

**Telecommunications RFP 02**

for

**North Country Telemedicine Project (NCTP) Network**

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## 1. Project Overview

The Fort Drum Regional Health Planning Organization (FDRHPO) is seeking an Internet Service Provider (ISP), or Providers, to provide Internet and Internet 2 access to its members. Approximately 28 members of varying sizes need Internet and Internet 2 services.

The North Country Telemedicine Project (NCTP) is a regional fiber optic telecommunications /telemedicine network used to connect participating entities located at sites operating in Jefferson, Lewis and St. Lawrence Counties in New York and four urban facilities located in Syracuse and Utica that provide consultative and specialty care. Participating entities on the NCTP network are connected via layer 2 virtual local area networks (VLANs). The physical network is running on the Development Authority of the North Country (DANC) network.

The purpose of this RFP is to solicit proposals from Offerors who wish to provide Internet and Internet2 **services** to support the participants of the NCTP network. Offerors do not need to bid on both services (Internet and Internet2) in order to be considered for this RFP.

### Proposal Submission Process

Proposals shall be submitted to:

NAME: Denise Young  
TITLE: Executive Director  
ORGANIZATION: Fort Drum Regional Health Planning Organization (FDRHPO)  
ADDRESS: 120 Washington Street, Suite 302  
Watertown, NY 13601  
TELEPHONE NO.: 315-755-2020  
FAX NO.: 315-755-2022  
EMAIL ADDRESS: [dyoung@fdrhpo.org](mailto:dyoung@fdrhpo.org)

- Closing date for submitting the proposal is **5:00 PM on the 30<sup>th</sup> day after the posting of the RFP.** Proposals received after the specified closing date and time will not be accepted.
- **Number of copies required = 5**
- Format for the Proposal:
  - **Bids are to be submitted in printed and electronic form. The electronic copy must be searchable.** Electronic bids shall be in either Microsoft Word or Adobe PDF file format.
  - **Offeror proposals will include the following sections:**
    - Cover Letter
    - Executive Summary
    - Description of Proposed Internet Service
    - Description of Proposed Internet2 Service
    - Description of Proposed Hardware and Software
    - Project Management Description
    - Qualifications and References of Offerors and All Subcontractors
    - Schedule/Timeline
    - Pricing Section
    - Contact Information
  - **Questions about the RFP should be submitted to:**

## Fort Drum Regional Health Planning Organization

NAME: Robert Hunt  
TITLE: Regional Telemedicine Project Manager  
ORGANIZATION: Fort Drum Regional Health Planning Organization (FDRHPO)  
ADDRESS: 120 Washington Street, Suite 302  
Watertown, NY 13601  
TELEPHONE NO.: 315-244-8733  
FAX NO.: 315-755-2022  
EMAIL ADDRESS: [rhunt@fdrhpo.org](mailto:rhunt@fdrhpo.org)

- **Questions regarding the RFP can be submitted for the first 7 days from the posting of the RFP.**
- **Offerors will be notified within 30 days after the end of the RFP posting period as to which Offeror has been selected for a contract award.**
- All materials submitted in response to the RFP become the property of the FDRHPO.
- Proposals and supporting materials will not be returned to Offerors.
- Offerors are advised that:
  - Pricing will be considered as part of the proposal evaluation process.
  - The award of the contract will not necessarily go to the proposal with the lowest bid.
  - The FDRHPO reserves the right to reject any or all proposals

### Participating Sites

- The participating NCTP sites are currently located at 27 locations and include primary care clinics, rural hospitals, urban hospitals, mental health clinics and county public health departments.
- The U.S. Army may connect the Fort Drum Guthrie Clinic to the NCTP network at a future date.

