

# REQUEST FOR PROPOSAL

“THE SOUTHWEST TELEHEALTH ACCESS  
GRID”

Carlsbad Mental Health Center

RURAL HEALTHCARE PILOT PROJECT  
FUNDING YEAR 2009

SWTAG RFP 01

NETWORK INFRASTRUCTURE  
PROCUREMENT

Carlsbad Mental Health Center  
914 N. Canal  
Carlsbad, NM 88220  
Attn: DJ Woodfield

## **i. General Information**

i.1. Introduction. The Southwest Telehealth Access Grid (SWTAG) Project is one of the Federal Communication Commission's (FCC) Rural Healthcare Pilot Programs (RHCPP). It is an integrated interstate network of networks built upon the extensive experience of key participants in rural telemedicine and rural healthcare in New Mexico, Arizona and the Southwest Indian Health Service (IHS) Telehealth Consortium and associated Tribes. This Grid creates the platform to more effectively share, distribute and coordinate telemedicine clinical services, educational and training programs among the healthcare provider organizations across the region, along with their associated human resources, thus more easily and effectively filling the gaps in meeting the health care needs of the rural communities throughout the network. Through Internet2 (I2) and the National Lambda Rail (NLR), this regional TAG network of networks, which is greatly facilitated and enhanced by the current USF Rural Healthcare Pilot Program, will enable our participating hospitals, clinics, and educational institutions to partner with peers throughout the United States to improve healthcare delivery and education via telemedicine.

Carlsbad Mental Health Center is a private, not-for-profit, 501(c)(3), community mental health care organization providing comprehensive, recovery-focused services to more than 3,000 residents in Eddy County, New Mexico each year. Carlsbad Mental Health Center has six locations in Carlsbad as well as Milestones Wellness Center in Artesia. The bandwidth proposed in this RFP will be new service to the facilities herein. As these services are implemented and mature, the need for reliable, secure and robust broadband telecommunications connections becomes critical.

i.2. The SWTAG, Carlsbad Mental Health Center, and its membership will construct an interconnected broadband network that links providers in the aforementioned communities. Funding provided by the Federal Communications Commission (FCC) under the Commission's order 07-198 ('Rural Healthcare Support Mechanism') of 19 November 2007, as well as matching and participatory funds as defined in the Order and provided by the Partners and their member sites and organizations will be utilized to construct this network.

i.3. Overview. The Carlsbad Mental Health Center FY09 project is designed to augment and enhance the existing wide-area networks of its facilities. Carlsbad Mental Health Center is soliciting bids from vendors, suppliers and service providers to provide the connectivity (broadband, cable, and dedicated fiber optic cable installations) and any required edge network electronics and devices. Carlsbad Mental Health Center will need a 100 Mbps loop between two facilities as well as a 4 x 4 Mbp IP port. In addition Carlsbad Mental Health Center will need a separate 2 x 2 Mbp IP port for a third location in Artesia, NM.

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, vendors are encouraged to submit bids for technological, logical, or geographical segments of the project. Thus, Carlsbad Mental Health Center will entertain three types of bids under this RFP.

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

i.6. Connectivity – Price to provide connectivity and carrier services for any or all of the sites, area, 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. The RFP process will allow Carlsbad Mental Health Center to receive the 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 Carlsbad Mental Health Center according to the criteria set forth within Section 2.0, and its subcomponents, of this 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. The SWTAG 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.lifelinesupport.org/rhc-pilot-program/vendors>.

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

1.3.1. Bidders may view Rural Health Care Pilot Participants FCC Form 465 and Project Scope Document postings at <http://www.lifelinesupport.org/rhc-pilot-program/vendors>. **This site shows the official RFP posting date and the allowable contract date.**

1.3.2. The SWTAG, in partnership with the University of New Mexico Purchasing Department, has established a website for the convenience of bidders. All RFP materials and associated documents will be posted on the UNM e-Procurement site, LoboSource. Note: While registration is suggested (via the Supplier Registration link), it is not required and SWTAG bidders may access information directly through the [Current Bid Opportunities](#) link. (Please note: LoboSource is not compatible with Internet Explorer 7 and above. You must use IE 6 or Mozilla Firefox.)

**The LoboSource (SWTAG) bidder site may be reached at**  
<http://www.unm.edu/~purch/lobosource.html>

1.3.3. Questions from Bidders. It is the responsibility of the bidder to inquire about any condition of this RFP that is not understood. Queries from bidders will be accepted via e-mail only, as described herein. Questions to individual Carlsbad Mental Health Center or SWTAG staff members via telephone/telefacsimile, e-mail or postal mail, will not be entertained.

