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## **Maine HICKRC RFP 01 for Health Information Connectivity-Knowledge Rural Consortium (HICKRC)**

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## **1. Project Overview and Submission of Proposals**

### **A. Project Overview.**

The Health Information Connectivity-Knowledge Rural Consortium (HICKRC or Consortium) is seeking proposals for a long term leased fiber 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 or equivalent broadband (private Intranet) network. The service agreement requires Vendors to provide:

**Entities participating in the Consortium:** A minimum of 100 Mbps up to one (1) Gbps of fiber or equivalent connectivity.

**Public Internet service:** A minimum of 25 Mbps up to one Gbps of fiber or equivalent connectivity.

Limited exemptions of the minimum connectivity for Consortium entities or public internet service may be considered for a particular site(s) as described in Attachment 1-2, Participating Entities and Connectivity.

The HICKRC is seeking proposals, which will receive partial funding through the Federal Communications Commission's Healthcare Connect Fund (HCF), for the nonrecurring costs (NRC) associated with provisioning the leased service and three (3) years of monthly recurring costs (MRC) for all of the HICKRC locations.

The HICKRC is a regional initiative to create a fiber optic or equivalent, Telecommunications/Tele-health Network that will connect participating HICKRC entities located at various sites operating in the State of Maine.

The purpose of this RFP is to solicit proposals from Vendors who wish to provide leased broadband / Intranet services and public Internet services to support the participants of HICKRC. There is the possibility that this consortium will gain/lose members and we are seeking Vendors that have the ability to include language in their contract(s) that would allow Healthcare Provider (HCP) sites to be added to the contract and would agree to the requirements to obtain an 'evergreen' FCC defined contract.

According to the FCC 12-150 Report and Order, [http://www.usac.org/res/documents/rhc/pdf/fcc/13.02.25\\_Linked\\_Order.pdf](http://www.usac.org/res/documents/rhc/pdf/fcc/13.02.25_Linked_Order.pdf) and specific to paragraph 263, we are seeking Vendors that will meet the following requirements and present a competitive bidding contract that is entered into with the HICKRC and meets the following criteria to be deemed 'evergreen' status by the Universal Service Administrative Company USAC.

263. A contract entered into by an HCP or consortium as a result of competitive bidding will be designated as evergreen if it meets all of the following requirements:

- (1) Signed by the individual HCP or consortium lead entity;
- (2) Specifies the service type, bandwidth and quantity;
- (3) Specifies the term of the contract;
- (4) Specifies the cost of services to be provided; and
- (5) Includes the physical addresses or other identifying information of the HCPs purchasing from the contract.

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Consortia (HICKRC) will be permitted to add new HCPs if the possibility of expanding the network was contemplated in the competitive bidding process, and the contract(s) explicitly provides for such a possibility.

Vendors must bid on both services (broadband: managed switch/firewall service over a secure fiber or equivalent broadband network, and public Internet) in order to be considered for this RFP. Vendors who are not able to provide both services may team with other vendors in order to submit a complete proposal.

HICKRC is not requesting any excess capacity. Any vendor that submits a bid that includes carrier infrastructure upgrade expense is not authorized to add additional capacity on segments connecting HICKRC locations that will be funded through the Healthcare Connect Fund. HICKRC will **only pay** for a leased service that provides up to 1 Gbps connectivity requested in this RFP.

## **B. Submission of Proposals**

### **1) Proposals shall be submitted to:**

NAME: Division of Purchases  
 TITLE: Project Coordinator: Dawn R. Gallagher  
 Director, Health Information Technology and MaineCare Meaningful Use Program  
 RFP IDENTIFIER: **Maine, HICKRC RFP 01**  
 ORGANIZATION: Maine, DHHS, Office of MaineCare Services  
 ADDRESS: Burton M. Cross Building, 111 Sewall Street, 4<sup>th</sup> Floor  
 9 State House Stations, Augusta ME 04333-0009  
 TELEPHONE NO.: 207-287-6573  
 EMAIL ADDRESS: [Dawn.R.Gallagher@maine.gov](mailto:Dawn.R.Gallagher@maine.gov)

Closing date for submitting the proposal is **5:00 PM Eastern Standard Time on the 28th day after the posting** of the RFP by Universal Services Administrative Company (USAC). Proposals received after the specified closing date and time will not be accepted. RFP submissions must include the RFP Identifier: **Maine, HICKRC RFP 01.**

### **2) Number of copies required = 7**

Format for the Proposal: Bids are to be submitted in printed and electronic formats with RFP Identifier. The electronic copy must be searchable. Electronic bids shall be in either Microsoft Word or Adobe PDF file format.

