



RFP for
Healthcare Connect Fund
ARcare, Inc

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1. Project Overview

The ARcare, Inc is seeking proposals for a long term leased fiber and/or equivalent /Ethernet service that provides the engineering, materials, construction, implementation, maintenance, and sustaining network support for a dedicated, managed switch/firewall service over a secure fiber broadband and/or equivalent (private Intranet) network. The service will provide 100 Mbps or 1 Gbps MPLS delivered over Ethernet connections to the participating entities of ARcare, Inc. Public Internet service is also being sought as part of the managed broadband service. ARcare, Inc is seeking proposals, which will receive partial funding through the Healthcare Connect Fund (HCF), for the non- recurring costs (NRC) associated with provisioning the leased service and five (5) years of monthly recurring costs (MRC) for all of the ARcare, Inc locations.

The ARcare, Inc is a regional initiative to create a fiber optic and/or equivalent telecommunications/telemedicine network that will connect participating ARcare, Inc entities located at sites operating in Arkansas and Kentucky

The purpose of this RFP is to solicit proposals from Offerors who wish to provide leased broadband/Intranet services and public Internet services to support the participants of ARcare, Inc. Offerors must bid on both services (broadband: managed switch/firewall service over a secure fiber broadband network and/or equivalent, and public Internet) in order to be considered for this RFP. Offerors who are not able to provide both services may team with other providers in order to submit a complete proposal.

ARcare, Inc is not requesting any excess capacity. Any offeror that submits a bid that includes carrier infrastructure upgrade expense is not authorized to add additional capacity on segments connecting ARcare, Inc locations that will be funded through the Healthcare Connect Fund.. ARcare, Inc will only pay for a leased service that supports the amount of bandwidth requested in this RFP. Any speeds above the requested speeds shall be clearly defined.

Proposal Submission Process

Proposals shall be submitted to:

Greg L Wolverson
Chief Information Officer
ARcare
PO Box 497
Augusta, AR 72006
870-347-3379
mplsrfp@arcare.net

Closing date for submitting the proposal is **5:00 PM on the 30th day after the posting of the RFP**. Proposals received after the specified closing date and time will not be accepted.

Number of copies required = 7

Format for the Proposal:

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 Managed Firewall/Switch Leased Broadband Service
- Description of Proposed Public Internet Service
- Description of Proposed Hardware and Software
- Project Management Description
- Status/Usage Reports
- Qualifications and References of Offerors and All Subcontractors
- Schedule/Timeline
- Pricing Section
- Contact Information

Questions about the RFP should be submitted to:

Greg L Wolverton
Chief Information Officer
ARcare
PO Box 497
Augusta, AR 72006
870-347-3379
mplsrfp@arcare.net

Questions regarding the RFP can be submitted for the first 5 business days from the posting of the RFP.

ARcare, Inc will post answers to all questions received within 4 days, following the initial 5 business day period, to the following location:

<http://healthexcellence.org/usacrfp.php>

Offerors will be notified within 30 days after the end of the RFP posting period (28 days) as to which Offeror has been selected for a contract award

All materials submitted in response to the RFP become the property of ARcare. 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.
- ARcare, Inc reserves the right to reject any or all proposals.

Participating Sites

The participating ARcare, Inc members are located at the chart listed and include primary care clinics, rehabilitation clinics and wellness centers.

1-1 ARcare, Inc Site Locations

See Attachment 1

2. Project Administration

A. Background

ARcare will be the legal entity to administer the contract awarded to the Offeror.

B. Vision and Mission

The mission of ARcare, Inc was developed to fulfill the tasks set before it and to reach the vision for quality and affordable healthcare held by the leadership of the organization.

1. Vision Statement

Transform our current healthcare delivery system into a healthcare delivery model that partners regional hospitals and clinics to augment their respective primary care capability with specialty care and inpatient services.

2. Mission Statement

The mission of ARcare, Inc is to ensure that our rural health care facilities have high quality, affordable digital connectivity in order to share telemedicine and telehealth services that will provide residents of the region with the best health care possible.