All communication and inquiries, unless otherwise noted, must be directed to Liz Jenkins at the University of New Mexico Center for Telehealth. Bidders wishing to submit questions or request technical clarifications concerning this Carlsbad Mental Health Center RFP should send e-mail inquiries to Ms. Jenkins at [ejenkins@salud.unm.edu](mailto:ejenkins@salud.unm.edu) with a copy to Tom Weeks at UNM Purchasing ([tomweeks@unm.edu](mailto:tomweeks@unm.edu))

Responses to all questions submitted will receive written responses as soon as possible and will constitute official communications from the Carlsbad Mental Health Center project. Note: any and all question submittals and requests for clarification must be provided in writing. Responses to inquiries, if they change or clarify the RFP in a substantial manner, will be posted/distributed as a written addendum to this RFP. Any communications with SWTAG or Carlsbad Mental Health Center staff members other than as noted above should not be considered authoritative, are not

binding on SWTAG or Carlsbad Mental Health Center, and may be disavowed without notice or explanation.

1.3.4. In the event it becomes necessary for Carlsbad Mental Health Center 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 SWTAG bidder site.

1.3.5. Bid proposals must be received at the Carlsbad Mental Health Center office no later than 90 calendar days from the date of posting of this RFP on the USAC website. This receipt deadline requirement is a mandatory requirement and is not subject to waiver by SWTAG or Carlsbad Mental Health Center. Accordingly, no bid proposals will be accepted after the date and time specified. A late bid proposal will be returned unopened to the bidder.

1.3.6. No bid proposal will be accepted by telephone, electronic mail or facsimile. The proposal receipt deadline is for actual receipt in the Carlsbad Mental Health Center delivery location shown in Section 1.3.7. Delivery, whether via postal mail or other service, must be arranged to assure arrival before the deadline set forth above.

1.3.7. Original hard copy bid proposals must be mailed or otherwise physically delivered to the following addresses:

Carlsbad Mental Health Center  
914 N. Canal  
Carlsbad, NM 88220  
Attn: DJ Woodfield

UNM Center for Telehealth  
Southwest Telehealth Access Grid Project  
1005 Columbia NE  
Albuquerque, NM 87106  
Attn: Elizabeth Jenkins

In addition, one hard copy of the proposal must be delivered to the University of New Mexico Purchasing Office, 1700 Lomas NE, Suite 2600, Albuquerque, NM 87131 (Attn: Tom Weeks).

It is strongly suggested that certified delivery services be used to verify the receipt of bids by Carlsbad Mental Health Center.

1.3.8. The bid proposals and the evaluation documents created by Carlsbad Mental Health Center will remain confidential until Carlsbad Mental Health Center 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, all information, except that classified as confidential, will become public information will be available for inspection on the SWTAG web site.

1.3.9. Award information will be posted electronically on the SWTAG web site, LoboSource through the [Awarded Bid Information](#) link.

#### 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. Bidder assumes all costs of preparation of the bid. The University of New Mexico, SWTAG, and Carlsbad Mental Health Center and any of their employees or officers shall not be held liable for any expenses incurred by any bidder responding to this RFP for expenses to prepare, deliver the proposal, or to attend any mandatory pre-bid meeting or oral presentations.

1.4.3. All bid proposals must be valid for a period of 120 days from the date of submission.

1.4.4. 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 (10 possible points)**

2.1.1. The primary objective of this RFP, and any subsequent contract, is to obtain the most feasible and cost-effective installation with the required standards for product and service delivery. Bidder proposals will be evaluated for compliance with all instructions, specifications, and the terms and conditions.

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

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

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

2.1.5. Connectivity services – Bids are provided for 1-year, 2-year, 3-year and 5-year duration.

2.1.6. Hardware service and maintenance – Bids are provided for 1-year, 2-year, 3-year and 5-year duration

2.1.7. Service Level Agreement and/or Performance guarantees are provided, including uptime and response time guarantees.

2.1.8. Proposed system testing and acceptance provisions will be required on all bid proposals. Carlsbad Mental Health Center 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.

2.1.9. Any contract resulting from this RFP will contain specific deliverable items acceptance provisions.

2.1.10. 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.

2.1.11. Bidder agrees to provide a project manager or other individual who will be the primary contact for all dealing with Carlsbad Mental Health Center.

2.1.12. The successful Contractor will be required to provide full documentation upon completion.

## **2.2. Design Compatibility (10 possible points)**

2.2.1. Offers will be evaluated and scored based upon how well the bidder describes/responds to the following:

### 2.2.2. Connectivity Services

2.2.2.1. Bidder's proposal accounts for existing network design within the Member 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 Carlsbad Mental Health Center–specified circuits.)