### **3) Vendor proposals must 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

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- Project Management Description
- Status/Usage Reports Description
- Qualifications and References of Vendors and All Subcontractors
- Schedule/Timeline
- Pricing Section to include Network Cost Worksheet
- Contact Information

#### b. HICKRC-specific Services

- **Completed Network Cost Worksheet (Rural Health Care (RHC) Universal Service Healthcare Connect Fund Network Cost Worksheet, OMB Approved 3060-0804) Attachment 1-4.**
- **Completed Attachment 1-1 Service Level Agreement.**
- **Completed Attachment 1-2 Participating Entities Connectivity.**
- **Optional: Vendors are encouraged to submit a completed Attachment 1-3, Vendor Preparation Checklist**

Failure to respond to the RFP questions posed will result in rejection of the Vendor's proposal.

Questions about the RFP should be submitted to:

<b>Q&amp;A Process for HICKRC RFP and Network Plan</b>	
<b>What and Where</b>	<b>When, by Whom and How</b>
View HICKRC RFP 01 and Network Plan (NN) <ul style="list-style-type: none"> <li>• <a href="http://www.usac.org/rhc/healthcare-connect/tools/search-posted-services/consortia.aspx">http://www.usac.org/rhc/healthcare-connect/tools/search-posted-services/consortia.aspx</a></li> <li>• <a href="http://www.usac.org">www.usac.org</a></li> </ul>	Once reviewed by USAC; the HICKRC's RFP and NN will be posted and viewable on <a href="http://www.usac.org/rhc/healthcare-connect/tools/search-posted-services/consortia.aspx">http://www.usac.org/rhc/healthcare-connect/tools/search-posted-services/consortia.aspx</a> for 28 days. Interested telecommunications vendors may view the HICKRC RFP and NN on the <a href="http://www.usac.org">www.usac.org</a> .
Q & A Process: (Submit Questions) <ul style="list-style-type: none"> <li>• <a href="mailto:EHRHelpDesk.DHHS@maine.gov">EHRHelpDesk.DHHS@maine.gov</a></li> </ul>	Interested vendors may submit <b>questions</b> to this email: <a href="mailto:EHRHelpDesk.DHHS@maine.gov">EHRHelpDesk.DHHS@maine.gov</a> with a Subject Line containing the acronym: <b>HICKRC</b> within the first 5 business days that the RFP and NN are posted on <a href="http://www.usac.org/rhc/healthcare-connect/tools/search-posted-services/consortia.aspx">http://www.usac.org/rhc/healthcare-connect/tools/search-posted-services/consortia.aspx</a> .
Q & A Process: (View Answers) <ul style="list-style-type: none"> <li>• <a href="http://www.maine.gov/hit">www.maine.gov/hit</a></li> </ul>	<b>Answers</b> to questions emailed to <a href="mailto:EHRHelpDesk.DHHS@maine.gov">EHRHelpDesk.DHHS@maine.gov</a> with a subject line containing <b>HICKRC</b> will be viewable within 4 business days of receipt of questions at <a href="http://www.maine.gov/hit">www.maine.gov/hit</a> .

HICKRC will notify the awarded vendor(s) after the competitive bidding and solicitation process is complete.

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- All materials submitted in response to the RFP become the property of HICKRC.
- Proposals and supporting materials will not be returned to Vendors.
- Vendors are advised that:
  - a. Pricing will be considered as part of the proposal evaluation process.
  - b. The award of the contract will not necessarily go to the proposal with the lowest bid.
  - c. The Health Information Connectivity-Knowledge Rural Consortium reserves the right to reject any or all proposals.

## **2. Project Administration**

### **A. Background**

The Health Information Technology (HIT) and Meaningful Use Program, housed in the Maine Department of Health and Human Services, Office of MaineCare Services, is the lead entity working in collaboration with the Consortium, and State agencies, such as the ConnectME Authority, Maine's broadband agency. The Consortium functions as the driving force behind the project. In 2013, the HIT Program and ConnectME Authority partnered to conduct an HIT/Broadband survey.

Additionally, the Department sought to answer the following questions: What percent of developed and deployed broadband service networks are currently available in the State of Maine benefit patients and provide workforce education to health care providers? What is the dollar amount of Universal Service Funds currently spent on broadband services for health care providers now in Maine? How can the HICKRC leverage current service available in the State of Maine in the most efficient manner?

The results of the survey show positive availability of broadband in the State's more developed areas. Yet, some rural areas remain unserved or underserved. This is particularly important to the Healthcare Connect Fund and Maine's Consortium which is populated by rural health care providers and citizens that will depend even more heavily on technology to improve health care efficiency and quality outcomes in the future.

Vendors are encouraged to view the complete report at:  
[http://www.maine.gov/connectme/grants/ntia/docs/2013\\_BaselineUpdate.pdf](http://www.maine.gov/connectme/grants/ntia/docs/2013_BaselineUpdate.pdf)

Additionally, more information on the survey is available in the Consortium's Network Plan.

