

Request for Proposal

**Utah ARCHES Project,
FCC Rural Healthcare Pilot Program
RHCPP RFP02**

**University of Utah
RFP # W74105**

Issue Date: April 27, 2009

*This RFP has been posted by USAC on its website, as well as
by the University of Utah on BidSync, www.bidsync.com*

Questions regarding this RFP should be directed to:

The Question & Answer section
of this RFP on BidSync (www.bidsync.com)

or to:

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SECTION 1 - PURPOSE OF RFP

- 1.01 Purpose of RFP. The purpose of this Request for Proposals (RFP) is to solicit proposals to enter into a contract with a qualified supplier to obtain finished Ethernet network services for the University of Utah, on behalf of the Utah Telehealth Network (UTN) and its health care provider partners and consortium members, hereafter referred to as the "University". The University is examining several alternatives of providing finished Ethernet network services and may decide, after reviewing proposals submitted, to award some or all of the RFP to one or multiple vendors or not to enter into any agreement.
- 1.02 Background. UTN is an established telehealth network connecting hospitals, clinics, and health departments via T1 lines. However, the growing use of health information technology, the development of initiatives for sharing patient information, and an expanding reliance on telehealth for emergency care has led to the need for increased bandwidth and improved network reliability. The Utah ARCHES Project will address these needs.
- 1.03 FCC Rural Health Care Pilot Program (RHCPP). This RFP is part of the Utah ARCHES Project, selected by the Federal Communications Commission for participation in its Rural Health Care Pilot Program. The FCC's goal for the program is to build state and regional broadband networks that connect into a nationwide healthcare backbone in order to support:
- Expansion of telehealth and telemedicine;
 - Adoption of health information technology, especially in rural areas;
 - Coordination of state and national public health preparedness initiatives;
 - Access during public health emergencies, such as pandemics or bioterrorism incidents.
- The RHCPP will run for three-five years. There is no guarantee of on-going funding for the network once the project is completed.
- 1.04 Technical Objectives for the Project. UTN's technical objectives for the Utah ARCHES Project are to:
- Build a cost-effective network into which healthcare facilities connect.
 - Begin the migration from T1 to scalable, dedicated Ethernet technology to increase bandwidth.
 - Improve network reliability to support 24/7 patient care applications
 - Connect into Internet2, a dedicated nationwide backbone.
 - Maintain network security and efficiency through coordinated management.
- 1.05 Scope of the Project. The Utah ARCHES Project includes many partnerships and two RFPs. One RFP will be conducted by project partner, Intermountain Healthcare, to cover their healthcare facilities. This RFP, conducted by the University of Utah and the Utah Telehealth Network, will cover all other healthcare facilities participating in the project.

The long term goal of the Utah ARCHES Project will be a cost-effective state-wide

Ethernet network that connects a majority of the locations listed in this RFP.

The shorter term goal of this RFP is to connect as many of the listed sites as possible given the funding constraints of the FCC Rural Health Care Pilot Program and contingent upon future on-going costs.

More healthcare providers are included in this RFP than may participate in the implementation. Therefore, UTN seeks options that are affordable today but scalable as future needs grow and additional funding becomes available.

SECTION 2 - GENERAL INFORMATION

2.01 Proposal Response Outline. Proposals must be concise and in outline format. Pertinent supplemental information should be referenced and included as attachments. All proposals must be organized and tabbed to comply with the following sections:

Tab A LETTER OF TRANSMITTAL. The letter of transmittal should include an introduction of the supplier's company, the name, address, telephone number and fax number of the person to be contacted along with others who are authorized to represent the company in dealing with this RFP. Any other information not appropriately contained in the proposal itself should also be included in the letter.

Tab B EXECUTIVE SUMMARY. An executive summary will briefly describe the supplier's approach and clearly indicate any options or alternatives being proposed. It should also indicate any major requirements that cannot be met by the supplier.

Tab C DETAILED DISCUSSION. This section should constitute the major portion of the proposal and must contain **a specific response in outline form to each section in this RFP. Outline numbers should correspond, in order, to the section numbers contained in this RFP.** Failure to provide written response to items indicated in this RFP will be interpreted by the University as an *inability* by the supplier to provide the requested product, service or function.

Tab D COST PROPOSAL. The supplier must submit a cost proposal allowing costs to be evaluated independently of other criteria in the proposal.

Tab E FINANCIAL REPORTS. The supplier should furnish a current audited financial report for the company's most recent fiscal year.

Tab F Miscellaneous additional information and attachments, if any may be submitted by the supplier.

2.02 Administrative Guidance. The information provided herein is intended to assist suppliers in the preparation of proposals necessary to properly respond to this RFP. The RFP is designed to provide interested suppliers with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or to exclude any relevant or essential data. Suppliers are at liberty and are encouraged to expand upon the specifications to give additional evidence of their ability to provide the services requested in this RFP.

2.03 Issuing office and RFP Reference Number. The Purchasing Department of the University of Utah ("Purchasing Department") is the issuing office for this RFP and all subsequent addenda relating to it. The reference number for the transaction is **RFP# W74105**. This number must be referenced on all proposals, correspondence, and documentation relating to the RFP.

- 2.04 Due Date. It is required that you **submit your proposal online through BidSync (www.bidsync.com)**. In addition, **(1) original of your proposal is due in the University of Utah Purchasing Department (1901 E. South Campus Drive Rm. 151, Salt Lake City, UT 84112-9351) by 2:00 p.m. current Mountain Time on Thursday, June 25, 2009.** Proposals received after this deadline will be late and ineligible for consideration. Following the deadline, the names of those responding to the RFP will be made public. All other information will remain confidential, as required by law (please see section 2.14 herein).
- 2.05 Pre-Proposal Conference. **A pre-proposal conference call will be held on May 14, 2009 at 1:00 pm Mountain Time. To register please email Mary Louise Hughes (mlhughes@purchasing.utah.edu) by May 13 at noon and dialing instructions will be provided to you.** All suppliers responding to this RFP are requested to have at least one representative of their organization participating on the call. A summary of this meeting will be posted as an addendum to the RFP on BidSync.
- 2.06 Inquiries. Questions arising subsequent to the issuance of this RFP, that could have a significant impact on the responses to the RFP, should be submitted in the Questions and Answers section of the RFP on BidSync, or by e-mail to the Purchasing Department, Attn: Mary Louise Hughes: mlhughes@purchasing.utah.edu. Questions and answers will be consolidated and provided (in the Question and Answer section of the RFP on BidSync) to all suppliers on record as receiving this RFP. All such questions should be received by **May 28, 2009.**
- 2.07 Important Dates. The following dates are significant for this RFP:
- | | |
|-------------------------|--|
| RFP Dated and Issued | April 27, 2009 |
| Pre-Proposal Conference | May 14, 2009 at 1:00 pm Mountain time |
| Inquiry questions due | May 28, 2009 by 2:00 pm Mountain time |
| Proposals due | June 25, 2009 |
- 2.08 Time for Evaluation. All proposals shall remain valid for a minimum of 180 calendar days after the Proposal Due Date to allow adequate time for evaluation.
- 2.09 Evaluation of Proposals. The University may award a contract based on initial proposals received without discussion of such proposals with suppliers. Accordingly, each initial proposal should be submitted with the most favorable price and service available.
- 2.10 Oral Presentation. The University may require an oral presentation by a supplier to supplement their written proposal. These presentations will be scheduled, if required, by the UTN Department after proposals are received and prior to the award of the Contract.
- 2.11 Award of the Contract. Upon completion of the evaluation process, the University may award the contract (“Contract”) to the supplier whose proposal is determined to be most advantageous to the University. The Purchasing Department is the only agency authorized to award a Contract for the proposed purchases.

