

New England Telehealth Consortium

FCC Rural Health Care Pilot Program

Scope Document
RFP 00 Fund Year 2009
September 24, 2009

Introduction and Background

The members of the New England Telehealth Consortium (NETC) Executive Committee, in consultation with the full Board of Directors, have prepared this scoping document to specify its network design needs, document the submission requirements, and outline review and selection procedures. The NETC Executive Committee has also retained an independent consultant, who was uninvolved in the NETC FCC RHCP application development or its submission, to assist it in preparing and filing the 465 and associated documents to procure a company to design the New England Telehealth Consortium network.

The New England Telehealth Consortium (NETC) is a non-profit organization consisting of a wide variety of experienced partners including research, academic, public, and private healthcare organizations dedicated to telehealth and telemedicine. The consortium primarily encompasses the three states of Maine, New Hampshire, and Vermont.

The goal of NETC is to augment healthcare services, health information exchange services, research, and education by enhancing broadband capacity and providing Internet2 services to support existing programs and the implementation of more effective and sustainable telehealth and telemedicine services.

To help facilitate and execute this course of action, NETC is soliciting “not to exceed” cost proposals from companies that provide network design technology. The successful bidder will understand the outline below and be able to perform the following work plan. NETC reserves the right to reject any and all proposals received as a result of this Request for Proposals (RFP). Federal Communications Commission (FCC) and Universal Service Administrative Company (USAC) rules govern this RFP process. Please see <http://www.usac.org/rhc-pilot-program/> for more details.

I. Project Overview

The New England Telehealth Consortium is 1 of 66 participants in the FCC Rural Health Care Pilot Program. The Consortium consists of 30 members representing a large number of affiliates located throughout the states of Maine, Vermont, and New Hampshire. Please see the Form 465 Attachment and the attached list of Additional Sites for the actual number and specific location of all sites which are to be included in the network design. NETC is a consortium of healthcare providers formed for the following purposes:

- Design and implement a private broadband regional telehealth network with Internet2 connectivity;
- Link regional healthcare providers with urban public practices, research institutions, academic institutions, and medical specialists to provide greater efficiency in the sharing of information relevant to healthcare applications;
- Provide a shared broadband network with healthcare providers thereby increasing and validating telehealth and telemedicine opportunities in the region;
- Provide healthcare providers in rural areas with greater and easier access to current research, advances in medicine, expert support, and team consults; and
- Allow healthcare providers in the region access to a common network for provision of electronic health records, remote medical diagnostics, telehealth, telemedicine, population health database, remote surgery, teledentistry, telepsychiatry and behavioral health treatment and other purposes determined by the Board of Directors and permitted by applicable law.

NETC is a tax exempt non-profit corporation that has been organized pursuant to the Maine Non-Profit Corporation Act as a mutual benefit corporation for all permitted purposes under Title 13-B of the Maine Revised Statutes. All NETC members have signed a commitment agreement stating that they will pay for project costs not covered by the FCC Rural Health Care Pilot Program.

II. Goals and objectives of the proposed network

A. Overall Goals

The goal of this Consortium is to provide increased access to healthcare services, health information exchange services, research, and education by enhancing broadband capacity to support existing programs and the implementation of more effective and sustainable telehealth services.

The announcement of this pilot grant opportunity has spurred a new energy among those participating in various telehealth networks across the region to collaborate by developing the New England Telehealth Consortium (NETC).

Based on preliminary, unverified needs assessment conducted over two years ago, a private, cloud based, MultiProtocol Label Switching (MPLS) Wide Area Network (WAN) appears to best fit the needs of the Consortium and most closely meet the requirements of the FCC Rural Health Care Pilot Program. MPLS is a fully meshed network allowing “any to any” communications and supporting packet prioritization so time sensitive information will not encounter delays. Encryption will be used through

the network for privacy and security. A network operations center mechanism is expected to be employed for the support and management of the network. Each member or customer of the Consortium has selected the sites that need connection to the network.

