

Request for Proposal (RFP)

of

Network Infrastructure Procurement

for

Pennsylvania Mountains Healthcare Resource
Development (PMHRD)

04/08/2009

RURAL HEALTHCARE PILOT PROJECT
FUNDING YEAR 2010

RFP-02

Pennsylvania Mountains Healthcare Resource Development (PMHRD)
150 McCracken Run Road
DuBois, PA 15801
Gregory Snyder, Associate Project Coordinator

i. General Information

i.1. Introduction. The “Pennsylvania Mountains Healthcare Resource Development” referred to as “PMHRD” is a consortium created by rural Pennsylvania hospitals and clinics listed below (the ‘Partners’) to increase utilization of telecommunications and information services among public and non-profit healthcare providers serving rural and frontier communities across Central Western Pennsylvania.

Lewistown Hospital
400 Highland Avenue
Lewistown, PA 17044

FHA Family Practice
Five Hedgeapple Drive
Belleville, PA 17004

FHA Family Practice
30950 Rt. 35
McAlisterville, PA 17049

FHA Family Practice
27 CJEMS Lane, Suite 4
PO Box 67
Mifflintown, PA 17059

FHA Orthopedics
215 North Beech St.
Burnham, PA 17009

i.2. “PMHRD” will construct a robust, secure, sustainable, and interconnected broadband network that links providers in the aforementioned communities. “PMHRD” will utilize funding provided by the Federal Communications Commission (‘FCC’) under the Commission’s order 07-198 (‘Rural Healthcare Support Mechanism’) of 19 November 2007, selecting participants for the Rural Healthcare Pilot Program, as well as matching and participatory funds as defined in the Order and provided by the Partners and their member sites and organizations.

i.3. Overview. The “PMHRD” FY10 project is designed to augment and enhance the existing wide-area networks of the Partners. “PMHRD” is soliciting bids from vendors, suppliers and service providers to provide the connectivity (carrier-based broadband and dedicated fiber optic cable installations) and required edge network electronics and devices.

i.4. Bidders are asked to provide proposals based on the accompanying site, routing, and technical information. Although consolidated bids for connectivity, hardware, and services will be considered as preferential (see Section 2), vendors are encouraged to submit bids for technological, logical, or geographical segments of the project. Thus, “PMHRD” will entertain four types of bids under this RFP:

i.5. Consolidated – One inclusive price to provide connectivity, equipment, and services for any or all of the sites, areas, or regions according to the specifications set forth in this RFP.

i.6. Connectivity – Price to provide connectivity and carrier services for any or all of the sites, areas, or regions defined in this RFP.

i.7. Hardware – Price to provide hardware (logical network components, as defined herein) for any or all of the sites, area, or regions defined in this RFP.

i.8. Services – Price to provide network monitoring services for any or all of the sites, area or regions defined in this RFP.

i.9. The RFP process will allow “PMHRD” to receive competitive offers for network development from independent telephone companies, local exchange carriers, cable operators, hardware distributors and manufacturers, cabling and construction contractors, and others. These competitive offers will be judged by “PMHRD” according to the criteria set forth in Section 2.0 of his document.

1.0 Administrative and Procedural Information

1.1. The Rural Health Care Pilot Program (‘RHCPP’) of the Universal Service Fund, which is administered by the Universal Service Administrative Company (USAC), is a support program authorized by Congress and designed by the Federal Communications Commission (FCC) to encourage the development of rural broadband networks to provide advanced healthcare telecommunications capabilities and services to rural health care providers (HCPs).

1.2. Notice: This project is subject to the USAC procurement rules. Vendors must meet all USAC requirements. “PMHRD” will submit a USAC Form 465 to USAC who will review the documentation and will post the RFP on the USAC website. More information on bidding and posting rules can be found at: <http://www.universalservice.org/rhc-pilot-program/vendors/>.

