachment A – Certifications, Experience & References
- Response Attachment B – Pricing Schedule Cover Sheet
- Response Attachment C – Detailed Line-Item Pricing
- Response Attachment D – Proposed Contract

All items marked as “PROPOSAL” will be required documents in your complete proposal submission.

I. REQUESTED SERVICES

1. Broadband Data Access

Proposals must specify dmarc address, mode of delivery, bandwidth level and contract term. All requesting sites and bandwidth levels are found on the line items section of RFP Attachment. Current Internet services are delivered via a centralized Internet connection at W175 N11120 Stonewood Drive, Germantown, Wisconsin 53022 with a dedicated symmetrical data circuit to remote HCP location listed on RFP Attachment A. Proposals for alternative configurations will also be considered.

Please see **RFP Attachment A** for participating HCP sites, existing services and requested services.

2. Electronic Health Record System

Electronic Health Record product designed to meet the specific needs of behavioral health programs. Proposed solutions should include a SaaS cloud-based solution. Proposed products should include customizable patient web portal, integrated billing and scheduling services, customizable patient forms, e-prescribing, business intelligence capabilities, and product support. Proposals should include on-site training for practitioners and staff as well as ongoing training and support. Software updates and maintenance options should be addressed in all proposals.

Please see **RFP Attachment A** for requested services.

II. PROPOSAL SPECIFICATIONS

1. Program Compliance.

Vendors submitting proposals must comply with Federal Communications Commission (FCC) Connected Care Pilot Program (Connected Care Pilot) rules as set forth by the FCC and administered by the Universal Service Administrative Company (USAC) to be considered for project award(s).

- Review and participate in all service provider training tutorials and webinars provided by USAC - <https://www.usac.org/rural-health-care/connected-care-pilot-program/>
- Review your company's SPIN/499 ID and verify the FCC Form 498 is updated to show that the Service Provider has acknowledged participation in the FCC Programs.
- Read and understand the FCC Connected Care Pilot Program Report and Order, WC Docket No. 20-89 and Second Report and Order, WC Docket No. 18-213.

Disqualification. FCC Form 498 ID Status. If the Vendor is under FCC red light status, does not have an FCC Form 498 ID (service provider identification number), or does not have Box 18 on Form 498 checked to take part in the Rural Healthcare Program, Applicant reserves the right to disqualify the proposal.

2. Timeline

The requested start date for the project will be as soon as July 28, 2024. Vendor must include a project timeline. If the Vendor does not provide an alternative timeline, the Vendor agrees to have all services operational within 90 days after the requested start date. Preference is given to responses with a service start date within 90 days of contract selection. For data circuits, if the awarded vendor is not the incumbent provider, transition of service must be completed by the requested start date, or the contract expiration date associated with the services currently under contract. Any temporary bandwidth solutions while network build-out is ongoing must be clearly identified in the proposal, including bandwidth speeds available and cost. The Applicant is not liable for any charges or fees associated with services implemented before the requested start date.

Disqualification. If the Vendor is not able to commence service by the date listed in the proposal specifications, the proposal may be disqualified in whole or in part by the Applicant health care provider.

3. Questions

Any questions regarding this RFP must be referred to Marci White, Funding Specialist, Redbud Telecom Consulting at rfpmailbox@redbudtelecomconsulting.org by the time and date specified on the first page of this RFP. All questions and answers will be provided via email to all vendors submitting a Notice of Intent to Bid. No other forms of communication will be accepted during the open bid period. Vendors contacting the HCP outside of the above-mentioned question period and via the method outlined below are subject to immediate disqualification.

4. Proposal Acceptance

The Applicant health care provider reserves the right to accept some, all or none of the items included in the proposal. Notification of proposal acceptance or rejection will be provided at the discretion of the Applicant health care provider. All proposals should be sent to rfpmailbox@redbudtelecomconsulting.org. Proposals not sent to the aforementioned email addresses will not be accepted.

5. Costs

Vendors submitting proposals should identify all costs associated with the solution(s) quoted. All hardware MUST BE new and not refurbished equipment. Quotes should include the following:

- a. Implementation fees, including purchase of new hardware for end-to-end connectivity and initial configuration of hardware.
- b. Ongoing transmission fees for end-to-end connectivity.
- c. Any other costs associated with the solution. Please note, any cost, whether bundled or unbundled, associated with Quality of Service must be identified.
- d. Maintenance and/or software upgrade and/or setup fees must be included in the original proposal.

Proposals should identify all costs that are included in enough detail as to confirm the proposed solution, including construction costs, installation, configuration, maintenance, and any recurring costs, complies with Connected Care Pilot eligibility requirements. Bundled pricing may be cited, but individual components must be identified, and detailed pricing provided. The shipping cost for each piece of hardware shall be included as well.

All subcontracting shall be pre-approved by the HCP. The prime contractor/vendor shall be responsible for all subcontractor's work and payment. HCP will not pay any subcontractor or third parties directly. Proof of release of liens of subcontractors will need to be submitted prior to invoice approval.