### **B. Vision and Mission**

The vision and mission of the HICKRC was developed by the Consortium as the cornerstones of the project:

#### **1. Vision Statement**

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The HICKRC provides our current healthcare delivery system with a healthcare, ‘connectivity’ delivery model that partners regional hospitals, rural health clinics, community health centers, health centers serving migrants, community mental health centers, local health departments or agencies and post-secondary educational institutions/teaching hospitals/medical schools to augment primary care, specialty care, inpatient services and workforce education initiatives.

## 2. Mission Statement

The mission of HICKRC is to ensure that our rural health care facilities have high quality, affordable digital connectivity that includes telemedicine; exchange of electronic health records; collection of data through Health Information Exchanges and other entities; exchange of large image files (*e.g.* X-ray, MRIs, and CAT scans); and the use of real-time and delayed video conferencing for a wide range of telemedicine, consultation, training, and other health care purposes that will provide residents of Maine with the best health care possible.

## 3. Goals

Assist regional health care providers to increase access to information systems i.e. collection of data through Health Information Exchanges and other entities; telecommunication, Tele-health, consultation and telemedicine that will be fully utilized to:

- a. Improve *patient safety* (alert for medication errors, drug allergies, and emergency response, safe and seamless transition of patient care);
- b. Improve *healthcare quality* (make available connections to make a complete exchange of electronic health records, test results and large images files at the point of care while integrating health information from multiple sources and providers. Incorporate digital connections for rural residents to specialty services, etc.); and,
- c. Create a health information system for the purpose of sharing common patient medical information among HICKRC members while increasing telecommunications skills training to educate and build a skilled workforce to maximize cost efficiencies.

## C. HICKRC Organization

### 1. HICKRC Organization

- **Consortium Leader and Project Manager** –Maine, Department of Health and Human Services, Office of MaineCare Services. Dawn R. Gallagher, Director, State Health Information Technology and Medicaid Meaningful Use Programs
- **Consortium Ambassadors**- Key stakeholders identified as Ambassadors helped with communication efforts and outreach to potentially interested HCPs within their area of healthcare interest
- **Consortium Support Services--Provided by Consortium Entities.**

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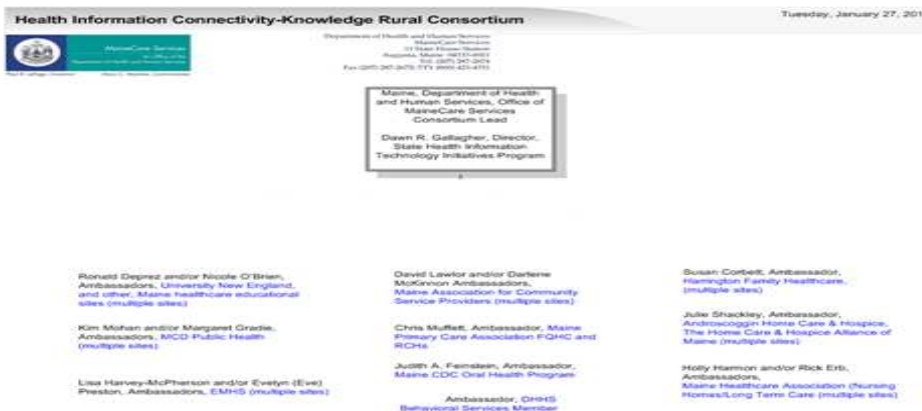


Figure 1.

