

**Telecommunications RFP 01
for
North Country Telemedicine Project (NCTP) Network**

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1. PROJECT OVERVIEW

The Fort Drum Regional Health Planning Organization (FDRHPO) is seeking proposals for the engineering, materials, construction, implementation, maintenance, and sustaining network support for a dedicated and secure fiber-optic broadband network to provide 10 Mbps and 100 Mbps Ethernet services to connect 28 participating entities located at 27 sites in Northern New York State that are part of the North Country Telemedicine Project (NCTP).

The North Country Telemedicine Project is a regional initiative to create a fiber optic telecommunications /telemedicine network that will connect participating entities located at sites operating in Jefferson, Lewis and St. Lawrence Counties in New York and four urban facilities located in Syracuse and Utica that provide consultative and specialty care.

The purpose of this RFP is to solicit proposals from Offerors who wish to provide broadband services to support the NCTP that best meets the requirements as identified in this RFP.

Proposal Submission Process

Proposals shall be submitted to:

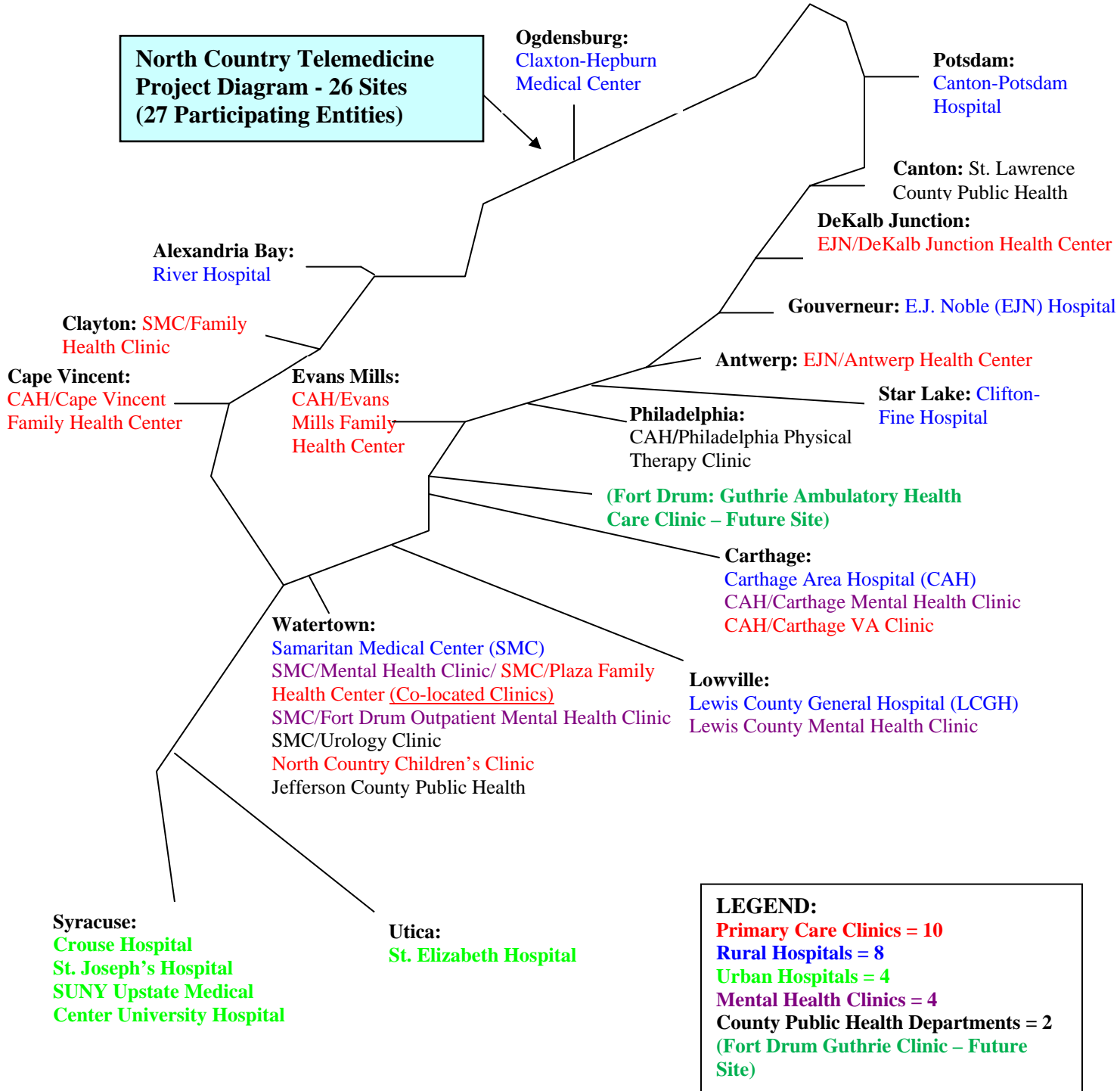
NAME: Denise Young
TITLE: Executive Director
ORGANIZATION: Fort Drum Regional Health Planning Organization (FDRHPO)
ADDRESS: 120 Washington St., Suite 302
Watertown, NY, 13601
TELEPHONE NO.: 315-755-2020
FAX NO.: 315-755-2022
EMAIL ADDRESS: dyoung@fdrhpo.org