### 2.2.3. Hardware Components

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

2.2.3.2. 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. This requirement does not include the reconfiguration or decommissioning of existing equipment being replaced by new Carlsbad Mental Health Center-specified devices.

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

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

## **2.3. Implementation Timeframe (10 possible points)**

2.3.1. Offers will be evaluated and scored based upon how well the bidder describes/responds to the following:

2.3.2. Implementation timeline must begin no later than 30 days from the date of award notification.

2.3.3. 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.

## **2.4. Provider / Vendor Qualifications (20 possible points)**

2.4.1. Offers will be evaluated and scored based upon how well the bidder describes/responds to the following:

2.4.2. 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 Carlsbad Mental Health Center, based on:

2.4.2.1. Describe the prior experience and qualifications related to accomplishing the work as requested. Bidder must provide a current Service Provider Identification Number (SPIN) in their proposal.

2.4.2.2. References: provide a list of references that identifies services provided on contractors for similar work. Include telephone numbers and mailing addresses of individuals who can attest to the Bidder's experience and qualifications of the services requested.

2.4.2.3. Reputation in the industry. Provide background regarding the Bidder, including: length of time in business, other activities performed by the Bidder, and number of individuals on staff (including owners, partners, and employees).

2.4.2.4. Contractor's history of reliability and customer service based on past performance in the experience of one or more of the Carlsbad Mental Health Center Members; and

2.4.2.5. Objective qualifications of key staff and proposed project personnel. Describe the experience and qualifications for the specific individuals who will provide the work.

## **2.5. Cost (30 possible points)**

2.5.1. Offers will be evaluated and scored based upon how well the bidder describes/responds to the following:

2.5.2. Carlsbad Mental Health Center will select the most cost effective bid or bids presented, whether that is a consolidated bid for all sites in the Carlsbad Mental Health Center consortium, as defined herein, all sites within a region, or site-by-site bids for connectivity or hardware.

2.5.3. 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. Please indicate on your proposal that this is understood.

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

Specifically, for connectivity proposals include costs for:

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

2.5.4.2. 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.

2.5.4.3. Contract termination provisions, including specific penalties, if any, for early termination by Carlsbad Mental Health Center.

Specifically, for hardware and fiber installation proposals include costs for:

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

2.5.4.5. Shipping costs for each unit or shipment.

2.5.4.6. Design, engineering, configuration and installation charges.

2.5.4.7. Taxes, permits, fees, licenses.

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

## **2.6. Proposal Guidelines (10 possible points)**

2.6.1. Bidders are to organize proposals in the order stated in this section. In responding to this RFP, Bidders are encouraged to provide additional information if Bidder believes that information to be relevant. Responses should provide the details required and not solely a statement of acknowledgment. The submission of proposals must be organized to include, but not be limited to the following information:

2.6.1.1. Name, address, e-mail address, telephone numbers, and facsimile number of the Bidder.

2.6.1.2. Name, title, e-mail address, and telephone number of the primary contact of the Bidder.

2.6.1.3. A signature of the Bidder or of an officer/employee who certifies that he/she has the authority to make the bid.

2.6.1.4. A statement of the Bidder, if awarded the contract, will comply with the contract Terms and Conditions as set forth in this RFP. USAC procedures and processes must be met. Please provide a statement containing acknowledgement of, and provisions for providing, USAC invoicing requirements and formats.

2.6.1.5. A detailed description of the work proposed in response to this RFP. The submission must include, but is not limited to, addressing all requirements and each question contained within Section 2.1, Section 2.2, and Section 3.0 and their subparagraphs.

2.6.1.6. The proposed implementation timeline and project plan, per Section 2.3 and its subparagraphs.

2.6.1.7. A detailed cost proposal for providing the services requested, per Section 2.5 and its subparagraphs.

2.6.1.8. Provide evidence of the vendor's prior experience and qualifications related to accomplishing the requested work. Address each item in Section 2.4 and its subparagraphs.

2.6.2. Provide a statement with the dates for which this offer is valid.

## **2.7. Evaluation and Decision**

2.7.1. The selection will be based on all factors indicated in this RFP, and may not go to the lowest bidder if cost is outweighed by a combination of other features in the winning vendor's bid. Appendix C: SWTAG FCC Pilot Program Vendor Evaluation – Carlsbad Mental Health Center, on page 22, indicates the evaluation criteria and scoring.

2.7.2. Carlsbad Mental Health Center reserves the right to select bid proposals which, in the sole judgment of Carlsbad Mental Health Center, most nearly conform to the specifications set forth herein, will best serve the needs of Carlsbad Mental Health Center and its Members and participants, and provide the most cost-effective means for producing those results.

