

Tanana Chiefs Conference
122 1st Avenue,
Fairbanks, AK 99701

Request for Proposal FCC Healthcare Connect Fund

Tanana Chiefs Conference, on behalf of the healthcare provider members (defined below), is seeking bids for telecom services under the FCC's Healthcare Connect Fund. This RFP addresses the conferences' internet access and equipment maintenance for the sites.

The Conference is a non-profit healthcare conference of healthcare providers in the state of Alaska. They depend heavily on information technology to provide services at a very high level. Information technology also enables all healthcare staff to provide these services in an efficient manner and the additional connectivity provided will continue to build member capacity to exchange mental health information electronically and engage in telemedicine services.

Requested services. This Request for Proposal provides support for existing/upgrading internet services. The services requested will provide connectivity as specified in Table 1.1. The successful bidder(s) will support routes for existing services to provide a seamless transition to their bandwidth solution(s). Proposed service should attempt to maintain TCC's /27 and /26 IP space that is currently at Chief Peter John Tribal Building and Chief Andrew Isaac Health Center, or assist in transitioning the necessary IP space changes. The hardware for the connections will be purchased and configured by the service provider under the quoted monthly cost.

Vendors are free to submit any solution they feel works best for the needs of the Conference for connections that are listed in Table 1.1. The vendor will be responsible for all network hardware purchasing and maintenance in accordance with the site needs in Table 1.1.

SERVICE LEVEL AGREEMENT

As a requirement the vendor must be able to guarantee that the requested services are included in the Service Level Agreement (SLA) for **each** connection that will be made. If the parameters cannot be met after the point of implementation, the Conference reserves the right to terminate any and all contracts, based on the fact that services are not being met as specified.

1. Specified bandwidth for each site and hardware necessary in Table 1.1
2. Requirements must be defined for common technical standards and operational procedures to maintain system reliability.

Proposed system testing and acceptance provisions will be required on all bid proposals. Tanana Chiefs Conference reserves the right to work in concert with the vendors to develop appropriate test and acceptance criteria for a specific installation or configuration, to be defined and accepted by both parties prior to contract initiation.

TECHNICAL SUPPORT

Bidders are to provide details of all maintenance activities and how assistance will be provided to Conference users. The data shall include, but not be limited to:

- How 24/7 maintenance support will be provided and 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 (private intranet)
 - Peak Bandwidth Analysis (private intranet)
 - Circuit Up-time (private intranet)
 - Circuit Down-time (private intranet)
 - Average latency/jitter (private intranet)

TERMS

Services requested in this RFP are for a 36-month term beginning July 1, 2020. Vendors should provide contracts to be signed as early as the ACSD.

UPGRADE

Tanana Chiefs Conference is requesting that proposals provide for upgrades during the life of the contract. All vendors are also hereby made aware that the Conference members may need to upgrade bandwidth during the life of the contract and that the contract(s) entered into as a result of this RFP will allow for any bandwidth upgrades (or downgrades) that are required for the provision of healthcare.

IMPLEMENTATION SCHEDULE DESCRIPTION

Any network build-out that is required by the responding bidder must be designed to work with Tanana Chiefs Conference to prevent connectivity down time with existing sites. Please include a plan with timeline, and address ability to meet project timeline goals. Identify circumstances that may create project delays.

PRICING AND COST INFORMATION

Vendors submitting proposals should identify all costs associated with the solution they are quoting. Please provide pricing for all requested bandwidth options.

Tanana Chiefs Conference– TABLE 1.1

HCP	HCP #	Service
Chief Andrew Isaac HC	10737	Internet – 10 Gbps, 1 Gbps, and 500 Mbps or equivalent
Chief Peter John Tribal Building	67394	Internet – 10 Gbps, 1 Gbps, and 500 Mbps or equivalent
		Cisco or Equivalent Equipment Maintenance

Quotes should include the following:

1. Implementation fees, including purchase of required new hardware for end-to-end connectivity and initial configuration of network hardware.
2. Ongoing transmission fees for end-to-end connectivity.
3. Any other costs associated with the solution that may add cost to participants.
4. Bid proposals should identify all included costs in sufficient detail as to confirm the proposed solution, including installation, configuration, maintenance and any recurring costs, and must comply with the Healthcare Connect Fund's eligibility requirements.