- Closing date for submitting the proposal is **5:00 PM on the 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 = 5**
- Format for the proposal.
 - Bids are to be submitted in printed or electronic form. Bids submitted electronically shall be in either Microsoft Word or Adobe PDF file format.
 - **Offeror proposals are expected to include the following sections:**
 - Cover Letter
 - Executive Summary

- Description of Proposed Broadband Service
 - Project Management Description
 - Qualifications and References of Offerors and All Subcontractors.
 - Schedule/Timeline
 - Pricing Section
 - Contact Information
- **Questions about the RFP should be submitted to:**
- NAME: Denise Young
 TITLE: Executive Director
 ORGANIZATION: Fort Drum Regional Health Planning Organization (FDRHPO)
 ADDRESS: 120 Washington St., Suite 302
 Watertown, NY, 13601
 TELEPHONE NO.: 315-755-2020
 FAX NO.: 315-755-2022
 EMAIL ADDRESS: dyoung@fdrhpo.org
- **Questions regarding the RFP can be submitted for the duration of the RFP posting period.**
- **Offerors will be notified within 30 days after the end of the RFP posting period as to which offeror has been selected for a contract award.**
- All materials submitted in response to the RFP become the property of the FDRHPO.
- Proposals and supporting materials will not be returned to Offerors.
- Offerors are advised that:
- Pricing will be considered as part of the proposal evaluation process.
 - The award of the contract will not necessarily go to the proposal with the lowest bid.
 - The FDRHPO reserves the right to reject any or all proposals.

Participating Sites

- The 28 participating entities are located at 27 sites and include primary care clinics, rural hospitals, urban hospitals, mental health clinics, and county public health departments.
- Should the Army choose to connect the Fort Drum Guthrie Clinic to the NCTP Network at a future time, this would be an additional separately funded site.



Specific location and bandwidth information for the New York State NCTP Network 28 participants located at 27 sites is contained in the following table:

North Country Telemedicine Project (NCTP) 27 Participating Entities (NOTE: Entities at sites 20 & 21 are co-located)						
Site	Organization	Address	County	City	Zip Code	Bandwidth
1	Canton-Potsdam Hospital	50 LeRoy St.	St. Lawrence	Potsdam	13676	100 Mbps
2	Carthage Area Hospital (CAH)	1001 West St.	Jefferson	Carthage	13619	100 Mbps
3	CAH/Cape Vincent Family Health Center	400 S. Esselstyene St.	Jefferson	Cape Vincent	13618	10 Mbps
4	CAH/Evans Mills Family Health Center	26121 US Highway 11	Jefferson	Evans Mills	13637	10 Mbps
5	CAH/Carthage Physical Therapy Clinic	32787 US Highway 11	Jefferson	Philadelphia	13673	10 Mbps
6	Carthage Mental Health Clinic	3 Bridge St.	Jefferson	Carthage	13619	10 Mbps
7	Carthage Veterans Administration Clinic	3 Bridge St.	Jefferson	Carthage	13619	10 Mbps
8	Clifton-Fine Hospital	1014 Oswegatchie Trail	St. Lawrence	Star Lake	13690	100 Mbps
9	Crouse Hospital	736 Irving Ave.	Onandaga	Syracuse	13210	100 Mbps
10	E. J. Noble (EJN) Health Center	2924 County Route 17	St. Lawrence	De Kalb Junction	13630	10 Mbps
11	E. J. Noble (EJN) Health Center	64 Main St.	Jefferson	Antwerp	13608	10 Mbps
12	E. J. Noble (EJN) Hospital	77 West Barney St.	St. Lawrence	Gouverneur	13642	100 Mbps
13	Jefferson County Public Health Service	531 Meade St.	Jefferson	Watertown	13601	10 Mbps
14	Lewis County Community Mental Health Center	7550 S. State St	Lewis	Lowville	13367	10 Mbps
15	Lewis County General Hospital	7785 N. State St	Lewis	Lowville	13367	100 Mbps
16	St. Elizabeth Medical Center	2209 Genesee St. (Telecommunications Room located at 2212 Genesee St.)	Oneida	Utica	13501	100 Mbps
17	North Country Children's Clinic	238 Arsenal St.	Jefferson	Watertown	13601	10 Mbps
18	River Hospital	4 Fuller St.	Jefferson	Alexandria Bay	13607	100 Mbps
19	Samaritan Medical Center(SMC)	830 Washington St.	Jefferson	Watertown	13601	100 Mbps
20	SMC Mental Health Clinic	1575 Washington St.	Jefferson	Watertown	13601	10 Mbps
21	SMC Clinic/Plaza Family Health Center	1575 Washington St.	Jefferson	Watertown	13601	
22	SMC Clinic/Fort Drum Outpatient Mental Health Clinic	165 Coleman Avenue	Jefferson	Watertown	13601	10 Mbps
23	SMC Clinic/Family Health Center	909 Strawberry Lane	Jefferson	Clayton	13624	10 Mbps
24	SMC Urology Clinic	19320 U. S. Highway 11	Jefferson	Watertown	13601	10 Mbps
25	St. Joseph's Hospital	301 Prospect Ave.	Onondaga	Syracuse	13203	100 Mbps
26	St. Lawrence County Public Health Department	80 State Hwy 310	St. Lawrence	Canton	13617	10 Mbps
27	SUNY Upstate Medical Center University Hospital	750 E. Adams St.	Onondaga	Syracuse	13210	100 Mbps
28	Claxton-Hepburn Medical Center	214 King Street	St. Lawrence	Ogdensburg	13669	100 Mbps

Sites that will receive 100 Mbps Ethernet services are:

- Canton-Potsdam Hospital, Potsdam
- Carthage Area Hospital, Carthage
- Clifton-Fine Hospital, Star Lake
- Crouse Hospital, Syracuse
- E. J. Noble Hospital, Gouverneur
- Lewis County General Hospital, Lowville
- St. Elizabeth Medical Center, Utica
- River Hospital, Alexandria Bay
- Samaritan Medical Center, Watertown
- St. Joseph's Hospital, Syracuse
- SUNY Upstate Medical Center University Hospital, Syracuse
- **(Fort Drum Guthrie Ambulatory Health Care Clinic, Fort Drum Future Site)**

All other participating sites will receive 10 Mbps Ethernet services.

2. PROJECT ADMINISTRATION

A. Background

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

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

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

B. Vision and Mission

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

1. Vision Statement

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

2. Mission Statement

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

3. Goals

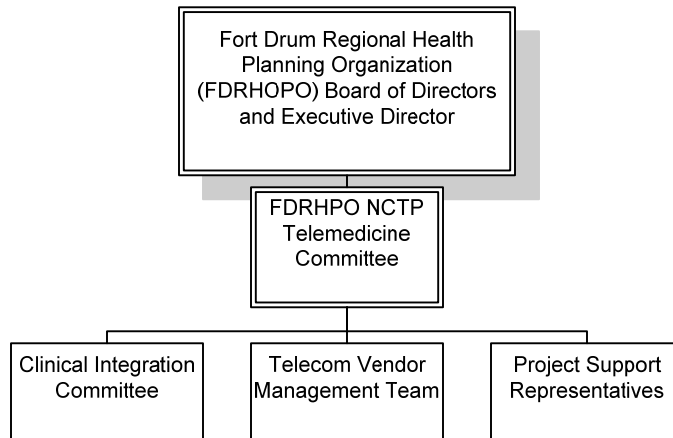
- Identify the healthcare needs of the community surrounding and including Fort Drum, NY
- Develop a plan to address and support the healthcare needs of the community
- Foster the collection and exchange of information to promote health through coordinated, area-wide health services programs