2.7.3. Carlsbad Mental Health Center 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 Carlsbad Mental Health Center, such waiver is in the best interests of the project.

2.7.4. Carlsbad Mental Health Center 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.

2.7.5. Carlsbad Mental Health Center is not obligated to accept any proposal received in response to this RFP. In particular, Carlsbad Mental Health Center may accept received proposals in whole or in part, or it may reject all proposals received.

2.7.6. 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>.

2.7.7. The selection decisions made by Carlsbad Mental Health Center and reported to SWTAG and USAC under this RFP are final, and appeals or re-submissions will not be considered.

## **3.0 Site, Routing, and Technical Information Site, Routing, and Technical Information**

3.1. The Carlsbad Mental Health Center project consists of the addition and enhancement of broadband connectivity and concomitant hardware to 3 (three) sites in New Mexico in support of its participation in the SWTAG and that project's selection as a participant on the FCC Rural Healthcare Pilot Program.

3.2. The project requires broadband connectivity, fiber optic cable installation, DSL installation, and site-based network routing hardware. The requirements for this RFP are listed by member site to enable vendors to most effectively evaluate the site(s) for which to submit proposal(s).

### **3.3. Facility #1: Carlsbad Mental Health Center (Main)**

3.3.1. All broadband links specified are to provide 4 x 4 Mbps IP Port and 100 Mbps port loop between the Carlsbad Mental Health Center Main site at 914 N. Canal and the Carlsbad Mental Health Center MWC site at 302 N. Main St., both in Carlsbad, NM 88220. A block of five (5) static IP addresses will also be required for the shared IP Port. See Appendix A, page 16 for the Site Connectivity diagram.

3.3.2. This RFP is for new broadband service. Bidders are encouraged to propose specific designs for providing the service and connectivity needed to accomplish the goal.

3.3.3. Connectivity Requirements: Broadband Links. Requesting a 100 Mbps intranet loop between the two locations in Section 3.3.1, with Carlsbad Mental Health Center (Main) being the installation point for the IP port. A 4 Mbps IP Port is to be shared by the two locations.

3.3.3.1. All circuits are to be fully provisioned from end-point to core location. Physical facility installation to the demarcation point at each site affected must be included in the bid.

3.3.3.2. Transport: To be determined by vendor, but must be transparent to layer-3 and higher protocols.

3.3.3.3. Bandwidth: 100 Mbps between sites and 4 x 4 Mbps minimum IP port.

3.3.3.4. Latency: < 60ms; (between sites and the router at Carlsbad Mental Health Center Main location at 914 N. Canal, Carlsbad, New Mexico 88220).

3.3.3.5. Stability (video): jitter: good 0 – 20 ms, acceptable 20 – 50ms; packet loss good 0 – 0.5%, acceptable 0.5 – 1.5%

3.3.3.6. Site connectivity physical circuit redundancy should be proposed where the site's location and circumstances provide the capability of effectively providing redundant entry points to the facility, and the appropriate network hardware needed to manage the redundant circuits.

3.3.3.7. Site connectivity backhaul redundancy and resiliency should be proposed when possible, to provide separate physical and logical paths for redundant circuits. Resiliency for backhaul circuit transport is required, with provisioning to take into account that need.

3.3.3.8. Physical facilities and provisioning to the demarcation point of each site must be included in the proposal, where needed.

#### 3.3.4. Connectivity Requirements: Dedicated Fiber Links

3.3.4.1. Inter-building dedicated external fiber optic cable installations are solicited to interconnect the sites identified in Section 3.3.1, as specified in Appendix A: Site Connectivity Drawings.

3.3.4.2. Fiber optic cable installation between the facility-designated telecommunications demarcation point in the three sites of each site pair is required. Any 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.

3.3.4.3. 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, termination, and media converters.

3.3.4.4. Documentation, including final site survey, engineering drawings, fiber installation specifications and 'as built' drawings, is to be provided in a timely fashion upon the acceptance on an installation bid by Carlsbad Mental Health Center.

3.3.4.5. 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.

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

3.3.4.7. 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.

3.3.4.8. 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.

3.3.4.9. 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 Carlsbad Mental Health Center site contact.

#### 3.3.5. Edge Hardware (Router) Requirements

3.3.5.1. Any required routers must be compatible with existing network hardware in the Carlsbad Mental Health Center region on a functional, configuration, and physical level.

3.3.5.2. General configuration information for the router type is specified in Appendix B: Site Detail Specifications. These configurations are based on Cisco products, but Cisco-brand hardware is not required. Proposals offering alternate brands and configurations are acceptable, with due consideration of the requirements for compatibility and interoperability set forth above and in Section 2.0.