NETC is bound to the rules and funding commitment of the FCC. Based on the preliminary, unverified needs assessment referenced above, estimated costs were developed and included in the NETC FCC application for both first year capital costs, and first and second year network services costs for each of the original five hundred and fifty five sites. Over two hundred and fifty site changes have occurred since the application was prepared, so the selected network design vendor will be required to complete an updated needs assessment for each of the sites listed on the Form 465 attachment and the attached list of Additional Sites. Alternative technology network costs must be determined for those member sites requiring alternative WAN technology.

B. Objectives of NETC

1. Build a broadband network that connects multiple healthcare providers and brings the benefits of innovative telehealth and telemedicine services to the region of the three state area where need is most acute.

Action – Conduct design study to meet these objectives.

2. Link the New England Telehealth Consortium, to a nationwide backbone that will connect research, academic, public, and private health care institutions that are important sources of medical expertise and information.
 - a. Upon network completion, NETC has been invited to connect to the Northern Crossroads (NoX) network enabling access to hospitals and universities in Massachusetts, Connecticut, and Rhode Island resulting in a combined network that connects urban hospitals, medical specialists, universities, and research institutions with rural health providers across New England.

Action – Conduct design study to meet the objective.

3. Build increased access to advanced applications in continuing education and research.

Action – The New England Telehealth Consortium will draw from the aggregate expertise of its members and Internet2 affiliates to implement telehealth opportunities in underserved areas.

4. Enhance the healthcare community's ability to provide a rapid and coordinated response in the event of a national crisis. Emergency planning, program development, notification and assistance will become a coordinated three state activity rather than individual efforts.

Action – An Emergency Response Alert notifier and procedural steps in preparation for health related emergencies or threat of attack will be established.

5. Create a system to share patient electronic medical records easily. In the NETC region bandwidth availability and its cost have traditionally been the key road blocks in establishing a true system of patient record sharing. These barriers will be overcome through this funding.

Action – The New England Telehealth Consortium network will provide a platform for sharing data in Electronic Medical Records (EMR).

6. Leverage the telemedicine networks that already exist. Telemedicine has been a high priority throughout the region due to remoteness and lack of available medical professionals. Funding from this pilot network will enable providers to expand their service range and increase their abilities.

Action – The New England Telehealth consortium plans to facilitate conversation and participation between telehealth advancement agencies and our members.

Work plan of this Scoping Document

Summary

Conduct a network design study and determine the final network design.

Objective

Design a private regional Telehealth/Telemedicine network that supports high bandwidth, encryption/security, and quality of service, and connects to Internet2 to access Telehealth/Telemedicine services offered by out of region healthcare facilities. The design must be in line with the proposed network design of the NETC Rural Health Care Pilot Program application approved by the FCC that is a **private network with a fully meshed “any to any” topology.**

Work Plan

1. Conduct the network design studies for the consortium that will: address the needs of its Members, Customers, and their respective healthcare sites, including eligible and non eligible sites; determine how to deploy an efficient and private broadband regional telehealth network that includes multiple locations and various technologies; determine Internet2 connectivity.
 - a. Complete a Needs Assessment that includes onsite surveys at each NETC site (both those listed on the Form 465 attachment and the attached list of additional network sites) to determine:
 - i. Current Telehealth and Telemedicine Applications that will impact the WAN.
 - ii. Needed Telehealth and Telemedicine Applications that will impact the WAN.
 - iii. Current LAN and WAN infrastructure at each site.

- iv. Needed bandwidth.
 - v. Security requirements.
 - vi. Redundancy requirements.
 - vii. Quality of Service requirements.
 - viii. How to connect sites' existing networks to the new consortium network.
 - ix. Internet2 connectivity requirements for each healthcare site.
 - x. Internet2 connectivity for the entire network.
 - xi. Telehealth and Telemedicine applications available on Internet2 that will be used by sites on the NETC network and may impact the WAN.
2. Determine the final network design
- a. Incorporate the results of the site needs assessment and the onsite surveys in the WAN design.
 - b. Engineer the network structure.
 - c. Engineer Internet2 connectivity.
 - d. Engineer Layer 1 through 7 requirements.
 - e. Determine WAN Service topologies that best fit the consortium needs, are commercially available and cost effective.
 - f. Determine sites that need alternate WAN technologies due to remote location or mobility (i.e. Healthcare trucks and ships).
 - g. Determine and design network equipment requirements.
 - h. List the network connectivity requirements (bandwidth, encryption, Quality of Service, redundancy) for each site.