3. Goals

Assist regional health care providers to increase access to an information system that will be fully utilized to:

- a. Improve *patient safety* (alert for medication errors, drug allergies, and emergency response);
- b. Improve *healthcare quality* (make available complete electronic medical records, test results and x-rays at the point of care, integrate health information from multiple sources and providers, incorporate the use of decision support tools with guidelines and research results, etc); and,
- c. Create a health information system for the purpose of sharing common patient medical information among ARcare, Inc members to improve quality of care and maximize cost efficiencies.

3. Technical Requirements

Offerors shall provide a detailed description of the proposed leased broadband (fiber and/or equivalent) private Intranet and public Internet service, which addresses the following items:

Offerors are required to provide bids for both the broadband private Intranet and the public Internet services. ARcare, Inc (listed in [Attachment 1](#)) must be able to access the public Internet connection via the broadband private Intranet backbone. Offerors who do not typically offer both services (private backbone Intranet and public Internet) may team with other providers in order to submit a complete solution. Offerors who team with other providers will be viewed by ARcare, Inc 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 ARcare, Inc with a single bill for both services (broadband private Intranet and public Internet) as they apply 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 ARcare, Inc is seeking proposals, which will receive partial funding through the Healthcare Connect Fund (HCF), for the non-recurring costs (NRC) associated with provisioning the leased services.

a. Construction, installation, implementation, and delivery of full-duplex 100 Mbps and 1 Gbps managed switch/firewall broadband based private Intranet leased service to the facility telecommunications demarcation point at the [#] ARcare, Inc sites as stipulated in [Attachment 1](#). This managed service must also bundle public Internet services which will be available to all ARcare, Inc sites as stipulated in [Attachment 1](#). The broadband infrastructure (private Intranet) connection rate and for each ARcare, Inc site is listed in [Attachment 1](#).

b. Offeror’s shall provide connectivity to the ARcare Network Ops facility. Offeror’s can either build out (carrier infrastructure upgrade) a circuit from their provider network to the facility in the same manner as the other 20 ARcare, Inc locations (as described in the previous bullet) or they can present an alternate plan that will allow this facility to connect to the proposed private intranet ARcare, Inc locations and the public Internet.

1. Offeror's who choose to present an alternate plan for the ARcare Network Ops facility connection to the other ARcare, Inc sites and the public Internet shall provide all non-recurring cost (NRC) and monthly recurring costs (MRC), as detailed in [Section 6](#), on a separate pricing document.
 2. The alternate plan MUST allow the ARcare Network Ops facility to connect to all of the other ARcare, Inc sites and the public Internet.
 3. The alternate plan can include scenarios that allow to connect to the provider's closest central office (CO) using Ethernet circuits owned or leased. The connection from the provider's CO to the facility will be the responsibility of the community. The offeror will not be responsible for SLA requirements on the connection between the offeror's CO and the facility, but the offeror will make every effort to baseline the connection to meet or exceed the [SLA](#) requirements defined for all other ARcare, Inc locations.
- c. Describe the broadband infrastructure (private Intranet) and architecture, including network diagrams for how the private broadband network will connect to regional and national systems and how users will access the local service to support technologies for broadband communication of data, voice and video. Include a network diagram that shows physical and virtual connections from each ARcare, Inc site to the provider's network (private broadband connections and public Internet connections).
- d. Every site connected to the network will have the capability of having secure virtual circuit connections to every other site on the network. We expect a minimum of 4 VLANS to be made available at each local site.
- e. Describe the maximum number of VLANs that may be configured on each type of managed switch/firewall that is bid. The number of VLANs provided to each ARcare, Inc site, at no additional charge, and all sites get 1 default VLAN and 5 additional VLANs
- f. Every site connected to the network will have the capability of accessing the public Internet. Offeror's shall provide a minimum of 300 Mb of full-duplex public Internet access which shall be shared by all of the ARcare, Inc member locations. Offeror's can provide a single full-duplex connection (pipe) to the public Internet or, for the purpose of redundancy, they can provide 2 or more full-duplex connections (pipes) whose aggregate bandwidth meets the total public Internet connection requirement.
- g. Offeror's shall devise a plan to allow all of the ARcare, Inc member's access to the public Internet bandwidth. All ARcare, Inc locations must have a minimum committed information rate (CIR) of 50 Mbps of full- duplex bandwidth to the public Internet with the ability to burst above the CIR to take advantage of unused public Internet bandwidth. All other locations must have a minimum CIR of 10 Mbps of dull-duplex bandwidth to the public Internet with the ability to burst above the CIR to take advantage of unused public Internet bandwidth. There will be no additional fees for bursting above the CIR. (The Offeror may wish to consider adding a layer 3 device at the egress/ingress to the public Internet connection(s) and provide separate VLANs back to each ARcare, Inc member

location as a means of sharing, monitoring and provisioning the public Internet bandwidth among the ARcare, Inc member locations.)

