Telecommunications RFP 03

for

North Country Telemedicine Project (NCTP) Network

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1. **Project Overview**

The North Country Telemedicine Project (NCTP) is seeking proposals for a long term leased fiber/Ethernet service that provides the engineering, materials, construction, implementation, maintenance, and sustaining network support for a dedicated, managed switch service over a secure fiber/Ethernet broadband (private Intranet) network. The service will provide 10 Mbps of fiber/Ethernet connectivity from Claxton-Hepburn Canton Health Center, 39 West Main St., Canton, NY 13617, to the existing NCTP network. NCTP is seeking proposals that will use the funds in our Rural Healthcare Pilot Program (RHCPP) award to pay for the non-recurring costs (NRC) associated with provisioning the leased service while leaving enough of the RHCPP award to pay for four (4) years of monthly recurring costs (MRC) for this new NCTP location.

The North Country Telemedicine Project (NCTP) is a regional fiber optic telecommunications /telemedicine network used to connect 28 participating entities located at sites operating in Jefferson, Lewis and St. Lawrence Counties in New York and four urban facilities located in Syracuse and Utica that provide consultative and specialty care. Participating entities on the NCTP network are connected via layer 2 virtual local area networks (VLANs). The physical network is running on the Development Authority of the North Country (DANC) network.

The purpose of this RFP is to solicit proposals from Offerors who wish to provide leased broadband/Intranet services to support a new participant connection to the existing NCTP network. Offerors must provide a managed switch service over a secure fiber/Ethernet broadband connection from the proposed NCTP location to the current NCTP/DANC leased fiber/Ethernet network.

Offerors shall agree to abide by the excess capacity provisions outlined in Attachment 1, “Excess Bandwidth and Excess Capacity Scenarios,” paying close attention to the concerns outlined in scenarios 6 and 7 regarding “fair share” and “excess capacity.” NCTP is not requesting any excess capacity and offerors are not authorized to add additional capacity on segments connecting NCTP locations that will be funded by this award. NCTP will only pay for a leased service that supports the amount of bandwidth requested in this RFP.

**Proposal Submission Process**

Proposals shall be submitted to:

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

- Closing date for submitting the proposal is **5:00 PM on the 28th day after the posting of the RFP**. Proposals received after the specified closing date and time will not be accepted.
- **Number of copies required = 5**
- Format for theProposal:
Bids are to be submitted in printed and electronic form. The electronic copy must be searchable. Electronic bids shall be in either Microsoft Word or Adobe PDF file format.

Offeror proposals will include the following sections:
- Cover Letter
- Executive Summary
- Description of Proposed Internet Service
- Description of Proposed Internet2 Service
- Description of Proposed Hardware and Software
- Project Management Description
- Qualifications and References of Offerors and All Subcontractors
- Schedule/Timeline
- Pricing Section
- Contact Information

Questions about the RFP should be submitted to:
NAME: Robert Hunt  
TITLE: Regional Telemedicine Project Manager  
ORGANIZATION: Fort Drum Regional Health Planning Organization (FDRHPO)  
ADDRESS: 120 Washington Street, Suite 302  
Watertown, NY 13601  
TELEPHONE NO.: 315-244-8733  
FAX NO.: 315-755-2022  
EMAIL ADDRESS: rhunt@fdrhpo.org

Questions regarding the RFP can be submitted for the first 7 days from the posting of the RFP.

Offerors will be notified within 30 days after the end of the RFP posting period as to which Offeror has been selected for a contract award.

All materials submitted in response to the RFP become the property of the FDRHPO.

Proposals and supporting materials will not be returned to Offerors.

Offerors are advised that:
- Pricing will be considered as part of the proposal evaluation process.
- The award of the contract will not necessarily go to the proposal with the lowest bid.
- The FDRHPO reserves the right to reject any or all proposals.

Participating Sites

- The participating NCTP sites are currently located at 28 locations and include primary care clinics, rural hospitals, urban hospitals, mental health clinics and county public health departments.
- The U.S. Army may connect the Fort Drum Guthrie Clinic to the NCTP network at a future date.