Response Submission

1. Cost to complete all aspects of the network design as outlined in this scoping document must be clearly stated in the proposal, must include **all** network design costs including travel and out of pocket costs, and the cost quoted must be specified as either a "fixed" or "not to exceed" price.
2. Costs should be categorized in broad categories to allow evaluation of cost elements. Proposer should delineate the number of person hours and/or consultant hours included in the proposal and a dollar amount for personnel/consulting; travel; space & occupancy; supplies; equipment; and other (e.g., insurance, telephone, advertising, etc.).
3. Based on the required interaction process with the FCC and USAC, it is not be possible to determine a definitive project start date – as it is dependent on approvals and posting where NETC has limited control.
4. Proposer must include a timeline for project completion. NETC desires that the network design be completed within 90 days of receipt of the USAC funding commitment letter. Proposer

should delineate how many calendar days the project will take to complete and provide a GANTT, PERT or similar chart of project times and milestones.

5. Each Proposer must clearly and specifically state their understanding of and adherence to the FCC/USAC Rural Healthcare Pilot Program payment procedures which allows for reimbursement only for incurred costs. Reimbursement for network design work must comply with RHCPP procedures (i.e., 15% invoiced to individual site first; 85% billed to USAC following vendor receipt of 15% payment from site).
6. Each Proposer must name the project manager and the personnel/key staff that Proposer will assign to the project team along with a description of their qualifications (including identifying and documenting such personnel's experience, if any, with comparable design projects).
7. Each Proposer must confirm that the resultant NETC Network Design and related work products (site needs assessment, site network information, etc.) shall be owned by NETC.
8. Each Proposer must provide at least three professional references from similar or larger-scale projects including: contact name, mailing address, phone number, and email address.
9. NETC reserves the right to seek clarification of each Proposal or to make an award without further discussion of the Proposals received. Therefore, it is important that each Proposal be organized and submitted in a clear and complete manner.
10. Each vendor must have a current FCC Registration Number (FRN). More information about obtaining an FRN can be found at <https://fjallfoss.fcc.gov/coresWeb/publicHome.do>.
11. Each vendor must have a current USAC Service Provider Identification Number (SPIN). More information about obtaining an SPIN can be found at <http://www.usac.org/rhc-pilot-program/vendors/step01/service-provider-id.aspx>.
12. A copy of the preliminary, unverified needs assessment conducted two years ago is available on CD and may be obtained by emailing delivery name and address to Brian Thibeau, NETC President at bthibeau@penquis.org.
13. Proposers should submit any questions, noted errors, discrepancies, ambiguities, exceptions, additions or deficiencies they have concerning this RFP by emailing such requests, with NETC Design RFP in the subject line, to Brian Thibeau, NETC President at bthibeau@penquis.org on or before the 14th day following the posting of this RFP on the USAC website. Answers to all questions/requests will be posted on the NETC website, www.netelc.org, on or before the 20th day following the posting of this RFP on the USAC website.
14. All responses will be reviewed pursuant to the Selection Criteria listed below by the NETC Executive Committee. Current Executive Committee members are: Brian Thibeau, NETC President and Chief Operating Officer, Penquis, Bangor, Maine; Tim Smith, NETC Treasurer and Chief Financial Officer, Webber Energy, Bangor, Maine; Martha McLeod, NETC Vice President and Executive Director, North Country Health Consortium, Whitefield, New Hampshire; Charlie Kimball, NETC Secretary and Chief Technology Officer, Eastern Maine Healthcare Systems, Brewer, Maine; and Red Hutchinson, Chief Information Officer, LRG Healthcare, Laconia, New Hampshire.
15. Responses to this RFP are due by 5 pm on or before the 29th day following the posting of this RFP on the USAC website.

Any responses received after the stated deadline will be considered non-responsive to the RFP and will not be reviewed.