- h. Every site connected to the network will be provided with a managed firewall service. The firewall must be able to analyze traffic up to layer 3 of the OSI model and must forward packets at the line rate of the private Intranet connection as listed in [Attachment 1](#). The managed firewall may be part of the managed switch or it can be a stand-alone device.
- i. The managed firewall must support 3DES and AES encryption. Encrypted traffic is also required to be forwarded at the line rate of the private Intranet connection as listed in [Attachment 1](#).
- j. ARcare, Inc must be able to configure these types of VPN connections (i.e.: those that originate and terminated behind or parallel to the offerors managed firewall) at will and without the assistance or permission of the offeror.
- k. ARcare would be interested in seeing solutions that include an intrusion detection system (at a minimum) and/or an intrusion prevention system (preferred). Offerors who provide either or both of these systems should list them as an enhanced service offering (managed switch/firewall/IDS/IPS) in the pricing presented to ARcare, Inc. This is further explained in [Section 6](#).
- l. ARcare, Inc would like the proposed public Internet service to include a public block of static IP addresses, at no additional charge, as part of an enhanced Internet service offering for each ARcare, Inc location.
- m. Any public IP address block given to ARcare, Inc will have at least 1 IP address assigned to the managed switch/firewall appliance used to terminate the leased fiber and/or equivalent /Ethernet private broadband service. ARcare, Inc member locations 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.
- n. 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.
- o. Describe how the proposed service will meet the specified broadband connectivity requirements of the project.
- p. List the industry technical standards that the Offeror will use for this project. Describe how the equipment could support IPv6 when that becomes a defacto standard.
- q. Describe how the broadband service will connect to the specific location identified in the RFP. Clearly describe the steps ARcare, Inc will need to take in order to connect their LAN equipment to the Offeror's MPLS Network and what are the installation instructions

- r. ARcare, Inc may have VPN connections in their current network environment (SSL and IPSec). Describe how the Offeror will help the ARcare, Inc at each site to migrate their current VPN assignments from their current network to the Offerors proposed network. Provide a management plan that describes this process and include a timeline (i.e.: how long will it take to migrate 1-25 VPNs, 26-50 VPNs, 51-100 VPNs, more than 101 VPNs).
- s. All private broadband Intranet traffic between ARcare, Inc member sites must stay on the private Intranet without connecting through the public Internet. Describe how traffic will traverse through the network for:
1. Traffic originating at 1 ARcare, Inc member location and terminating at a different member location.
 2. Traffic originating at 1 ARcare, Inc location and terminating at a non- member location via the public Internet.
- t. Include the terms under which a third party service provider would interconnect to the Offeror's facilities to offer their own broadband services.
- u. Describe the scalability of the proposed broadband service:
- How the service can be extended to new customers who may wish to sign up for the service at a later date.
- How level of service can be upgraded to provide a higher level of service to the customers who have already signed up for the service. This should be accomplished without purchasing new equipment (i.e., no "fork-lift" upgrades). ARcare's preference is the ability to increase bandwidth via a change to the software configuration without having to install any new hardware modules.
- v. 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). (Note: The Offeror should make recommendations for UPS and battery back-up requirements to support the proposed equipment.)
- w. Describe the redundancy (if any) of the proposed vendor connection to the ARcare, Inc member location.
- x. Describe how all data, voice, and video traffic transmitted within the network and between the network, the Internet, and other external networks can be encrypted using 3DES and AES.
- y. The Offeror will be providing a managed firewall service as part of the leased offering. The Offeror shall describe what contractual safeguards will be provided to ARcare, Inc members to protect them from problems that arise due to accidental or intentional issues that may occur and could harm a ARcare, Inc members local area network (i.e.: improperly configured firewall rules that allow unauthorized access to the ARcare, Inc members network).

