

**UNIVERSITY OF ARKANSAS  
FOR MEDICAL SCIENCES**

**REQUEST FOR PROPOSAL**

**“Telehealth network broadband connectivity services and managed  
services for the Arkansas Telehealth Network”**

**On behalf of  
Arkansas Telehealth Oversight & Management (ATOM)  
and  
Arkansas Telehealth Network (ATN)**

***funded by*  
FCC Rural Health Care Pilot Program  
Universal Service Administrative Company (USAC)**

**UAMS RFP # 2011-0158**

**FCC RN: 1716737**

**FCC RFP-01**

## Request for Proposal

Interested parties are invited to propose a general contract for the procurement, installation and support for Federal Communications Commission (FCC) Rural Health Care Pilot Grant awarded the University of Arkansas Medical Sciences (UAMS).

UAMS supervises the bidding, evaluation and awarding of the contract. UAMS is responsible for any change orders, requests for payment and ensuring appropriate monitoring throughout the contract.

UAMS reserves the right to reject any and all bids and to waive any formalities.

This RFP does not commit the University of Arkansas Medical Sciences to pay any cost incurred in the preparation of bids.

All Bidders must comply with the laws of Arkansas and all rules and regulations of the Federal Communications Commission (FCC) Rural Health Care Pilot Grant.

Interested Bidder must complete an attached Intent to Bid form and submit it to the UAMS Contract Services Department by October 21, 2011, 2 p.m. Central Standard Time.

*All questions must be in written form and will be responded to in writing to all contacts who have completed a letter of intent to bid.*

**Please email any written questions to my attention at [LeslieSuzanne@UAMS.edu](mailto:LeslieSuzanne@UAMS.edu).**

Thank you for your interest in the project to expand broadband and related benefits to the citizens of Arkansas.

**VENDOR LETTER OF INTENT TO BID**

**ARKANSAS TELEHEALTH NETWORK (ATN) CONNECTIVITY SERVICES**

**We are pleased to submit a proposal on UAMS Request for Proposal # 2011- 0158 scheduled to be opened October 21, 2011 at 2:00 PM CDT.**

COMPANY: \_\_\_\_\_

REPRESENTATIVE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

TELEPHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

EMAIL: \_\_\_\_\_

AUTHORIZED  
SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

SPIN NUMBER \_\_\_\_\_

**THIS LETTER OF INTENT MAY BE FAXED TO (501) 686-8628 ATTN:  
SUZANNE LESLIE.**

**WRITTEN QUESTIONS SHOULD BE EMAILED IN WORD FORMAT  
TO: [LeslieSuzanne@uams.edu](mailto:LeslieSuzanne@uams.edu)**

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## STANDARD TERMS AND CONDITIONS