All subcontracting shall be pre-approved by the Conference. The Prime Contractor/Bidder shall be responsible for all subcontractors' work and payment. The Conference will not pay any subcontractor or third parties directly. Proof of release of liens of subcontractors will need to be submitted prior to invoice approval.

COMPLIANCE WITH FCC HEALTHCARE CONNECT FUND

In order to obtain funding for the services and equipment being requested through this RFP, the Conference is subject to the rules and regulations of the FCC Healthcare Connect Fund. Vendors must meet all program requirements. Once Tanana Chiefs Conference has submitted its Form 461 and this RFP, it will be posted to the USAC website. More information on bidding and posting rules can be found at <http://www.usac.org/rhc/healthcare-connect/getting-started/default.aspx>. All bid proposals must understand and acknowledge USAC invoicing requirements and formats. Bidder will conform to invoicing procedures and processes as promulgated by USAC. Any successful bidders are required to have a current Service Provider Identification Number (SPIN) as required by the Healthcare Connect Fund Order. A SPIN number may be obtained by contacting the Universal Services Administrative Company (www.usac.org). A FCC Registration number must be obtained from the FCC (<https://fjallfoss.fcc.gov/coresWeb/publicHome.do>). All costs may not qualify for HCCF funding. It is critical that accurate, detailed cost information should be provided for all portions of the bid proposal.

PRIOR EXPERIENCE INCLUDING PAST PERFORMANCE

Bidders shall provide documentation to support their experience in providing this type of service by providing:

- A description of the qualifications, experience, capability and/or capacity of the vendor to successfully provide the broadband solution recommended by the vendor in a complete and timely manner.
- List of client references and/or citations from prior projects where equal services have been provided for projects of similar size and scope.

PERSONNEL QUALIFICATIONS INCLUDING TECHNICAL EXCELLENCE

Bidders shall provide documentation to support qualification of personnel and technical excellence of staff who will be assigned to the project. Personnel qualifications, professional designations and certifications, experience with overall installation, integration and maintenance capabilities based upon performance record, and availability of sufficient high-quality vendor personnel with the required skills and experience for the specific approach.

BID SUBMISSION REQUIREMENTS

A deadline for bid submissions will be 28 days after the posting of the Form 465 on the USAC web site. Program rules require the Form 465 and RFP to be posted for a minimum of 28 days, meaning that at a minimum a contract could not be signed until the 29th day after posting of the RFP. You must submit

three (3) copies of your proposal in hard copy format to:

Proper Connections
521 Hall Hill Rd
Ancram, NY 12502
info@proper-connections.com

PROPOSAL EVALUATION

Any and all costs incurred by vendors in preparing and submitting a proposal are the vendors' Responsibility and **shall not** be charged to Tanana Chiefs Conference or reflected as an expense of the resulting contracts.

Proposed vendor responses will be based on the following:

Criteria Points Description

Criteria	Points	Description
Cost of solution	25	Vendor's cost of products and services
Prior experience including past performance	20	Prior experience of the vendor with client and client references and/or citations from prior projects where equal services have been provided for projects of similar size and scope
Technical Support	20	Vendor's ability to support troubles and configuration requirements and changes.
Reliability	20	The reliability of the delivered service is paramount.
Leverage Existing Resource	15	Utilizing the existing resources in the environment and local area.
TOTAL POINTS	100	

The selection will be based on all factors indicated in this section, and may not go to the lowest bidder if cost is outweighed by a combination of other features in the winning vendor's bid. The point scale listed above will determine the most cost-effective solution for Tanana Chiefs Conference. In compliance with the provisions of the Healthcare Connect Fund, Tanana Chiefs Conference will consider all bids in a fair and open competitive bidding process. Tanana Chiefs Conference is not responsible for any costs incurred by a vendor related to the preparation or delivery of the bid proposal, or any other activities carried out by the vendor as it relates to this RFP. Changes in applicable laws and rules may affect the award process or any resulting contracts. Vendors are responsible for ascertaining pertinent legal requirements and restrictions. Vendors are encouraged to visit the official FCC website pertaining to the Healthcare Connect Fund, at: <http://www.fcc.gov/encyclopedia/ruralhealth-care#HCF>. The selection decisions made by Tanana Chiefs Conference and reported to USAC under this RFP are final, and appeals or submissions will not be considered. Tanana Chiefs Conference reserves the right to issue any resulting order with the vendor(s) whose proposal most nearly conforms to the specifications and will best serve the needs of Tanana Chiefs Conference.