- Further such purposes in coordination with federal, state, and county governments, the military and local healthcare providers, agencies and consumers and in accordance with the mission of the U.S. military
- Solicit funds to further the stated objectives

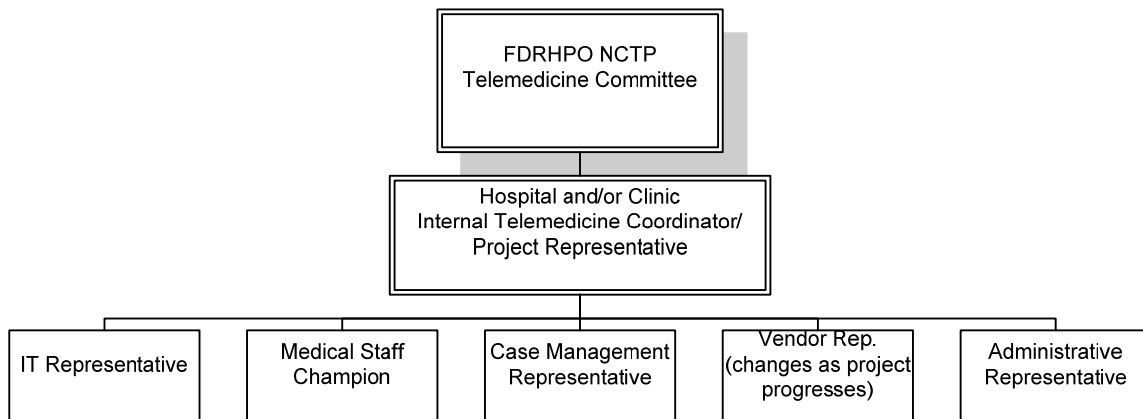
C. FDRHPO Organization

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

FDRHPO’s North Country Telemedicine Project Organization Chart is shown below:



FDRHPO NCTP Partner Internal Organization for Telemedicine Project



3. TECHNICAL REQUIREMENTS

Offerors shall provide a detailed description of the proposed broadband service, which addresses the following items:

- Construction, installation, implementation, and delivery of 10 Mbps and 100 Mbps Ethernet service to the facility telecommunications demarcation point at the 27 NCTP sites as stipulated in Section 1.
- The broadband infrastructure and architecture, including network diagrams for how the local 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, video.
- Every site connected to the network will have the capability of having secure virtual circuit connections to every other site on the network.
- How the network would physically connect and provide 100 Mbps Ethernet network services to Fort Drum in Accordance with DoD Specifications and Requirements, **should the Army choose to connect the Fort Drum Guthrie Clinic to the NCTP Network at a future time.** The 100 Mbps Ethernet circuit for Fort Drum would be delivered to building P-10690 Enduring Freedom Drive, DOIM/TD room 158. Offeror would be responsible for all fiber patches, termination equipment and in-house fiber extension required to complete optical circuit connectivity. (NOTE: Fort Drum DOIM would provide a dark fiber path from a commercial demarcation point in building P-10690 to the Fort Guthrie Ambulatory Health Care Clinic/MEDDAC building P-11050 Mount Belvedere Boulevard, Switch Room 100M. Final circuit delivery point within P-11050 would be defined by MEDDAC Commander.)
- How the network would enable secure remote access to the Armed Forces Health Longitudinal Technology Application (AHLTA), the DOD electronic health record, **should the Army choose to connect the Fort Drum Clinic to the NCTP Network at a future time.**
- How the network would physically connect and provide network services to the Carthage Veterans Administration (VA) in accordance with VA Specifications and Requirements.
- How the proposed service will meet the specified broadband connectivity requirements of the project.
- The industry technical standards that the Offeror will use for this project.