- z. The network must have the capability of interfacing with Internet2, and other public, statewide, regional, and national healthcare networks.
- aa. This request for proposals is to enable the existence of the requested network and five years of network services delivery (based on funding commitment).
- bb. Include a timeline for how the requested network will be completed and ready for testing and deployment within 8-12 months of contract award (weather permitting and assuming timely approval of permits and 3rd party permitting/approval; also dependent on award of Healthcare Connect Fund funding commitment letter (FCL)).
- cc.. Provide a detailed description of how the Offeror will provide Network Management Services for Monitoring and Alerting network status. Additionally, the Offeror shall provide online reports that can be accessed via the public Internet. On-line reports should include the following information for each ARcare, Inc location:
- 1) Daily/5 minute average
 - 2) Weekly/30 minute average
 - 3) Monthly/2 hour average
 - 4) Yearly/1 day average
 - 5) Differentiate between private Intranet bandwidth usage and public Internet bandwidth usage

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

SLA Element	ARcare, Inc Requirements
Service Availability Objective (per month)	99.999%
Network Monitoring & Alerts	24 x 7 X 365
Mean Time to Respond	30 Minutes
Mean Time to Respond Updates	2 Hours
Mean Time to Repair	4 Hours
Latency	<50 Milliseconds Port-to- Port
Management Reports	On-line, weekly and upon request
Latency SLA	42ms
Packet Delivery	99.90%
Jitter	3ms

1-4 ARcare, Inc Service Level Agreements

The offeror shall include the terms of the SLA in any contract agreement with ARcare, Inc.

4. Project Management Requirements

Offerors shall include a plan for implementing the private broadband Intranet and the public Internet Services project. The 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: Provide a description of the Offeror's management team for this project. List all key personnel and their qualifications.

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

Broadband System (private Intranet) and public Internet Services System Architecture and Development: Provide descriptions of how the service(s) will be designed, including details of customer testing and final implementation, the extent to which broadband (private Intranet) and public Internet connectivity to participating ARcare, Inc entities will be guaranteed; how the private Intranet and public Internet service will deliver differentiated levels of service depending on the different bandwidth needs; quality of service (QoS) requirements of the ARcare, Inc users.

Ongoing Service Maintenance and Assistance: Offerors shall provide details of all maintenance activities and how assistance will be provided to ARcare, Inc 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.
- How reports will be made available to ARcare, Inc management on- line via the public Internet or through the newly created private Intranet.
- Description of what software will be used to generate reports containing the following minimum information:
 - Circuit Bandwidth Utilization (private intranet and public Internet)
 - Peak Bandwidth Analysis (private intranet and public Internet)
 - Circuit Up-time (private intranet and public Internet)
 - Circuit Down-time (private intranet and public Internet)

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 broadband service and complete the project in a timely manner.
 - A description of the qualifications of the members of the proposed project team that will be assigned to the project.
 - Information on current broadband clients including: Total number of current clients
 - A list of broadband services provided to similar communities
 - Evidence of successful completion of a project of a similar size and complexity
 - References: Contact information for three references from projects

similar in size, application and scope and a brief description of their broadband installations

- Evidence of Offerors financial bonding status
- The Offeror will be required to provide to ARcare a Performance Bond for the full amount of the contract within 10 days of notification of acceptance of the Offeror's bid by the responsible ARcare, Inc entity. No contract will be executed without a Performance Bond in place. The ARcare, Inc will be designated the "Owner" of the performance bond.

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:

- Carrier infrastructure upgrades¹
- HCP owned equipment expenses necessary to implement the requested network

Monthly Recurring Charges (MRC) for Service Delivery/Sustaining Maintenance Support.

Provide ARcare, Inc with pricing options as follows:

- a. Provide NRC/MRC pricing for all locations listed in [Attachment 1](#) at the connection rate specified in the chart.
- b. The total amount of public Internet bandwidth available to all of the ARcare, Inc members shall be priced for:
 - 300 Mb

¹ Offeror's must only require the Consortium to pay its "fair share" of the expenses related to any carrier infrastructure upgrades that are required to provide the requested services. Upgrades to facilities that include increasing capacity for all of Offeror's network beyond what is necessary for the Consortium must not and cannot be charged to the Consortium.