<table>
<thead>
<tr>
<th>Site</th>
<th>Organization</th>
<th>Address</th>
<th>County</th>
<th>City</th>
<th>Zip Code</th>
<th>Bandwidth</th>
<th>Option 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>17236-03-0001</td>
<td>Claxton-Hepburn Canton Health Center</td>
<td>39 West Main St.</td>
<td>St. Lawrence</td>
<td>Canton</td>
<td>13617</td>
<td>10 Mbps</td>
<td></td>
</tr>
</tbody>
</table>

1-1 Proposed NCTP Site Location
## North Country Telemedicine Project Network 28 Participating Entities

<table>
<thead>
<tr>
<th>Site</th>
<th>Organization</th>
<th>Address</th>
<th>County</th>
<th>City</th>
<th>Zip Code</th>
<th>Current Bandwidth</th>
</tr>
</thead>
<tbody>
<tr>
<td>17236-01-0002</td>
<td>Canton-Potsdam Hospital</td>
<td>50 Levy St.</td>
<td>St. Lawrence</td>
<td>Potsdam</td>
<td>13676</td>
<td>100 Mbps</td>
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<tr>
<td>17236-01-0003</td>
<td>Carthage Area Hospital (CAH)</td>
<td>1001 West Street</td>
<td>Jefferson</td>
<td>Carthage</td>
<td>13619</td>
<td>100 Mbps</td>
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<tr>
<td>17236-01-0004</td>
<td>CAH/Cape Vincent Family Health Center</td>
<td>782-790 Broadway St.</td>
<td>Jefferson</td>
<td>Cape Vincent</td>
<td>13618</td>
<td>10 Mbps</td>
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<td>17236-01-0005</td>
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<td>26121 US Rte. 11</td>
<td>Jefferson</td>
<td>Evans Mills</td>
<td>13637</td>
<td>10 Mbps</td>
</tr>
<tr>
<td>17236-01-0006</td>
<td>CAH/Philadelphia Physical Therapy Clinic</td>
<td>32787 US Rt.11</td>
<td>Jefferson</td>
<td>Philadelphia</td>
<td>13673</td>
<td>10 Mbps</td>
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<tr>
<td>17236-01-0007</td>
<td>Deleted</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17236-01-0008</td>
<td>Clifton-Fine Hospital</td>
<td>1014 Oswegatchie Trail</td>
<td>St. Lawrence</td>
<td>Star Lake</td>
<td>13690</td>
<td>100 Mbps</td>
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<tr>
<td>17236-01-0009</td>
<td>Crouse Hospital</td>
<td>736 Irving Ave.</td>
<td>Onondaga</td>
<td>Syracuse</td>
<td>13210</td>
<td>100 Mbps</td>
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<tr>
<td>17236-01-0010</td>
<td>E.J. Noble (EJN) Hospital</td>
<td>77 West Barney St.</td>
<td>St. Lawrence</td>
<td>Gouverneur</td>
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<td>100 Mbps</td>
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<tr>
<td>17236-01-0012</td>
<td>E.J.Noble (EJN) Health Center (Dekalb)</td>
<td>2924 County Route 17</td>
<td>St. Lawrence</td>
<td>De Kalb Junction</td>
<td>13630</td>
<td>10 Mbps</td>
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<tr>
<td>17236-01-0013</td>
<td>Jefferson County Public Health Service</td>
<td>531 Meade St.</td>
<td>Jefferson</td>
<td>Watertown</td>
<td>13601</td>
<td>10 Mbps</td>
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<tr>
<td>17236-01-0014</td>
<td>Lewis County Community Mental Health Center</td>
<td>7550 S State St.</td>
<td>Lewis</td>
<td>Lowville</td>
<td>13367</td>
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<tr>
<td>17236-01-0015</td>
<td>Lewis County General Hospital</td>
<td>7785 N State St.</td>