- 2.12 Contract Period and Effective Date. The anticipated Contract term will be for a period of one to five years, with an option to renew for five additional one year periods at the University's discretion. The anticipated effective date of the contract is June 1, 2009.
- 2.13 News Releases. News releases pertaining to the RFP, any proposal or the Contract will be made only by the University.
- 2.14 Protected Information. Under the Government Records Access and Management Act, Section 63-2-101 et seq., Utah Code Ann. (1993 and supp. 1996), as amended ("GRAMA") certain information in the proposal(s) submitted may be open for public inspection. If a supplier desires to have information contained in its proposal(s) protected from such disclosure, the supplier may request such treatment by providing a "written claim of business confidentiality and a concise statement of reasons supporting the claim of business confidentiality" with the proposal (GRAMA, Section 63-2-308). Pricing elements of any proposal will not be considered protected. All material contained in and/or submitted with the proposal becomes the property of the University and may be returned only at the University's option.
- 2.15 Incurring Costs. The University will not be liable for any cost which suppliers may incur in connection with the preparation or presentation of their proposal(s). Proposals should be concise, straightforward and prepared simply and economically. Expensive displays, bindings or promotional materials are neither desired nor required. However, these instructions are not intended to limit a proposal's content or exclude any relevant or essential data therefrom.
- 2.16 Addendum to RFP. In the event that it becomes necessary to revise this RFP in whole or in part, an addendum will be provided to all suppliers on record as having received this RFP.
- 2.17 Other Communications. During the RFP process (from the date of issue through the date of contract award or other final decision) the Purchasing Department is the sole source of official information regarding this RFP. All other communications, both spoken and written, which are received by any representative of the supplier from other sources (such as employees in the using department) should be confirmed by the supplier with the buyer in the Purchasing Department assigned to this RFP as being true and accurate prior to incorporating such information into their response. This refers to both formal and informal conversations and communications. Significant changes to the RFP will always be issued as a formal, written addendum.
- 2.18 Alternative Proposals. A supplier may submit more than one proposal, each of which must follow the Proposal Response Outline (section 2.01 herein) and satisfy the requirements of this RFP. The supplier's primary proposal must be complete and comply with all instructions. The alternative proposals may be in abbreviated form following the Proposal Response Outline but providing complete information only for sections which differ in any way from those contained in the prime proposal. If alternative proposals are

submitted, the supplier must explain the reasons for the alternative(s) and its comparative benefits. Each proposal submitted will be evaluated on its own merits.

2.19 Authorized Supplier Representatives.

PROPOSAL: List the name, title, office address, telephone number, fax number and e-mail address (if available) of the person(s) authorized to *represent the supplier regarding the proposal(s) submitted* in response to this RFP. The University reserves the right to require a change in the individual assigned to represent the supplier if the assigned representative is not serving the needs of the University in an acceptable manner. This right shall carry forward through the response period and, with the successful supplier, during the term of the Contract.

CONTRACT: Give the name, title, office address, telephone number, fax number and e-mail address (if available) of the person authorized to *sign a Contract, and receive and sign all formal notices and/or addendum* regarding such Contract. Note that all amendments to any Contract must be in writing and signed by both parties.

Include this information within your “Letter of Transmittal”, which will be tabbed section “A” of your proposal.

2.20 Award of Subcontracts. For each subcontract, if any, which the supplier proposes to award, the supplier shall specify in writing the proposed subcontractor's name and address, and the purpose of each subcontract. Any supplier proposing subcontracts as a part of a proposal must explicitly state so in the proposal. Written approval by the Purchasing Department is required prior to the awarding of any subcontracts. Any Subcontractor shall be required to provide evidence to the University of the same insurance provisions and coverages as described in section 2.28 of this RFP.

2.21 Assignment. Supplier shall not assign or subcontract any portion of its obligations under the Contract without the prior written consent of the University Purchasing Department. Assignment or subcontracting shall in no way relieve the supplier of any of its obligations under this Contract.

2.22 Remedies. The laws of the State of Utah shall apply in all disputes arising out of this RFP, without application of any principles of choice of laws.

2.23 Compliance. The supplier hereby agrees to abide with all applicable federal, state, county and city laws and regulations and to be responsible for obtaining and/or possessing any and all permits and licenses that may be required.

2.24 Cancellation. Inadequate delivery, unsatisfactory service or failure to adhere to the Contract covenants may result in cancellation of the Contract. The supplier shall be responsible for reimbursing the University for expenses incurred as a result of unacceptable service. In the event that either party determines that a material breach has occurred that would be cause for cancellation of the Contract, the party wishing to cancel shall notify the other party of the alleged breach in writing, and allow the other party thirty (30) days in which to cure the alleged breach. If the alleged breach is not cured or

substantial steps to cure the alleged breach are not taken within this period, the non-defaulting party may cancel the Contract at the end of said thirty (30) day period.

- 2.25 Acceptance of Services Rendered. The University, through its designated agents and representatives, will be the sole determining judge of whether services rendered under the Contract satisfy the requirements as identified in the Contract.
- 2.26 Anti-Collusion. The submission of a proposal constitutes agreement that the supplier has not divulged its proposal to, or colluded with, any other offer or party to a proposal whatsoever.
- 2.27 Indemnification. The supplier shall hold harmless, defend and indemnify the University of Utah and its officers, employees, and agents from and against any and all claims, losses, causes of action, judgments, damages and expenses including, but not limited to attorney's fees because of bodily injury, sickness, disease or death, or injury to or destruction of tangible property or any other injury or damage resulting from or arising out of (a) performance or breach of this contract by Supplier, or (b) Supplier's use of University premises, or (c) any act, error, or omission on the part of the Supplier, or its agents, employees, or subcontractors except where such claims, losses, causes of action, judgments, damages and expenses result solely from the negligent acts or omissions or willful misconduct of the University of Utah, its officers, employees or agents.
- 2.28 Insurance. Supplier shall maintain Commercial General Liability insurance with per occurrence limits of at least \$1,000,000 and general aggregate limits of at least \$2,000,000. Supplier shall also maintain, if applicable to Supplier's operations or performance of this contract, Business Automobile Liability insurance covering Supplier's owned, non-owned, and hired motor vehicles and/or Professional Liability insurance with liability limits of at least \$1,000,000 per occurrence. Such insurance policies shall be endorsed to be primary and not contributing to any other insurance maintained by the University.

The Supplier shall maintain all employee related insurances, in the statutory amounts, such as unemployment compensation, worker's compensation, and employer's liability, for its employees or volunteers involved in performing services pursuant to this Contract. Supplier shall also maintain "special form" property insurance at replacement cost applicable to Supplier's property or its equipment and that contains a waiver of subrogation endorsement in favor of the University.

The Supplier's insurance carriers and policy provisions must be acceptable to the University's Risk and Insurance Manager and remain in effect for the duration of the Contract. The University of Utah shall be named as an additional insured on the Commercial General Liability insurance policy by endorsement. Supplier will cause any of its subcontractors, who provide materials or perform services relative to this contract, to also maintain the insurance coverages and provisions listed above.

The Supplier shall submit certificates of insurance as evidence of the above required

coverage to the University prior to the commencement of this Contract (mail to: **University of Utah Purchasing Department, Attn: Mary Louise Hughes, 1901 E. South Campus Drive Rm. 151, Salt Lake City, UT 84112-9351**). Such certificates shall provide the University with **thirty (30)** calendar days written notice prior to the cancellation or material change of the applicable coverage, as evidenced by return receipt or certified mail, sent to the above address.

- 2.29 Restrictions. All proposals must clearly set forth any restrictions or provisions deemed necessary by the supplier to effectively service the proposed Contract.
- 2.30 Right to Reject. The University reserves the right to reject any or all proposals and to waive any informality or technicality in any proposal in the interest of the University.
- 2.31 Record Keeping and Audit Rights. Any supplier providing goods or services under any Contract shall maintain accurate accounting records for all goods and services provided thereunder, and shall retain all such records for a period of at least three (3) years following termination of the Contract. Upon reasonable notice and during normal business hours the University, or any of its duly authorized representatives, shall have access to and the right to audit any records or other documents pertaining to the Contract. The University's audit rights shall extend throughout the term of the Contract and for a period of at three (3) years thereafter.
- 2.32 Management Reports. Upon request the supplier must be able to summarize and concisely report pertinent information to the University in a timely manner, throughout the duration of any Contract resulting from this RFP.
- 2.33 Further Agreements. In addition to a proposal, the University may from time to time require a supplier to execute certain additional documents or agreements, including without limitation a Contract, for the purpose of clarifying the intention of the parties with respect to providing the goods or services hereunder.
- 2.34 Relationship of the Parties. In assuming and performing the obligations of any Contract, the University and any supplier shall each be acting as independent parties and neither shall be considered or represent itself as a joint venturer, partner or employee of the other.
- 2.35 Equal Opportunity. No supplier of goods and/or services under this RFP or any Contract shall discriminate against any employee, applicant for employment, or recipient of services on the basis of veteran status, race, religion, color, sex, sexual orientation, age, disability, or national origin.
- 2.36 Taxes – Supplier's Responsibility. Suppliers shall be responsible for and pay all taxes which may be levied or incurred against the supplier in connection with the performance of any services under a Contract, including taxes levied or incurred against supplier's income, inventory, property, sales, or other taxes.