Organizational Chart

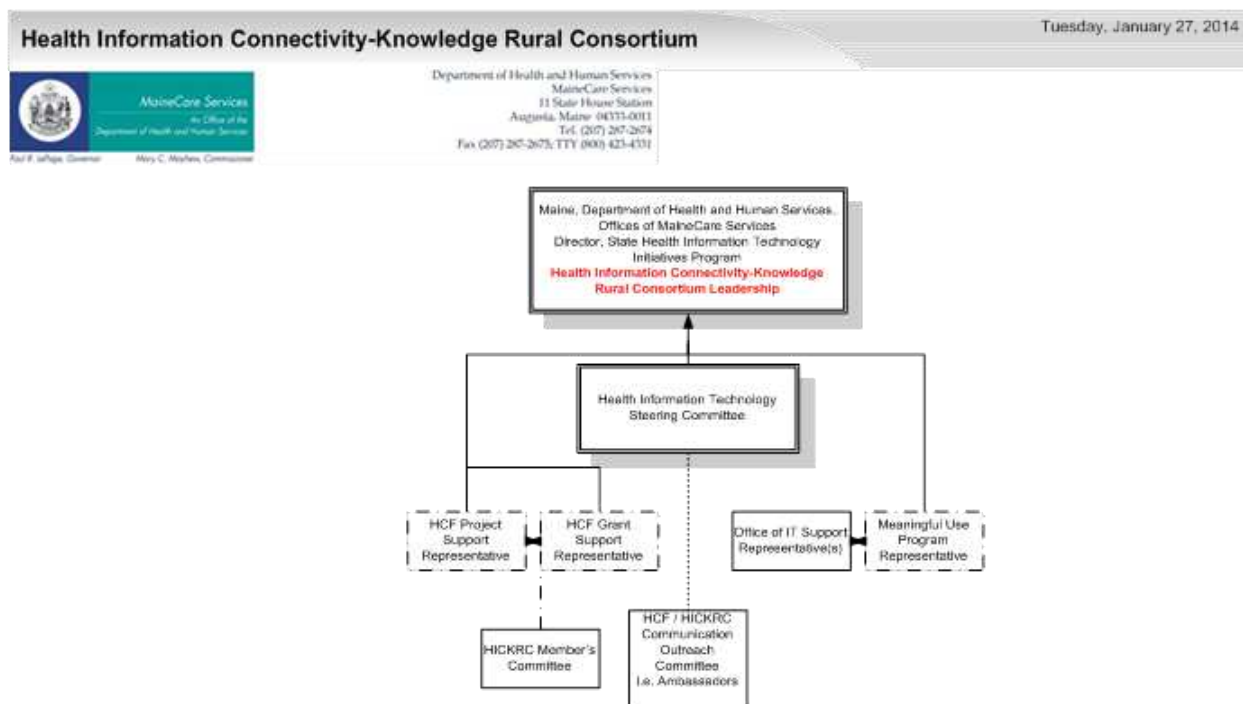


Figure 2 Relationship of the HICKRC to the State Agencies.

3. Technical Service Filing Requirements

To meet technical services filing requirements, Vendors must submit a completed Network Cost Worksheet (Rural Health Care (RHC) Universal Services Healthcare Connect Fund, OMB approved 3060-0804 which is available at:

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[http://www.usac.org/\\_res/documents/rhc/pdf/forms/2013/FCC-Form-462.pdf](http://www.usac.org/_res/documents/rhc/pdf/forms/2013/FCC-Form-462.pdf)

#### **4. Technical Service Requirements**

Vendors must provide a detailed description of the proposed leased broadband (fiber) or equivalent private Intranet and public Internet service.

- A. Vendors are required to provide bids for **both** the broadband (fiber) private Intranet and the public Internet services.
- B. The service agreement requires Vendors to provide:

Entities participating in the Consortium: A minimum of 100 Mbps up to one (1) Gbps of fiber or equivalent connectivity.

Public Internet service: A minimum of 25 Mbps up to one Gbps of fiber or equivalent connectivity.

Limited exemptions of the minimum connectivity for Consortium entities or public internet service may be considered for a particular site(s) at the discretion of the Consortium. Vendor proposals must specifically identify in the table below (Attachment 1-2, Participating Entities and Connectivity), any site the Vendor is seeking exemption; state the requested alternative minimum connectivity; and an explanation of why the exemption is necessary.

- C. The participating HICKRC members are located at 59 sites and include community mental health centers, local health departments or agencies, rural health clinics, community health centers and health centers serving migrants. Vendors should provide add/drop opportunity for pricing of eligible entities including post-secondary educational institutions/teaching hospitals/medical schools, not-for-profit hospitals, dedicated emergency departments of a for-profit hospital and a part-time eligible entity located in an ineligible facility.
- D. The HICKRC members must be able to access the public Internet connection via the broadband private Intranet backbone. Vendors 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. Vendors who team with other providers will be viewed by HICKRC 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 each HICKRC member 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 HICKRC 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 three (3) years of monthly recurring costs (MRC) for all of the HICKRC locations.
- E. The network must have the capability of interfacing with Internet2, and other public, statewide, regional, and national healthcare networks.

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- F. This request for proposals is to enable the existence of the requested network and **three** years of network services delivery (based on funding commitment); and an option allowing participating entities to continue services at the same pricing, or less, for one additional two year extension, for a total of five years.
- G. 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]).
- H. Include a timeline and description of how the Vendor will conduct network testing and certification of all fiber transmission media in accordance with industry-standard practices. The Vendor will be required to produce a report that documents the results of network testing and certification.
- I. Provide a detailed description of how the Vendor will provide Network Management Services for Monitoring and Alerting network status. Additionally, the Vendor shall provide online reports that can be accessed via the public Internet. On-line reports should include the following information for each HICKRC location:
- Daily/5 minute average
  - Weekly/30 minute average
  - Monthly/2 hour average
  - Yearly/1 day average
  - Differentiate between private Intranet bandwidth usage and public Internet bandwidth usage
- J. The Vendor will provide a diagram that shows the terminating equipment (i.e., layer 2 switch, firewall) and show the physical provider POP location where the HICKRC members leased “last mile” fiber, or equivalent connection and clearly describe the steps HICKRC members will need to take in order to connect their LAN equipment to the Vendor’s leased switch /firewall equipment.
- K. HICKRC members may have VPN connections in their current network environment (SSL and IPSec). Describe how the Vendor will help the HICKRC members at each HICKRC entities to migrate their current VPN assignments from their current network to the Vendors 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).
- L. Describe the scalability of the proposed broadband service:
- How the services can be extended to new customers who may wish to sign up for the services 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). The HICKRC's preference would be the ability to increase bandwidth via a change to the software configuration without having to install any new hardware modules. This is a requirement and more points will be awarded for this type of configuration.