### **3.4. Facility #2: Marvin Watts Center Treasure House (MWC)**

3.4.1. All broadband links specified are to provide 4 Mbps x 4 Mbps IP Port and 100 Mbps port loop between the Carlsbad Mental Health Center Main site at 914 N. Canal and the Carlsbad Mental Health Center MWC site at 302 N. Main St., both in Carlsbad, NM 88220. A block of five (5) static IP addresses will also be required for the shared IP Port. See Appendix A, page 16 for the Site Connectivity diagram.

3.4.2. This RFP is for new broadband service. Bidders are encouraged to propose specific designs for providing the service and connectivity needed to accomplish the goal.

3.4.3. Connectivity Requirements: Broadband Links. Requesting a 100 Mbps intranet loop between the two locations in Section 3.4.1, with Carlsbad Mental Health Center (Main) being the installation point for the IP port. A 4 Mbps IP Port is to be shared by the two locations.

3.4.3.1. All circuits are to be fully provisioned from end-point to core location. Physical facility installation to the demarcation point at each site affected must be included in the bid.

3.4.3.2. Transport: To be determined by vendor, but must be transparent to layer-3 and higher protocols.

3.4.3.3. Bandwidth: 100 Mbps between sites and 4 x 4 Mbps minimum IP port.

3.4.3.4. Latency: < 60ms; (between sites and the router at Carlsbad Mental Health Center Main location at 914 N. Canal, Carlsbad, New Mexico 88220).

3.4.3.5. Stability (video): jitter: good 0 – 20 ms, acceptable 20 – 50ms; packet loss good 0 – 0.5%, acceptable 0.5 – 1.5%

3.4.3.6. Site connectivity physical circuit redundancy should be proposed where the site's location and circumstances provide the capability of effectively providing redundant entry points to the facility, and the appropriate network hardware needed to manage the redundant circuits.

3.4.3.7. Site connectivity backhaul redundancy and resiliency should be proposed when possible, to provide separate physical and logical paths for redundant circuits. Resiliency for backhaul circuit transport is required, with provisioning to take into account that need.

3.4.3.8. Physical facilities and provisioning to the demarcation point of each site must be included in the proposal, where needed.

#### 3.4.4. Connectivity Requirements: Dedicated Fiber Links

3.4.4.1. Inter-building dedicated external fiber optic cable installations are solicited to interconnect the sites identified in Section 3.4.1, as specified in Appendix A: Site Connectivity Drawings.

3.4.4.2. Fiber optic cable installation between the facility-designated telecommunications demarcation point in the three sites of each site pair is required. Any 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.

3.4.4.3. 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, termination, and media converters.

3.4.4.4. Documentation, including final site survey, engineering drawings, fiber installation specifications and 'as built' drawings, is to be provided in a timely fashion upon the acceptance on an installation bid by Carlsbad Mental Health Center.

3.4.4.5. 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.

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

3.4.4.7. 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.

3.4.4.8. 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.

3.4.4.9. 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 Carlsbad Mental Health Center site contact.

#### 3.4.5. Edge Hardware (Router) Requirements

3.4.5.1. Any required routers must be compatible with existing network hardware in the Carlsbad Mental Health Center region on a functional, configuration, and physical level.

3.4.5.2. General configuration information for the router type is specified in Appendix B: Site Detail Specifications. These configurations are based on Cisco products, but Cisco-brand hardware is not required. Proposals offering alternate brands and configurations are acceptable, with due consideration of the requirements for compatibility and interoperability set forth above and in Section 2.0.

### **3.5. Facility #3: Milestones Wellness Center Artesia**

3.5.1. All broadband links specified are to provide 2 x 2 Mbps IP Port and 100 Mbps intranet. One static IP address will also be required for the IP Port. Any broadband service will be considered. Service is required at Milestones Wellness Center, 1700 W. Main, Suite A2, Artesia NM 88210. See Appendix A, page 17 for the Site Connectivity diagram.

3.5.2. This RFP is for new broadband service. Bidders are encouraged to propose specific designs for providing the service and connectivity needed to accomplish the goal.

3.5.3. Connectivity Requirements: Broadband Links. Requesting a 100 Mbps intranet and a 2 Mbps x 2 Mbps IP Port.

3.5.3.1. All circuits are to be fully provisioned from end-point to core location. Physical facility installation to the demarcation point at each site affected must be included in the bid.