- d. Those offerors who include IDS and/or IPS solutions shall provide all of the pricing described in Section 6a and 6b. They shall also provide an additional “Enhanced Managed Switch/Firewall/IDS/IPS” pricing that includes all of the locations and requirements for Sections 6a-6b plus the additional cost to support IDS and/or IPS equipment and services.
- e. All pricing must be broken down into non-recurring charges (NRC) and monthly recurring charges (MRC). All NCR and MRC pricing must differentiate between private Intranet costs and public Internet costs. The pricing shall also include the total cost of the solution (NRC and MRC) over five (5) years. This pricing shall be good for a period of five (5) years.
- f. Offeror’s who present an alternate connection scenario for the [Specific member HCP] facility shall provide separate pricing for this location when responding to Sections 6a through 6f.

Keep in mind that ARcare, Inc is seeking proposals that will utilize funding from the Healthcare Connect Fund (HCF) to pay for 65% of the non-recurring and monthly recurring charges incurred under the resulting contract.

ARcare, Inc will accept only complete solutions for the following Service from a Prime Offeror: leased managed switch/firewall broadband/private Intranet and public Internet. ARcare, Inc has the right to reject any offer that may violate the rules and regulations of the Healthcare Connect Fund.

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 ARcare, Inc will provide a Payment Schedule and Terms that links payments to deliverables.

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

Pricing shall be good for a minimum of five (5) years from the date of contract with ARcare, Inc. Sites will negotiate a rate of speed for services (100 Mbps or 1 Gbps) 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.

ARcare, Inc Bid Selection

Process for

Private Broadband and Public Internet Services

1. **Basis of Award**

A Service Provider Identification Number (SPIN) is required for all service providers that want to participate in any of the four universal service programs. To obtain a SPIN, a service provider must complete the [FCC Form 498](#) (Service Provider Identification Number and General Contact Information Form) and submit it to USAC for review and approval. Only after USAC has approved the service provider's FCC Form 498 will it issue a SPIN so the service provider can participate in the universal service programs that it indicated on the form.

To participate in a universal service program, service providers must determine if they are eligible for the particular program of interest. After determining eligibility, the service provider must obtain a SPIN.

You are assigned your SPIN after [completing and submitting an FCC Form 498](#) to USAC.

The FCC Form 498 is used to collect remittance, payment, and contact information for service providers that receive support from any of the universal service programs. This information helps USAC determine whether service providers are eligible to receive program disbursements. The FCC Form 498 allows service providers to use the same information for one or more of the programs or different information for each program if needed.

Service providers participating in a universal service program must use the most current FCC Form 498 to obtain a new SPIN or to [revise information](#) on an existing SPIN.

The instructions for completing FCC Form 498 are available on the [Forms page for service providers](#).

Proposals will be evaluated on the basis of cost per quality points. An ARcare, Inc 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 ARcare, Inc 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 ARcare, Inc 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 ARcare, Inc RFP.
- c. The Offeror shall demonstrate to the ARcare, Inc 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 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 ARcare, Inc RFP, of the following services to ARcare, Inc
 - (1) Managed switch/firewall broadband Intranet Service
 - (2) Public Internet Service
- b. Prior Experience: Qualifications, experience, capability and/or capacity of the Offeror to successfully provide the managed switch/firewall broadband Intranet and public Internet service.
- c. Qualifications & Experience of Personnel: Qualification of the members of the proposed project team that will be assigned to the project in implementing this type of network.
- d. Project Management & Timelines: Detailed Project management Plan for implementing the managed switch/firewall broadband Intranet and public Internet services.
- e. Enhanced Features & Scalability: Support for IDS and/or IPS (50); free block(s) of static public IP addresses (25); redundant hardware (5); redundant public Internet routes (5); equipment that can support higher connection rates without installing new hardware. (15)

- f. Financial Sustainability: Evidence of Offerors financial bonding status and a copy of the Offeror's most recent annual report, if a public company.
- g. Completion of ARcare, Inc RFP: Provide a proposal that is complete and complies with the instructions and requirements as stated in the RFP.
- h. Cost: ARcare, Inc 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. ARcare, Inc also reserves the right to reject any bid that exceeds the total funds that have been budgeted for this phase of the ARcare, Inc Network.

Each Offeror will receive a total point score known as quality points.