### **Service Level Agreement (SLA) Requirements**

The Vendor must submit a representative Service Level Agreement (SLA) with the proposal response. An example of an SLA template is included as Attachment 1-1, Service Level Agreement.

The Vendor's response to the above SLA elements will be compared with generally accepted industry standards and will be a component of the points awarded under the “Service Features” category.

### **5. Project Management**

Vendors shall include a detailed Project Management Plan for implementing the private broadband Intranet and the public Internet Services project. The detailed Project Management Plan shall include narrative information and detailed project milestone, target dates and completions dates and schedule information presented in Microsoft Project file format. The Vendor shall include an estimated start time and completion date for the entire project.

Vendors shall outline their implementation plan for the project described in the RFP. The plan shall include timetables that address the following issues:

- A. **Project Management:** Provide a description of the Vendors' management team for this project. List all key personnel and their qualifications.
- B. **Project Schedule:** Provide an implementation schedule for the proposed service, including delivery dates, implementation milestones, task relationships and dependencies, and a timeline.
- C. **Broadband System (private Intranet) and public Internet Services System**
- D. **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 HICKRC 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 HICKRC users.
- E. **Enhanced Features & Scalability:** Provide descriptions of enhanced features, such as support for IDS and/or IPS; free block(s) of static public IP addresses; redundant hardware; redundant

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public Internet routes; and equipment that can support higher connection rates without installing new hardware.

F. **Ongoing Service Maintenance and Assistance:** Vendors shall provide details of all maintenance activities and how assistance will be provided to HICKRC users. This data shall include, but not be limited to:

- 1) How 24/7 maintenance support will be provided. The response times for major and minor problems.
- 2) How the service will be monitored on a continuous basis for any problems and what proactive steps will be taken to ensure the quality and reliability of the service.
- 3) How reports will be made available to HICKRC management **online** via the public Internet or through the newly created private Intranet.
- 4) 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)
  - Circuit ID location
  - Circuit Start Location
  - Circuit End

## **6. Vendor Qualifications and References**

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

A brief description of the Vendor 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 Vendor 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 Vendors financial bonding status

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## **7. Budget and Pricing (Cost)**

HICKRC 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.

Pricing shall be good for a minimum of three (3) years from the date of contract with HICKRC. The Vendor shall also provide an option allowing participating entities to continue services at the same pricing, or less, for one additional two year extension, for a total of five years. Sites will negotiate a rate of speed for services up to 1 Gbps for a period of time in the initial contract. At the end of the initial contract term sites have the right to reduce or increase bandwidth as needed in a new contract.

### **A. General Requirements**

Vendors must provide NRC/MRC pricing for **each** location listed in Attachment 1-2, HICKRC Participating Entities Connectivity. Vendors shall also provide a Network Cost Worksheet to provide broadband / private Intranet and public Internet as described in this RFP. Costs should be provided in an unlocked MS Excel spreadsheet which includes calculations/equations. Cost Information must include:

- 1 The total amount of public Internet bandwidth available to each of the HICKRC members shall be priced in 4 increments.
- 2 An invoicing schedule that the Vendor will use to invoice the services provided.
- 3 Those Vendors who include Intrusion Detection System (IDS) and/or Intrusion Prevention system (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.
- 4 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 include the total cost of the solution (NRC and MRC) for the initial three (3) year period, and an option allowing participating entities to continue services at the same pricing, or less, for one additional two year extension, for a total of five years. .
- 5 Vendor’s who present an alternate connection scenario for the [Specific member HCP] facility shall provide separate pricing for this location.

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

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

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

### **B. Non-Recurring Charges**

Installation/Non-Recurring Charges (NRC) should be broken down as follows:

- Carrier infrastructure upgrades<sup>1</sup>
  - <sup>1</sup>Vendors 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 Vendor’s entire network beyond what is necessary for the Consortium must not and cannot be charged to the Consortium.
- HCP owned equipment expenses necessary to implement the requested network
- Each NRC cost for private broadband (fiber, or equivalent) Intranet costs and public Internet costs should be listed separately.

### **C. Monthly Recurring Charges**

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

### Attachment 1-1 Service Level Agreement (SLA) Requirements

The Vendor must submit the completed template below or an acceptable representative Service Level Agreement (SLA) with the proposal response.

The Vendor's response to the SLA elements will be compared with generally accepted industry standards and will be a component of the points awarded under the "Service Features" category.

