

May 3, 2012

**Oregon Health Network
Request for Resumes Number 17**

For Network Managed Services

Due Date: On the allowable contract date posted on the Universal Service Administrative Company (USAC) web site. See <http://www.usac.org/rhc-pilot-program/tools/search-postings.aspx>

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Introduction

Oregon Health Network (OHN) requests resumes for components of an Internet Protocol (IP) network to provide broadband connections among hospitals, clinics, health education institutions and other health care providers and institutions throughout Oregon. The network is intended to provide a reliable data transport platform for a wide variety of health-related applications, including rapid transfer of very large digital imaging files, exchange of electronic medical records, and real-time high-quality videoconferencing for medical education, telemedicine consults and medical procedures.

OHN Request for Resumes number 1 (RFP #1)¹ asked for resumes for common network elements, including a Network Operations Center and regional data exchanges, plus network connectivity for a few initial sites. For more information about the Network Operations Center and the regional exchanges, see RFP #1. RFP #2 through RFP #16 asked for resumes for network connectivity for a number of additional sites. This RFP #17 asks for Network Managed Support services to fill two positions that will play a critical role in ensuring the OHN is able to continue to provide high quality connectivity and meet the demand of all our healthcare providers. As a network that is available 24 hours a day, 7 days a week, 365 days per year, the management and oversight of the network is required and consequently the minimum of 2 positions to provide said management is required. All resumes submitted must include education and background credentials.

OHN subsidy funds from the Universal Service Administrative Company (USAC) are available in five different fiscal years (through May 21, 2014). This request for resumes the seventeenth of seventeen proposed RFPs. These roles will be inclusive of salary, benefits and overhead required to support said positions. When completed, OHN estimates that approximately 240+ Oregon sites will be connected to the network, all requiring extensive network management and oversight.

More background information is available in the OHN application to the Federal Communications Commission (FCC) for the funding that make OHN possible. That application can be viewed at:

http://gullfoss2.fcc.gov/prod/ecfs/retrieve.cgi?native_or_pdf=pdf&id_document=6519409632.

The application lists the Network Management services that OHN requires in order to manage the service levels and network quality and performance for the consortium network. The job descriptions inclusive of scope of responsibilities are attached for this RFP #17 in Appendix A.

The FCC order governing this process may be viewed at:
http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-07-198A1.pdf.

¹ http://www.usac.org/_res/documents/rhc-pilot-program/pdf/search-postings/2008/Oregon-Health-scope.pdf

Details of the USAC process for administering this program are available at:
<http://www.usac.org/rhc-pilot-program/>.

Information for applicants is posted on the vendor page of the OHN website:
<http://www.oregonhealthnet.org>.

GENERAL INFORMATION

Issuing Office: The Oregon Health Network Resume Review Team is the sole point of contact for clarifications regarding technical specifications and procedures in this Request for Resume (RFP). All correspondence pertaining to these matters should be addressed to the contact person below:

Questions concerning clarification of requirements should be submitted by e-mail to: kklupenger@oregonhealthnet.org not later than 28 days after the RFP is posted to the Universal Service Administrative Company (USAC) website, <http://www.usac.org/rhc-pilot-program/tools/search-postings.aspx>. All questions and answers will be shared with all responders to this Request for Resumes. See <http://www.oregonhealthnet.org/join/vendorfaq> .

Mailing Address:

Oregon Health Network Resume Review Team
c/o Kim Klupenger
Oregon Health Network
2 Center Pointe Drive
5th Floor, Ste 570
Lake Oswego OR 97035
Telephone No: 503-697-7294
Fax Number: 503-344-3748

GENERAL PROVISIONS

The Oregon Health Network reserves the right to reject any and all Resumes received as a result of this Request for Resumes (RFP). Federal Communications Commission (FCC) and Universal Service Administrative Company (USAC) rules govern this process. See <http://www.usac.org/rhc-pilot-program/> for details.

1. Modification or Withdrawal of Resume: Any Resume may be modified or withdrawn at any time prior to the closing deadline, provided that a written request is received by the OHN RFP Committee, prior to the Closing date. The withdrawal of a Resume will not prejudice the right of a Applicant to submit a new Resume.

2. Protest of Specifications - Request for Changes: Protests of the specifications or requests for non-substantive or procedural changes to the RFP must be received in writing on or before 4:00 p.m. (Pacific Time), not later than 21 days after this RFP is posted to the USAC web site, at the address or e-mail listed under “General Information” in this RFP. Protests may be hand
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delivered, mailed or e-mailed. Protests may not be faxed. Protests of specifications will include the reason for the protest and any proposed changes to the requirements.