1.3. The following considerations apply to the proposal submission / review process:

1.3.1. “PMHRD” has established a web site for the convenience of bidders wishing to submit questions concerning this RFP. This web site is the sole means by which queries from bidders will be accepted. Questions to individual staff members via telephone/telefacsimile, e-mail or postal mail, will not be entertained.

1.3.1.1. Responses to all questions submitted to the “PMHRD” bidder web site will be posted on the site within four (4) working days of receipt, and constitute official communications from the “PMHRD” project. Any communications with “PMHRD” staff members other than via the “PMHRD” web site should not be considered authoritative, are not binding on “PMHRD”, and may be disavowed without notice or explanation.

1.3.1.2. The “PMHRD” bidder site may be reached at <http://www.pmhrd.org> and requires authentication for entrance. For credentialing information, please contact Gregory Snyder, Associate Project Administrator for “PMHRD”, at “gsnyder@pmhrd.org”.

1.3.2. In the event it becomes necessary for “PMHRD” to amend, add to or delete any part of this RFP, the amendment will be posted on the USAC web site, as required by the Order and by the USAC-mandated bidding procedures, and will additionally be posted on the “PMHRD” bidder site.

1.3.3. Bid proposals must be received at the “PMHRD” office no later than “5pm” “Eastern Standard Time” on “29th day following the posting date”. This receipt deadline requirement is a mandatory requirement and is not subject to waiver by “PMHRD”. Accordingly, no bid proposals will be accepted after the date and time specified. A late bid proposal will be returned unopened to the bidder.

1.3.4. No bid proposal will be accepted by telephone, electronic mail or facsimile. The proposal receipt deadline is for actual receipt in the “PMHRD” office as identified below. Delivery, whether via postal mail or other service, must be arranged to assure arrival before the deadline set forth above.

1.3.5. Bid proposals must be mailed or otherwise physically delivered to the following address:

“PMHRD”
“150 McCracken Run Road”
“DuBois, PA 15801”
Attn: “Gregory Snyder”, Associate Project Coordinator

It is strongly suggested that certified delivery services be used to verify the receipt of bids by “PMHRD”.

1.3.6. Bid Proposals will be opened the following business day. The bid proposals and the evaluation documents created by “PMHRD” will remain confidential until “PMHRD” has evaluated all of the compliant bid proposals submitted in response to this RFP and the selection process is complete. Once the evaluation and selection process is complete, the bid proposals submitted and the evaluation documents created by the “PMHRD” will be available for inspection on the “PMHRD” web site.

1.4. Bid Proposal General Requirements

1.4.1. Failure to comply with or supply any and all information requested to accompany bid proposals may be cause for rejection of the proposal as non-compliant.

1.4.2. All bid proposals must be valid for a minimum period of 60 days from the date of submission.

1.4.3. By submitting a bid proposal the vendor agrees to the terms and conditions contained within this RFP.

2.0 Proposal Evaluation

2.1. Proposal and Contract Terms

2.1.1. Vendor’s response to the RFP demonstrates a clear and complete understanding of the goals of the overall project.

2.1.2. Bidder’s proposition for providing the consolidated project needs – i.e., proposals that combine connectivity, hardware, and services.

2.1.3. The above notwithstanding, vendors may bid for connectivity or network edge hardware exclusively.

2.1.4. Implementation timeline must begin no later than 15 days after the allowable contract date. Bid proposals must include a project plan and timeline detailing milestones and overall schedule. Critical path items and potential delay circumstances must be clearly identified.

2.1.5. Connectivity services – 3-year duration.

2.1.6. Hardware service and maintenance – 3-year duration.

2.1.7. Network Monitoring Services – 3-year duration.

2.1.8. Service Level Agreements and/or Performance guarantees, including uptime and response time guarantees.

2.1.9. “PMHRD” is interested in future proofing the optical fiber installation as much as is possible. One of the evaluation criteria will consider the willingness of the potential vendor to make the last mile connectivity available for other vendors to utilize for services beyond the end of the contract for reasonable fees.