16. Each Proposal must be submitted in two separate documents: the proposal itself and the cost/cost detail of the proposal. One electronic copy of each of the two documents comprising the proposal in Microsoft Word or Adobe Acrobat PDF format must be submitted to Brian Thibeau, President, New England Telehealth Consortium, by email at bthibeau@penquis.org or by CD-ROM or USB Drive delivered to Brian Thibeau, President, New England Telehealth Consortium, by mail to PO Box 1162, Bangor, ME 04402-1162 (Note, mail at Post Office Box is retrieved once each business day around 8 am in the morning) or by delivery service to 262 Harlow Street, Bangor, ME 04401. Use "NETC Network Design Bid Proposal" on package/envelope label or include in email subject line.
17. All materials submitted in response to the RFP become the property of NETC. If there is any concern about confidentiality, mark the appropriate pages of your response "Confidential." NETC will attempt to honor all reasonable requests for vendor confidentiality.
18. The cost of preparing the Proposal or any other cost associated with the submission of a Proposal is the sole responsibility of the contractor and will not be reimbursed.
19. Contractor's Proposal will become part of the final contract. The Contractor will be bound to perform according to the terms of this RFP and their Proposal. Any contract issued as a result of this RFP shall be construed according to the laws of the State of Maine. Additionally, the contractor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.
20. A Proposal may be rejected in whole or in part if it limits or modifies any terms and conditions and/or specifications of this RFP.
21. By responding, the contractor states that the Proposal is not made in connection with any competing contractor submitting a separate response to the RFP and is, in all aspects, fair and without collusion or fraud.
22. Any and all information provided to vendors by NETC or its sites, is considered to be proprietary information and must be used solely for the purpose of preparing a network design and is not to be released outside the vendor organization without written permission from NETC or its sites.

Selection Criteria: The NETC Executive Committee will select the most cost effective vendor per USAC requirements. Each Proposer is encouraged to provide detailed responses to demonstrate its experience and expertise, and attesting to its ability to design a private "any to any" network.

1. Demonstrated telecommunications and network design experience & expertise.
2. Demonstrated familiarity with the northern New England telecommunications marketplace, vendors, and service providers.
3. Competitive price.
4. Experience with and commitment to comply with the FCC Rural Healthcare USF program and process.
5. Quality of the vendor's proposal.

NETC - Additional Sites for Network Design

Site	Contact Name	Address	City	State	Zip	Telephone
Alice Peck Day Memorial Hospital	Harry Dorman	125 Mascoma Street	Lebanon	NH	03766	603-448-7435
Androscoggin Valley Hospital/Whitaker	Linda Laperle	181 Tall Pines Road	Tamworth	NH	03886	603-326-5735
Behavioral Health Network of Vermont	Traci Sawyers	155 Elm Street	Montpelier	VT	05602	802-262-6124
Clara Martin Center - BIS	Stanley Brinkerhoff	23 Bank Street	Lebanon	NH	03766	603-448-8255
Clara Martin Center - EVA	Stanley Brinkerhoff	579 Vermont Route 14 South	East Randolph	VT	05041	802-728-3896
Community Dental - Portland	Lisa Kavanaugh	640 Brighton Avenue	Portland	ME	04102	207-874-1028
Community Dental - Rumford	Lisa Kavanaugh	60 Lowell Street	Rumford	ME	04276	207-369-3600
Community Health Centers of the Rutland Region/The Network Ma	Grant Whitmer	5 Prospect Street	Tilton	NH	03276	603-286-5000
Counseling Service of Addison County	Traci Sawyers	67 Catamount Park	Middlebury	VT	05733	802-770-0487
Down East Community Hospital/Sunrise Care Facility	Wayne Dodwell	11 Ocean Street	Jonesport	ME	04649	207-497-5948
Eastern Maine Healthcare Systems/Aroostook Health Center	Charlie Kimball	15 Highland Ave	Mars Hill	ME	04758	207-429-9175
Eastern Maine Healthcare Systems/Hancock County Home Care - B	Charlie Kimball	93 Cottage Street	Bar Harbor	ME	04653	207-288-5584
Eastern Maine Healthcare Systems/Hancock County Home Care - B	Charlie Kimball	82 Water Street	Blue Hill	ME	04614	207-374-5510
Eastern Maine Healthcare Systems/River Valley HomeCare	Charlie Kimball	24 Lawrence Ave	Fairfield	ME	04937	207-453-2499
Eastern Maine Healthcare Systems/SVH - Home Care - 49/Healthy	Charlie Kimball	49 Main Street	Pittsfield	ME	04967	207-487-3726
Eastern Maine Healthcare Systems/SVH - Sebasticook Valley Amb	Charlie Kimball	43 Canaan Road	Hartland	ME	04943	207-938-4737
Eastern Maine Healthcare Systems/Visiting Nurse of Aroostook - C	Charlie Kimball	14 Access Highway	Caribou	ME	04736	207-498-2578
Eastern Maine Healthcare Systems/Visiting Nurse of Aroostook - F	Charlie Kimball	64 East Main Street	Fort Kent	ME	04743	207-834-3918
Eastern Maine Healthcare Systems/Visiting Nurse of Aroostook - H	Charlie Kimball	2 Water Street, Suite 2	Houlton	ME	04730	207-532-9261
HCRS/Springfield	Warren Sergeant	390 River Street	Springfield	VT	05156	802-886-4500