<td>Lewis</td>
<td>Lowville</td>
<td>13367</td>
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<tr>
<td>17236-01-0016</td>
<td>St. Elizabeth Medical Center</td>
<td>2209 Genesee Street</td>
<td>Oneida</td>
<td>Utica</td>
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<tr>
<td>17236-01-0017</td>
<td>North Country Children's Clinic</td>
<td>238 Arsenal Street</td>
<td>Jefferson</td>
<td>Watertown</td>
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<tr>
<td>17236-01-0018</td>
<td>River Hospital</td>
<td>4 Fuller St.</td>
<td>Jefferson</td>
<td>Alexandria Bay</td>
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<tr>
<td>17236-01-0019</td>
<td>Samaritan Medical Center (SMC)</td>
<td>830 Washington St.</td>
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<td>Watertown</td>
<td>13601</td>
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<td>17236-01-0020</td>
<td>SMC Mental Health Clinic</td>
<td>1575 Washington St.</td>
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<td>Watertown</td>
<td>13601</td>
<td>10 Mbps</td>
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<tr>
<td>17236-01-0021</td>
<td>SMC Clinic/Plaza Family Health Center</td>
<td>2608 Independence Way</td>
<td>Jefferson</td>
<td>Watertown</td>
<td>13601</td>
<td>10 Mbps</td>
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<tr>
<td>17236-01-0022</td>
<td>SMC Clinic/Fort Drum Outpatient Mental Health Clinic</td>
<td>165 Coleman St.</td>
<td>Jefferson</td>
<td>Watertown</td>
<td>13601</td>
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<tr>
<td>17236-01-0023</td>
<td>SMC Clinic/Family Health Center</td>
<td>909 Strawbery Lane</td>
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<td>Clayton</td>
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<td>10 Mbps</td>
</tr>
<tr>
<td>17236-01-0024</td>
<td>SMC Urology Clinic</td>
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<td>Jefferson</td>
<td>Watertown</td>
<td>13601</td>
<td>10 Mbps</td>
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<tr>
<td>17236-01-0025</td>
<td>St. Joseph's Hospital</td>
<td>301 Prospect Avenue</td>
<td>Onondaga</td>
<td>Syracuse</td>
<td>13203</td>
<td>100 Mbps</td>
</tr>
<tr>
<td>17236-01-0026</td>
<td>St. Lawrence County Public Health Department</td>
<td>80 State Highway 310</td>
<td>St. Lawrence</td>
<td>Canton</td>
<td>13617</td>
<td>10 Mbps</td>
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<tr>
<td>17236-01-0027</td>
<td>SUNY Upstate Medical University Hospital</td>
<td>750 East Adams St.</td>
<td>Onondaga</td>
<td>Syracuse</td>
<td>13210</td>
<td>100 Mbps</td>
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<tr>
<td>17236-01-0028</td>
<td>CAH/Mental Health Clinic</td>
<td>3 Bridge St.</td>
<td>Jefferson</td>
<td>Carthage</td>
<td>13619</td>
<td>10 Mbps</td>
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<tr>
<td>17236-01-0029</td>
<td>Claxton-Hepburn Medical Center</td>
<td>214 King Street</td>
<td>St. Lawrence</td>
<td>Ogdensburg</td>
<td>13669</td>
<td>100 Mbps</td>
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<td>N/A</td>
<td>Northern Radiology</td>
<td>1571 Washington St.</td>
<td>Jefferson</td>
<td>Watertown</td>
<td>13601</td>
<td>10 Mbps</td>
</tr>
</tbody>
</table>