- 2.37 Taxes - University is Exempt. The University is exempt from State of Utah sales and excise taxes (State of Utah Sales Tax Exemption number: 11874443-022-STC). Exemption certification information appears on all purchase orders issued by the University and such taxes will not apply to the University unless otherwise noted.
- 2.38 Payment and Performance Evidence. Supplier will provide evidence of financial responsibility, which demonstrates the Supplier's ability to perform the services contemplated by the RFP. Such evidence of financial strength may be in the form a performance bond, letter of credit, financial statements or other form which is reasonably acceptable to the University.
- 2.39 Health Insurance Portability and Accountability Act (HIPAA). The University of Utah Health Sciences Center is subject to Health Insurance Portability and Accountability Act of 1996 (HIPAA). This transaction may fall under the jurisdiction of HIPAA and seller must comply with applicable state and federal HIPAA laws. If you have any questions, please contact the HIPAA Regulatory Office at 801-587-9241.
- 2.40 Debarment Clause. The Contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract), by any governmental department or agency. If the Contractor cannot certify this statement, attach a written explanation for review by the University. The Contractor must notify the Director of Purchasing within 30 days if debarred by any governmental entity during the contract period.

SECTION 3 – SPECIFICATIONS

Note: Suppliers must respond to all sections of this RFP, including sections 1 and 2. When a section does not request specific information and you agree to what it contains, you may use language such as “Sections 1.01 through 1.05, Understood and Agreed” in your response. Refer to section 2.01 for instructions on how to compile your response.

3.01 PURPOSE

3.01.01 Introduction and Overview. The general purpose of this RFP is to obtain proposals from service providers that provide Wide Area Network (WAN) finished Ethernet services to the healthcare providers identified in Attachment A. Each vendor who responds to this RFP is required to submit both a written narrative and complete the spreadsheet costs as provided. The ultimate goal of this RFP is to implement the Utah ARCHES Project and begin to build a cost-effective state-wide Ethernet network dedicated to healthcare that, where possible, leverages current existing network resources. While the long term goal will be a network that connects a majority of the listed health care providers, the shorter term goal of this RFP is to connect as many sites as possible given the funding constraints of the FCC Rural Health Care Pilot Program and contingent upon future on-going costs. UTN reserves the right to make contract awards to one or more vendors for single or multiple locations, including regions and multiple regions.

3.01.02 Background. Attachment B depicts typical telehealth applications that will be supported by the network. Not all sites will use all the applications listed but the attachment is provided to give vendors an appreciation for the types of applications that will be deployed.

3.01.03 General Design. Attachment C shows the conceptual architecture of the project. This RFP seeks solutions to connect health care providers to the UTN core located at the Eccles Broadcast Center, 101 Mario Capecchi Drive (formerly Wasatch Drive), Salt Lake City. The focus of this RFP is on Utah’s non-Intermountain Healthcare facilities. The diagram is intended to provide a concept but not define a specific solution.

3.01.04 Broadband Ethernet Solutions. Broadband Ethernet, via fiber or licensed wireless, is preferable but not essential for successful proposals. Copper and non-licensed wireless spectrum proposals will be evaluated for locations with geographic barriers or where fiber or licensed wireless media is not practical. Vendors must explain how their services will be provisioned to the locations listed in Attachment A including what the physical Layer 1 composition of the solution will be and how the solution will leverage current available network resources.

3.01.05 OSI Network Services. In addition to providing an Ethernet port to the specified locations, the equipment located on the customer premise should provide layer 2 and layer 3 OSI network services. Vendors must detail in their proposals how this will be accomplished. All services must be standards-based and meet the specified requirements

in 3.02.

3.01.06 FCC Rural Health Care Pilot Program. Vendors must explain how their proposed services are compliant with the terms and conditions of eligible end-to-end Telecommunication Services or Internet access of the Rural Health Care Pilot Program administered by the Rural Health Care Division of the Universal Service Administrative Company. Please see this website for more information regarding the federal regulations for this requirement: <http://www.usac.org/rhc-pilot-program>.

3.01.07 Spreadsheet Requirements. **Vendors should use the spreadsheets (Attachments A & D) provided to respond to the RFP. Vendors who do not use the pricing formats provided run the risk of being disqualified for non-responsive proposals.** Vendors should complete both the one-time and recurring costs columns to be responsive. Vendors should only bid on sites where they can provide service and/or fiber builds.

3.01.08 Network Architecture. Vendors must describe the proposed technical end-to-end network architecture to connect the Health Care Providers to the UTN core. Additionally vendors must provide a detailed description of the backbone architecture. Where backbone costs are applicable, those costs must be detailed in an itemized format. **Please note that backbone costs should not be bundled with end site costs.**

3.01.09 Network Resilience. UTN seeks proposals that would link regions of the state to improve reliability, particularly in areas where traditional service provider network infrastructure may result in a single point(s) of failure that can bring down several healthcare providers simultaneously. Proposals that would link certain areas of the state and provide a 'ring' type topology or alternate path would be considered advantageous. UTN anticipates this type of network would connect SE Utah to SW Utah (i.e. Navajo Mountain – Kanab – St. George) and also eastern Utah to SE Utah (i.e. Vernal – Moab or Blanding).

3.01.10 Network Management. UTN seeks proposals for the real-time proactive management of network elements located at the end points listed in Attachment A (site list). This will include a Router, Firewall (or combination device) and Switch. UTN anticipates the scope of management will be limited to the following:

- A. 24 x 7 x 365 monitoring of these network elements
- B. Performance management to ensure that all network elements are operating within the metrics set out in the service level agreement associated with the proposed network
- C. Fault management to ensure that network problems are dealt with in a structured fashion and according to a process to be defined UTN and the successful respondent. This will include liaising with UTN, service providers, equipment vendors and the like.
- D. Ownership of all network related problems through to resolution. This will include logging trouble tickets with one or more telecommunication carriers and regular follow up. Regular communicating of status with UTN staff

The proposal should describe how the vendor will implement the framework for monitoring the network and the process by which UTN will be notified of service degradation, outages or any other problem. The costs associated with Network Management should not be bundled.

- 3.01.11 Regional Aggregation Point (RAP). The University would evaluate proposals that may include some type of Regional Aggregation Point (RAP). A RAP may be deployed at a service provider central office, exchange or healthcare facility. In the event that a RAP is proposed consideration should be given to the following:
- A. The facility must be configured with 24 x 7 conditioned power and a minimum of 4 hours uninterrupted standby power either by local UPS, building UPS, building generator, or a combination of these.
 - B. The facility would require 24 x 7 x 365 physically secured access. Pre-approved security access by UTN employees by either key, swipe card, or other form of security access. Network and Power device security must be secured by an enclosed room or locked cabinet with access only by UTN employees or authorized healthcare facility employees. Network and Power device security, located at a healthcare facility, must be secured by an enclosed cabinet if not located in a secure room, with access only by UTN employees or authorized to healthcare facility, employees.
- 3.01.12 Endpoint Categories. Endpoint sites are categorized by various bandwidth requirements. Small site is defined as 1.5Mbps scalable to 20Mbps. Medium site is 5Mbps scalable to 50 Mbps, and Large site is 5Mbps scalable to 1Gbps. Proposals should include endpoint routers and firewalls to be managed by UTN.
- 3.01.13 Wireless/ Fiber Acquisition/IRUs / Community Aggregation. UTN is also interested in obtaining proposals for one-time wireless or fiber acquisition and construction or Irrefutable Rights of Usage (IRUs) between facilities that are close in proximity. The primary purpose for community aggregation would be to provide a cost effective option for small healthcare facilities. We seek proposals that would involve local builds where there would be no or minimal monthly recurring costs after build-out, with the exception of network equipment maintenance and support. Vendors should include the costs of operation and maintenance for the wireless or fiber builds proposed if UTN chooses not to assume that responsibility. Attachment A has been sorted by cities. Cities where potential aggregation could occur have been asterisked and the potential local hub facility has been bolded. Vendors are welcome to suggest, and provide pricing for, other communities where this might be a viable solution.
- 3.01.14 Technical Configurations. Vendors should provide detailed technical configurations to support the proposal, including responses to Attachment D Technical Specifications. Responses should include clear explanations of:
- A. Network equipment lists (including manufacturer and specifications)
 - B. Industry-standard fiber specifications (IEEE standards) or Wireless-standards in 802.11