6. Cost Allocation

Proposals must clearly separate all Connected Care Pilot eligible requested products, services, and costs from ineligible products, services, and costs.

7. Contract Terms

Where applicable, proposals must clearly define contract terms for all pricing submitted. For Broadband Data Access proposals, Vendor should provide for month-to-month, one-year term, and three-year terms optional voluntary extensions. For EHR software proposals, Vendors should propose month-to-month, one-year term, and three-year term options based on the service start dates provided in Section II (2) of this RFP.

The Applicant will reserve the right to extend or abbreviate contract period(s) if such extension or abbreviation is necessary to make the Contract term coincide with the Connected Care Pilot dates or an extended service

end date for the FCC Connected Care Pilot Program pursuant to a “service delivery deadline extension,” as those terms are defined by the Federal Communications Commission (“FCC”) and/or the Universal Service Administrative Company (“USAC”).

8. Description of Proposal

Vendors will provide a description of their proposal for all services and solutions. The description will include an overview of the proposal, any deviations from the requested architecture, design or requirements, assumptions made, and any other details that may be useful or necessary for proper evaluation of the proposal.

9. Required Notice to Proceed and Funding Availability

The Applicant will follow the purchasing policies of their governing board and requirements and procedures of the Connected Care Pilot as administered by the Universal Service Administrative Company to be eligible for all available funding. The implementation of any associated contracts resulting from this competitive bid process will be dependent on the Applicant’s issuance of a written Notice to Proceed. Connected Care Pilot funding notification alone will not signify Notice to Proceed. The Applicant will have the right to allow the contract to expire without implementation if appropriate funding does not become available.

It is critical that accurate, detailed, **and unbundled** cost information be provided for all portions of the proposal.

All vendors are hereby provided notice that the HCP **will not be financially responsible** for line-item (i.e., unbundled) charges deemed ineligible if those line-item expenses are not disclosed as ineligible expenses in the Vendor’s response to this RFP. All ineligible expenses that are not disclosed in the Vendors’ response to this RFP are the sole financial responsibility of the selected vendor.

10. Broadband Data Access Circuits Bandwidth Range

If the Applicant specifies a bandwidth range for broadband data services, Vendor may propose incremental pricing for the bandwidth levels specified or the next highest bandwidth level at the Service Provider’s standard bandwidth level offerings.

11. Broadband Data Access Demarcation

All solutions must terminate service or infrastructure to an existing network closet inside of the site specified. Solutions bringing service to the property line but not inside of the demarcation address are not acceptable. All Customer Premise Equipment (CPE) Hardware MUST BE new and not refurbished equipment.

III. INVOICING

Vendors are hereby given notice that their invoicing practices must align with the expectations of the Applicant, the Universal Service Administrative Company, and the Federal Communication Commission. The Service Provider will need to be compliant with the rules pertaining to invoicing the program administrator, USAC, for the FCC’s Connected Care Pilot Program.

Invoices must delineate charges by healthcare provider location and specific services. Invoices must include all charges associated with services provided at the physical location of the healthcare provider and the requested patient connections, including but not limited to circuit type and bandwidth speed. Compliance with this requirement will allow for greater administrative ease for all parties involved in the invoicing process and will allow for faster processing of invoices. By submitting a proposal for services, Vendor agrees to comply with all USAC invoicing deadlines for funding reimbursement.

The Applicant is only required to pay the estimated non-subsidized portion of the eligible cost until such time that USAC issues a funding commitment decision. During the life of the contract, Vendor agrees not to charge late fees or interest fees for any circuit or services for which Vendor receives on-time payment of the Applicant's estimated non-subsidized portion of the charges. The Vendor agrees that they must continue to provide service to the Applicant as part of its obligation to take part in the mechanisms to preserve in advance universal service (47 U.S.C § 254(h)(1)(A)).

IV. DOCUMENTATION AND AUDIT COMPLIANCE

1. Selected service provider shall provide all warranty and product documentation related to products or services sold to the Applicant.
2. Service Provider agrees to retain all documentation related to the purchase and payment, including Forms 463 and receipt of payment from USAC, for all products and services provided to the Applicant. Related documentation must be retained for a period of TEN years from the last date of service.
3. If the Applicant is audited by the Administrator of the program, the Service Provider agrees to fully cooperate with the Applicant to provide any documentation related to the provision of discounted products and services as requested.
4. The Service Provider and/or Applicant is solely responsible for verifying the accuracy of information submitted to Redbud Telecom Consulting (Redbud). Redbud makes no warranty, express or implied, nor assumes any legal liability or responsibility for the validity, accuracy, correctness, or completeness of any information that is provided by the Service Provider or Applicant to Redbud.
5. By submitting proposals for Redbud client health care providers, the Vendor agrees and understands that Redbud will forward the information to USAC, and that the Vendor is responsible for verifying the accuracy of information submitted to Redbud.
6. Applicant and Redbud Telecom Consulting shall not be liable for any direct, indirect, incidental, consequential or exemplary damages, including but not limited to, damages for loss of profits, data, or other intangible losses (even if Applicant and Redbud have been advised of the possibility of such damages), resulting from the Service Provider's non-response or incomplete response and/or the Service Provider's inaccurate, invalid, incorrect, or incomplete provision of information.