### 1-2 Current NCTP Site Locations
2. **Project Administration**

(a) **Background**

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

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

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

(b) **Vision and Mission**

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

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

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

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

(c) **FDRHPO Organization**

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

FDRHPO’s North Country Telemedicine Project Organization Chart is shown below:
Fort Drum Regional Health Planning Organization

FDRHPO NCTP Partner Internal Organization for Telemedicine Project

Figure 2-1  FDRHPO NCTP Org Chart
3. **Technical Requirements**

Offerors shall provide a **detailed description** of the proposed leased broadband (fiber/Ethernet) private Intranet service, which addresses the following items:

Offerors ARE required to submit bids for a leased broadband (fiber/Ethernet) private Intranet service. The proposed NCTP member (listed in Chart 1-1) must be able to access all of the current NCTP members (listed in Chart 1-2) via NCTP’s private Intranet which is leased from the Development Authority of the North Country (DANC). Offerors must connect the proposed NCTP member (listed in Chart 1-1) to the current NCTP network by connecting through the Development Authority of the North Country. Please contact Dorlene MacDiarmid at dmac@danc.org for POP access specifics. NCTP will not accept any offeror submissions that do not connect the proposed NCTP location (listed in Chart 1-1) to the NCTP/DANC network.

Offerors who team with other providers will be viewed by NCTP as having entered into a “Prime contractor/sub-contractor” relationship. Only the Prime Contractor can submit a fully completed bid in response to this RFP. The Prime Contractor will be responsible for providing NCTP with a single bill for service as it applies to non-recurring charges (NRC) and monthly recurring charges (MRC). The Prime Contractor will also be the initial point of contact for all issues relating to the operation and maintenance of the leased network and the leased network services. Please keep in mind that NCTP is seeking proposals that will use the funds in our Rural Healthcare Pilot Program (RHCPP) award to pay for the non-recurring costs (NRC) associated with provisioning the leased service while leaving enough of the RHCPP award to pay for four (4) years of monthly recurring costs (MRC) for all of the NCTP locations.

a. Construction, installation, implementation, and delivery of a full-duplex 10 Mbps managed switch broadband fiber/Ethernet private Intranet leased service to the facility telecommunications demarcation point at the proposed NCTP site as stipulated in Chart 1-1. The broadband infrastructure (private Intranet) connection rate for the proposed NCTP site is listed in Chart 1-1, Bandwidth Options 1 (10 Mbps).

b. Describe the broadband infrastructure (private Intranet) and architecture. Include a network diagram that shows physical and virtual connections from the proposed NCTP site stipulated in Chart 1-1 to the current NCTP network.

c. The proposed NCTP site stipulated in Chart 1-1 will have the capability of having secure virtual circuit connections to every other NCTP site (listed in Chart 1-2) on the network. This shall include support for layer 2 virtual local area networks (VLANs), which shall be the default service connection between proposed and current NCTP locations. Virtual private networks (VPNs), SSL and IPsec, shall also be supported by the managed switch. VLAN support shall be the default service.

d. Describe the maximum number of VLANs that may be configured on the managed switch that is bid. The number of VLANs provided to the proposed NCTP site, at no additional charge, will be as follows:

- 10 Mbps sites get 1 default VLAN and 2 additional VLANs
i. NCTP would like the proposed private Intranet service to include a public block of static IP addresses, at no additional charge, as part of an enhanced service offering for the proposed NCTP location (see Chart 1-1). This is not mandatory but those offerors who include this in their service offering will be awarded additional points during the scoring of the RFP responses.

j. Any public IP address block given to NCTP will have at least 1 IP address assigned to the managed switch appliance used to terminate the leased fiber/Ethernet private broadband service. The proposed NCTP member location may want additional IP address for their internal mail server, file servers or web servers. Describe how the addressing could be modified in the future to support IPv6.

k. Offerors who include public IP addresses/block will get the addresses/block from the American Registry for Internet Numbers (ARIN) and will confirm that none of the addresses have been blacklisted.

l. Describe how the proposed service will meet the specified broadband connectivity requirements of the project.

m. List the industry technical standards that the Offeror will use for this project. Describe how the equipment could support IPv6 when that becomes a de facto standard.

n. Describe how the broadband service (private Intranet, fiber/Ethernet) will connect to the specific customer identified in this RFP in Chart 1-1. Clearly describe the steps the proposed NCTP member will need to take in order to connect their current LAN equipment to the offeror’s managed switch equipment. An RJ-45 connection between the proposed NCTP members LAN equipment and the offeror’s managed switch equipment is the preferred method of connectivity.

o. NCTP members may have VPN connections in their current network environment (SSL and IPsec). Describe how the offeror will help the proposed NCTP member to migrate their current VPN assignments from their current network provider to the offerors proposed network. Provide a management plan that describes this process and include a timeline (e.g., how long will it take to migrate 1-25 VPNs, 26-50 VPNs, 51-100 VPNs, more than 101 VPNs).

v. Describe how the bandwidth for the proposed NCTP member (see Chart 1-1) could be increased beyond 1 Gbps. Include any additional hardware, software or infrastructure that would be required to support such an increase. Also include the expected NRC/MRC costs of such an increase.

w. Describe the redundancy (if any) of the proposed vendor hardware. Additionally, the proposed offeror CPE equipment shall include an option for redundant AC or DC power (as applicable). The offeror shall include UPS and battery back-up in support of the proposed managed switch.

x. Describe the redundancy (if any) of the proposed vendor connection to the NCTP member location.

y. Describe how all data, voice, and video traffic transmitted within the network can be encrypted using 3DES and AES.
z. This request for proposals is for network construction and four years of network service delivery (based on funding availability), allowing participating entity the option to continue service at the same pricing, or less, for an additional eight years.

aa. Include a timeline for how the requested network will be completed and ready for testing and deployment within 6-10 months of contract award (weather permitting and assuming timely approval of permits and 3rd party permitting/approval; also dependent on award of Rural Healthcare Pilot Program (RHCPP) funding commitment letter (FCL)).

bb. Include a timeline and description of how the Offeror will conduct network testing and certification of all fiber transmission media in accordance with industry-standard practices. The Offeror will be required to produce a report that documents the results of network testing and certification.