3.5.3.2. Transport: To be determined by vendor, but must be transparent to layer-3 and higher protocols.

3.5.3.3. Bandwidth: 100 Mbps intranet and a 2 x 2 Mbps minimum IP port.

3.5.3.4. Latency: < 60ms

3.5.3.5. Stability (video): jitter: good 0 – 20 ms, acceptable 20 – 50ms; packet loss good 0 – 0.5%, acceptable 0.5 – 1.5%

3.5.3.6. Site connectivity physical circuit redundancy should be proposed where the site's location and circumstances provide the capability of effectively providing redundant entry points to the facility, and the appropriate network hardware needed to manage the redundant circuits.

3.5.3.7. Site connectivity backhaul redundancy and resiliency should be proposed when possible, to provide separate physical and logical paths for redundant circuits. Resiliency for backhaul circuit transport is required, with provisioning to take into account that need.

3.5.3.8. Physical facilities and provisioning to the demarcation point of each site must be included in the proposal, where needed.

#### 3.5.4. Connectivity Requirements:

3.5.4.1. Installation, and any 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.

3.5.4.2. Bids are to include all labor and materials needed for the installation of the specified broadband connectivity, including site survey, engineering, cable/fiber installation, termination, and media converters.

3.5.4.3. Documentation, including final site survey, engineering drawings, installation specifications and 'as built' drawings, is to be provided in a timely fashion upon the acceptance on an installation bid by Carlsbad Mental Health Center.

3.5.4.4. 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.

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

3.5.4.6. Any necessary 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.

3.5.4.7. Any and 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.

3.5.4.8. 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 Carlsbad Mental Health Center site contact.

### 3.5.5. Edge Hardware (Router) Requirements

3.5.5.1. Any required routers must be compatible with existing network hardware in the Carlsbad Mental Health Center region on a functional, configuration, and physical level.

3.5.5.2 Bids are to include any required routers and switches as needed for installation.

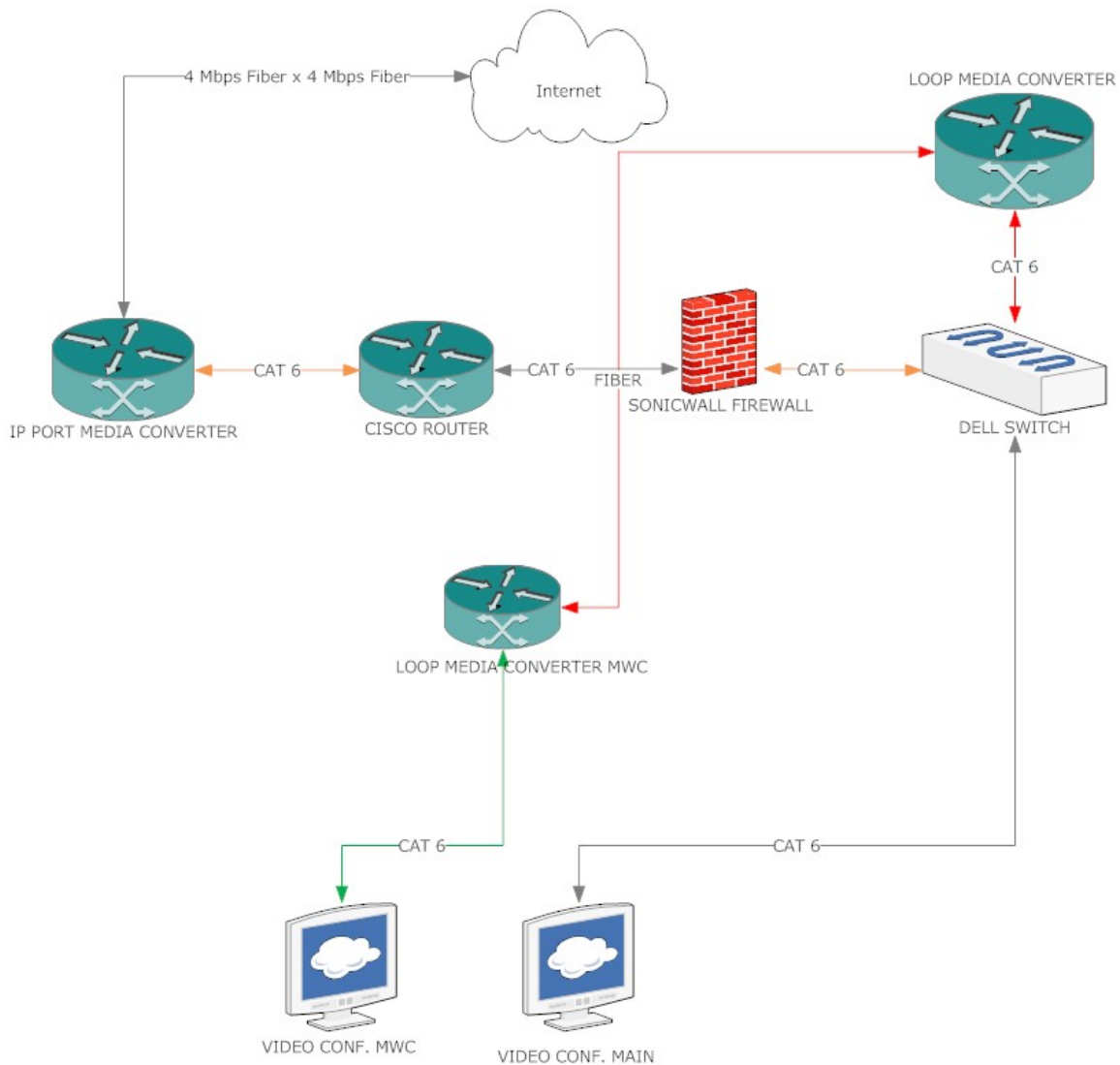
## Appendix A: Site Connectivity Drawings