North Country Telemedicine Project (NCTP) Network Diagram

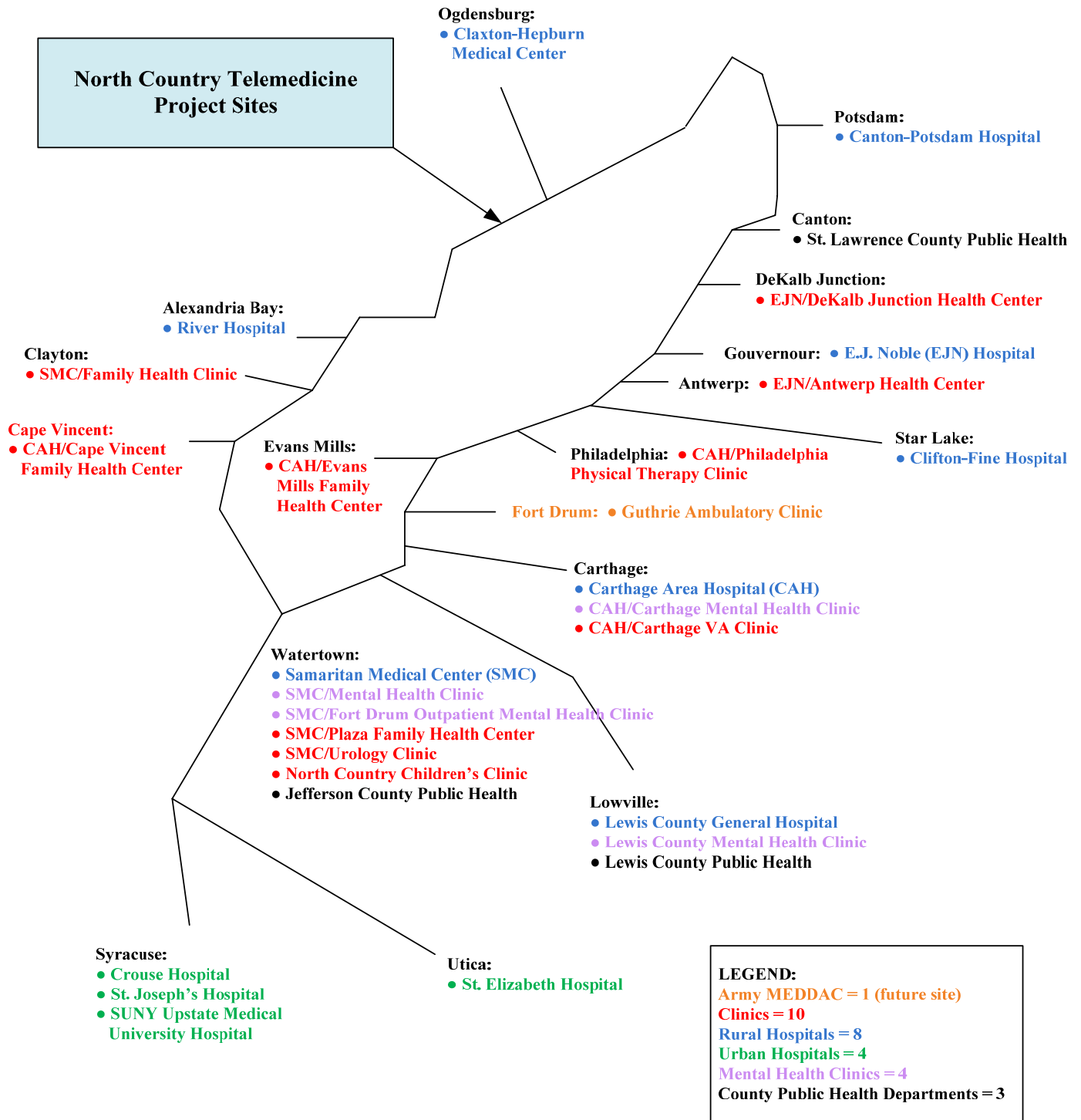


Figure 1-1 NCTP Network Diagram

## 2. Project Administration

### (a) Background

The Fort Drum Regional Health Planning Organization (FDRHPO), Inc. will be the legal entity to administer the contract awarded to the Offeror.

The FDRHPO is a not-for-profit corporation formed by New York Not-for-Profit Corporation Law.

The creation of the Fort Drum Regional Health Planning Organization was announced by Congressman John McHugh (R-NY) and the two primary local partners, Samaritan Medical Center and Carthage Area Hospital on October 12, 2005. As one of very few military installations without its own hospital, Fort Drum relies on the local healthcare system for the medical needs of its soldiers and their families. The FDRHPO Board of Directors meets regularly to ensure that the needs of the current and expanding North Country/Fort Drum community are met. FDRHPO formalizes this relationship, brings in other key players in the healthcare system, and ensures collaboration among all parties.

### (b) Vision and Mission

The mission of the FDRHPO was developed to fulfill the tasks set before it and to reach the vision for North Country healthcare held by the leadership of the organization.

- **Vision Statement**

Transform our current healthcare delivery system into a healthcare delivery model that partners Medical Treatment Facilities with Community providers to augment the Medical Treatment Facilities' primary care capability with specialty care and inpatient services.

- **Mission Statement**

Through collaborative efforts, plan and evaluate to ensure quality healthcare services are provided to meet the needs of the Military Mission by enhancing our response to the military community while building a strong North Country health care system. To accomplish this we will utilize available, and develop necessary, resources working jointly and cooperatively.

