

# Request for Proposal (RFP)

## IT Network Infrastructure Upgrade

Greater Baden Medical Services, Inc  
Issue date: TBD  
FCC Form 461

### 1. REQUEST FOR PROPOSAL OVERVIEW

Greater Baden Medical Services, Inc (Greater Baden) will add a new FTTP (Fiber-to-the-Premise) network in all locations. Greater Baden intends to have the vendor furnish and install equipment for this specification FTTP system. The goods and services requested in this RFP document are part of the Care Connect Pilot Program (CCPP) administrated by the Universal Service Administrators Contractors (USAC) on behalf of the Federal Communications Commission (FCC).

Further information can be found at the USAC website/Rural Healthcare [www.universalservice.org](http://www.universalservice.org).

- a. Vendors must provide their USAC Service Provider Identification Number (SPIN) on the proposal to be eligible for consideration.
- b. Vendors must agree to comply with the rules and regulations of the USAC and be familiar with the billing/reimbursement methods and timelines associated with USAC.
- c. Bids and subsequent award related to this RFP are subject to receiving approval for funding through the USAC Care Connect Pilot Program under Rural Healthcare and then through Greater Baden when funding winds down. Greater Baden reserves the right to modify or cancel the project if the events are not funded.
- d. Vendors are encouraged to schedule a pre -bid site visit by contacting Ryan Smith at [rsmith1@gbms.org](mailto:rsmith1@gbms.org).

### 2. BACKGROUND AND GOALS

Greater Baden operates eight (8) federally qualified health centers in Prince George's County, Maryland, Charles County, Maryland, and St. Mary's County, Maryland, serving over 16,000 patients. The organization also houses data at Expedient Data Center in Baltimore, Maryland.

With the recent implementation of a new electronic medical records system and several other health applications, the Greater Baden enterprise-wide requires additional network circuitry to ensure adequate

The current network supporting these health centers' services and applications lacks failover technology and secondary connectivity to the Internet and cannot prevent the experienced outages and slowness periods. These issues affect patient care operations for both the providers and patients. Greater Baden leadership desires continued cloud migration for many of the patient-related services/applications that will require more bandwidth and network capacity for these cloud application demands and usage expansion.

### 3. PROJECT TIMELINE

- RFP Release to USAC - June \_\_\_\_ 2024
- Pre-Bid Site Visits June-July \_\_\_\_2024
- Last day to Submit Questions July \_\_\_\_ 2024
- Award of Contract July 2024
- Installation and testing- August 2024-October 2024

### 4. SCOPE OF WORK

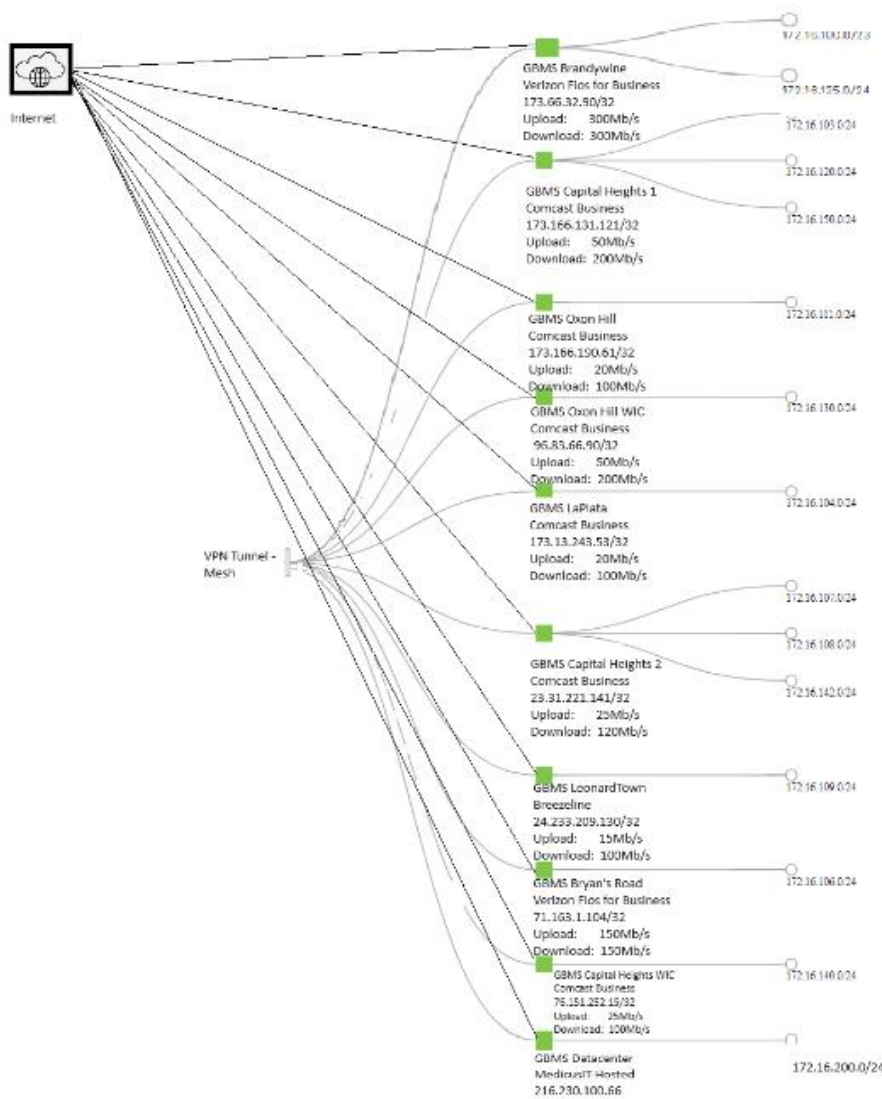
This scope of work is to create:

- Network redundancy by adding a fiber optic circuit connection to the primary position and switching the current circuit to the secondary position.(see #6)
- Failover technology to ensure that the cutover from the first circuit to the second circuit is automated using a diverse carrier from the current carrier.
- Enhanced internet connectivity performance allowing leveraging of both circuits to maintain active/active state, speed, and reduced latency.

#### LOCATIONS AND BANDWIDTH REQUIREMENTS

Type	Connection Locations	Bandwidth Required
Data Center-off site	1050 HULL ST #28 Baltimore, MD 21230	500-1000 MB
Administration and medical practice	7450 ALBERT RD. Brandywine, MD 20613	200-500 MB
Medical practice	1442 ADDISON RD S Capitol Heights, MD 20743	200-500 MB
Medical practice	1458 ADDISON RD S Capitol Heights, MD 20743	200-500 MB
Medical practice	6 GARRETT AVE. La Plata, MD 20646	200-500 MB
Medical practice	6196 OXON HILL RD, STE 540 Oxon Hill, MD 20646	200-500 MB
Medical practice	23140 MOAKLEY ST #4 Leonardtown, MD 20650	200-500 MB
Medical practice	8030 MATTHEWS RD, Unit 105-107 Bryans Road, MD 20616	200-500 MB
Medical practice	21625 GREAT MILLS RD, Lexington Park, MD 20653	200-500 MB

5. CURRENT TECHNICAL ENVIRONMENT



## 6. SERVICE LEVEL AGREEMENT REQUIREMENTS

The leased services shall include a Service Level Agreement (SLA) specifying basic service levels, trouble management response times, circuit availability and latency.

The final contract shall consist of the terms of the SLA in any contract agreement

SLA Element
Dedicated Enterprise Account Manager
Uptime Guarantee 99.999%
24/7/365 access to Network Operation
Escalation for average restoration time= 4-6 hrs
Weekend Maintenance Windows
Company Financially Backed
Network Monitoring & Alerts
Mean Time to Respond
Mean Time to Respond Updates
Mean Time to Repair
Latency Within Network
Management Reports

## 7. OTHER VENDOR REQUIREMENTS

- a. Possession of USAC SPIN
- b. Willingness to offer single billing to USAC through December 2025 and Greater Baden thereafter.
- c. Capability to aggregate multiple community provider locations.
- d. Demonstrated ability to meet project timelines.
- e. The Vendor shall provide Network Equipment Building System (NEBS) Level 3 compliant equipment.
- f. For compliance, the Vendor shall assure equipment that meets all Federal, State, and local codes including but not limited to: FCC regulations, Building & Fire Codes, National Electrical & Safety Codes, and ITU/IEEE standards.

## 8. BID EVALUATION CRITERIA

CRITERIA	POINTS
<b>OVERALL EXPERIENCE OF COMPANY AND DEMONSTRATED RESULTS IN CONNECTING COMMUNITY LOCATIONS.</b> Company history and staff experience as it related to the requirements within this RFP. This includes evidence of past performance, community connectivity experience, quality and references.	35
<b>PROJECT PLANNING APPROACH AND TIMELINE</b> Overall approach to project as outlined in this RFP and demonstrated capacity to meeting this short timeframe. This includes willingness to establish a service line agreement per the Greater Baden requirements.	30
<b>BUDGET APPROACH AND COST EFFECTIVENESS</b> The material and labor budget are reasonable and appropriate.	35
<b>TOTAL:</b>	<b>100</b>

## 9. RFP RESPONSE REQUIREMENTS

- a. Client Summary:
  - Describe in detail your company's capability of performing the outlined services and on-time, including demonstrated capability to aggregate multiple community anchors/locations.
  - Describe the company's approach to providing network infrastructure upgrade, that includes how the team is organized; how the team will work with outsourced IT management company, and how the work delivery will meet expectations.
  - Describe the company's staffing and availability to perform the work per the outline listed, if awarded.
  - Describe the company's compliance management with security certifications.
- b. Estimate by materials and labor
  - Labor hours
  - List all materials by Function, Part Description, Part Number, Brand, Cost, Quantity, and Extended Cost. Please include any software licenses, support services, training programs and warranties if applicable. Use the format provided.

Function	Part	Part Number	Brand	Cost	Qty	Extended Cost

- c. Installation schedule
- d. Permits and licenses, including USAC SPIN
- e. Documentation of financial backing- 2023 annual report or most recent income statement.
- f. References: List at least three (3) clients whom the company delivered end to end products and/or services that are the same or similar to those products and/or services requested in this RFP. Information provided should include the name, address, and telephone number of the client facility and the name, title, and phone/number or email of a person who may be contacted for further information.