The following drawings provide a graphical depiction of the connectivity solicited by this RFP. The drawings are schematic in nature and are intended to provide an overview only. In the event of a discrepancy between the drawings and the Detail Site Specifications or any written description or specification in this RFP, the written version shall be considered to be authoritative.

Full size drawings may be obtained by a request made to Liz Jenkins at [ejenkins@salud.unm.edu](mailto:ejenkins@salud.unm.edu)

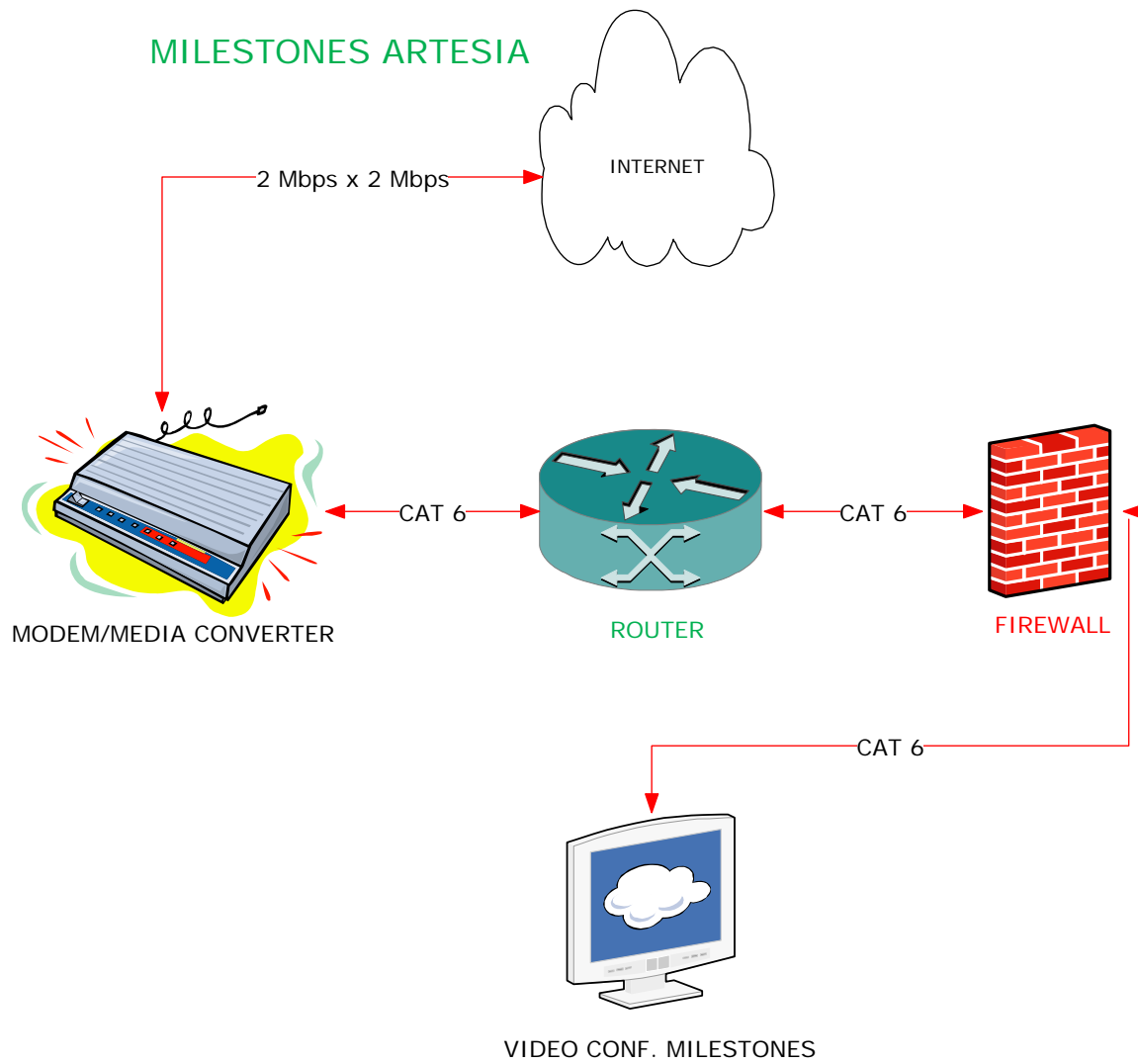
### Facilities #1 - #2

Carlsbad Mental Health Center  
Marvin Watts Center



**Appendix A: Continued**

Facility #3: Milestones Wellness Center Artesia



## **Appendix B: Detail Site Specifications**

The following pages provide information for each site for which bids are solicited, organized by facility location:

**Carlsbad Mental Health Center: p. 19**

**Marvin Watts Center Treasure House: p. 20**

**Milestone Wellness Center Artesia: p. 21**

Each specification sheet provides site physical and contact information, as well as connectivity and hardware requirements.

**Connectivity:** Specified in terms of the desired transport type (Ethernet or TDM (DS1/DS3)). Multiple TDM circuits, if specified, are to be 'bonded' to provide aggregate bandwidth. Equivalent bandwidth of alternate types may be proposed, provided all requirements of Section 3.0 herein are met.

**Hardware:** Specified in terms of the Cisco Systems type/model desired for the primary router(s) to provide OSI Layer 3 'edge' connectivity for the circuits. Other brands or systems may be proposed, but bidders are cautioned that the compatibility requirements of Section 3.0 herein must be met.

**Facility #1:** **Carlsbad Mental Health Center**  
914 N. Canal  
Carlsbad, NM 88220  
(575) 885-4836

**Contact:** DJ Woodfield  
(575) 361-7014

**Funding year:** FY-2009

**Connectivity:** 4 MB x 4 MB Bandwidth shared between the two locations as described in Appendix A: Site Connectivity, p. 16.

**Hardware:** Cisco 1841 IS Router  
Media Converter