1. **GENERAL:** Any special terms and conditions included in the Invitation for Bid override these standard terms and conditions. The standard terms and conditions and any special terms and conditions become part of any contract entered into if any or all parts of the bid are accepted by the University.
2. **ACCEPTANCE AND REJECTIONS:** The University reserves the right to accept or reject all or any part of a bid or any and all bids, to waive minor technicalities and to award the bid to best serve the interest of the University.
3. **BID SUBMISSION:** Bids must be submitted on this form with attachments, when appropriate, on or before the date and time specified for bid opening. If this form is not used the bid may be rejected. Each bid should be placed in a separate envelope completely and properly identified. The bid must be typed or printed. Late bids will not be considered under any circumstances. **SIGNATURE:** Failure to sign the bid will disqualify it. The person signing the bid should show title or authority to bind his firm in a contract.
4. **NO BID:** If not submitting a bid, the bidder should respond by returning the front page of this form, marking it "NO BID" and explaining the reason on the bid. The bidder may be removed from the bidders' list by failure to respond three times in succession.
5. **PRICES:** Quote FOB destination. Bid the unit price. In case of errors in extension, unit prices shall govern. Prices are firm and not subject to escalation unless otherwise specified in the Invitation for Bid. The bid must be firm for acceptance for thirty (30) days from the bid opening date unless otherwise specified. "Discounts from list" bids are not acceptable unless requested in the Invitation for Bid.
6. **BRAND NAME REFERENCES:** Any catalog brand name or manufacturer's reference used in the bid invitation is descriptive only, not restrictive, and used to indicate the type and quality desired. Bids on brands of like nature and quality will be considered. If bidding on other than referenced specifications, the bid must show the manufacturer, brand or trade name and other descriptions, and it should include the manufacturer's illustrations and complete descriptions of the product offered. The University reserves the right to determine whether a substitute offered is equivalent to and meets the standards of the item specified, and the University may require the bidder to supply additional descriptive material. The bidder guarantees that the product offered will meet or exceed specifications identified in this bid invitation. If the bidder takes no exception to the specifications or reference data, he will be required to furnish the product according to brand names, numbers, etc., as specified in the invitation.
7. **GUARANTY:** All items bid shall be newly manufactured, in first class condition, latest model and design, including, where applicable, containers suitable for shipment and storage unless otherwise indicated in the bid invitation. The bidder hereby guarantees that everything furnished hereunder are to be installed by the bidder, and such items will function properly when installed. The bidder also guarantees that all applicable laws have been complied with relating to construction, packaging, labeling and registration. The bidder's obligations under this paragraph shall survive for a period of one (1) year from the date of delivery unless specified herein.
8. **SAMPLES:** When requested samples or demonstrators must be furnished free from expense to the University. If samples are not destroyed during reasonable examination, they will be returned to the bidder, if requested, within ten days following the opening of bids at the bidder's expense. All demonstrators will be returned after reasonable examination. Each sample should be marked with the bidder's name, address, bid number and item number.
9. **TESTING PROCEDURES FOR SPECIFICATIONS COMPLIANCE:** Tests may be performed on samples demonstrators submitted with the bid or on samples taken from regular shipment. In the event product tests fail to meet or exceed all conditions and requirements of the specification, the cost of the sample used and the reasonable cost of the testing shall be borne by the bidder.
10. **AMENDMENTS:** The bid cannot be altered or amended after the bid opening except as permitted by regulation.
11. **TAXES AND TRADE DISCOUNTS:** On items subject to Federal Excise Taxes a bidder MUST state the amount of tax included in prices quoted. The University is exempt from payment of such taxes and exemption certificates will be issued covering the amount of such taxes included in the bid. State "use" or "sales" taxes are NOT included in bid prices, but where required by law, will be paid by the University as an addition thereto on purchase or commodities.
12. **TYPE OF CONTRACTS:** (A) TERM contracts are for "requirements" during a definite period of time as stated but quantities shown are estimated and may vary. A Contract Award will be issued to the successful bidder. It results in a binding obligation without further action by either party. This award does not authorize shipment. Shipment against a term contract is authorized by the receipt of a "Delivery Order" from the ordering department. (B) FIRM contracts are for a fixed number of units to be delivered immediately upon receipt of award or at such time(s) and in such quantities as may have been stated in proposal. A written University Purchase Order mailed, or otherwise furnished, to the successful bidder with the time of acceptance specified in the Invitation for Bid results in a binding contract without further action by either party.
13. **DELIVERY TIME:** Bid must show number of days required to place commodity in designated location under normal conditions. Failure to state delivery time obligates bidder to complete delivery in thirty (30) calendar

days. Unrealistically short or long delivery promises may cause bid to be disregarded. Consistent failure to meet delivery promises without valid reason may cause removal from bid list. If delay is foreseen contractor shall give written notice to the University Purchasing Official. The University Purchasing Official has the right to extend delivery if reasons appear valid.