SLA Elements	Either Fill in blank areas OR provide representative documentation upon submission
Service Availability Objective (per month)	
Network Monitoring & Alerts	
Mean Time to Respond	
Mean Time to Respond Updates	
Mean Time to Repair	
Latency within HICKRC	
Jitter within HICKRC	
Packetloss	
Reliability	
Total number of Fiber Strands, if applicable	
Total number of Fiber Strands eligible for support i.e. lit strands	
Management Reports	

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**Attachment 1-2 Participating Entities:**

(fill in both Public Internet & Private Broadband columns with maximum bandwidth service able to provide i.e.: 25M, 50M, 100M or 1 G).

The service agreement requires provision for:

**Entities participating in the Consortium: A minimum of 100 Mbps up to one (1) Gbps of fiber or equivalent connectivity.**

Public Internet service: A minimum of 25 Mbps up to one Gbps of fiber or equivalent connectivity.

Limited exemptions of the minimum connectivity for Consortium entities or public internet service may be considered for a particular site(s) at the discretion of the Consortium. Vendor proposals must specifically identify in the table below (Attachment 1-2, Participating Entities and Connectivity), any site the Vendor is seeking exemption; state the requested alternative minimum connectivity; and an explanation of why the exemption is necessary.

Participating Health Care Provider Physical Location Information												
#	HCP Site#	Participating Entity HCP Site Name	Address Line 1	County	City	State	Zip Code	Eligible Category Type	Priv Min.	Priv Max	Pub. Max	Pub. Min.
1	17159	Fish River Rural Health - Eagle Lake Health Center	10 Carter Street	Aroostook	Eagle Lake	ME	04739	Rural Health Center				
2	23639	Fish River Rural Health - Fort Kent	3 Mountain View Drive	Aroostook	Fort Kent	ME	04743	Rural Health Center				
3	14720	Katahdin Valley Health Center - Patten Primary Care	30 Houlton Street	Penobscot	Patten	ME	04765	CHC or HC providing health care to migrants				
4	26461	Katahdin Valley Health Center-Island Falls	1300 Crystal Road	Aroostook	Island Falls	ME	04747	CHC or HC providing health care to migrants				
5	17726	Katahdin Valley Health Center - Houlton	59 Bangor Street	Aroostook	Houlton	ME	04730	CHC or HC providing health care to migrants				
6	26474	Katahdin Valley Health Center Millinocket Primary Care	50 Summer Street	Penobscot	Millinocket	ME	04462	CHC or HC providing health care to migrants				
7	23526	Katahdin Valley Health Center - Ashland	33 Walker Street	Aroostook	Ashland	ME	04732	Rural Health Center				
8	35449	Sandcastle Clinical and Educational Services	72 Strawberry Ave.	Androscoggin	Lewiston	ME	04240	CHC or HC providing health care to migrants				
9	12579	DFD Russell Medical Center - Leeds	180 Church Hill Road	Androscoggin	Leeds	ME	04263	Rural Health Center				
10	23699	DFD Russell Medical Center - Monmouth	11 Academy Road	Kennebec	Monmouth	ME	04259	CHC or HC providing health care to migrants				

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11	23772	DFD Russell Medical Center - Turner	7 South Main St.	Androscoggin	Turner	ME	04282	CHC or HC providing health care to migrants				
12	35400	Community Dental, Rumford Site	60 Lowell Street	Oxford	Rumford	ME	04176	Rural Health Center				
13	35401	Community Dental, Farmington Site	131 Franklin Health Commons	Franklin	Farmington	ME	04938	Rural Health Center				
14	35450	Community Dental, Lewiston Site	177 Main Street	Androscoggin	Lewiston	ME	04240	CHC or HC providing health care to migrants				
15	35451	Community Dental, Biddeford Site	57 Barra Road	York	Biddeford	ME	04005	CHC or HC providing health care to migrants				
16	35452	Community Dental, Portland Site	640 Brighton Ave	Cumberland	Portland	ME	04103	CHC or HC providing health care to migrants				
17	35454	Community Dental, Administration Site	336 US Route 1	Cumberland	Falmouth	ME	04105	Off-site Admin. Office				
18	35456	Portland Community Health Center, Portland ME	180 Park Avenue	Cumberland	Portland	ME	04102	CHC or HC providing health care to migrants				
19	35457	Portland Community Health Center - Riverton Park	59 Riverton Dr	Cumberland	Portland	ME	04103	CHC or HC providing health care to migrants				
20	35410	NMG	5 Carter St.	Aroostook	Eagle Lake	ME	04739	Community Mental Health Center				
21	35414	NMG-Caribou	92 Bennett Drive	Aroostook	Caribou	ME	04736	Community Mental Health Center				
22	35432	Penobscot Community Health Center	1012 Union Street	Penobscot	Bangor	ME	04401	CHC or HC providing health care to migrants				
23	35433	Penobscot Pediatrics	1068 Union Street	Penobscot	Bangor	ME	04401	CHC or HC providing health care to migrants				
24	23546	Penobscot Community Health Center – Main Campus	1048 Union Street	Penobscot	Bangor	ME	04401	CHC or HC providing health care to migrants				
25	23463	Penobscot Community Health Care-Old Town Family Practice	242 Brunswick Street	Penobscot	Old Town	ME	04468	CHC or HC providing health care to migrants				
26	35437	Brewer Medical Center	735 Wilson Street	Penobscot	Brewer	ME	04412	CHC or HC providing health care to migrants				
27	35442	Seaport Community Health Center	41 Wight Street	Waldo	Belfast	ME	04915	CHC or HC providing health care to migrants				
28	23544	Penobscot Community Health Care - Husson/Capehart clinic	86 Davis Rd.	Penobscot	Bangor	ME	04401	CHC or HC providing health care to migrants				
29	35443	Medical Specialists	992 Union Street	Penobscot	Bangor	ME	04401	CHC or HC providing health care to migrants				