- C. How the proposed solution will interface with the existing UTN core Cisco 7606 router and a solution for replacing the existing firewall and switches. Core hardware redundancy should also be addressed to ensure there is no single point of failure in the core hardware configuration (i.e. dual firewalls, routers, switches).
- D. The amount of latency, phase jitter and packet loss UTN could expect to see with the proposal.
- E. Network scalability, and how this will be engineered to support future growth with minimal or no impact to existing services.
- F. Network topology diagrams (showing both aggregate and end sites)
- G. Network reliability and how the proposal will guarantee performance and whether the performance levels will be consistent across the entire network.
- H. Switching and routing Ethernet configurations
- I. Security and network protocol management
- J. Quality of Service (QoS) implementation

Note: Vendors may choose to provide a budget for CPE without providing a specific manufacturer and model. In that case, the vendor and UTN would work together to specify the equipment. This is possibly the best course to insuring that the UTN needs are met.

In setting this budget, vendors should keep in mind that UTN has currently deployed and support equipment manufactured by Cisco and Juniper. Vendors choosing to make specific recommendations should keep these manufacturers in mind as responses are prepared.

Specific features that should be supported in equipment installed at the health care facilities can be found in Attachment D. Responses with equipment that does not support all of these features should include an explanation of which features are not supported and suggested alternatives (different equipment, different design, etc) that would work-around or support all of these features. In evaluating each response, UTN will consider the desired features vs. equipment cost vs. alternatives.

3.02 BUSINESS REQUIREMENTS

3.02.01 Billing. Provide a sample of a bill and the billing media (electronic billing, CD or web billing), with its format and list of all fields, that the University will receive. If there are changes to the billing media format, the University must be notified prior to receiving the media with the changes. The University requires that billing must be flexible enough to accommodate any reasonable request of enhancements or modifications. Please address all of these points in detail. In the event you are selected to deliver multiple services, are you to bill all services on one invoice and one billing media source? Provide a detailed explanation of how you plan to provide a billing service that accurately reflects the services your company has been contracted to provide the University.

3.02.02 Billing Availability. The University requires that a consolidated itemized invoice be

made available in either a printed or electronic format within fourteen days of the monthly billing cycle closing. The vendor must agree that invoices or bills that are not received by the University within 60 days of work completion or services rendered shall be declared stale and not accepted by the University for payment. The University also requires an option to remit invoices using an electronic method. Please address each of the points in detail.

3.02.03 Billing Discrepancies. In the event that either party identifies any billing discrepancies, the University requires the vendor rectify the discrepancy immediately and for adjustments to be applied to the correct account and circuit number. The University also requires that all adjustments appear in the next billing cycle. Please describe your company's protocol for dealing with this matter in detail. The University requires that a company identify a single key point of contact for addressing and resolving all billing and account issues. Please confirm how you would address this requirement.

3.02.04 Non-Appropriation of State and or Government Funds. Vendor agrees that if funds are not appropriated or are otherwise not available to UTN for all or a portion of the Services due to regulatory changes or program cancellation ("Non-Appropriation"), UTN may, upon thirty (30) days written Notice to Vendor, terminate this Agreement or specific Service(s) under this Agreement. Customer may so terminate without any liability (including any liability for cancellation or termination or under-utilization charges that might otherwise apply).

3.02.05 Financial Stability. Vendor acknowledges that the University is relying on Vendor's financial statements filed with the Securities and Exchange Commission as a measure of Vendor's financial strength and ability as an on-going business concern to fulfill its obligations under this Agreement. By filing its SEC certification reports, Vendor represents that, to the best of its knowledge, it has in all material respects accurately reported its financial affairs to the SEC. If it is disclosed that Vendor has failed to conduct its financial reporting activities in compliance with generally accepted accounting principles or to comply with applicable Federal securities laws and regulations and such disclosure reveals a material deterioration of Vendor's financial viability as an on-going business concern, University's Contract Commitment will be reduced by 100%. In the event that there is a material change in the financial condition of the Vendor, including without limitation, a default on loan covenants, the de-listing of publicly traded stock on any recognized exchange on which they are traded, bond rating classified as "junk" bond status or lower, assignment of receivables, or a voluntary or involuntary filing for protection from creditors or reorganization of debt in a bankruptcy, liquidation, or other similar proceeding of any kind, the Term of any Agreement shall revert automatically to month-to-month for all purposes under the Agreement. Any commitments shall automatically be considered to have been achieved for the Agreement and the rates, and discounts shall continue as they are at the time of the events.

3.02.06 Universal Service. UTN requires that successful bidders have a current Service Provider Identification Number (SPIN) in the Universal Service Rural Health Care Pilot Program (RHCPP).

- 3.02.07 On-Premise Equipment. UTN would prefer to have vendors include customer premise equipment as part of the service they provide. This equipment must include next-business-day maintenance and support from the equipment vendor for the duration of the contract. The vendor-owned equipment must be directly related to the end-to-end provision of service by the service provider. The vendor-owned equipment cost can be included in the monthly charge or paid as a one-time installation charge, and both options should be included. The cost of monitoring the equipment, per E-rate requirements, should also be included in the response.
- 3.02.08 Right of Way/Property Easements. UTN is requesting vendors to state for each project bid the ability of the vendor to obtain right-of-way/property easements for installation of fiber and/or copper Ethernet proposals. It is not acceptable for the vendor to state that UTN will be responsible for obtaining right-of-way for projects included in this RFP. Proposals should include ANY costs of obtaining permitting for right-of-way/property easements. Vendors who fail to state their ability to obtain right-of-way permits may be disqualified. **Vendors must state whether fiber is aerial or buried.**
- 3.02.09 References. At least three (3) references for customers which have used services similar to those required by the University are to be provided. Include business name, address, phone number and contact person for each reference. The University reserves the right to contact or visit any of the supplier's current and/or past customers to evaluate the level of performance and customer satisfaction.
- 3.02.10 Company Service Level Agreements. Each vendor is required to submit a standard Service Level Agreement which states provisions for reimbursements for unavailability of service, unplanned outages and ability to terminate the agreement due to chronic problems. SLA should describe technical support, including response times, process for initiating trouble tickets, follow up process, and expectations of reliability.
- 3.02.11 Company Experience. Each vendor must state their level of expertise and experience with multiple vendor network platforms, including installation, management, maintenance, and troubleshooting. Also state whether your company can provide staff on-site for site surveying.
- 3.02.12 Network and Technical Compliance. Each vendor must explain how their services will effectively deliver network applications to the end locations (IP video both low-data rate and high-data rate, Voice-over-IP, Internet-based apps, multicast, large data transfers, IPv6, etc.) They must also explain how their circuits are compatible with the existing UTN network configuration and how their services will be provided in a secured network environment, including security controls and detection monitoring enabled to prevent network intrusions or disruptions.
- 3.02.13. Red Light Rule of the Federal Communication Commission. If the vendor has outstanding debt with the FCC and is violation of the Red Light Rule under the Debt Collection Improvement Act (DCIA), the University reserves the right to terminate the

contract with the vendor (see red light rule 47 C.F.R. §1.1910). Vendors must state their compliance with this requirement and explain if their company is currently in red-light status or has been in red-light status with the FCC within the last year.