Site	Contact Name	Address	City	State	Zip	Telephone
Husson College, Calais	Rick Stephens	203 Main Street	Calais	ME	04619	207-454-0174
Husson College, Presque Isle	Rick Stephens	33 Edgemont Drive	Presque Isle	ME	04769	207-760-1177
Husson College, South Portland	Rick Stephens	220 Maine Mall Road	South Portland	ME	04106	800-562-1294
Lamoille County Mental Health Services-275 Brooklyn Street	Savi Van Sluytman	275 Brooklyn St	Morrisville	VT	05661	802-888-5026
Lamoille County Mental Health Services-520 Washington Highway	Savi Van Sluytman	520 Washington Highway	Morrisville	VT	05661	802-888-4914
Maine Primary Care Office	Dan Washburn	73 Winthrop Street	Augusta	ME	04330	207-621-0677
MaineGeneral Health/Alan Ross, M.D.	Daniel Burgess	147 Riverside Dr # 1	Augusta	ME	04330	207-623-6355
MaineGeneral Health/Allan W. Nyman, D.P.M.	Daniel Burgess	316 Main St	Waterville	ME	04901	207-873-2683
MaineGeneral Health/Anthony Pakiam, MD.	Daniel Burgess	56 Winthrop Street	Augusta	ME	04330	207-626-0481
MaineGeneral Health/Atlee & Gleaton EyeCare	Daniel Burgess	227 EASTERN AVE.	Augusta	ME	04330	207-622-3185
MaineGeneral Health/Augusta Foot & Ankle Center	Daniel Burgess	26 Eastern Avenue	Augusta	ME	04330	207-623-5100
MaineGeneral Health/Augusta Internal Medicine	Daniel Burgess	12 Spruce St. Ste. 7	Augusta	ME	04330	207-621-2500
MaineGeneral Health/Augusta Surgical Associates	Daniel Burgess	16 Caldwell Road	Augusta	ME	04330	207-621-4116
MaineGeneral Health/Brian J. Gillis, D.O.	Daniel Burgess	8 Water Street	Oakland	ME	04963	207-465-3003
MaineGeneral Health/Capital Family Practice	Daniel Burgess	89 Hosptial Street	Augusta	ME	04330	207-623-4225
MaineGeneral Health/Cardiovascular Consultants of Maine	Daniel Burgess	96 Campus Drive, Suite 1	Scarborough	ME	04074	207-624-4250
MaineGeneral Health/Clint Delashaw, M.D.	Daniel Burgess	16 Caldwell Road	Augusta	ME	04330	207-621-4116
MaineGeneral Health/Daniel Benson, D.P.M.	Daniel Burgess	76 Eastern Ave	Augusta	ME	04330	207-626-0100
MaineGeneral Health/Daniel Buck, D.P.M.	Daniel Burgess	100 Campus Ave # 104	Lewiston	ME	04240	207-623-6243
MaineGeneral Health/Dou Kyung Chai, MD.	Daniel Burgess	3 Saint Catherine St	Augusta	ME	04330	207-623-3515
MaineGeneral Health/Douglas A. O'Heir, D.P.M.	Daniel Burgess	143 Silver St	Waterville	ME	04901	207-872-2262
MaineGeneral Health/Easy Breathing Clinic	Daniel Burgess	2 Memorial Wy	Augusta	ME	04330	207-623-3332
MaineGeneral Health/Elm City Medical Association	Daniel Burgess	109 Silver Street	Waterville	ME	04901	207-872-0866