14. **DELIVERY REQUIREMENTS:** No substitutions or cancellations are permitted without written approval of the University Purchasing Official. Delivery shall be made during agency work hours only, 7:30 a.m. to 3:00 p.m., unless prior approval for other delivery has been obtained from the University. Packing memoranda shall be enclosed with each shipment. Final inspection and acceptance or rejection will be made after delivery. Items rejected because of nonconformance or damage shall be removed and replaced immediately with those which meet specifications, all at the expense of the contractor.
15. **DEFAULT:** All commodities furnished will be subject to inspection and acceptance of the University after delivery. Backorders, default in promised delivery or failure to meet specifications authorize the University Purchasing Official to cancel this contract or any portion of it and reasonably purchase commodities elsewhere and charge full increase, if any, in cost and handling to the defaulting contractor. The contractor must give written notice to the University Purchasing Official of the reason and the expected delivery date. Consistent failure to meet delivery without a valid reason may cause removal from the bidders' list or suspension of eligibility for award.
16. **VARIATION IN QUANTITY:** The University assumes no liability for commodities produced, processed or shipped in excess of the amount specified herein.
17. **UNIVERSITY PROPERTY:** Any specifications, drawings, technical information, dies, cuts, negatives, positives, data or any other commodity furnished to the contractor hereunder or in contemplation hereof or developed by the contractor for use hereunder shall remain property of the University, be kept confidential, be used only as expressly authorized and returned at the contractor's expense to the FOB point. Returned materials will be properly identified.
18. **PATENTS OR COPYRIGHTS:** The contractor agrees to indemnify and hold the University harmless from all claims, damages and costs, including attorneys' fees, arising from infringement of patents or copyrights.
19. **ASSIGNMENT:** Any contract entered into pursuant to this Invitation for Bid cannot be assigned nor the duties thereunder delegable by either party without the written consent of the other party of the contract.
20. **OTHER REMEDIES:** In addition to the remedies outlined herein the University has the right to pursue any other remedy permitted by law or in equity.
21. **LACK OF FUNDS:** The University may cancel this contract to the extent funds are no longer legally available for expenditures under this contract. Any delivered but unpaid for goods will be returned in normal condition to the contractor by the University. If the University is unable to return commodities in normal condition and there are no funds legally available to pay for the goods, the contractor may file a claim with the Arkansas Claims Commission. If the contractor has provided services and there are no longer funds legally available to pay for the services the contractor may file a claim.
22. **DISCRIMINATION:** In order to comply with the provisions of ACT 954 of 1977, relating to unfair employment practices, the bidder agrees as follows: (a) the bidder will not discriminate against any employee or applicant for employment because of race, sex, color, age, religion, handicap or national origin; (b) in all solicitations or advertisements for employees, the bidder will state that all qualified applicants will receive consideration requested by the Human Resources Commission for the purpose of determining compliance with the statute; (c) failure of the bidder to comply with the statute, the rules and regulations promulgated thereunder and this nondiscrimination clause shall be deemed a breach of contract and it may be canceled, terminated or suspended in whole or in part; (d) the bidder will include the provisions of items (a) through (d) in every subcontract so that such provisions will be binding upon such subcontractor or vendor.
23. **CONTINGENT FEE:** The bidder guarantees that he has not retained a person to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the bidder for the purpose of securing business.
24. **ANTITRUST ASSIGNMENT:** As part of the consideration for entering into any contract pursuant to this Invitation for Bid, the firm named on the front of this Invitation for Bid, acting herein by the authorized individual, its duly authorized agent, hereby assigns, sells and transfers to the State of Arkansas all rights, title and interest in and to all causes of action it may have under the antitrust laws of the United States or this state for price fixing, which causes of action have accrued prior to the date of this assignment and which relate solely to the particular goods or services purchased or produced by this state pursuant to this contract.
25. **INTEREST AND CARRYING CHARGES:** A contract may be entered into which contemplates the payment of interest and/or late charges *only when such late charges are incurred sixty (60) days after payment is due.*
26. **DISCLOSURE REQUIRED BY EXECUTIVE ORDER 98-04:** Any contract or amendment to a contract executed by an agency which exceeds \$10,000 shall require the contractor to disclose information as required under the terms of Executive Order 98-04 and the Regulation pursuant thereto. Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that

Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation or policy shall be subjected to all legal remedies available to the agency.