SECTION 4 - PROPOSAL EVALUATION

4.01 Proposal Evaluation Criteria. The criteria to be used to evaluate proposals, **listed in their relative order of importance**, are as follows:

- A. Cost (both one-time and recurring)
- B. Ethernet-based solutions
 1. Provision of a fiber-based or licensed wireless spectrum Ethernet solution
 2. Provision of a copper-based or non-licensed wireless spectrum Ethernet solution
 3. Scalability
 4. Reliability
- C. Network and Technical compliance
 1. Ability to effectively deliver network applications to the end locations (IP video both low-data rate and high-data rate, Voice-over-IP, Internet-based apps, multicast, large data transfers, IPv6, etc.)
 2. Circuit compatibility with the existing UTN network configuration
 3. Ability to provide secured and managed network protocol specifications
- D. Company Experience and Performance
 1. Service Level Agreement provisions including reimbursements for unavailability of service, unplanned outages and ability to terminate due to chronic problems.
 2. Financial viability
 3. References
 4. Experience and expertise with multiple vendor network platforms
 5. USAC certified provider in good standing with the Rural Health Care Division of the Universal Service Administrative Company.
 6. The ability to conduct an on-premises site survey by the vendor staff
- E. Ability to meet all other terms, conditions and specifications in this RFP.

NOTE: In addition to addressing the specific criteria listed, each supplier should provide a detailed response to each requirement in this RFP as indicated in Section 2.01, Proposal Response Outline.

4.02 Evaluation Process. All proposals in response to this RFP will be evaluated in a manner consistent with the Utah Procurement Code and all applicable rules and policies.

In the initial phase of the proposal evaluation process, the evaluation committee will review all proposals timely received. First, non-responsive proposals (those not conforming to RFP requirements) will be eliminated. Second, the remaining proposals will be evaluated in a cursory manner to eliminate from further consideration those proposals which in the judgment of the evaluation committee fail to offer sufficient and

substantive provisions to warrant further consideration. Each supplier bears sole responsibility for the items included or not included in the response submitted by that supplier. The University reserves the right to disqualify any proposal that includes significant deviations or exceptions to the terms, conditions and/or specifications in this RFP.

At the conclusion of this initial evaluation phase, finalist supplier proposals will be selected for detailed review and evaluation, including oral presentations if required. The University reserves the right to be the sole judge as to the overall acceptability of any proposal or to judge the individual merits of specific provisions within competing offers.

Utah ARCHES RFP Attachment A - Site List and Cost Spreadsheet

Complete Layer 1, one-time, and monthly recurring cost information for relevant locations (blue fields)
 Sorted by city. As per 3.01.13, asterisked cities represent potential opportunities for community aggregation;
 and bolded HCPs represent potential locations for community aggregation points.

465 App Number	HCP Name	Address Line 1	City	Zip	Phone #	Layer 1	1.5Mbps		5Mbps	
							One-time	Recurring	One-time	Recurring
17264-02-0002	Altamont Medical Center	15548 West 4000 North	Altamont	84001	435-454-3173					
17264-02-0003	American Fork Dialysis Center	120 North 1220 East	American Fork	84003	801-763-0652					
17264-02-0012	Beaver Valley Hospital	1109 North 100 West	Beaver*	84713	435-438-7100					
17264-02-0031	Central Utah Clinic	1109 North 100 West	Beaver*	84713	435-438-2531					
17264-02-0102	Southwest Utah Public Health Department	75 West 1175 North	Beaver*	84713	435-438-2482					
17264-02-0125	Wayne Community Health Center	128 South 300 West	Bicknell	84715	435-425-3744					
17264-02-0013	Blanding Clinic	804 North 400 West	Blanding*	84511	435-678-3434					
17264-02-0014	Blanding Family Practice	799 South 200 West	Blanding*	84511	435-678-3601					
17264-02-0015	Blue Mountain Hospital	850 South 100 West	Blanding*	84511	no local phone yet					
17264-02-0095	Southeastern Utah Health Department	193 East Center Street	Blanding*	84511	435-678-2723					
17264-02-0059	Lakeside Dialysis Center	532 South 500 West	Bountiful	84010	801-299-3470					
17264-02-0009	Bear River Health Department	817 West 950 South	Brigham City	84302	435-734-0845					
17264-02-0121	Utah Farm Worker Health Program	14 North 100 East	Brigham City	84302	435-723-8276					
17264-02-0097	Southeastern Utah Health Department	25 West Main Street	Castle Dale	84513	435-381-2252					
17264-02-0057	Iron Mission Dialysis Center	1277 Northfield Road	Cedar City	84721	435-867-8175					
17264-02-0101	Southwest Utah Public Health Department	260 East DL Sargent Drive	Cedar City	84720	435-586-2437					
17264-02-0045	Davis County Health Department	140 East Center Street	Clearfield	84015	801-778-8834					
17264-02-0107	Summit County Public Health Department	85 North 50 East	Coalville	84017	435-336-3222					
17264-02-0029	Central Utah Clinic	126 South White Sage Ave	Delta	84624	435-864-5591					
17264-02-0035	Central Utah Public Health Department	428 East Topaz Boulevard, Suite D	Delta	84624	435-864-3612					
17264-02-0120	Utah Department of Corrections	14425 Bitterbrush Lane	Draper	84020	801-576-7099					
17264-02-0048	Duchesne Valley Medical Clinic	50 East 200 South	Duchesne	84021	435-738-2426					
17264-02-0115	TriCounty Health Department	50 East 100 South	Duchesne	84021	435-738-2202					
17264-02-0020	Cedar Mountain Medical / Urgent Care Clinic	4 Movie Ranch Drive	Duck Creek Village	84762	435-682-4181					
17264-02-0018	Carbon Medical Services Association	305 Center Street	East Carbon	84520	435-888-4411					
17264-02-0049	Enterprise Valley Medical Clinic	223 South 200 East	Enterprise	84725	435-878-2281					
17264-02-0043	Davis County Health Department	50 East State Street	Farmington	84025	801-451-3340					

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		Circuit Costs									
465 App Number	HCP Name	10Mbps		20Mbps		50Mbps		100Mbps		1Gbps	
		One-time	Recurring	One-time	Recurring	One-time	Recurring	One-time	Recurring	One-time	Recurring
17264-02-0002	Altamont Medical Center										
17264-02-0003	American Fork Dialysis Center										
17264-02-0012	Beaver Valley Hospital										
17264-02-0031	Central Utah Clinic										
17264-02-0102	Southwest Utah Public Health Department										
17264-02-0125	Wayne Community Health Center										
17264-02-0013	Blanding Clinic										
17264-02-0014	Blanding Family Practice										
17264-02-0015	Blue Mountain Hospital										
17264-02-0095	Southeastern Utah Health Department										
17264-02-0059	Lakeside Dialysis Center										
17264-02-0009	Bear River Health Department										
17264-02-0121	Utah Farm Worker Health Program										
17264-02-0097	Southeastern Utah Health Department										
17264-02-0057	Iron Mission Dialysis Center										
17264-02-0101	Southwest Utah Public Health Department										
17264-02-0045	Davis County Health Department										
17264-02-0107	Summit County Public Health Department										
17264-02-0029	Central Utah Clinic										
17264-02-0035	Central Utah Public Health Department										
17264-02-0120	Utah Department of Corrections										
17264-02-0048	Duchesne Valley Medical Clinic										
17264-02-0115	TriCounty Health Department										
17264-02-0020	Cedar Mountain Medical / Urgent Care Clinic										
17264-02-0018	Carbon Medical Services Association										
17264-02-0049	Enterprise Valley Medical Clinic										
17264-02-0043	Davis County Health Department										