Site	Contact Name	Address	City	State	Zip	Telephone
MaineGeneral Health/Ervin, Edmond	Daniel Burgess	32 College Ave.	Waterville	ME	04901	207-873-6183
MaineGeneral Health/Erwin B. Seywerd, M.D.	Daniel Burgess	79 Arsenal St	Augusta	ME	04330	207-622-1445
MaineGeneral Health/Evergreen Family Practice	Daniel Burgess	246 Kennedy Memorial	Waterville	ME	04901	207-873-6655
MaineGeneral Health/Eye Center of Central Maine	Daniel Burgess	40 Airport Road	Waterville	ME	04901	207-873-6048
MaineGeneral Health/Hallowell Family Practice	Daniel Burgess	9 Union Street	Hallowell	ME	04347	207-626-0606
MaineGeneral Health/Integrated Medical Associates	Daniel Burgess	244 KENNEDY MEMORIAL DR	Waterville	ME	04901	207-861-5646
MaineGeneral Health/Jennifer L. Yanoschak, M.D.	Daniel Burgess	46 D 1st Parks Drive	Oakland	ME	04963	207-680-2140
MaineGeneral Health/Julius Ciembroniewicz, M.D.	Daniel Burgess	76 Eastern Avenue	Augusta	ME	04330	207-622-6271
MaineGeneral Health/Jutta Eichelman, M.D.	Daniel Burgess	55 Middle St	Augusta	ME	04330	207-626-5445
MaineGeneral Health/Kennebec County Urology, PA	Daniel Burgess	9 PLEASANT STREET	Oakland	ME	04963	207-465-2700
MaineGeneral Health/Kennebec Internal Medicine Assoc.	Daniel Burgess	9 Glenridge Dr.	Augusta	ME	04330	207-623-8434
MaineGeneral Health/Kennebec Medical Associates	Daniel Burgess	13 Railroad Square	Waterville	ME	04901	207-872-6869
MaineGeneral Health/Kennebec Valley OB/GYN	Daniel Burgess	5 Caldwell Road	Augusta	ME	04330	207-623-1322
MaineGeneral Health/Michael Szela, M.D.	Daniel Burgess	89 Hospital Street	Augusta	ME	04330	207-623-4225
MaineGeneral Health/Middle Street Medical - Dr. Cheng	Daniel Burgess	6 Middle Street	Augusta	ME	04330	207-622-4400
MaineGeneral Health/Mid-Maine Internal Medicine - Vassalboro	Daniel Burgess	PO Box 247	N. Vassalboro	ME	04962	207-873-6173
MaineGeneral Health/Mid-Maine Internal Medicine - Winslow	Daniel Burgess	3 Garland Rd.	Winslow	ME	04901	207-873-1098
MaineGeneral Health/Northeast Cardiology Associates	Daniel Burgess	244 Kennedy Memorial Dr #102	Waterville	ME	04901	207-861-8030
MaineGeneral Health/Oakland Family Health Care, PA	Daniel Burgess	9 PLEASANT STREET, SUITE	Oakland	ME	04963	207-465-2181
MaineGeneral Health/Orthopedics, Ltd	Daniel Burgess	246 Kennedy Memorial Dr # 101	Waterville	ME	04901	207-873-0200
MaineGeneral Health/Roger Hall, M.D.	Daniel Burgess	89 Hospital St Ste 1	Augusta	ME	04330	207-622-6193
MaineGeneral Health/Roland Knausenberger, M.D.	Daniel Burgess	180 Kennedy Memorial Dr # 202	Waterville	ME	04901	207-872-2900
MaineGeneral Health/Rosalind R. Waldron, M.D.	Daniel Burgess	15 Bay St	Winslow	ME	04901	207-872-5139