V. BID EVALUATION

Applicants will select the most cost-effective bids for the FCC Connected Care Pilot Program eligible products and services.

Factor	Possible Points	Description
Cost – FCC Connected Care Program eligible items	40	Cost of Program eligible products & services
Prior Experience	30	-Experience with similar projects and references -Experience with this applicant
Implementation and Timeline	20	- Provide a plan for the build-out to remove or reduce downtime for Applicant; - Projected timeline for completion of Project, and goals for meeting said timeline
Technical Merit	10	-Quality/technical merit of the proposed solution to meet needs of the applicant. Service level agreement if applicable -Compliance with listed requirements of the project scope and proposal requirements, if the proposal includes all information requested

In order for the Applicant to properly evaluate your proposal, please provide details specific to the evaluation criteria areas along with your proposal.

RFP Attachment A

HCP Number	HCP Name	Circuit Start Street	Circuit Start City	Circuit Start State	Circuit Start Zip	Circuit End Street	Circuit End City	Circuit End State	Circuit End Zip	Circuit Type	Desired Options
76928	Christian Family Solutions	44 Good Counsel Dr.	Mankato	MN	56001	W175 N11120 Stonewood Drive	Germantown	WI	53022	Ethernet Data and/or Internet Access	Up to 500 Mbps
94308	Christian Family Solutions	3140 Saylesville Road	Waukesha	WI	53189	W175 N11120 Stonewood Drive	Germantown	WI	53022	Ethernet Data and/or Internet Access	Up to 500 Mbps

HCP Number	HCP Name	HCP Address	HCP City	HCP State	HCP Zip	Product	Desired Quantities
76928	Christian Family Solutions	44 Good Counsel Dr.	Mankato	MN	56001	Electronic Health Record System	up to 150 Providers, Support Staff & Admin
94308	Christian Family Solutions	3140 Saylesville Road	Waukesha	WI	53189	Electronic Health Record System	up to 150 Providers, Support Staff & Admin

**RESPONSE ATTACHMENT A
PROPOSAL FORM - REQUIRED
Certifications, Experience & References**

Name of company: _____

Address of principal location: _____

Phone: _____ Fax: _____

FCC Form 498 ID (SPIN)¹: _____

FCC Registration Number²: _____

Responsible contact personnel:

Name	Phone	Email

How many years has your company been in business in its current capacity? _____

How many years has your organization been in business under its present name? _____

Under what other or former names has your company operated? _____

During the last five (5) years, has the Vendor been barred, suspended or otherwise prohibited from participating in the Federal Communication Commission E-Rate (Schools & Libraries) or Rural Health Care Programs?

Yes: _____ No: _____

Is the Vendor's FCC Registration Number currently under RED light status? Yes: _____ No: _____

Bidders must attach a printout of your FCC Registration Number red or green light status from the FCC's Red-Light Display System (RLDS) <https://apps.fcc.gov/redlight/login.cfm>

¹ <https://www.usac.org/sp/default.aspx>

² <https://apps.fcc.gov/coresWeb/publicHome.do>

RESPONSE ATTACHMENT B PROPOSAL FORM – Pricing Schedule Cover Sheet

Name of Company: _____

Name of Applicant: _____

Form 461#: _____

Pricing Submitted by: _____

Signature: _____

Date: _____

REQUIRED - Attach pricing schedule to this cover sheet. Vendors may download an Excel version of the preferred

pricing spreadsheet at <https://redbudtelecomconsulting.org/rfp postings.html>

Clearly list the cost of products and services to include the following:

1. Description of Services
2. Monthly (recurring) charges
3. One Time (non-recurring) charges
4. Quantity
5. Unit of Measure (Each)
6. Bandwidth level, if applicable
7. Contract Term
8. Make, Model and part number, if applicable
9. Installation and Configuration
10. Shipping and Handling
11. Travel and Per Diem
12. Estimate of Surcharges and Fees

Response Attachment C

HCP Number	HCP Name	Circuit Start Street	Circuit Start City	Circuit Start State	Circuit Start Zip	Circuit End Street (If Applicable)	Circuit End City	Circuit End State	Circuit End Zip	Circuit Type (Internet, Data, Etc.)	Bandwidth Up	Bandwidth Down	One-Time Charges/Installation	Monthly Recurring Charges	Estimated Taxes/Fees

* This document available for download in Excel format at <https://redbudtelecomconsulting.org/rfp postings.html>