2.1.10. Proposed system testing and acceptance provisions will be required on all bid proposals. “PMHRD” reserves the right to work in concert with vendors to develop appropriate testing and acceptance criteria for specific installations or configurations, to be defined and accepted by both parties prior to contract initiation.

2.1.11. Any contract resulting from this RFP will contain specific deliverable item acceptance provisions.

2.1.12. Bid proposals will contain acknowledgement of, and provisions for providing, USAC invoicing requirements and formats. Bidder will conform to invoicing procedures and processes as promulgated by USAC.

2.1.13. Bidder agrees to provide a project manager or other individual who will be the primary contact for all dealings with “PMHRD”.

2.1.14. In the possible event that a member must withdraw from the consortium or drop the services provided, vendors will be rewarded for flexible and reasonable exit possibilities.

2.2.1. Design Compatibility

2.2.1. Connectivity Services

2.2.1.1. Bidder’s proposal accounts for existing network design within the Partner network(s) to which its bid applies, and does not require re-grooming or reconfiguration of circuits or transports not directly impacted by the project. (This requirement does not include the decommissioning of existing circuits being replaced by new “PMHRD”-specified circuits.)

2.2.1.2. Bid proposals for redundant / resilient site connections will be evaluated on a cost-effectiveness basis for the specific site(s) involved, and may be accepted for a single-circuit connection on that basis. Preference will be given to solutions providing fail-over or dual homed capabilities as well as diverse laterals or multi-path facility entrance and egress.

2.2.1.3. "PMHRD" will evaluate the ability of the potential vendor to provide scalable service of 5 Mbps to 1 Gbps. Preference will be awarded to potential vendors who can provide the broadest flexibility in bandwidth selection and growth in the future. Additional preference will be awarded to the vendor's ability to provide rapid response to bandwidth increases or decreases.

2.2.1.4. "PMHRD" will consider the Service Level Agreements (SLAs) presented by the vendor and will reward SLAs that provide a higher level of performance.

2.2.1.5. "PMHRD" will consider the security capabilities of the proposed networking services. Vendors will be awarded for systems with perceived security strengths.

2.2.2. Hardware Components

2.2.2.1. Bidder's proposal for hardware meets the stated requirements of the RFP in all respects without substitution or alteration of required functionality.

2.2.2.2. Bidder's proposal accounts for existing hardware components and network logical and physical topology, and does not impose restrictions or reconfiguration requirements to accommodate specifications of proposed equipment that do not meet RFP requirements.

2.2.2.3. Bidder's proposal includes maintenance and support contract options.

2.2.2.4. Bidder's proposal includes only those installation and configuration services specifically requested in the RFP.

2.3. Provider / Vendor Qualifications

2.3.1. Bidder possesses the ability to provide proposed services or products in the manner and within the timeline(s) specified in the RFP, as determined by "PMHRD", based on:

2.3.1.1. References provided;

2.3.1.2. Reputation in the industry;

2.3.1.3. Past performance in the experience of one or more of the "PMHRD" partners (if applicable);

2.3.1.4. Objective qualifications of key staff and proposed project personnel;

2.3.1.5. Bidder's proposal includes only those installation and configuration services specifically requested in the RFP.

2.4. Cost

2.4.1. "PMHRD" will select the most cost effective bid or bids presented, whether that is a consolidated bid for all sites in the "PMHRD" consortium, as defined herein, all sites within a Partner's region, or site-by-site bids for connectivity or hardware.

2.4.2. Bid proposals must identify all costs associated with the proposed solution, including design, installation, configuration, maintenance, and monthly recurring costs.

2.4.2.1. Implementation fees, including one-time connection or provisioning charges, hardware costs.

2.4.2.2. Monthly recurring charges amortized over the period of the proposed contract, for transmission at the proposed bandwidth, port charges, transport charges, taxes, fees, and assessments.