Failure to demonstrate the ability to meet the following requirements will result in rejection of the Offerors proposal:

- Service Level Agreement (SLA) Requirements
- Service Response Times Listed in the SLA Table

### Service-Level Agreement

The service shall include a Service Level Agreement (SLA) specifying basic service levels in trouble management response times. The Offeror must submit a representative SLA with the proposal response. The submitted SLA shall reference the following minimal elements and corresponding requirements:

<table>
<thead>
<tr>
<th>SLA Element</th>
<th>FDRHPO Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Availability Objective (per month)</td>
<td>99.9%</td>
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<tr>
<td>Network Monitoring &amp; Alerts</td>
<td>24 x 7</td>
</tr>
<tr>
<td>Mean Time to Respond</td>
<td>30 Minutes</td>
</tr>
<tr>
<td>Mean Time to Respond Updates</td>
<td>2 Hours</td>
</tr>
<tr>
<td>Mean Time to Repair</td>
<td>4 Hours</td>
</tr>
<tr>
<td>Latency Within FDRHPO/NCTP Network</td>
<td>&lt;10 Milliseconds Port-to-Port</td>
</tr>
<tr>
<td>Management Reports</td>
<td>Upon Request</td>
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4. **Project Management Requirements**

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

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

The plan should include timetables that address the following issues:

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

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

**Broadband System (private Intranet) Service System Architecture and Development:** Provide descriptions of how the service(s) will be designed, including details of customer testing and final implementation; how the private Intranet service will deliver differentiated levels of quality of service (QoS) for the proposed NCTP user (see Chart 1-1).

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

This data shall include, but not be limited to:

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

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

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

- Full legal company name.
- Year business was established.
- Number of people currently employed.
- Most recent annual report, if a public company.
- A description of the qualifications, experience, capability and/or capacity of the Offeror to successfully provide the requested services and complete the project in a timely manner.
- References: Contact information for three references from projects similar in size, application and scope. Also provide a brief description of their service.
6. **Budget and Pricing**

**Costing**

Offerors shall provide a **Detailed Breakdown and Summary of Costs** to provide broadband/private Intranet and public Internet as described in this RFP.

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

- **Installation/Non-Recurring Charges (NRC)** should be broken down as follows:
  - Infrastructure – outside Plant Construction charge
  - Equipment and Installation charge
  - Regional facilities, engineering and design charge
  - Network engineering, construction, management/maintenance and testing charge
  - Cross-connect fees (if applicable)

- **Monthly Recurring Charges (MRC)** for Service Delivery/Sustaining Maintenance Support. The private broadband (fiber/Ethernet) connection (private Intranet) MRC and the public Internet MRC should be listed separately.

- Provide NCTP with pricing options as follows:
  - Provide NRC/MRC pricing for all locations listed in Chart 1-1 at the connection rate specified in the chart for “Bandwidth Option 1.”
  - All pricing must be broken down into non-recurring charges (NRC) and monthly recurring charges (MRC). The pricing shall also include the total cost of the solution (NRC and MRC) over four (4) years. This pricing shall be good for a period of four (4) years.

- NCTP will accept only complete solutions for the following leased **service** from a Prime Offeror: leased managed switch broadband/private Intranet. NCTP has the right to reject any offer that exceeds their expected funding commitment from the Rural Healthcare Pilot Program.

For those offerors using sub-prime(s) contractors, the prime Offeror shall assume responsibility for all work and will be the primary contact for all services provided by the primer offeror and any sub-prime offerors.

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

NCTP is seeking proposals that will use the funds in our Rural Healthcare Pilot Program (RHCPP) award to pay for the non-recurring costs (NRC) associated with provisioning the leased service while leaving enough of the RHCPP award to pay for four (4) years of monthly recurring costs (MRC) for all of the NCTP locations.