- **Goals**

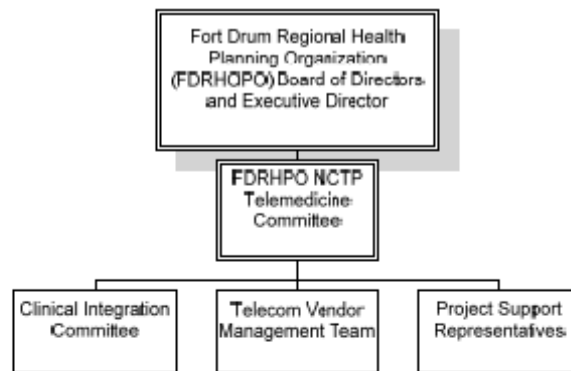
- Identify the healthcare needs of the community surrounding and including Fort Drum, NY
- Develop a plan to address and support the healthcare needs of the community
- Foster the collection and exchange of information to promote healthcare through coordinated, area-wide services programs
- Further such purposes in coordination with federal, state and county governments, the military and local healthcare providers, agencies and consumers and in accordance with the mission of the U.S. military.
- Solicit funds to further the stated objectives.

### (c) FDRHPO Organization

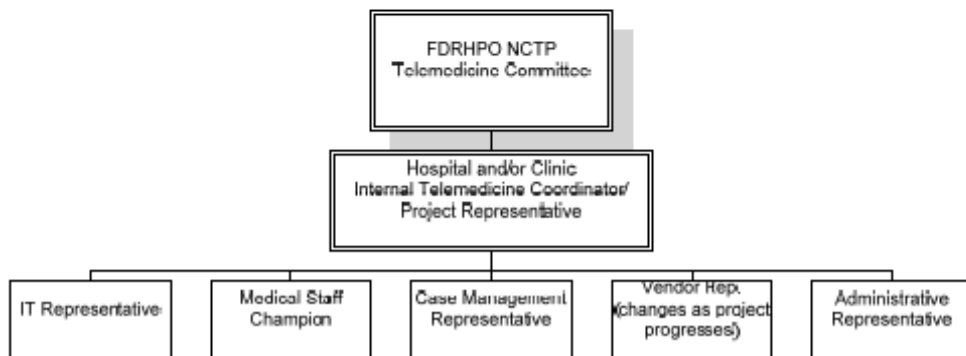
## Fort Drum Regional Health Planning Organization

The Fort Drum Regional Health Planning Organization, Inc. is a not-for-profit corporation formed by New York Not-for-Profit Corporation Law. In accordance with Section 601(a) of the New York Not-for-Profit Law, the Corporation has no members. The property and business affairs of the Corporation are managed by a Board of Directors. This organizational structure is vital to the FDRHPO's ability to fulfill its mission and maintain broad representation for collaboration through the Board of Directors.

FDRHPO's North Country Telemedicine Project Organization Chart is shown below:



### FDRHPO NCTP Partner Internal Organization for Telemedicine Project



**Figure 2-1 FDRHPO NCTP Org Chart**

### 3. Technical Requirements

**Offerors shall provide a detailed description of the proposed Internet and Internet2 Services which addresses the items detailed below.**

Offerors are NOT required to provide bids for both Internet and Internet2 services but bids from Offerors that do provide both services will be scored higher than bids that only provide for just Internet Service or just Internet2 Service.

Offerors who provide solutions for both services are NOT required to provide a separate router for each service. Both services (Internet and Internet2) can be provided through a single router that provides a Gigabit Ethernet (1000BASE-T or 1000BASE-SX) interface to the FDRHPO/NCTP switch located at the DANC POP in Watertown, NY. Any equipment provided by the Offeror shall be considered to be part of the Internet and/or Internet2 Service. FDRHPO or NCTP members will NOT be responsible for any hardware or software provided by the Offeror as part of the Internet and/or Internet2 Service.