2.4.2.3. Contract termination provisions, including specific penalties, if any, for early termination by "PMHRD". Specifically, for hardware and fiber installation proposals:

2.4.2.4. Purchase price for each unit. Bundled pricing may be cited, but individual components must be identified and detailed pricing provided.

2.4.2.5. Shipping costs for each unit or shipment.

2.4.2.6. Design, engineering, configuration and installation charges.

2.4.2.7. Taxes, permits, fees, licenses.

2.4.2.8. Maintenance and/or support charges for the proposed contract period.

2.4.3. All costs may not qualify for RHCPP funding, so it is critical that accurate, detailed cost information be provided for all portions of the bid proposal.

2.5. Evaluation and Decision

2.5.1. The selection will be based on all factors indicated in this chapter, and may not go to the lowest bidder if cost is outweighed by a combination of other features in the winning vendor's bid.

2.5.2. "PMHRD" reserves the right to select bid proposals which, in the sole judgment of "PMHRD", most nearly conforms to the specifications set forth herein, will best serve the needs of "PMHRD" and its Partners and participants, and provides the most cost-effective means for producing those results.

2.5.3. "PMHRD" reserves the right to waive any and all issues of form or presentation in considering bid presentations for acceptance or rejection, if, in the sole opinion of "PMHRD", such waiver is in the best interests of the project.

2.5.4. "PMHRD" is not responsible for any costs incurred by a vendor related to the preparation or delivery of the bid proposal, or any other activities carried out by the vendor as it relates to this RFP.

2.5.5. "PMHRD" is not obligated to accept any proposal received in response to this RFP. In particular, "PMHRD" may accept received proposals in whole or in part, or it may reject all proposals received.

2.5.6. Changes in applicable laws and rules may affect the award process or any resulting contracts. Vendors are responsible for ascertaining pertinent legal requirements and restrictions. Vendors are encouraged to visit the official Federal websites pertaining to the Pilot Project, at <http://www.lifelinesupport.org/rhc-pilot-program/> and <http://www.fcc.gov/cgb/rural/rhcp.html> .

2.5.7. The selection decisions made by "PMHRD" and reported to USAC under this RFP are final, and appeals or re-submissions will not be considered.

3.0 Technical Site Information, Routing, Work Performance

3.1. The "PMHRD" project consists of the addition and enhancement of broadband connectivity and hardware to "5" sites in "Pennsylvania", in support of the project's selection as a participant on the FCC Rural Healthcare Pilot Program.

3.2. Bidders are cautioned that some sites are currently utilizing circuits funded in part by the Rural Health Care Program, administered by USAC. All connectivity bids solicited under this RFP are for newly-provisioned

circuits. No bid may include any change, updating, or “re-grooming” of any circuit currently being funded by the Rural Health Care Program. Bids failing to meet these requirements will be rejected without further consideration.

3.3. Connectivity Requirements – Dedicated Fiber Links

3.3.1. End-to-end fiber optic cable installation between the facility-designated telecommunications demarcation point in both sites of each site pair is required. Routing and installation particulars are to be determined by the bidder in accordance with the specifications below, and must be described in the bid proposal.

3.3.2. Dedicated fiber installation bids are to include all labor and materials needed for the installation of the specified fiber connectivity, including site survey, engineering, fiber installation, and termination.

3.3.3. The vendor will obtain permits from departments and/or agencies of cities, state, county, and federal government, railroads, or other entities which provide for the placement of facilities within their respective rights of way.

3.3.4. The vendor will provide easements for construction on private lands, as needed. Any and all easements must be approved by “PMHRD” prior to implementation. It is preferred that all easements be one time, advance payments with no recurring charges

3.3.5. All external fiber installation will be of cable-in-duct construction, using twelve-strand (minimum) single-mode fiber optic cable. Bids for direct-buried cables and/or multi-mode fiber will not be considered.

3.3.6. All fiber installation will be installed and tested in accordance with industry-standard practices, including but not limited to the standards promulgated in the National Electrical Safety Code IEEE C-2, NFPA 70, TIA-590-A, and TIA-758-A, all as amended. Installation will meet all local building and electrical codes.