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							One-time	Recurring	One-time	Recurring
17264-02-0063	Midtown CHC Davis Medical Center	50 East State Street	Farmington	84025	801-451-3711					
17264-02-0030	Central Utah Clinic	700 South Highway 99	Fillmore	84631	435-743-5555					
17264-02-0039	Central Utah Public Health Department	55 South 400 West	Fillmore	84631	435-743-5723					
17264-02-0113	TriCounty Health Department	Building 13A Circle Drive	Fort Duchesne	84026	435-724-0351					
17264-02-0051	Fountain Green Clinic	275 West 300 South	Fountain Green	84632	435-445-3301					
17264-02-0006	Bear Lake Community Health Center	325 West Logan Highway	Garden City	84028	435-946-3660					
17264-02-0053	Green River Medical Center	305 West Main	Green River	84525	435-564-3434					
17264-02-0025	Central Utah Clinic	64 East 100 North	Gunnison	84634	435-528-7246					
17264-02-0054	Gunnison Valley Hospital	64 East 100 North	Gunnison	84634	435-528-2146					
17264-02-0124	Wasatch County Health Department	55 South 500 East	Heber City	84032	435-654-2700					
17264-02-0055	Helper Clinic	125 South Main	Helper	84526	435-472-7000					
17264-02-0056	Hurricane Dialysis Center	48 South 2500 West	Hurricane	84737	435-635-0399					
17264-02-0036	Central Utah Public Health Department	550 North Main	Junction	84740	435-577-2521					
17264-02-0108	Summit County Public Health Department	110 North Main Street	Kamas	84036	435-783-4351					
17264-02-0058	Kane County Hospital	355 North Main	Kanab*	84741	435-644-5811					
17264-02-0104	Southwest Utah Public Health Department	245 South 200 East	Kanab*	84741	435-644-2537					
17264-02-0046	Davis County Health Department	360 South Fort Lane	Layton	84041	801-546-6924					
17264-02-0050	Farmington Bay Dialysis Center	942 South Main Street	Layton	84041	801-593-9111					
17264-02-0062	Midtown CHC Davis Dental Clinic	360 South Fort Lane	Layton	84041	801-543-3327					
17264-02-0037	Central Utah Public Health Department	18 South Main	Loa	84747	435-836-1317					
17264-02-0007	Bear River Health Department	655 East 1300 North	Logan*	84341	435-792-6498					
17264-02-0017	Cache Valley Community Health Center	550 East 1400 North, Suite K	Logan*	84341	435-755-6061					
17264-02-0074	Planned Parenthood Logan Clinic	550 North Main #117	Logan*	84321	435-753-0724					
17264-02-0060	Manila Medical Clinic	96 North 100 West	Manila	84046	435-784-3575					
17264-02-0116	TriCounty Health Department	96 North 100 West	Manila	84046	435-784-3494					
17264-02-0033	Central Utah Public Health Department	40 West 200 North	Manti	84642	435-835-2231					
17264-02-0042	Copperview Community Health Center	8446 South Harrison Street	Midvale	84047	801-566-5494					

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		One-time	Recurring	One-time	Recurring	One-time	Recurring	One-time	Recurring	One-time	Recurring
17264-02-0063	Midtown CHC Davis Medical Center										
17264-02-0030	Central Utah Clinic										
17264-02-0039	Central Utah Public Health Department										
17264-02-0113	TriCounty Health Department										
17264-02-0051	Fountain Green Clinic										
17264-02-0006	Bear Lake Community Health Center										
17264-02-0053	Green River Medical Center										
17264-02-0025	Central Utah Clinic										
17264-02-0054	Gunnison Valley Hospital										
17264-02-0124	Wasatch County Health Department										
17264-02-0055	Helper Clinic										
17264-02-0056	Hurricane Dialysis Center										
17264-02-0036	Central Utah Public Health Department										
17264-02-0108	Summit County Public Health Department										
17264-02-0058	Kane County Hospital										
17264-02-0104	Southwest Utah Public Health Department										
17264-02-0046	Davis County Health Department										
17264-02-0050	Farmington Bay Dialysis Center										
17264-02-0062	Midtown CHC Davis Dental Clinic										
17264-02-0037	Central Utah Public Health Department										
17264-02-0007	Bear River Health Department										
17264-02-0017	Cache Valley Community Health Center										
17264-02-0074	Planned Parenthood Logan Clinic										
17264-02-0060	Manila Medical Clinic										
17264-02-0116	TriCounty Health Department										
17264-02-0033	Central Utah Public Health Department										
17264-02-0042	Copperview Community Health Center										

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							One-time	Recurring	One-time	Recurring
17264-02-0066	Milford Memorial Hospital	451 North Main Street	Milford	84751	435-387-2411					
17264-02-0001	Allen Memorial Hospital	719 West 400 North	Moab	84532	435-259-7191					
17264-02-0096	Southeastern Utah Health Department	471 South Main Street	Moab	84532	435-259-5602					
17264-02-0067	Montezuma Creek Community Health Center	East Highway 262	Montezuma Creek	84534	435-651-3291					
17264-02-0092	San Juan Hospital	380 West 100 North	Monticello*	84535	435-587-2116					
17264-02-0098	Southeastern Utah Health Department	117 South Main Street	Monticello*	84535	435-587-2021					
17264-02-0068	Monument Valley Health Center	30 West Medical Drive	Monument Valley	84536	435-727-3000					
17264-02-0027	Central Utah Clinic	1100 South Medical Drive	Mt. Pleasant	84647	801-357-7327					
17264-02-0038	Central Utah Public Health Department	20 South 100 West, Suite 30	Mt. Pleasant	84647	435-462-2449					
17264-02-0084	Salt Lake Valley Health Department	788 East Woodoak Lane	Murray	84107	801-313-6600					
17264-02-0070	Navajo Mountain Community Health Center	2 Rainbow Road	Navajo Mountain	86044	928-672-2498					
17264-02-0028	Central Utah Clinic	48 West 1500 North	Nephi*	84648	801-465-2511					
17264-02-0032	Central Utah Public Health Department	160 North Main	Nephi*	84648	435-623-0696					
17264-02-0040	Central Valley Medical Center	48 West 1500 North	Nephi*	84648	435-623-3000					
17264-02-0011	Bear River Health Department	85 East 1800 North	North Logan	84341	435-792-6500					
17264-02-0016	Bonneville Dialysis Center	5575 South 500 East	Ogden	84405	801-479-0351					
17264-02-0061	Midtown CHC Children's Clinic	425 East 5350 South, Suite 355	Ogden	84405	801-475-7007					
17264-02-0064	Midtown CHC Weber Dental Clinic	3920 University Circle	Ogden	84408	801-626-7169					
17264-02-0065	Midtown CHC Weber Medical Clinic	2240 Adams Avenue	Ogden	84401	801-393-5355					
17264-02-0075	Planned Parenthood Ogden Clinic	4387 Harrison Blvd, Suite D 8	Ogden	84403	801-479-7721					
17264-02-0126	Weber-Morgan Health Department	477 23rd Street	Ogden	84401	801-399-7100					
17264-02-0123	Valley Medical Clinic	425 East State Street	Orderville	84758	435-648-2775					
17264-02-0080	Planned Parenthood Utah Valley Clinic	1086 North 1200 West	Orem	84057	801-226-5246					
17264-02-0122	Utah Valley Radiology	458 West 800 North	Orem	84057	801-802-9729					
17264-02-0103	Southwest Utah Public Health Department	609 North Main Street	Panguitch	84759	435-676-8800					
17264-02-0076	Planned Parenthood Park City Clinic	1670 Bonanza Drive	Park City	84068	435-649-5989					
17264-02-0106	Summit County Public Health Department	6505 North Landmark Drive	Park City	84098	435-615-3910					

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		One-time	Recurring	One-time	Recurring	One-time	Recurring	One-time	Recurring	One-time	Recurring
17264-02-0066	Milford Memorial Hospital										
17264-02-0001	Allen Memorial Hospital										
17264-02-0096	Southeastern Utah Health Department										
17264-02-0067	Montezuma Creek Community Health Center										
17264-02-0092	San Juan Hospital										
17264-02-0098	Southeastern Utah Health Department										
17264-02-0068	Monument Valley Health Center										
17264-02-0027	Central Utah Clinic										
17264-02-0038	Central Utah Public Health Department										
17264-02-0084	Salt Lake Valley Health Department										
17264-02-0070	Navajo Mountain Community Health Center										
17264-02-0028	Central Utah Clinic										
17264-02-0032	Central Utah Public Health Department										
17264-02-0040	Central Valley Medical Center										
17264-02-0011	Bear River Health Department										
17264-02-0016	Bonneville Dialysis Center										
17264-02-0061	Midtown CHC Children's Clinic										
17264-02-0064	Midtown CHC Weber Dental Clinic										
17264-02-0065	Midtown CHC Weber Medical Clinic										
17264-02-0075	Planned Parenthood Ogden Clinic										
17264-02-0126	Weber-Morgan Health Department										
17264-02-0123	Valley Medical Clinic										
17264-02-0080	Planned Parenthood Utah Valley Clinic										
17264-02-0122	Utah Valley Radiology										
17264-02-0103	Southwest Utah Public Health Department										
17264-02-0076	Planned Parenthood Park City Clinic										
17264-02-0106	Summit County Public Health Department										