27. **MEDICARE EXCLUSION NOTICE:** Contractor represents and warrants that it is not excluded from participation, and is not otherwise ineligible to participate, in a "Federal health care program" as defined in 42 U.S.C § 1320a-7b(f) or in any other government payment program. In the event the Contractor is excluded from participation or becomes otherwise ineligible to participate in any such program during the Term of any resultant contract award, Contractor will notify UAMS in writing within three (3) days after such event, and upon the occurrence of such event, whether or not such notice is given to UAMS, UAMS may immediately terminate the contract upon written notice to Contractor.
28. All invoices received in the UAMS Accounts Payable Department containing insufficient information for processing shall be immediately returned to the Vendor.
29. All patient care medical equipment must be delivered to UAMS Clinical Engineering Department, Room 1M/403, prior to delivery to the requesting department. A complete set of service manuals **must** be delivered with the equipment.
30. Bidder must be an authorized distributor of the equipment. Prior to award of a contract, bidder may be required to submit a letter from the manufacturer as proof of authorization.
31. **ARKANSAS TECHNOLOGY ACCESS CLAUSE:** The Contractor expressly acknowledges that state funds may not be expended in connection with the purchase of information technology unless that system meets certain statutory requirements in accordance with State of Arkansas technology policy standards regarding accessibility by persons with visual impairments. Accordingly, the Contractor represents and warrants to UAMS that the technology provided to UAMS for procurement is capable, either by virtue of features included within the technology or because it is readily adaptable by use with other technology, of (1) providing equivalent access for effective use by both visual and non-visual means; (2) presenting information, including prompts used for interactive communications, in formats intended for non-visual use; and (3) being integrated into networks for obtaining, retrieving and disseminating information used by individuals who are not blind or visually impaired. For purposes of this paragraph, the phrase "equivalent access" means a substantially similar ability to communicate with or make use of the technology, either directly by features incorporated within the technology or by other reasonable means such as assisting devices or services which would constitute reasonable accommodations under the Americans with Disabilities Act or similar state or federal laws. Examples of methods by which equivalent access may be provided include, but are not limited to, keyboard alternatives to mouse commands and other means of navigating graphical displays and customizable display appearance. If requested the Contractor must provide a detailed plan for making this purchase accessible and/or a validation of concept demonstration.

## **PART I: GENERAL INFORMATION FOR BIDDERS**

### **1.0 INTRODUCTION**

Arkansas Telehealth Oversight Management (ATOM) representing the Arkansas Telehealth Network (ATN)

In response to the FCC Rural Health Care Pilot Program, UAMS has allied with major healthcare organizations and stakeholders, building the framework for a fully-connected, tactically-expanded and efficiently-managed statewide telehealth system. This partnership of healthcare organizations is realized through the Arkansas Telehealth Oversight and Management (ATOM) Board, with a current membership of 16 organizations and an open invitation to all others interested in improving Arkansas' telehealth resources. This proposed effort succeeded in receiving FCC funding to 1) interface the state's existing telehealth networks, 2) strategically update and expand the statewide network to improve rural access, 3) provide connectivity to the Arkansas rural healthcare providers, 4) connect to Internet2 and Arkansas Research & Education Optical Network backbone, and 5) schedule and manage the 24/7 needs of the network.

ATOM is comprised of a diverse group of Arkansas healthcare organizations operating statewide, which includes the following:

- University of Arkansas for Medical Sciences
- Arkansas Department of Health and Human Services
- Baptist Health
- Arkansas Center for Health Improvement
- Arkansas Department of Finance and Administration
- Arkansas Department of Information Systems
- Arkansas Foundation for Medical Care
- Arkansas Hospital Association
- Arkansas Office of Information Technology
- Arkansas Research & Education Optical Network
- Community Health Centers of Arkansas
- Delta Regional Authority
- Mental Health Council of Arkansas
- St. Vincent Health System
- Others as they choose to join