3.3.7. One hundred percent (100%) of all fiber optic media must be tested in accordance with TIA/EIA-568-B.1, TIA/EIA-568-B.3, and TIA-526-7 (single mode). OTDR instrument must be calibrated to show anomalies of .02dB minimum, with photographic or digitized traces provided to the “PMHRD” site contact.

3.3.8. The preferred means of service delivery will be optical fiber ring, wide area networking to local physical RJ45, twisted pair connection.

3.3.9. Over the life of the contract term, it is likely that locations will need to increase or decrease the bandwidth available for data communications. Vendors providing the greatest flexibility in upgrading or downgrading services available will be ranked favorably.

3.3.10. Each location will have the fiber terminated at the Telco demarcation point or the local Information Technology computer room at the discretion of the site coordinator. Site visits will not be permitted at this time. Estimates for onsite facility installation must be a “not to exceed estimate” based on an average internal 1000 ft cabling path. The final vendor(s) selected will be encouraged to make site visits to finalize their facility cable costs.

3.3.11. The following table will summarize the services requested at each site.

<i>Location</i>	<i>Internet Bandwidth (Mbps)</i>	<i>Private Networking Bandwidth (Mbps)</i>
Lewistown Hospital	20	100
Family Health Associates - Belleville	NA	10 or 100
Family Health Associates – McAlisterville	NA	10 or 100
Family Health Associates – Mifflintown	NA	10 or 100
Family Health Associates – Burnham	NA	100

3.3.12. Separate prices for each location including monthly service costs for Internet and private networking will be provided by the vendor.

3.4. Hardware (Router) Requirements

3.4.1. Routers (or Switches with Routing capabilities) are required for all site endpoints.

3.4.2. Routers must be compatible with existing network hardware in the “PMHRD” region on a functional, configuration, and physical level.

3.4.3. Router cost will be supplied as a monthly reoccurring element quoted separately from the network services and included at the bottom of page 1 of the RFQ Response Form. The routers will be managed by the selected vendor for the duration of the service period.

3.5. Site Requirements

3.5.1. Environmental

3.5.1.1 The Contractor shall be responsible for materials and substances brought to the job site. The Contractor will be responsible for hazardous waste management in accordance with the Resource Conservation and Recovery Act (RCRA) and hazardous materials management in accordance with the Toxic Substance Control Act (TSCA).

3.5.1.2. All contractors, subcontractors, and sub-subcontractors and their employees performing work for PMHRD must comply with state and federal regulations. These guidelines included here are representative, and not all inclusive.

3.5.2. NEC & NFPA

3.5.2.1. Communication bonding and grounding shall be in accordance with the NEC and NFPA. All terminating equipment including Fiber optic terminating enclosures must be grounded whether wall mounted or rack mounted.

3.5.2.2. All communications cabling used throughout this project shall comply with the requirements as outlined in the National Electric Code (NEC) article 760 and the appropriate local codes. All cabling shall bear CMP (Plenum Rated), CM/CMR (Riser Rated) and/or appropriate markings for the environment in which they are installed. All fiber optic cabling shall meet/exceed Gigabit Ethernet standards as set forth in IEEE 802.3z.

3.5.2.3. Sealing of openings between floors, through rated fire and smoke walls, existing or created by the contractor for cable pass through shall be the responsibility of the contractor. Sealing material and application of this material shall be accomplished in such a manner, which is acceptable to the local fire and building authorities having jurisdiction over this work. Creation of such openings as are necessary for cable passage between locations shall be the responsibility of the contractor's work. Any openings created by or for the contractor and left unused shall also be sealed as part of this work.

3.5.3. Infection Control

3.5.3.1. The selected vendor will participate in an Infection Control Risk Assessment (ICRA) at each facility. While the ICRA is the responsibility of the facility owner complete, input from the design and construction professionals is critical for an effective assessment. The ICRA is used to determine the potential risks of transmission and infection of various agents caused by the new construction.