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

Offerors shall specify the length of time that the Offeror shall agree to keep the quoted prices valid. Pricing shall be good for a minimum of four (4) years from the date of contract with FDRHPO. The offeror shall
provide an option to extend the contract for an additional eight (8) years at the same pricing, or lower, if all the concerned parties agree to the new terms. Sites will negotiate a rate of speed for services (10 Mbps) for a period of time in the initial contract. At the end of the initial contract sites have the right to reduce or increase bandwidth as needed in a new contract.
Scenario 1: Participation Contracts 100% of Dedicated Network; No-Excess Bandwidth or Excess Capacity for Use by Other Network Members

Excess Bandwidth and Excess Capacity Scenarios

Please consult with USAC if you are considering one of these scenarios.

Guidance Document Only

May 17, 2009
Please consult with USAC if you are considering one of these scenarios.
Please consult with USAC if you are considering one of these scenarios.
Fort Drum Regional Health Planning Organization

Scenario 8: Particular Line Rise s Reason from Excess Capacity as Source of 15% Which

Please consult with USAC if you are considering one of these scenarios.
Please consult with USAC if you are considering one of these scenarios.

Guidance - Document Only

Amend 7/2/2009

Attachment 1 – USAC Excess Bandwidth and Excess Capacity Scenarios, cont.
NCTP Selection Process

for

Private Broadband Services

1. **Basis of Award**

   Proposals will be evaluated on the basis of cost per quality points. An NCTP evaluation committee will choose the selected Offeror. Committee participants will review, evaluate, and score each responsive proposal received in accordance with predetermined scoring criteria. The NCTP committee will meet as a group to score the RFP responses. The selection process will be broken down into three phases.

2. **Phase I -- Offeror Qualification Assessment**

   To be considered responsive and to continue in the scoring process, the Offeror must:

   a. Provide all required documentation by the requested due date per the NCTP RFP, page 3, Section 1.

   b. Provide a proposal that is complete and complies with the instructions and requirements as stated herein and per the NCTP RFP.

   c. The Offeror shall demonstrate to the NCTP evaluation committee their experience in providing this type of service by providing:

      (1) A description of the qualifications, experience, capability and/or capacity of the Offeror to successfully provide the leased managed switch/firewall Intranet (broadband) and public Internet service and complete the project in a timely manner.

      (2) A list of broadband and public Internet services provided to similar communities.

3. **Phase II**

   Offerors who satisfactorily meet the Phase I criteria will have their submitted proposals qualified for detailed scoring process. In this phase, the Offeror’s response will undergo intensive evaluation. The points listed for each criterion are the maximum number of points that can be award; zero is the minimum number of points that may be awarded for each criteria. The following criteria (not in priority order) will be utilized to select a “short list” of finalists:
a. Service Features: Provisioning, implementation and delivery, as described in Section 3 of the NCTP RFP, of the following services to NCTP:
   (1) Managed switch Service (200)
   (2) Solution that leaves enough funds in the NCTP RHCPP award to cover 4 years of MRC will be awarded additional points. (100)

b. Prior Experience & Qualifications: Qualifications, experience, capability and/or capacity of the Offeror to successfully provide the managed switch/firewall broadband Intranet and public Internet service. (125)

c. Project Management & Timelines: Detailed Project management Plan for implementing the managed switch/firewall broadband Intranet and public Internet services. (125)

d. Enhanced Features & Scalability: free block(s) of static public IP addresses (75); redundant hardware (5); redundant private intranet routes (5); equipment that can support higher connection rates without installing new hardware. (15)

e. Financial Sustainability: Copy of the Offeror’s most recent annual report, if a public company. (100)

f. Completion of NCTP RFP02: Provide a proposal that is complete and complies with the instructions and requirements as stated in the RFP. (100)

g. Cost: NCTP will review each Offeror’s Detailed Breakdown and Summary of Costs. An award will be based primarily, but not solely* on lowest cost per quality point ranking. NCTP also reserves the right to reject any bid that exceeds the total funds that have been budgeted for this phase of the NCTP Network. (300)

*In accordance with the FCC RHCPP Order, NCTP reserves the sole prerogative to uniformly assign a weighting factor to all Offeror project cost proposals that will have the effect of more heavily weighting quality scores.