Quantity	Product	Description
1	Cisco 1841	CISCO1841-SEC/K9 Integrated Services Router
1	AC Cable	110v Power Cable
1	PTC10/100	FIBER - ETH. Media Converter

**Facility #2:** **Marvin Watts Center Treasure House**  
302 N. Main St.  
Carlsbad, NM 88220  
(575) 885-0956

**Contact:** DJ Woodfield  
(575) 361-7014

**Funding year:** FY-2009

**Connectivity:** 4 MB x 4 MB Bandwidth shared between the two locations as described in Appendix A: Site Connectivity, p. 16.

**Hardware:** Media Converter

Quantity	Product	Description
1	PTC10/100	FIBER - ETH. Media Converter

**Facility #3:** **Milestones Wellness Center**  
1700 W. Main, Suite A2  
Artesia, NM 88210  
(575) 746-8890

**Contact:** DJ Woodfield  
(575) 361-7014

**Funding year:** FY-2009

**Connectivity:** 2 MB x 2 MB bandwidth

**Hardware:** None

## Appendix C: SWTAG FCC Pilot Program Vendor Evaluation - Carlsbad Mental Health Center

	Evaluation of Desirable Elements	Vendor 1	Vendor 2	Vendor 3	Vendor 4	Vendor 5	Vendor 6	Vendor 7
1	Cost (See Section 2.5) (Proposals will be ranked 1-30, with 30 being the lowest cost solution):							
		+	+	+	+	+	+	+
2	Implementation Timeframe (See Section 2.3) (Proposals will be ranked 1 - 20, with 20 signifying appropriate timeframe)							
		+	+	+	+	+	+	+
3	Provider/Vendor Experience and Expertise (See Section 2.4) (Proposals will be ranked 1 - 20, with 20 signifying optimal suitability)							
		+	+	+	+	+	+	+
4	Proposal & Contract Terms (See Section 2.1) (Proposals will be ranked 1 - 10, with 10 signifying optimal suitability)							
		+	+	+	+	+	+	+
5	Design Compatibility (See Section 2.2) (Proposals will be ranked 1 - 10, with 10 signifying optimal suitability)							
		+	+	+	+	+	+	+
6	Proposal Guidelines (See Section 2.6) (Proposals will be ranked 1 - 10, with 10 signifying optimal suitability)							
		=	=	=	=	=	=	=
	Total Score (add Rows 1 - 6):							
	Final Vendor Ranking (Highest score is the top ranked vendor):							