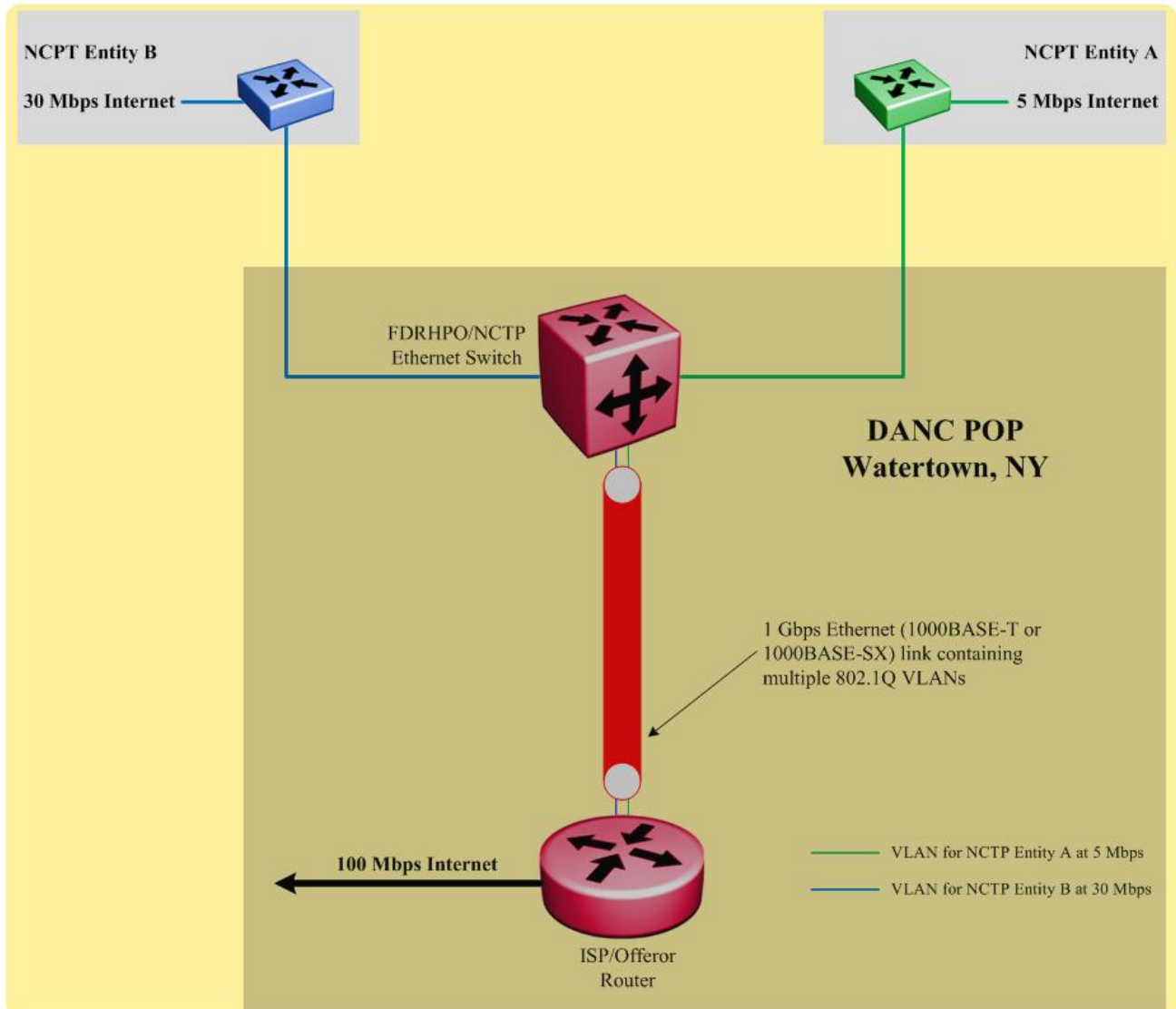
**Offerors who plan on providing both services, Internet and Internet2, will complete section 3c. Offerors who will only provide Internet Service will complete section 3a. Offerors who will only provide Internet2 Service will complete section 3b.**

If one or more of the sub-sections in Section 3 are not applicable to an Offerors response then the Offeror will answer, "Not Applicable" as the response to that specific sub-section or sub-sections.

**a. Internet Services – This sub-section applies to Offerors who are ONLY providing Internet Services.**

- The FDRHPO requests the Offeror to provide a router for ingress/egress to the Internet as part of the proposed Internet Service. The router shall be located in the Development Authority of the North Country's (DANC) Watertown POP:  
Jefferson County Office Building Telecom Room  
175 Arsenal Street Watertown, NY 13601.  
Please contact Dorlene MacDiarmid at [dmac@danc.org](mailto:dmac@danc.org) for POP access specifics.
- It is intended that this router will act as a service point for multiple individual Internet circuits to the NCTP members. The circuits will vary in size from 5 Mbps to 50 Mbps in one (1) Mbps increments. The Offeror shall work with the NCTP members to determine the size of the circuit for each location. The Offeror shall describe how this will be implemented.
- The ability to test to individual NCTP member sites is required. The Offeror shall describe what steps they will take to determine if connection issues to the Internet are the result of the Offerors network or the NCTP user network.
- NCTP sites will require different numbers of IP addresses. It is expected the NCTP sites will request IP address space through the existing ISP procedures. The Offeror shall provide a detailed description for providing both static and