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							One-time	Recurring	One-time	Recurring
17264-02-0072	Parowan Medical Clinic	450 East Clinic Way	Parowan	84761	435-477-3344					
17264-02-0073	Payson Family Health Center	910 East 100 North	Payson	84651	801-465-1890					
17264-02-0082	Pleasant View Dialysis Center	2715 North Highway 89	Pleasant View	84414	801-737-9555					
17264-02-0019	Castleview Dialysis Center	230 North Hospital Drive	Price*	84501	435-637-8696					
17264-02-0024	Central Utah Clinic	230 North Hospital Drive, Suite 5	Price*	84501	435-637-9545					
17264-02-0094	Southeastern Utah Health Department	28 South 100 East	Price*	84501	435-637-3671					
17264-02-0023	Central Utah Clinic	1055 North 500 West	Provo	84604	801-584-8498					
17264-02-0069	Mountainlands Community Health Center	100 North 215 West	Provo	84601	801-374-9660					
17264-02-0083	Provo Dialysis Center	1675 North Freedom Blvd	Provo	84604	801-373-0167					
17264-02-0119	Utah County Health Department	151 South University Avenue	Provo	84601	801-851-7000					
17264-02-0010	Bear River Health Department	275 North Main Street	Randolph	84064	435-793-2445					
17264-02-0026	Central Utah Clinic	1000 North Main Street	Richfield	84701	435-893-0343					
17264-02-0034	Central Utah Public Health Department	70 Westview Drive	Richfield	84701	435-896-5451					
17264-02-0022	Central Utah Clinic	250 West 300 North	Roosevelt*	84066	435-725-2035					
17264-02-0112	TriCounty Health Department	281 East 200 North	Roosevelt*	84066	435-722-6300					
17264-02-0117	Uintah Basin Medical Center	250 West 300 North, 75-2	Roosevelt*	84066	435-722-4691					
17264-02-0004	Association of Utah Community Health	860 East 4500 South	Salt Lake City	84107	801-974-5522					
17264-02-0021	Central City Community Health Center	461 South 400 East	Salt Lake City	84111	801-539-8634					
17264-02-0041	Community Health Centers Inc.	1798 South West Temple	Salt Lake City	84115	801-412-6920					
17264-02-0052	Fourth Street Clinic	404 South 400 West	Salt Lake City	84101	801-364-0058					
17264-02-0071	Oquirrh View Community Health Center	4745 South 3200 West	Salt Lake City	84118	801-964-6214					
17264-02-0077	Planned Parenthood Salt Lake Clinic	654 South 900 East	Salt Lake City	84102	801-532-1586					
17264-02-0085	Salt Lake Valley Health Department	1625 West 700 North	Salt Lake City	84116	801-322-0502					
17264-02-0086	Salt Lake Valley Health Department	610 South 200 East	Salt Lake City	84111	801-534-4666					
17264-02-0087	Salt Lake Valley Health Department	2001 South State Street	Salt Lake City	84190	801-468-2800					
17264-02-0088	Salt Lake Valley Health Department	3690 South Main Street	Salt Lake City	84115	801-468-3690					
17264-02-0105	Stephen D. Ratcliffe Community Health Center	1365 West 1000 North	Salt Lake City	84116	801-328-5750					

Utah ARCHES RFP Attachment A - Site List and Cost S

Complete Layer 1, one-time, and monthly recurring cost information for relevar
 Sorted by city. As per 3.01.13, asterisked cities represent potential opportunitie
 and bolded HCPs represent potential locations for community aggregation p

		Circuit Costs									
465 App Number	HCP Name	10Mbps		20Mbps		50Mbps		100Mbps		1Gbps	
		One-time	Recurring	One-time	Recurring	One-time	Recurring	One-time	Recurring	One-time	Recurring
17264-02-0072	Parowan Medical Clinic										
17264-02-0073	Payson Family Health Center										
17264-02-0082	Pleasant View Dialysis Center										
17264-02-0019	Castleview Dialysis Center										
17264-02-0024	Central Utah Clinic										
17264-02-0094	Southeastern Utah Health Department										
17264-02-0023	Central Utah Clinic										
17264-02-0069	Mountainlands Community Health Center										
17264-02-0083	Provo Dialysis Center										
17264-02-0119	Utah County Health Department										
17264-02-0010	Bear River Health Department										
17264-02-0026	Central Utah Clinic										
17264-02-0034	Central Utah Public Health Department										
17264-02-0022	Central Utah Clinic										
17264-02-0112	TriCounty Health Department										
17264-02-0117	Uintah Basin Medical Center										
17264-02-0004	Association of Utah Community Health										
17264-02-0021	Central City Community Health Center										
17264-02-0041	Community Health Centers Inc.										
17264-02-0052	Fourth Street Clinic										
17264-02-0071	Oquirrh View Community Health Center										
17264-02-0077	Planned Parenthood Salt Lake Clinic										
17264-02-0085	Salt Lake Valley Health Department										
17264-02-0086	Salt Lake Valley Health Department										
17264-02-0087	Salt Lake Valley Health Department										
17264-02-0088	Salt Lake Valley Health Department										
17264-02-0105	Stephen D. Ratcliffe Community Health Center										

Utah ARCHES RFP Attachment A - Site List and Cost Spreadsheet

Complete Layer 1, one-time, and monthly recurring cost information for relevant locations (blue fields)
 Sorted by city. As per 3.01.13, asterisked cities represent potential opportunities for community aggregation;
 and bolded HCPs represent potential locations for community aggregation points.

465 App Number	HCP Name	Address Line 1	City	Zip	Phone #	Layer 1	1.5Mbps		5Mbps	
							One-time	Recurring	One-time	Recurring
17264-02-0118	University of Utah Health Sciences Center	50 North Medical Drive	Salt Lake City	84112	801-587-6190					
17264-02-0090	Salt Lake Valley Health Department	9340 South 700 East	Sandy	84070	801-255-7114					
17264-02-0093	South Valley Dialysis Center	8750 South Sandy Parkway	Sandy	84070	801-233-8745					
17264-02-0078	Planned Parenthood South Jordan Clinic	1091 West South Jordan Parkway, Suite 100	South Jordan	84095	801-254-2052					
17264-02-0047	Dixie Dialysis Center	720 South River Road, Suite D-1100	St.George	84790	435-656-0857					
17264-02-0079	Planned Parenthood St. George Clinic	595 South Bluff Street	St.George	84770	435-674-9933					
17264-02-0099	Southwest Utah Community Health Center	168 North 100 East	St.George	84770	435-986-2565					
17264-02-0100	Southwest Utah Public Health Department	620 South 400 East	St.George	84770	435-673-3528					
17264-02-0109	Tabiona Medical Clinic	Main Street	Tabiona	84072	435-848-5509					
17264-02-0127	West Valley Dialysis Center	5400 South 3854 West	Taylorsville	84118	801-969-6801					
17264-02-0110	Tooele County Health Department	151 North Main Street	Tooele	84074	435-277-2460					
17264-02-0008	Bear River Health Department	118 North 2000 West	Tremonton	84337	435-257-3318					
17264-02-0005	Basin Clinic	379 North 500 West	Vernal*	84078	435-789-0870					
17264-02-0114	TriCounty Health Department	133 South 500 East	Vernal*	84078	435-781-5475					
17264-02-0111	Tooele County Health Department	100 South 9th Street	Wendover	84083	435-665-7004					
17264-02-0089	Salt Lake Valley Health Department	1740 West 7800 South	West Jordan	84088	801-569-4360					
17264-02-0081	Planned Parenthood West Valley Clinic	1906 West 3600 South	West Valley City	84119	801-322-5571					
17264-02-0091	Salt Lake Valley Health Department	4535 South 5600 West	West Valley City	84120	801-963-7335					
17264-02-0044	Davis County Health Department	596 West 750 South	Woods Cross	84010	801-298-3919					

Utah ARCHES RFP Attachment A - Site List and Cost S

Complete Layer 1, one-time, and monthly recurring cost information for relevant sites. Sorted by city. As per 3.01.13, asterisked cities represent potential opportunities and bolded HCPs represent potential locations for community aggregation points.