This partnership of healthcare organizations is realized through the Arkansas Telehealth Oversight and Management (ATOM) Board, administered by the University of Arkansas for Medical Sciences (UAMS) in alliance with Baptist Health (BH), the Arkansas Hospital Association (AHA), and the Department of Health and Human Services (DHHS). As the primary stakeholders in the

proposed statewide telehealth initiative, these organizations in concert with Arkansas' public and private non-profit healthcare organizations have amassed the collective expertise to launch the proposed ATOM effort to create a comprehensive and inclusive telehealth solution for the entire state with an emphasis on the rural Arkansas Delta. Cooperatively, ATOM Board selected UAMS to be the legal and financial entity through which this project would be proposed, implemented and managed. Leveraging the leadership of all major health care facilities in the state, ATOM will achieve its mission to optimize telehealth services in Arkansas through statewide direction and partnership.

These efforts are explained below:

**Effort 1:** Consolidate Arkansas' existing public and private non-profit telehealth networks into one statewide Arkansas Telehealth Network.

*Deliverable:* Cohesive statewide telehealth network.

**Effort 2:** Expand the Arkansas Telehealth Network to strategically enhance access to rural, underserved areas and populations of Arkansas to include a special emphasis on the Delta region.

*Deliverable:* A more comprehensive statewide telehealth network.

**Effort 3:** Unite the Arkansas Telehealth Network to Arkansas' Educational Video Network.

*Deliverable:* Interoperability between the state's educational (approximately 520 endpoints) and telehealth resources (approximately 270 endpoints).

**Effort 4:** Connect the Arkansas Telehealth Network to Internet2 and Arkansas' fiber backbone.

*Deliverable:* A fully connected statewide telehealth network with statewide access to the latest technologies and applications.

**Effort 5:** Manage and schedule the 24/7 needs of the Arkansas Telehealth Network.

*Deliverable:* A well-communicative network with ease in scheduling and troubleshooting to encourage continued and frequent telehealth use.

**Effort 6:** Evaluate the success of the proposed initiatives on a scheduled and continual basis.

*Deliverable:* Evidence of the success of the pilot program for dissemination, publishing and further replication of a model program.

The proposed Arkansas Telehealth Network will connect to Arkansas Research and Education Optical Network's (ARE-ON) dark fiber network, thus providing statewide ATOM member's access to Internet2 with the future possible availability of connection to the National LambdaRail. This expansion of the dark

fiber network is in the process of being planned and installed between the four corners of the state.

The University of Arkansas for Medical Sciences (UAMS) plans to acquire telehealth network broadband connectivity services and managed services for the Arkansas Telehealth Network. The Arkansas Telehealth Network is a collaborative effort among Arkansas Healthcare providers to ensure where a person lives in Arkansas does not affect the quality of healthcare to which they have access. Arkansas Telehealth Oversight & Management (ATOM) is governed by the ATOM Board, the ATOM Advisory Council and the ATOM Membership. This Request for Proposal (RFP) is for network connectivity services on behalf of the ATOM Board and Arkansas Telehealth Network.

**The network broadband connectivity services being requested in this RFP are an extension of the Arkansas Telehealth Oversight Management (ATOM) network connectivity funded by the FCC Rural Healthcare Pilot Program. The FCC defines broadband connectivity as...** Thus, for purposes of this report,<sup>46</sup> we update the Commission's broadband speed threshold. Specifically, **we benchmark broadband as a transmission service that actually enables an end user to download content from the Internet at 4 Mbps and to upload such content at 1 Mbps over the broadband provider's network.**<sup>47</sup> Of the many possible service characteristics that could be used for this purpose, we find this benchmark appropriate for several reasons.<sup>48</sup> First, as discussed above, section 706 requires that broadband services enable users "to originate and receive high-quality voice, data, graphics, and video telecommunications."<sup>49</sup> Our examination of overall Internet traffic patterns reveals that consumers increasingly are using their broadband connections to view high-quality video, and want to be able to do so while still using basic functions such as email and web browsing.<sup>50</sup> Indeed, we expect that it is not uncommon for more than one person to make use of a single Internet connection simultaneously, particularly in multi-member households that subscribe to a single Internet access service. The evidence shows that streaming standard definition video in near real-time consumes anywhere from 1-5 Mbps, depending on a variety of factors.<sup>51</sup> The availability of broadband connections that actually enable an end user to download content from the Internet at 4 Mbps and to upload such content at 1 Mbps over the broadband provider's network is therefore a reasonable estimate of the availability of "advanced telecommunications services" as defined by the statute...**Federal Communications Commission FCC 10-129 Released: July 20, 2010 Page 8 III. STATUS OF BROADBAND DEPLOYMENT, A. Benchmarking Broadband, 11...**