- dynamic IP addressing.
- It is a requirement that the IP routing for the NCTP members is such that Internet communication between the members only takes place by traversing the ISP's router in the Watertown, NY location.
  - The existing NCTP network will carry the traffic throughout the North Country to its members. The diagram below provides an example of Internet access for two of the potential NCTP sites. We are requesting a 100 Mbps feed into an ISP owned router (the Offerors router) placed in the DANC Watertown, NY POP. That router would then provide circuits in one (1) Mbps increments to the NCTP members. The Offeror shall describe how this will be implemented. Additionally, the Offeror shall describe how the circuit bandwidth for Internet traffic between their router and the DANC switch (FDRHPO switch) can be increased from 100 Mbps up to 500 Mbps in 50 Mbps increments without purchasing additional hardware or software.
  - The interface between the ISP router located at the DANC POP in Watertown, NY and the DANC network can be any of the following Gigabit Ethernet standards: 1000BASE-SX or 1000BASE-T.
  - The one (1) Gigabit Ethernet link needs to be an 802.1Q VLAN tagged link. The ISP will then rate limit the VLANs according to the subscribed rate. The NCTP network will carry the Internet traffic to the NCTP member's router or firewall. The Offeror shall describe how this will be implemented. (Note: A one (1) Gigabit link is being requested because the FDRHPO expects the aggregate bandwidth from the NCTP members for Internet traffic to exceed 100 Mbps at some future date.)
  - The Offeror shall provide a detailed description of the proposed routers hardware and software features.
  - The proposed router shall include an option for redundant power supplies.
  - The proposed router shall include an option for multiple Gigabit Ethernet ports.
  - The proposed router shall use DC power.