The purpose of this requirement is to permit OHN to correct technical requirements, prior to the opening of Resumes, that may be unlawful, improvident or which unjustifiably restrict competition. OHN will consider all requested changes and, if appropriate, amend the Request for Resumes.

3. Clarifying Questions. Applicants may submit questions regarding the specifications of the RFP. Questions must be e-mailed on or before 4:00 p.m. (Pacific Time), not later than 28 days after the RFP is posted to the USAC web site, at the e-mail address listed under “General Information” in this RFP. To ensure open competitiveness, OHN will post questions and responses on the vendor RFP 17 Q&A page of the OHN website. <http://www.oregonhealthnet.org/content/vendor-rfp-qa> . Every effort will be made to respond to questions within two business days.

4. RFP Preparation Costs: Cost of developing the Resume, attendance at an interview (if requested by OHN) or any other such costs are entirely the responsibility of the Applicant, and will not be reimbursed in any manner by OHN.

TERM OF Network Management Support

Network management support is expected to begin in Spring/-Summer 2012, and extend for a fixed period of time (typically a minimum of 25 months, but not beyond May 21, 2014), with the option to extend for up to ten years. In order for OHN (the “site”) to receive the maximum subsidy, OHN asks that all Applicants extend their employment / contract terms and conditions to end on May 21, 2014 unless otherwise specified by the Resume.

DELIVERY OF RESUMES

Due Date:

Resume and cover letters must be received no later than 4 p.m. on the allowable contract date for this RFP #17 posted on the Universal Service Administrative Company (USAC) website, <http://www.usac.org/rhc-pilot-program/tools/search-postings.aspx> .

Copies:

Oregon Health Network Resume Review Team
c/o Kim Klupenger
Oregon Health Network
2 Center Pointe Drive
5th Floor, Ste 570
Lake Oswego OR 97035
Telephone No: 503-697-7294

The envelope/package containing the response must be clearly marked “**Response to RFP for Oregon Health Network.**” **All resumes must arrive by the closing date and time. NO LATE RESUMES WILL BE ACCEPTED.**

Resumes will be opened on the Closing Date by a representative of the OHN Resume Review Team at:

Oregon Health Network
2 Center Pointe Drive
5th Floor, Ste 570
Lake Oswego OR 97035
Telephone No: 503-697-7294

Schedule A:

Title: Network Systems Manager

Reports To: Chief Operations Officer

Supervises: Supervises/organizes OHN NOC and any technical staff

Minimum Qualifications: 4 years in professional IT Network/Systems support and system design. BA/BS from an accredited college.

Position Summary:

To support and assist in the consolidation of healthcare delivery networks in Oregon. This position will manage the OHN network services and work with providers and vendors across the state to ensure that all network services standards are maintained. Will ensure that OHN is building and connecting healthcare and education entities to a dedicated network in order to provide system application support for medical and education applications. This role will serve to develop and manage the project goals and timelines, ensure the network infrastructure is meeting all critical demands and assess the technology and support needs required.

Primary Responsibilities:

1. Supervise the various phases of network systems including developing, coordinating, implementing, and documenting the user applications and system activities so that they are compliance with the total system and network objectives.
2. Review and supervise system infrastructure and work with telecommunications vendors to insure connection capabilities with our member sites through the development and implementation phases.
3. Supervise and support the OHN NOC to ensure that all technical and contractual specifications are maintained.
4. Work with OHN vendors to troubleshoot technical performance issues and ensure that all network quality is maintained.
5. Engineer and implement new network designs to support the consolidation of state healthcare networks and ensure interoperability between all provider networks and the OHN.
6. Work closely the OHN staff to insure proactive and communication regarding system development and timelines, member site information, and any member or vendor issues that occur.

Minimum Qualifications:

1. 4 years professional experience in information technology systems design.

2. 4 years project management and organization including monitoring time and dollar expenditures for tasks performed.
3. Experience managing network services for a leased line network in a multi vendor environment.
4. Experience in systems analysis, development, planning, and documentation methods and standards.
5. Experience troubleshooting and resolving technical issues on a state wide network, working with a NOC to ensure the swift resolution of any challenges.
6. Experience in data base organization, access, and retrieval techniques.
7. Data communications principles, practices, and restrictions.
8. Communicate orally with staff, member sites, volunteers and vendors positively and efficiently.
9. Monitor or observe data to determine program problems.
10. Ability to pass a criminal background check.
11. Possess a valid driver's license and vehicle insurance.

Minimum Physical Requirements:

1. Able to sit for long periods of time.
2. Able to use a computer system, phone, and other standard professional office equipment.
3. Able to drive a car.
4. Able to travel.