Quality points will be assigned as follows:

Evaluation Criteria	Point System (Maximum)
Service Features	25
Prior Experience	10
Qualifications & Experience of Personnel	10
Project Management & Timelines	10
Enhanced Features & Scalability	10
Financial Sustainability	5
Completion of ACTION RFP	5
Cost	25

4. Phase III

At the sole discretion of ARcare, Inc, a finalist Offeror may be directly selected from the group of semi-finalists, based upon point scores. Alternatively, ARcare, Inc may elect to schedule Offeror oral presentations. Semi-finalist will be required to submit best and final pricing (BAFO) prior to the oral presentation.

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

5. *FCC Order and Offeror Selection

Pursuant to sections 54.642 of the Commission's rules, the Consortium 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 Healthcare Connect Fund support mechanism. To satisfy the competitive bidding requirements, selected participants must submit an FCC Form 461 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

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

6. Invoicing

Invoicing is a joint process between an applicant and their service provider. Upon receipt of a service provider's bill, the consortium leader creates and approves an invoice for services received, certifying that the invoice is accurate and that each consortium member has paid its 35-percent contribution. The consortium leader then sends the invoice to the service provider. The service provider certifies the invoice's accuracy and will later use it to receive payment from USAC. The FCC Form 463 is the form that is submitted to USAC by the service provider to complete this process.

All invoices must be received by USAC within six months of the end date of the funding commitment.

Guidelines and Sample Invoice can be found at:

http://www.usac.org/_res/documents/rhc/pdf/forms/FCC-Form-463-Form-and-Instructions.pdf

7. Sites and Services Substitutions

ARcare desires the vendor to allow site and service substitutions in accordance with Appendix D, 47 C.F.R. § 54.646. Applicants should make such site and service adjustments in accordance with the Sites and Services Substitution rules found in the HCF Order (47 C.F.R. § 54.646: 746 Appendix D 47 C.F.R. § 54.646

ATTACHMENT 1
Site Listing

Phase	HCP	Location	Address	City, State Zip	Bandwidth Required
1	10777	ARcare10	400 Highway 64 East	Augusta, AR 72006	6Mb
1	26074	ARcare16	178 Highway 167 North	Bald Knob, AR 72010	3Mb
1	26084	ARcare18	227 Pine Bluff Highway	England, AR 72046	3Mb
2	13690	ARcare20	125 Oak Street	Cotton Plant, AR 72036	3Mb
3	33901	ARcare24	1500 Museum Drive	Conway, AR 72035	3Mb
3	13686	ARcare25	5787 Highway 64	Parkin, AR 72373	3Mb
3	33922	ARcare26	2624 Highway 42	Cherry Valley, AR 72324	3Mb
1	33923	ARcare29	800 East Main	Augusta, AR 72006	3Mb
1	13691	ARcare30	405 Highway 11 North	Des Arc, AR 72040	3Mb
1	13692	ARcare40	100 East Front Street	Hazen, AR 72064	3Mb
2	33924	ARcare41	110 Camp Tahkodah Road	Batesville, AR 72501	3Mb
2	13685	ARcare45	2000 McLain Street	Newport, AR 72112	3Mb
1	13684	ARcare50	801 Edmunds Avenue	McCrory, AR 72101	3Mb
3	33925	ARcare55	1530 North Church	Jonesboro, AR 72401	3Mb
1	33927	ARcare65	1009 Highway 18	Lake City, AR 72437	3Mb
1	26088	ARcare70	615 North Main	Brinkley, AR 72021	3Mb
1	26075	ARcare75	406 Rogers Drive	Searcy, AR 72143	3Mb
1	13683	ARcare80	606 Wilbur D. Mills North	Kensett, AR 72082	3Mb
2	26086	ARcare85	1511 Highway 25B North	Heber Springs, AR 72543	3Mb
2	13687	ARcare90	600 East Main	Swifton, AR 72471	3Mb
3	22127	ARcare93	614 North Grant	Cabot, AR 72023	3Mb
1	34332	ARcare100	54 Tate Springs Road	Melbourne, AR 72556	3Mb
3	27585	KentuckyCare21	75 Court Street	Bardwell, KY 42023	3mb
2	26087	ARcare35	1175 Vine Street	Batesville, AR 72501	3Mb
2	26085	ARcare17	821 East Park Street	Carlisle, AR 72024	3Mb