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30	35445	Winterport Community Health Center	775 N. Main St.	Waldo	Winterport	ME	04496	CHC or HC providing health care to migrants				
31	23542	Penobscot Community Health Care -Community Clinics	34 Summer Street	Penobscot	Bangor	ME	04401	CHC or HC providing health care to migrants				
32	35448	Jackman Community Health Center	376 Main Street	Somerset	Jackman	ME	04945	CHC or HC providing health care to migrants				
33	35447	Hope House Health Clinic	179 Indiana Ave	Penobscot	Bangor	ME	04401	Rural Health Center				
34	27253	Harrington Family Health Center	50 E. Main St.	Washington	Harrington	ME	04643	CHC or HC providing health care to migrants				
35	28567	York County Community Action Corporation	6 Spruce Street	York	Sanford	ME	04073	Off-site Data Center				
36	26503	York County Community Action Corporation (Nasson Health Care)	15 Oak Street	York	Springvale	ME	04083	CHC or HC providing health care to migrants				
37	36135	Androscoggin Home Care & Hospice - Lewiston Office	15 Strawberry Avenue	Cumberland	Lewiston	ME	04240	Register as ineligible site				
38	36136	Androscoggin Home Care & Hospice - Hospice House	236 Stetson Road	Cumberland	Auburn	ME	04210	Register as ineligible site				
39	36138	Androscoggin Home Care & Hospice - Wilton Office	284 Main Street	Cumberland	Wilton	ME	04294	Register as ineligible site				
40	36139	Androscoggin Home Care & Hospice - Norway Office	20 Paris Street	Cumberland	Norway	ME	04268	Register as ineligible site	-			
41	36142	Androscoggin Home Care & Hospice - Bridgton Office	25 Hospital Drive	Cumberland	Bridgton	ME	04009	Register as ineligible site	-			
42	35466	The Crisis and Counseling Centers, Inc.	10 Caldwell Road	Kennebec	Augusta	ME	04330	Community Mental Health Center				
43	36134	The Crisis and Counseling Centers, Inc.	7 Ticonic Street	Kennebec	Waterville	ME	04901	Register as ineligible site				
44	36132	The Crisis and Counseling Centers, Inc.	113 Halifax Street	Kennebec	Winslow	ME	04901	Register as ineligible site				
45	36133	The Crisis and Counseling Centers, Inc.	8 Bangor Lane	Kennebec	Augusta	ME	04330	Register as ineligible site				
46	35470	The Crisis and Counseling Centers, Inc.	346 Water Street	Somerset	Skowhegan	ME	04976	Community Mental Health Center				
47	35508	St. Apollonia Dental Clinic	122 Academy St.	Aroostook	Presque Isle	ME	04769	Rural Health Center				

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48	36144	Arnold Memorial Medical Center, PA	70 Snare Creek Lane	Washington	Jonesport	ME	04649	Register as ineligible site				
49	35521	Sweetser - Administration Offices	43 Industrial Park Road	York	Saco	ME	04072	Off-site Admin. Office				
50	35510	Sweetser - Saco Campus	50 Moody Street	York	Saco	ME	04072	Community Mental Health Center				
51	36651	Sweetser - Belfast Campus	36 Sweetser Drive	Waldo	Belfast	ME	04915	Register as ineligible site	-			
52	35513	Sweetser - Belfast School	9 School Street	Waldo	Belfast	ME	04915	Community Mental Health Center				
53	35514	Sweetser - Brunswick Office	329 Bath Road	Cumberland	Brunswick	ME	04011	Community Mental Health Center				
54	36626	Sweetser - Learning and Recover Center	174 Mere Point Road	Cumberland	Brunswick	ME	04011	Register as ineligible site	-			
55	35516	Sweetser - Lewiston Office	689 Sabattus Street	Androscoggin	Lewiston	ME	04240	Community Mental Health Center				
56	36147	Sweetser - Plymouth Campus	1430 Moosehead Trail	Penobscot	Plymouth	ME	04969	Register as ineligible site	-			
57	36148	Sweetser - Portland Office	1001 Forest Avenue	Cumberland	Portland	ME	04103	Register as ineligible site	-			
58	35519	Sweetser - Rockland Office	17 Walnut Street	Knox	Rockland	ME	04841	Community Mental Health Center				
59	35520	Sweetser - Sanford Office	863 Maine Street	York	Sanford	ME	04072	Community Mental Health Center				

