REQUEST
FOR
PROPOSAL

For RWHC ITN
FCC Pilot Program
Network Expansion Project

Requested by
Rural Wisconsin Health Cooperative
Information Technology Network

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1. Background:

A consortium of independent Wisconsin community hospital, organized as the Rural Wisconsin Health Cooperative Information Technology Network (ITN), is requesting proposals for telecommunications connectivity as part of the FCC Pilot Program's bridge funding opportunity. The connectivity will be utilized for an ongoing Shared EHR project, through which participants utilize a common EHR platform from two shared datacenter locations.

The network/connectivity components requested in this RFP must be implemented to benefit only the sites identified in this RFP. Any traffic, connections, hardware, and software will be specified out, installed, and used only for/by these Pilot Program participants. However, the proposed elements should be scalable, so that additional eligible entities can be added in the future. Entities ineligible for Pilot Program funds may also be added in the future, with the requirement that they pay their fair share of the cost associated with their usage.

2. Due Date and Contact Instructions

All contact regarding this RFP shall be directed to:

David Chitwood
Information Technology Manager
RWHC Information Technology Network
880 Independence Lane
Sauk City, WI 53583

Phone: (608) 644-3242
Fax: (608) 643-4936
E-mail: dchitwood@rwhc.com

Responses to this RFP are required within 28 days of the date the RFP is posted on the FCC website and should be in possession of David by no later than 3:00 p.m. CST of the RFP due date.

All questions regarding this RFP should be submitted in Word format and sent to David by e-mail at least a week prior to the RFP response due date.

3. Proposal Evaluation

Proposed vendor responses will be based on but not limited to the following:
- Compliance with the RFP guidelines
- Proposed implementation time frames
- Solution functions and features and suitability of vendor's solution to meet project goals
- Evaluation team members satisfaction with the proposed solution including information obtained during demonstrations, site visits, and reference calls
- Cost of solution

The RWHC group reserves the right to issue any resulting order with the vendor whose proposal, in the judgment of the group, most nearly conforms to the specifications and will best serve the needs of RWHC ITN participant members as described herein. RWHC ITN reserves the right to waive all technicalities in selecting or rejecting any or all proposals which satisfy or fail to satisfy respectively the best interests of the RWHC ITN group. The RWHC ITN group is not obligated to accept any proposal received. It may accept proposals in whole or in part, or may reject all proposals.

4. Requested Solutions, Features, and Functions

4.01 General Overview:

This section provides is a general overview of the components requested. The project involves components at four hospitals and two Data Centers in different locations in the state of Wisconsin. Locations of the sites, how the components will broken out by site, and contract periods requested are provided in section 4.02.

1. Provide quote for 20 Mb Connection between each of 4 hospital sites (Boscobel, Darlington, Hillsboro, and Tomah) and the primary data center in Madison.
   a. Additionally, provide quotes for 50 Mb and 100 Mb connections between each of the hospital sites and the primary data center. (Due to the implementation of a shared PACS, 20 Mb may not be sufficient for all sites, so we intend to weigh the costs and benefits of the different bandwidth levels and make a selection form the three bandwidth level cost proposals for each site.)
2. Provide quote for dedicated T1 connections between 1 hospital (St. Joseph's) and two remote clinics (Wonewoc and Elroy)
3. Provide quote for 1 redundant 2 Mb connection between Tomah and the primary datacenter (this connection must utilize a different network path than the primary connection)
   a. Additionally, provide quotes for 5 Mb and 10 Mb connections between Tomah and the primary data center. (We intend to weigh the costs and benefits of the different bandwidth levels and make a selection from the three bandwidth level cost proposals)

4.02 Per Site Breakout:

This section provides descriptions of the sites involved, along with a detailed breakdown of the above components based on FCC Pilot Program planners' determination of per site needs.

<u>Tomah Memorial Hospital</u> (321 Butts Avenue, Tomah, WI, 54660): 25-bed, Critical Access Hospital

1. Primary Dedicated Connection to Wide Area Network that terminates at Madison Data Center (222 W Washington St, Madison, WI)
   a) Carriers are asked to quote 3 separate speeds for this connection (20 Mb, 50 Mb, and 100 Mb)
2. Alternative Synchronous Fail-over Connection for dedicated access to the Data Center if main connection fails
   a) This connection will be as redundant of the primary connection as possible (i.e. not using the same local loop, etc.)
   b) Carriers are asked to quote 3 separate speeds for this connection (2 Mb, 5 Mb, and 10 Mb)
3. Contract term through December 31, 2015 (Additionally, see FCC Pilot Program/USAC program transition contract language requirement in Section 5 below)

<u>St. Joseph's Health Services—Gundersen Lutheran</u> (400 Water Avenue, Hillsboro, WI, 54634): 25-bed Critical Access Hospital with clinics

1. 20Mb Dedicated Connection to Wide Area Network that terminates at Madison Data Center (222 W Washington St, Madison, WI)
   a. Carriers are asked to quote 3 separate speeds for this connection (20 Mb, 50 Mb, and 100 Mb)
2. Dedicated Clinic Connections
   a. 1.5 Mb synchronous connection from SJHS to Elroy Clinic (1705 Omaha Street, Elroy, WI, 53929)
   b. 1.5 Mb synchronous connection from SJHS to Wonewoc Clinic (301 Railroad Street, Wonewoc, WI, 53968)
3. Contract term through December 31, 2015 (Additionally, see FCC Pilot Program/USAC program transition contract language requirement in Section 5 below)

<u>Boscobel Area Health Care</u> (205 Parker Street, Boscobel, WI, 53805): 25 bed Critical Access Hospital