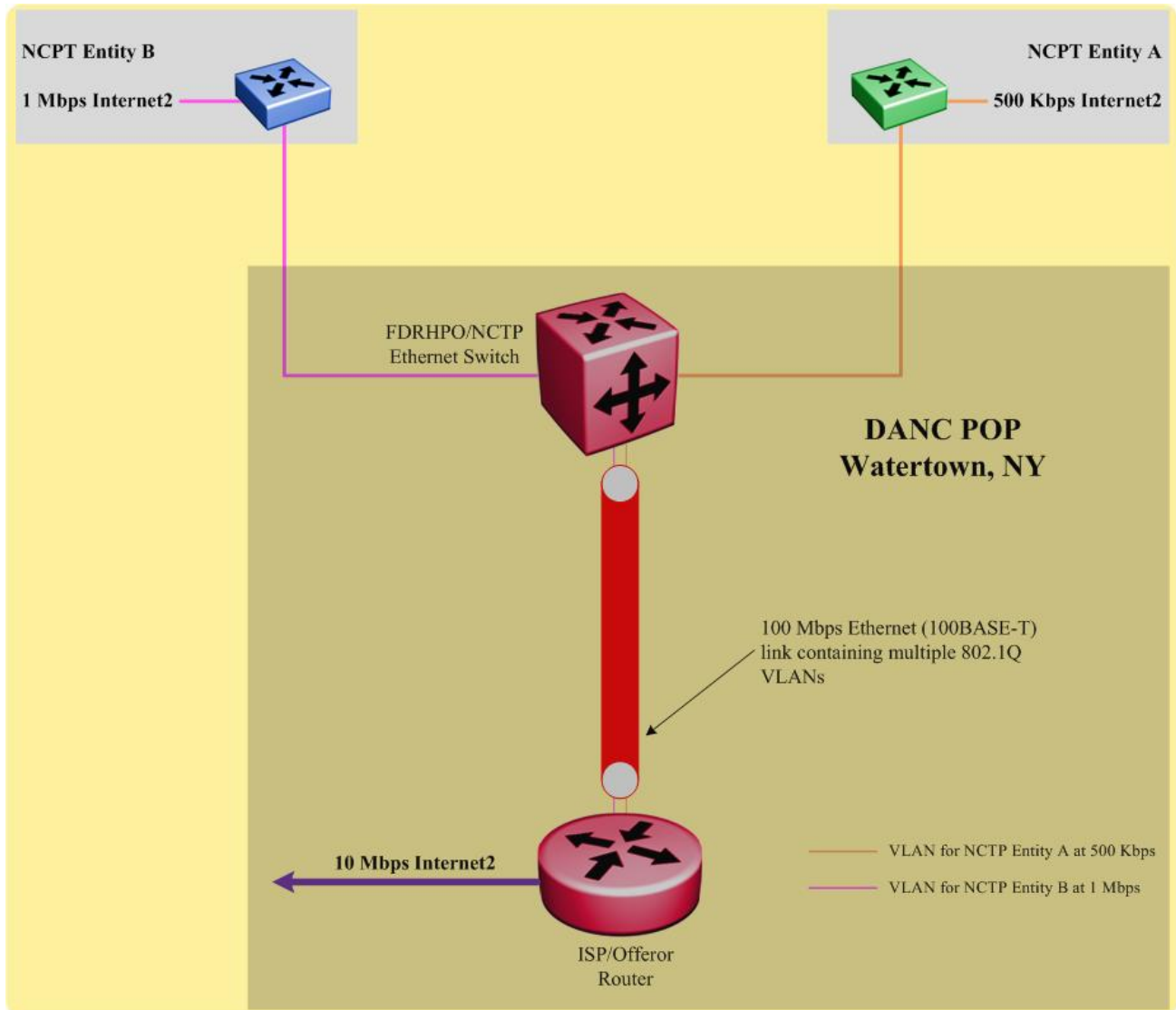


**Figure 3-1 Internet ONLY**

**b. Internet2 Services – This sub-section applies to Offerors who are ONLY providing Internet2 Services.**

- The FDRHPO requests the Offeror provide a router for ingress/egress to Internet2 as part of the proposed Internet2 Service. The router shall be located in the Development Authority of the North Country's (DANC) Watertown POP:  
Jefferson County Office Building Telecom Room  
175 Arsenal Street Watertown, NY 13601.  
Please contact Dorlene MacDiarmid at [dmac@danc.org](mailto:dmac@danc.org) for POP access specifics.
- It is intended that this router will act as a service point for multiple individual Internet2 circuits to the NCTP members. The circuits will vary in size from 256 Kbps to 1.024 Mbps in 128 Kbps increments. The Offeror shall work with the NCTP members to determine the size of the circuit for each location. The Offeror shall describe how this will be implemented.

- The ability to test to individual NCTP member sites is required. The Offeror shall describe what steps they will take to determine if connection issues to the Internet2 are the result of the Offerors network or the NCTP user network.
- It is a requirement that the IP routing for the NCTP members is such that Internet2 communication between the members only takes place by traversing the ISP's router in the Watertown, NY location.
- The existing NCTP network will carry the traffic throughout the North Country to its members. The diagram below provides an example of Internet2 access for two of the potential NCTP sites. We are requesting a 10 Mbps feed into an ISP owned router (the Offeror's router) placed in the DANC Watertown, NY POP. That router would then provide circuits in 128 Kbps increments to the NCTP members. The Offeror shall describe how this will be implemented. Additionally, the Offeror shall describe how the circuit bandwidth for Intenet2 traffic between their router and the DANC switch (FDRHPO switch) can be increased from 10 Mbps up to 50 Mbps without purchasing additional hardware or software.
- The interface between the ISP router located at the DANC POP in Watertown, NY and the DANC network must be 100BASE-T.
- The one-hundred (100) Megabit Ethernet link needs to be an 802.1Q VLAN tagged link. The ISP will then rate limit the VLANs according to the subscribed rate. The NCTP network will carry the Internet traffic to the NCTP member's router or firewall. The Offeror shall describe how this will be implemented. (Note: A one-hundred (100) Megabit link is being requested because the FDRHPO expects the aggregate bandwidth from the NCTP members for Internet2 traffic to exceed 10 Mbps at some future date.)
- The Offeror shall provide a detailed description of the proposed routers hardware and software features.
- The proposed router shall include an option for redundant power supplies.
- The proposed router shall use DC power.