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**Attachment 1--3 Vendor Preparation Checklist (optional)**

<b>Checklist to submit RFP</b>	<b>In Progress</b>	<b>Complete</b>
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 Description		
Qualifications and References of Vendors and All Subcontractors		
Schedule/Timeline		
Pricing Section to include Network Cost Worksheet		
Include Technical USAC Filing Requirements		
Contact Information		

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**Attachment 1-4 Network Cost Worksheet**

Rural Health Care (RHC) Universal Service  
 Healthcare Connect Fund  
 Network Cost Worksheet (attach, if required, to Form 462)

Line Number	Site Information			Contract Information								Eligible Expense Information										Quality of Service Guarantees (if applicable and available)				
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U					
	HCP Number	Site Name	Contract ID	Contract Friendly Name	Date Contract Signed/Vendor Selected	Length of initial contract term	Number of contract extensions	Length of optional extension(s) combined	Billing Account Number	Category of Expense	Expense Type	Explanation of Eligible Expense	is this Service Symmetrical?	Upload Speed	Download Speed	Expected Broadband Service Start date/Shipping Date/Last Day of Work	Service Level Agreement	Latency	Jitter	Packet Loss	Reliability					
1																										
2																										
3																										
4																										
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Rural Health Care (RHC) Universal Service  
 Healthcare Connect Fund  
 Network Cost Worksheet (attach, if required, to Form 462)

Line Number (continued)	Circuit Information (if applicable)						Financial Information									
	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	Source of HCP Contribution	
	Circuit ID (if available)	Circuit Start Location (if applicable)	Circuit End Location (if applicable)	Total Number of Fiber Strands (if applicable)	Number of Fiber Strands Eligible for Support (if applicable)	Quantity of Items	Multi-Year Funding Request	Expense Frequency	Quantity of Expense Periods	Undiscounted Cost per Item per Expense Period	Percentage of Expense Eligible	Percentage of Usage Eligible	Total Eligible Undiscounted Cost			
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## Attachment 1-5 – HICKRC Scoring Matrix

### HICKRC Bid Selection Process for Private Broadband and Public Internet Services

#### Basis of Award

Proposals will be evaluated on the basis of cost per quality points. A HICKRC evaluation committee will choose the selected Vendor(s). Committee participants will review, evaluate, and score each responsive proposal received in accordance with predetermined scoring criteria.

#### 1. Phase I -- Vendor Qualification Assessment

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

- a. Provide all required documentation by the requested due date per the HICKRC RFP, Section 1, B. (3).
- b. Provide a proposal that is complete and fully complies with the instructions and requirements as stated herein and per the HICKRC RFP.
- c. The Vendor shall demonstrate to the HICKRC 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 Vendor 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.

#### 2. Phase II

Vendors who satisfactorily meet the Phase I criteria will qualify for the Phase II detailed scoring process. In this phase, the Vendor'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 and 4 of the HICKRC RFP, and the responses to the "Service Level Agreement" section of the RFP, of the following services to the HICKRC:
  - (1) Managed switch/firewall broadband Intranet Service (125)
  - (2) Public Internet Service (125)
- b. **Prior Experience:** Qualifications, experience, capability and/or capacity of the Vendor 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.

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- 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); and equipment that can support higher connection rates without installing new hardware. (15)
- f. **Financial Sustainability:** Evidence of Vendors financial bonding status and a copy of the Vendor's most recent annual report, if a public company.
- g. **Completion of HICKRC RFP:** Provide a proposal that is complete and complies with the instructions and requirements as stated in the RFP.
- h. **Cost:** HICKRC will review each Vendor's Detailed Network Cost Worksheet and Summary of Costs. An award will be based primarily, but not solely\* on lowest cost per quality point ranking. HICKRC also reserves the right to reject any bid that exceeds the total funds that have been budgeted for this phase of the Health Information Connectivity-Knowledge Rural Consortium.

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

Quality points will be assigned as follows: **(Described in a-h Phase II)**

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 HICKRC RFP	5
Cost	25

### 3. Phase III

A HICKRC evaluation committee will review, evaluate, and score each responsive proposal received in accordance with predetermined scoring criteria. The Vendor(s) that receives the highest number of quality points and *based primarily, but not solely\** on lowest cost, will be chosen by the committee using a consensus decision making model to begin negotiations for services to be provided. The negotiations of the contracts will be conducted by a subgroup of the evaluation committee selected using a consensus decision making model.

### 4. \*FCC Order and Vendor 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 Vendor.

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