Site	Contact Name	Address	City	State	Zip	Telephone
MaineGeneral Health/Silvermount Women's Health Care	Daniel Burgess	180 Kennedy Memorial Dr # 304	Waterville	ME	04901	207-872-5529
MaineGeneral Health/Waterville Family Practice	Daniel Burgess	13 Railroad Sq.	Waterville	ME	04901	207-873-1181
MaineGeneral Health/Waterville Foot & AnkleCenter, PA	Daniel Burgess	25 First Park Suite C	Oakland	ME	04963	207-872-6010
MaineGeneral Health/Waterville Pediatrics	Daniel Burgess	159 Silver Street	Waterville	ME	04901	207-873-5437
MaineGeneral Health/Waterville Surgical Associates	Daniel Burgess	180 Kennedy Memorial Dr # 303	Waterville	ME	04901	207-861-7874
MaineGeneral Health/Waterville Surgical, P.A.	Daniel Burgess	180 Kennedy Memorial Dr # 204	Waterville	ME	04901	207-872-7600
MaineGeneral Health/Waterville Women'sCare	Daniel Burgess	180 Kennedy Memorial Dr # 101	Waterville	ME	04901	207-877-7477
MaineHealth/HomeHealth Visiting Nurses of Southern ME - Bridgt	Julie Wooden	2 Elm Street	Bridgton	ME	04009	207-284-4566
MaineHealth/HomeHealth Visiting Nurses of Southern ME - HQ	Julie Wooden	15 Industrial Park Road	Saco	ME	04072	207-284-4566
MaineHealth/HomeHealth Visiting Nurses of Southern ME - Portla	Julie Wooden	901 Washington Avenue, Suite 1	Portland	ME	04103	207-284-4566
MaineHealth/HomeHealth Visiting Nurses of Southern ME - Sanfor	Julie Wooden	21 Bradeen Street	Springvale	ME	04083	207-284-4566
MaineHealth/HomeHealth Visiting Nurses of Southern ME - York	Julie Wooden	One Bragdon Commons, 1 Brick	York	ME	03909	207-284-4566
MaineHealth/Maine Pediatrics Specialty Group - Suite 300	Julie Wooden	887 Congress, Suite 300	Portland	ME	04102	207-662-5522
MaineHealth/Maine Pediatrics Specialty Group - Suite 320	Julie Wooden	887 Congress, Suite 320	Portland	ME	04102	207-662-5522
MaineHealth/MMC - Info Services, Vocational Services, CORE	Julie Wooden	39 Forest Avenue	Portland	ME	04101	207-662-2088
MaineHealth/MMC - Information Services Patient Accounts	Julie Wooden	Gateway, 420 Cumberland Aven	Portland	ME	04101	207-662-2411
MaineHealth/MMC - MaineHealth Corporate	Julie Wooden	465 Congress Street	Portland	ME	04101	207-775-7001
MaineHealth/MMC - Offsite Distribution Center	Julie Wooden	78 Scott Drive	Westbrook	ME	04092	207-775-1925
MaineHealth/MMC - Radiology Records & Print Shop	Julie Wooden	125 John Roberts Road	South Portland	ME	04106	207-662-2941
Martin's Point Health Care/Albany	Doug Smith	28 Corporate Drive	Clifton Park	NY	12065	518-438-2251
Martin's Point Health Care/TW data center	Doug Smith	340 Cumberland Avenue	Portland	ME	04101	207-774-5801
Mercy Hospital/Mercy Medical Associates - Falmouth	Jonathan Roderick	75 Clearwater Drive, Suite 106	Falmouth	ME	04105	207-400-8570
NFI Vermont, Inc., Admin	Charles Myers	30 Airport Road	South Burlington	VT	05403	802-658-0040