Each Offeror will receive a total point score known as quality points.
Quality points will be assigned as follows:

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Point System (Maximum)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Features</td>
<td>300</td>
</tr>
<tr>
<td>Prior Experience &amp; Qualifications</td>
<td>125</td>
</tr>
<tr>
<td>Project Management &amp; Timelines</td>
<td>125</td>
</tr>
<tr>
<td>Enhanced Features &amp; Scalability</td>
<td>100</td>
</tr>
<tr>
<td>Financial Sustainability</td>
<td>100</td>
</tr>
<tr>
<td>Completion of NCTP RFP02</td>
<td>100</td>
</tr>
<tr>
<td>Cost</td>
<td>300</td>
</tr>
</tbody>
</table>

The total cost for each proposal will be divided by the proposal’s total quality points to determine the cost per quality point ratio. There are a maximum of 1150 quality points that may be awarded for each proposal. The cost per quality point ratio for each Offeror will be ranked in order of magnitude. The Offerors receiving the lowest cost per quality point scores will be placed on the “short list” of finalists. For example:
## Attachment 2 – NCTP Scoring Matrix, con’t.

### Telecommunications RFP03 - Source Selection Matrix

<table>
<thead>
<tr>
<th>Bidder</th>
<th>Evaluation Criteria</th>
<th>Point System (Maximum)</th>
<th>Percentage of Evaluation</th>
<th>Total Quality Points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Company A</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Service Features</td>
<td>300</td>
<td>26%</td>
<td>205</td>
</tr>
<tr>
<td></td>
<td>Prior Experience &amp; Qualification</td>
<td>125</td>
<td>11%</td>
<td>70</td>
</tr>
<tr>
<td></td>
<td>Project Management &amp; Timelines</td>
<td>125</td>
<td>11%</td>
<td>85</td>
</tr>
<tr>
<td></td>
<td>Enhanced Features &amp; Scalability</td>
<td>100</td>
<td>9%</td>
<td>85</td>
</tr>
<tr>
<td></td>
<td>Financial Sustainability</td>
<td>100</td>
<td>9%</td>
<td>95</td>
</tr>
<tr>
<td></td>
<td>Completion of NCTP RFP03</td>
<td>100</td>
<td>9%</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Cost</td>
<td>300</td>
<td>26%</td>
<td>300</td>
</tr>
<tr>
<td></td>
<td><strong>Total Bid Price:</strong> $1,256,395.00</td>
<td><strong>Total Points (1400 Max):</strong> 940</td>
<td><strong>Total Cost Per Quality Point:</strong> 1336.59</td>
<td></td>
</tr>
</tbody>
</table>
To calculate the cost per quality point, divide the total bid price by the total quality points received:

- **Offeror A:**\[
\frac{1,256,395}{940} = 1,336.59
\]

- **Offeror B:**\[
\frac{1,300,613}{945} = 1,376.31
\]

- **Offeror C:**\[
\frac{1,400,613}{1020} = 1,373.15
\]

In this example, Offerors A and C would be finalists.

**NOTE:** NCTP reserves the right to pick a single finalist at the end of Phase II.

### 4. Phase III

At the sole discretion of NCTP, a finalist Offeror may be directly selected from the group of semi-finalists, based upon lowest cost per quality point scores. Alternatively, NCTP may elect to schedule Offeror oral presentations. Semi-finalist will be required to submit best and final pricing (BAFO) prior to the oral presentation. Semi-finalist Offeror presentations and BAFO pricing will be scored and additional quality points will be added to their totals and a new cost per quality point determination and ranking will be made. A maximum of 200 points may be awarded for oral presentations and BAFO pricing.

At the end of Phase III, a finalist Offeror will be selected, based primarily, but not solely* on lowest cost per quality point ranking.

### 5. *FCC Order, Proposal Ranking and Offeror Selection*

Pursuant to sections 54.603 and 54.615 of the Commission’s rules, each eligible health care provider must participate in a competitive bidding process and follow any additional applicable state, local, or other procurement requirements to select the most cost-effective provider of services eligible for universal service support under the RHC support mechanism. To satisfy the competitive bidding requirements, selected participants must submit an FCC Form 465 that includes a description of the services for which the health care provider is seeking support and wait at least 28 days from the date on which this information is posted on USAC’s website before making commitments with the selected service provider. After selecting a service provider, the participant must certify that it selected the most cost-effective method of providing service. (324)

324: The most cost-effective method of providing services is defined as “the method that costs the least after consideration of the features, quality of transmission, reliability, and other factors that the health care
Attachment 2 – NCTP Scoring Matrix, con’t.

provider deems relevant to choosing a method of providing the required health care services.” 47 C.F.R § 54.603(b)(4); see also supra Part III.E.4.

Following evaluation of this RFP and Offeror selection, NCTP expects to negotiate a contract with the selected Offeror.