3.5.3.2. The ICRA is to be initiated in design and planning phases of construction projects, continuing through the actual construction and renovation of the health care construction project, to minimize conditions that may be hazardous to patients located in nearby areas.

3.5.4. Contractor Site Operations

3.5.4.1. The contractor shall be responsible for damage to any surfaces or work disrupted as a result of his work. Repair of surfaces, including painting, shall be included as necessary. Damaged ceiling tiles shall be replaced with identical materials.

3.5.4.2. Construction operations and staging is limited to areas identified by PMHRD or local hospital project coordinator.

3.5.4.3. Time restrictions may limit conduct of noisy work to the hours established by the local hospital. The Contractor may conduct on-site activities that do not involve loud or disruptive operations during day light work hours. Coordinate extended hours of work with the Local Project Coordinator. (The PC will notify Hospital Security & Facility Maintenance of Contractor working hours.)

3.5.4.4. From the commencement of work and until final acceptance by PMHRD of any work specified, Contractor will be required to initiate and maintain measures which shall be proper and adequate to protect the building and its contents against damage by the elements. At no time shall the Contractor leave the building exposed.

3.5.4.5. The contractor will maintain areas free of waste materials, debris, and rubbish. Maintain site in a clean and orderly condition. Additionally, the contractor will remove debris and rubbish from pipe chases, plenums, attics, crawl spaces, and other closed or remote spaces, prior to enclosing the space.

3.5.4.6. The contractor will assure broom cleaning once per day in exterior locations and vacuum clean of interior areas with HEPA filtered equipment during work to eliminate dust. Any longer term activities will include the collect and remove all non-hazardous waste materials, debris, and rubbish from site at least once per week and dispose off-site.

3.5.4.7. The contractor will comply with any unique requirements of the local hospital to assure patient safety appropriate employee work environments.

3.6 Network Management Services for Monitoring and Alerting

3.6.1. Optionally, vendors may provide proposals for 24x7x365 network monitoring & alerting.

3.6.1.1. If the vendor chooses to not quote on the 24 hour network monitoring & alerting, the vendor must allow ICMP and SNMP data from the provided router to be provided to PMHRD or a 3rd party for those services.

3.6.1.2. Each port of the supplied router will be monitored on an agreed upon time interval. Basic performance analytics will be initially provided via SNMP polling. Acceptable, Warning and Loss of Service levels will be established and an alert protocol with escalation will be established. Each location will have a minimum of 2 notification contacts which may be via SMS, email and/or pager. Additional services will be negotiated at a later date to include monitoring of the site firewall device and corresponding ports.

3.6.1.3. Any additional costs beyond the monthly reoccurring service should be identified in supporting documentation provided with the proposal.

4.0. RFQ Response

4.1. Form (1 of 2):

Each vendor must include the following completed form with their response to the RFQ:

Vendor Name: _____

Name of Primary Sales Contact: _____

Telephone: _____ Email: _____

Location	One Time Installation or Build Out Costs	Monthly Installation or Build Out Costs if Amortized	Monthly Internet Bandwidth Cost	Monthly Private Networking Bandwidth Cost	Total Monthly Cost
Lewistown Hospital					
Family Health Associates - Belleville					
Family Health Associates – McAlisterville					
Family Health Associates – Mifflintown					
Family Health Associates – Burnham					

TOTAL Project Monthly Cost: _____

Managed Router Cost per site: _____/month

OPTIONAL: Network Monitoring & Alerting for all sites: _____

4.2. RFQ Response (2 of 2):

Exceptions to the RFQ and/or PMHRD Purchasing Contract:

Two (2) References of Recent MAN/WAN Network Implementations in the Eastern United States preferably in Pennsylvania:

Company or Organization: _____

Contact Name: _____

Phone : _____

Email : _____

Company or Organization: _____

Contact Name: _____

Phone : _____

Email : _____