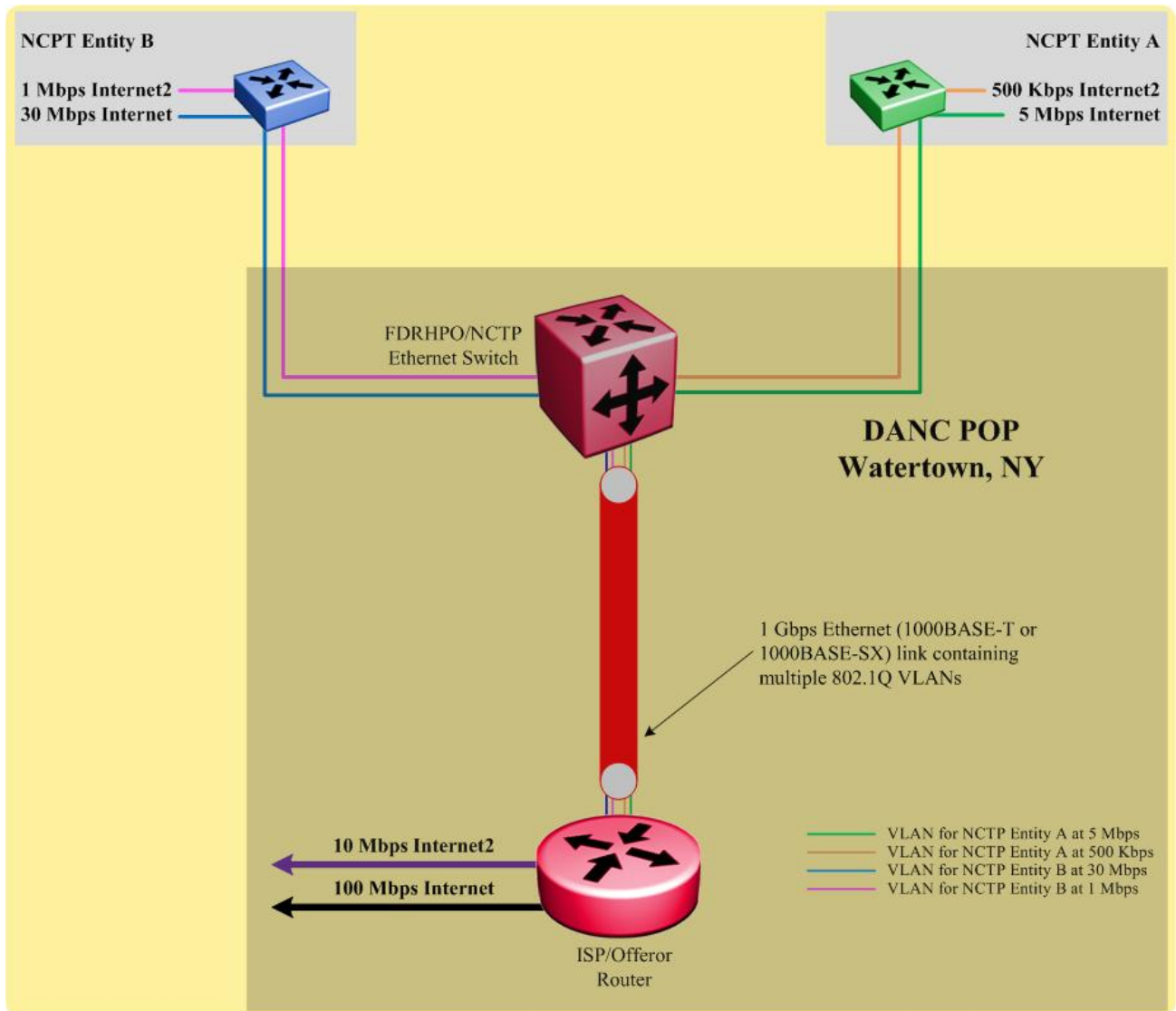
**Figure 3-2 Internet2 ONLY**

**c. Internet & Internet2 Services – This sub-section applies to Offerors who ARE providing Internet AND Internet2 Services.**

- The FDRHPO requests the Offeror to provide a router for ingress/egress to the Internet and Internet2 as part of the proposed Internet and Internet2 Service. The router shall be located in the Development Authority of the North Country's (DANC) Watertown POP:  
Jefferson County Office Building Telecom Room  
175 Arsenal Street Watertown, NY 13601.  
Please contact Dorlene MacDiarmid at [dmac@danc.org](mailto:dmac@danc.org) for POP access specifics.
- It is intended that this router will act as a service point for multiple individual Internet and Internet2 circuits to the NCTP members. The Internet circuits will vary in size from 5 Mbps to 50 Mbps in one (1) Mbps increments. The Internet2

circuits will vary in size from 256 Kbps to 1.024 Mbps in 128 Kbps increments. The Offeror shall work with the NCTP members to determine the size of the circuit for each location. The Offeror shall describe how this will be implemented.

- The ability to test to individual NCTP member sites is required. The Offeror shall describe what steps they will take to determine if connection issues to the Internet or Internet2 are the result of the Offerors network or the NCTP user network.
- NCTP sites will require different numbers of IP addresses. It is expected the NCTP sites will request IP address space through the existing ISP procedures. The Offeror shall provide a detailed description for providing both static and dynamic IP addressing.
- It is a requirement that the IP routing for the NCTP members is such that Internet and Internet2 communication between the members only takes place by traversing the ISP's router in the Watertown, NY location.
- The existing NCTP network will carry the traffic throughout the North Country to its members. The diagram below provides an example of Internet and Internet2 access for two of the potential NCTP sites. We are requesting a 100 Mbps feed, for Internet traffic, into an ISP owned router (the Offerors router) placed in the DANC Watertown, NY POP. We are also requesting a 10 Mbps feed, for Internet2 traffic, into an ISP owned router (the Offerors router) placed in the DANC Watertown, NY POP. For this configuration the Offeror may use the same router for both Internet and Internet2 traffic. That router would then provide Internet circuits in one (1) Mbps increments and Internet2 circuits in 128 Kbps increments to the NCTP members. The Offeror shall describe how this will be implemented. Additionally, the Offeror shall describe how the circuit bandwidth for Internet traffic between their router and the DANC switch (FDRHPO switch) can be increased from 100 Mbps up to 500 Mbps in 50 Mbps increments without purchasing additional hardware or software; the Offeror shall describe how the circuit bandwidth for Internet2 traffic between their router and the DANC switch (FDRHPO switch) can be increased from 10 Mbps to 50 Mbps in 10 Mbps increments without purchasing additional hardware or software.
- The interface between the ISP router located at the DANC POP in Watertown, NY and the DANC network can be any of the following Gigabit Ethernet standards: 1000BASE-SX or 1000BASE-T.
- The one (1) Gigabit Ethernet link needs to be an 802.1Q VLAN tagged link. The ISP will then rate limit the VLANs according to the subscribed rate. The NCTP network will carry the Internet traffic to the NCTP member's router or firewall. The Offeror shall describe how this will be implemented. (Note: A one (1) Gigabit link is being requested because the FDRHPO expects the aggregate bandwidth from the NCTP members for Internet and Internet2 traffic to exceed 100 Mbps.)
- The Offeror shall provide a detailed description of the proposed routers hardware and software features.
- The proposed router shall include an option for redundant power supplies.
- The proposed router shall include an option for multiple Gigabit Ethernet ports.
- The proposed router shall use DC power.