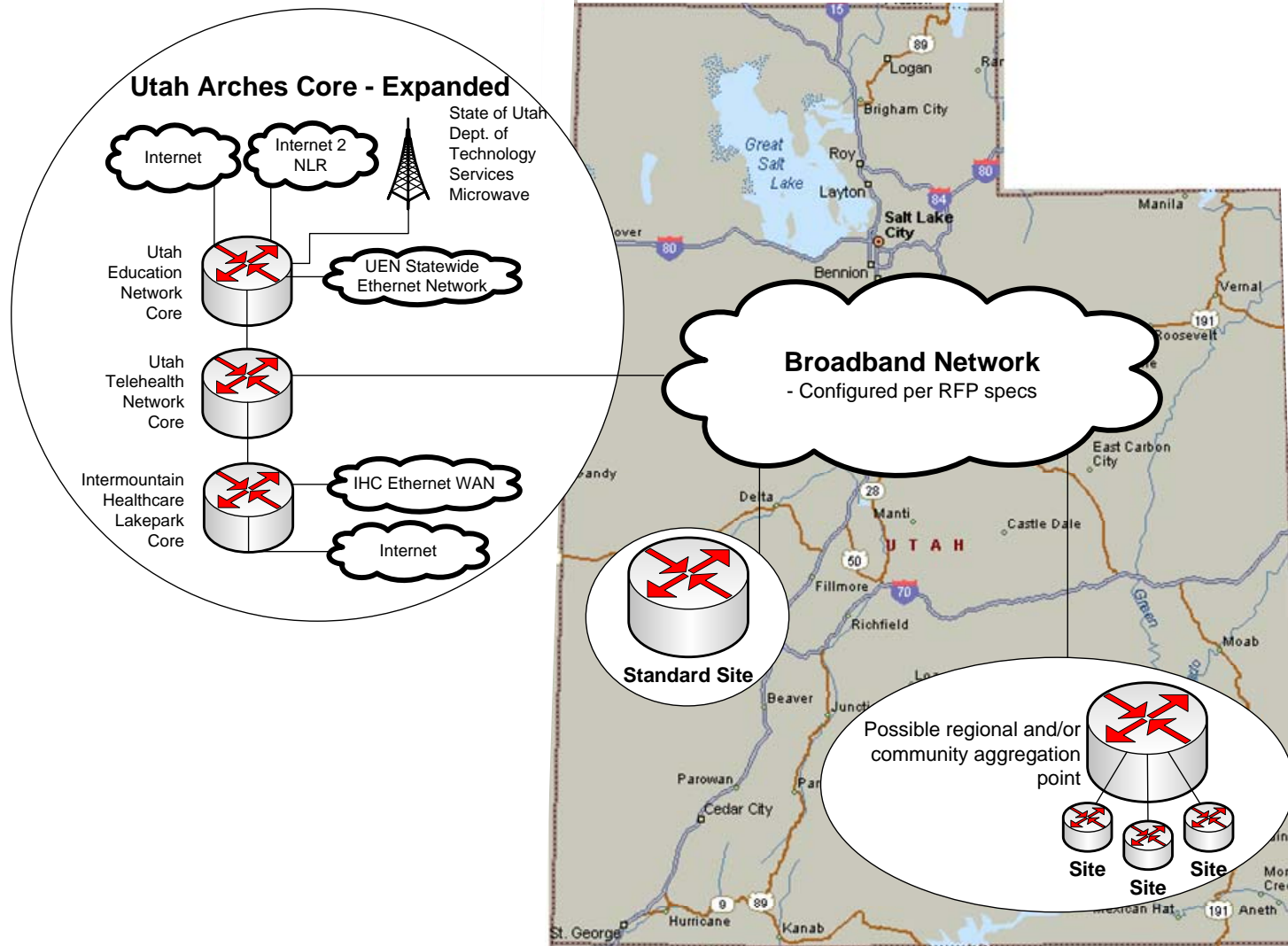
		Circuit Costs									
465 App Number	HCP Name	10Mbps		20Mbps		50Mbps		100Mbps		1Gbps	
		One-time	Recurring	One-time	Recurring	One-time	Recurring	One-time	Recurring	One-time	Recurring
17264-02-0118	University of Utah Health Sciences Center										
17264-02-0090	Salt Lake Valley Health Department										
17264-02-0093	South Valley Dialysis Center										
17264-02-0078	Planned Parenthood South Jordan Clinic										
17264-02-0047	Dixie Dialysis Center										
17264-02-0079	Planned Parenthood St. George Clinic										
17264-02-0099	Southwest Utah Community Health Center										
17264-02-0100	Southwest Utah Public Health Department										
17264-02-0109	Tabiona Medical Clinic										
17264-02-0127	West Valley Dialysis Center										
17264-02-0110	Tooele County Health Department										
17264-02-0008	Bear River Health Department										
17264-02-0005	Basin Clinic										
17264-02-0114	TriCounty Health Department										
17264-02-0111	Tooele County Health Department										
17264-02-0089	Salt Lake Valley Health Department										
17264-02-0081	Planned Parenthood West Valley Clinic										
17264-02-0091	Salt Lake Valley Health Department										
17264-02-0044	Davis County Health Department										

Telemedicine & Network Applications

The following applications represent samples of activities typical of healthcare facilities. Individual healthcare facilities included in this RFP may use all, some, or none of these in addition to other network uses required for their business operations.

Telehealth & Network Applications	File Size	Desired Outcome
File and Print Services	Variable	Print pharmacy orders at another location
TeleDiabetic Retinopathy Screening	5 MB/image x 4 images/study x 8 patients/day	Transmit 160 MB in studies in under 2 minutes
TeleEchocardiology	3 MB/image x 3-150 images/study x 6 patients/day	Transmit 450 MB in studies in under 10 minutes * May require videoconferencing
TelePathology	3 MB/image x 3-150 images/study x 6 patients/day	Transmit 450 MB in studies in under 10 minutes * May require videoconferencing
TeleRadiology		
Computerized Radiography(CR)	10 MB/image x 3 images/study	Transmit 30 MB files in under 10 minutes
Computed Tomography(CT)	510 KB/image x 80 images/study (chest CT), x 120 images/study (head CT) x 140 images/study (body CT) x 300 images/study (multi-slice CT)	Transmit 72 MB files in under 10 minutes
MRI	300 KB/image x 350 images/study	Transmit 105 MB files in under 15 minutes
Ultrasound	250 KB/image x 30 images/study	Transmit 7.5 MB files in under 5 minutes
Mammography	39 MB/image x 2 images/study	Transmit 78 MB files in under 10 minutes
TeleConsults using H.323 standard and high definition videoconferencing	384 Kbps – 1.9 Mbps	Diagnosis quality videoconferencing
Remote Desktop Management	500 Kbps/user x 5 users	SSL-VPN with 5 users to same server
Voice-over-IP	17 Kbps x 20 users	Low latency, high quality calls
Web-Streamed Medical Education to 200 participants from UTN core	192 Kbps x 10 users/site	200+ web streams from UTN core
Off-site data, medical, and billing backups	1 GB daily backups	Sent in under 60 minutes

Utah ARCHES Conceptual Diagram



Technical Specifications

As per section 3.01.14, please complete this worksheet. If not compliant, reference this spreadsheet in the narrative and include an explanation of features not supported and suggested alternatives

BACKBONE / END USER EQUIPMENT FEATURE REQUIREMENTS	PROPOSED MANUFACTURER (IF APPLICABLE)	PROPOSED MODEL (IF APPLICABLE)	COMPLIANT (YES/NO)
i. IPv4 & IPv6 Unicast/Multicast			
ii. Jumbo Frame support (9000 Byte MTU)			
iii. Netflow or similar traffic reporting capabilities			
iv. Routing protocols BGP, OSPFv2			
v. VOIP, H.323 IP Video CIF & HD. IP video streaming			
vi. IPSEC, GRE & SSL VPN tunneling			
vii. Latency less than 60ms roundtrip with less than 1% packet loss.			
viii. Advanced QOS			
ix. Fiber or copper Ethernet physical media. (Wireless will be considered for geographically challenging locations)			
x. Guaranteed bandwidth from site to RAP or site to core.			
OPTIONAL			
xi. MPLS including RFC 3031, 3036, 3209, 4090			