- How the broadband service will connect to the specific customers identified in the RFP.
- The terms under which a third party service provider would interconnect to the Offeror's facilities to offer their own broadband services.
- 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.
- The security of the physical infrastructure and the safeguarding from unauthorized access established for the service.
- How network security penetration testing will be performed by an independent third party prior to network acceptance. The network must successfully pass security penetration testing prior to network acceptance. Any network security deficiencies identified during penetration testing must be corrected by the offeror prior to network acceptance.
- How once worked turnover is accepted, recurring random network security penetration testing will be conducted by participating network sites.
- Identify how, should any network security breach occur, the network will be closed immediately and will remain closed until the offeror successfully corrected the cause of a security breach.
- Outline how the Offeror recognizes that outages caused by security breaches will cause the Offeror to incur network downtime financial penalties, based on the amount of time it takes the Offeror to correct the cause of the breach. These penalties will be calculated based on the hourly cost of network access costs.
- The redundancy (if any) of the facilities.
- How all data, voice, and video traffic transmitted within the network and between the network, the Internet, and other external networks will be encrypted.

- The network must have the capability of interfacing with the public Internet, Internet2, and other public, statewide, regional, and national healthcare networks
- This request for proposals is for network construction and two years of network services delivery (based on funding availability), allowing participating entities the option to continue services at the same pricing for an additional two years.
- A timeline for how the requested network will be completed and ready for testing and deployment within 7-10 months of contract award.
- A timeline and description of how the Offeror will conduct network testing and certification of all fiber and copper transmission media in accordance with industry-standard practices. The Offeror will be required to produce a report that documents the results of network testing and certification.
- A detailed description of how the Offeror will provide Network Management Services for Monitoring and Alerting network status.

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
- Ability to Connect and Provide Network Services to Fort Drum Facilities in Accordance with DoD Information Assurance (IA) Requirements, should the Army choose to connect the Fort Drum Clinic to the NCTP Network at a future time.

Service-Level Agreement

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

SLA Element	FDRHPO Requirements
Service Availability Objective (per month)	99.9%
Network Monitoring & Alerts	24 x 7
Mean Time to Respond	30 Minutes
Mean Time to Respond Updates	2 Hours
Mean Time to Repair	4 Hours
Latency Within FDRHPO/NCTP Network	<10 Milliseconds Port-to- Port
Management Reports	Upon Request

4. PROJECT MANAGEMENT REQUIREMENTS

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

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

The plan should include timetables that address the following issues:

Project Management: A description of the Offeror's management team for this project, listing all key personnel and the qualifications of all key personnel.

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

Broadband System Architecture and Development: Descriptions of how the broadband service will be designed, including details of customer testing and final implementation, the extent to which broadband connectivity to participating entities will be guaranteed, how the broadband service will deliver differentiated levels of service depending on the different bandwidth needs of the potential users.

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

This data shall include, but not be limited to:

- How 24/7 maintenance support will be provided
- The response time for major problems and minor problems.
- How the service will be monitored on a continuous basis for any problems
- How service growth will be accommodated
- Description of what software will be used to generate utilization reports and service availability reports

5. OFFEROR QUALIFICATIONS AND REFERENCES

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

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 the FDRHPO a Performance Bond for the full amount of the contract within 10 days of notification of acceptance of the Offeror's bid by the FDRHPO governing Board of Directors. No contract will be executed without a Performance Bond in place. The Fort Drum Regional Health Planning Organization will be designated the "Owner" of the performance bond.

6. ESTIMATED BUDGET AND PRICING

Costing

Offerors shall provide a Detailed Breakdown and Summary of Costs to provide broadband services as described in the RFP.

Offerors shall provide a cost breakdown as follows:

- Construction/Installation
- Recurring Charges for Service Delivery/Sustaining Maintenance Support

The FDRHPO will accept only complete solutions from a prime Offeror. The prime Offeror shall assume responsibility for all work and services. However, if the transport network is to be provided by a different subcontracted Offeror than the access network (last mile), the pricing for each must be presented separately.

The FDRHPO 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 including payment schedule for work.

Offerors shall specify the length of time that the Offeror shall agree to keep the quoted prices valid.

Offerors shall specify firm fixed prices for the telecommunication services specified in the RFP for the duration of the contract.

The FDRHPO will withhold part (e.g.10%) of the contract price until it is clear that the network or service is fully and successfully operational.