1. Primary Dedicated Connection to Wide Area Network that terminates at Madison Data Center (222 W Washington St, Madison, WI)
   a. Carriers are asked to quote 3 separate speeds for this connection (20 Mb, 50 Mb, and 100 Mb)

2. Contract term through December 31, 2015 (Additionally, see FCC Pilot Program/USAC program transition contract language requirement in Section 5 below)

<u>Memorial Hospital of Lafayette County</u> (800 Clay Street, Darlington, WI, 53530) Memorial Hospital of Lafayette County (Darlington, WI): 25-bed Critical Access Hospital

1. Primary Dedicated Connection to Wide Area Network that terminates at Madison Data Center (222 W Washington St, Madison, WI)
    a. Carriers are asked to quote 3 separate speeds for this connection (20 Mb, 50 Mb, and 100 Mb)
2. Contract term through December 31, 2015 (Additionally, see FCC Pilot Program/USAC program transition contract language requirement in Section 5 below)

<u>Rural Wisconsin Health Cooperative Information Technology Network – Primary and Secondary Data Centers</u> (222 W. Washington, Madison, WI and 880 Independence Lane, Sauk City, WI)

RWHC ITN is a 501(c)3 consortium who's mission is "to provide community hospitals and their affiliates with health information technology (HIT) applications and support services that promote high quality, cost effective healthcare." RWHC ITN is governed by a board comprised of the four member hospitals participating in this proposal (Tomah Memorial Hospital, St Joseph's Community Health Services, Boscobel Area Healthcare, and Memorial Hospital of Lafayette County). These four hospitals are all 501(c)3 Critical Access Hospitals. RWHC ITN uses a Primary Data Center in Madison, WI. The location, 222 W. Washington, is on two electrical grids and is an "Internet Hotel" with several major Internet Service Providers having primary location points in the building. The purpose of the data center is to allow for maximum number of connections with as much bandwidth as possible. Additionally, in order to meet the goal of redundancy, a backup datacenter has been established at RWHC ITN headquarters (880 Independence Lane, Sauk City, WI). The two datacenters are used to host replicating servers for a CCHIT-certified Electronic Health Record by Healthcare Management Systems (HMS), and to distribute the HMS and other applications.

<u>RWHC ITN Sauk City Datacenter</u>: 880 Independence Lane, Sauk City, WI, 53583

1. No request is being made for this location as part of bridge funding

<u>RWHC ITN Madison Datacenter</u>: 222 West Washington Ave, Madison, WI, 53703

1. No request is being made for this location as part of bridge funding

5. Cost and Contract Information

Vendors submitting proposals should identify all costs associated with the solution or subset solution that they are quoting. Quotes must include the following:
1. Implementation Fees, including any cost of required hardware, for end to end connectivity
2. Ongoing transmission fees for end to end connectivity for the various bandwidth levels being requested.
3. Any other costs associated with the solution and/or description of requirements that are prerequisites for the solution that may add additional cost to RWHC ITN and its participants

Additionally, there are three contract provision requirements relating to the fact that this contract is associated with the FCC Pilot Program process as it transitions to the reformed USAC funding process. These are:

- The FFC Pilot Program has a specific payment process that governs how payment is made. Contract payment term language will need to accept this process with language such as: "Payment terms will be consistent with FCC Pilot Program and eventually reformed USAC program rules. Vendor agrees that for the 85% USAC portion, FCC Pilot Program order 07-198 and its revisions will govern."
- The vendor should include language that explicitly allows for service substitution at agreed upon rates during the contract period (i.e., the contract should allow for adding bandwidth during the contract period for a specified amount per increment of bandwidth)
- Bridge funding is being provided through the FCC Pilot Program through June 30, 2013. After that time, it is expected that the reformed USAC program will continue to provide funding based on the reformed USAC program's new rules. The contract will need to include language that protects network participants in the **unlikely** circumstance that the new rules require the rebidding of all contracts after the bridge funding period. The contract language therefore needs to allow for contract termination in case the reformed USAC program fails to honor the contract as of June 30, 2013. In such a circumstance, a new RFP and rebidding would be required.

6. Implementation Schedule Description

The RWHC ITN participants are currently operating a shared EHR system with existing telecommunication services in place. Depending on the evaluation of responses to this RFP, ITN will either continue to utilize existing services or will require the immediate cutover to new telecommunications services on the following specific dates:

- 4 Hospital primary connections and 2 clinic T1 connections: ???
- Tomah secondary connection: ???

Please include a plan with timeline, and address your ability to meet these cutover timing requirements. Identify any circumstances that may create potential delays.

7. Service and Performance Level Agreements

Please include information regarding service levels and any service level guarantees associated with the solution, including uptime and response time guarantees. Vendors are encouraged to include strong guarantees, as this will be one of the proposal evaluation criteria.

8. System Tests and Acceptance Provisions

A. Any contract resulting from this solicitation will contain specific system test provisions. These provisions will be developed by the RWHC ITN consortium and the vendor in accordance with the general concepts described in this RFP and executed in mutually agreed upon test environment.

B. Any contract resulting from this RFP will contain specific system acceptance provisions. Acceptance plans will be developed and executed in advance of delivery. Payment for the system shall not become due until acceptance plans as agreed to and incorporated into the contract are met. A payment schedule will be tied to a work plan with critical milestones. Failure to achieve milestones will impact the payment schedule along with other hard and soft remedies.

The RWHC ITN consortium expects that any contract resulting from this RFP will contain guarantees to the performance of the proposed solution to the specified speeds, transaction volumes, uptime rates, etc. Vendors have been asked to describe their service and performance level agreements. Respondents to this RFP should describe their capability of meeting these expectations and describe the terms of their response time guarantees.