**Figure 3-3 Internet AND Internet2**

**d. Optional Support**

- If the Offeror's proposed router supports Border Gateway Protocol (BGP) describe how their router will accommodate BGP.
- Will the Offeror's proposed router be able to route a customer's American Registry for Internet Numbers (ARIN) assigned routable IP address blocks? Please describe.
- Will the Offeror's proposed router provide support for public or private BGP peering? Please describe.

#### 4. Project Management Requirements

Offerors shall include a Detailed Project Management Plan for implementing the Internet and/or Internet2 Services project. The Detailed Project Management Plan shall include narrative information and detailed project milestone and schedule information presented in Microsoft Project file format. The Offeror shall include an estimated start time and completion date for the project.

**Offerors shall outline their implementation plan for the project described in the RFP.**

**The plan should include timetables that address the following issues:**

**Project Management:** A description of the Offeror's management team for this project. List all key personnel and their qualifications.

**Project Schedule:** An implementation schedule for the proposed service, including delivery dates, implementation milestones, task relationships and dependencies, and a timeline.

**Internet and/or Internet2 Services System Architecture and Development:** Descriptions of how the service(s) will be designed, including details of customer testing and final implementation, the extent to which Internet and/or Internet2 connectivity to participating entities will be guaranteed, how the Internet and/or Internet2 service will deliver differentiated levels of service depending on the different bandwidth needs and quality of service (QoS) requirements of the NCTP users.

**Ongoing Service Maintenance and Assistance:** Offerors shall provide details of all maintenance activities and how assistance will be provided to NCTP users.

This data shall include, but not be limited to:

- How 24/7 maintenance support will be provided.
- The response times for major and minor problems.
- How the service will be monitored on a continuous basis for any problems and what proactive steps will be taken to ensure the quality of the service.
- Description of what software will be used to generate reports containing the following minimum information:
  - Circuit Bandwidth Utilization
  - Peak Bandwidth Analysis
  - Circuit Up-time
  - Circuit Down-time

**5. Offeror Qualifications and References**

**Offerors shall demonstrate their ability and competency to complete the project by providing the information below.**

A brief description of the Offeror Company and services offered, including:

- Full legal company name.
- Year business was established.
- Number of people currently employed.
- Most recent annual report, if a public company.
- A description of the qualifications, experience, capability and/or capacity of the Offeror to successfully provide the requested services and complete the project in a timely manner.
- References: Contact information for three references from projects similar in size, application and scope. Also provide a brief description of their service.
- The Offeror will be required to provide to the FDRHPO a Performance Bond for the full amount of the contract within 10 days of notification of acceptance of the Offeror's bid by the FDRHPO governing Board of Directors. No contract will be executed without a Performance Bond in place. The Fort Drum Regional Health Planning Organization will be designated the "Owner" of the performance bond.

## 6. Budget and Pricing

### Costing

Offerors shall provide a **Detailed Breakdown and Summary of Costs** to provide Internet and/or Internet2 Services as described in this RFP.

Offerors shall provide a cost breakdown of the proposed **Service(s)** as follows:

- Installation
- Monthly Recurring Charges (MRC) for Service Delivery/Sustaining Maintenance Support

The FDRHPO will accept only complete solutions for one of the following **Services** from a Prime Offeror:

1. Internet
2. Internet2
3. Internet and Internet2

The prime Offeror shall assume responsibility for all work and services.

The FDRHPO will provide a Payment Schedule and Terms that links payments to deliverables.

**Once source selection is made, a contract will be negotiated with the contractor including payment schedule for work.**

Offerors shall specify the length of time that the Offeror shall agree to keep the quoted prices valid. Pricing shall be good for a minimum of four (4) years from the date of contract with FDRHPO.

Offerors shall specify firm fixed prices for the Internet and/or Internet2 services specified in this RFP for the duration of the contract. The contract with FDRHPO shall be for a minimum of four (4) years.

The FDRHPO will withhold part (e.g. 10%) of the contract price until it is clear that the service or services is/are fully and successfully operational.