Site	Contact Name	Address	City	State	Zip	Telephone
NFI Vermont, Inc., BCAP	Charles Myers	72 Black Mountain Road	Brattleboro	VT	05301	802-254-2558
NFI Vermont, Inc., Cornerstone	Charles Myers	510 Portland Street	Saint Johnsbury	VT	05819	802-748-6282
NFI Vermont, Inc., Hospital Diversion	Charles Myers	486 Main Street	Winooski	VT	05404	802-655-8833
North Country Health Consortium/Upper Connecticut Valley Hospi	Martha McLeod	181 Corliss Lane	Colebrook	NH	03576	603-237-8460
North Country Health Consortium/Whitefield	Martha McLeod	7 Main Street, Suite 7	Whitefield	NH	03598	603-837-2519
Northeast Kingdom Human Services/Newport	Eric Grims	154 Duchess Street	Newport	VT	05855	802-334-6744
Northeast Kingdom Human Services/St. Johnsbury	Eric Grims	2225 Portland Street	Saint Johnsbury	VT	05819	802-748-3181
Northern Berkshire Healthcare/VNA & Hospice of Northern Berksh	David Delano	535 Curran Memorial Highway	North Adams	MA	01247	413-664-4536
Northwestern Counseling & Support Services	Traci Sawyers	107 Fisher Pond Road	Saint Albans	VT	05478	802-524-6554
Penobscot Bay Medical Center/Central Data Center	Dennis Puls	409 Old County Road	Rockland	ME	04841	207-701-3225
Penquis - Rockland	Brian Thibeau	170 Pleasant Street	Rockland	ME	04841	207-596-0361
Sebasticook Family Doctors - Pittsfield	Bridgette Burkholder	140 Chandler Street	Pittsfield	ME	04967	207-487-9244
Southern Maine Medical Center/I Medical Center Drive-Redundan	Steve Hennessey	1 Medical Center Drive	Biddeford	ME	04005	207-283-7000
Southern Maine Medical Center/Branch Office	Steve Hennessey	235 Main Street	Biddeford	ME	04005	207-283-7680
Southern Maine Medical Center/Cancer Care Center of York Count	Steve Hennessey	27 Industrial Park Ave	Sanford	ME	04073	207-459-1600
Southern Maine Medical Center/Kennebunk Diagnostic and Therap	Steve Hennessey	4 Shape Drive	Kennebunk	ME	04043	207-467-6999
Southern Maine Medical Center/Prenatal Clinic-Redundant	Steve Hennessey	6 C Wellspring Road	Biddeford	ME	04005	207-283-7333
Southern Maine Medical Center/Saco Diagnostic and Therapy Cent	Steve Hennessey	13 Industrial Park Road	Saco	ME	04072	207-283-7226
Southern Maine Medical Center/Sheer Energy Building	Steve Hennessey	479 Alfred Street	Biddeford	ME	04005	207-283-7000
Southern Maine Medical Center/Transcription, LifeLine, Cancer Re	Steve Hennessey	10 Amherst Street	Biddeford	ME	04005	207-283-7717
United Counseling Service of Bennington County	Traci Sawyers	100 Ledge Hill Road	Bennington	VT	05201	802-442-5491
University of Maine School of Nursing/Orono Campus	Jeff Letourneau	5752 Neville Hall, University of	Orono	ME	04469	207-561-3507
Vermont Information Technology Leaders	David Cochran	144 Main Street, Suite 1	Montpelier	VT	05602	802-223-4100

Site	Contact Name	Address	City	State	Zip	Telephone
Vermont Information Technology Leaders/VITL Backup Site	David Cochran	102 Kimball Avenue	Williston	VT	05401	802-223-4100
Vermont Information Technology Leaders/VITL Data Center	David Cochran	40 IDX Drive	South Burlington	VT	05401	802-223-4100
Vermont Radiologists	Hartley Neel	620 Hinesburg Road #1A	South Burlington	VT	05403	802-863-1249
Washington County Mental Health Services	Paul Dupre	174 Hospital Loop	Berlin	VT	05602	802-229-0591
Wentworth-Douglass Hospital - Lee	Jeffrey Pollock	54 Calef Road, Route 125	Lee	NH	03824	603-740-2151
West Central Behavioral Health	Suellen Griffin	9 Hanover St., Suite 2	Lebanon	NH	03766	603-448-0126
West Central Behavioral Health/Connecticut Valley House	Suellen Griffin	7 Trinity Street	Claremont	NH	03743	603-543-1182