The bidder will be expected to supply services and detailed information regarding the hardware and software requirements of their proposed network connectivity. The method of award after vendor selection will be purchase of the services by UAMS through funding provided by the Federal Communication Commission Rural Health Care Pilot Program Universal Service Administrative Company (USAC). All respondents to this bid must be a registered vendor with USAC and have a Services Provider Identification Number (SPIN). All current and projected environments will be described in detail within this document.

**PRODUCT DELIVERY AND PROVISIONING OF SERVICES:** The network connectivity must begin no later than 30 days following the RFP award.

UAMS requests service within twenty to thirty (20-30) business days ARO (After Receipt of Order) for sites receiving up to 10Mbps of bandwidth.

UAMS requests service within forty-five (45) business days ARO for sites receiving greater than 10Mbps of bandwidth.

If the vendor's normal standard service delivery intervals are in excess of the above stated intervals, vendor(s) should state their normal STANDARD intervals in the vendor bid sheet response.

The vendor must work with UAMS to establish a mutually acceptable alternate customer due date if the vendor determines at the time the order is received that their stated interval cannot be met.

The vendor must provide a schedule of expedite charges (days less than standard installation interval and charges) on the bid sheet response for all services bid.

When the Arkansas Telehealth Network rollout begins, Ethernet will be the preferred delivery medium. It is understood that build-out may be required to provide Ethernet to locations that are not currently served by Ethernet. If Ethernet is not available at the time an order is issued for additional bandwidth or a new site, etc., UAMS will work with the vendor to determine if and when Ethernet may be available. If an acceptable service date cannot be met, UAMS may choose to fulfill the bandwidth requirement via Point-to-Point Protocol (PPP) access and convert to Ethernet if it becomes available for a site. If Ethernet cannot be provided and PPP does not meet the needs for a site, UAMS reserves the option to cancel the award for that site and rebid. If special construction, excess construction, aid to construction, etc., is required, UAMS will cancel the award for that site and rebid.

## **1.1 ISSUING AGENCY**

This Request for Proposal (RFP) is issued for the University of Arkansas for Medical Sciences by its Contract Services Department. The issuing department is the sole point of contact for the University of Arkansas for Medical Sciences for the selection process. *Vendor questions regarding RFP-related matters should be addressed to Suzanne Leslie, (Director of Contract Services/Purchasing Official) in the University of Arkansas for Medical Sciences Contract Services Department, (501) 686-6134, LeslieSuzanne@UAMS.edu.* During the time between the bid opening and contract award, any contact concerning this RFP will be initiated by the issuing office or requesting entity and not the vendor. Specifically, the person named above will initiate all contact.

## **1.2 CAUTIONS TO BIDDERS**

UAMS reserves the right to accept or reject in part or its entirety, any bid received as a result of this RFP if it is in the best interest of UAMS to do so.

Bids may be rejected for one or more, but not limited to, the following reasons:

- A. Failure of the bidder to adhere to one or more of the provisions established in this RFP.
- B. Failure of the bidder to submit his bid in the format specified in Section 1.4, Bid Format.
- C. Failure of the bidder to submit his bid(s) on or before the deadline established by Contract Services and stated on the bid cover sheet.
- D. Failure of the bidder to adhere to generally acceptable ethical and professional principles during the bidding and selection process.
- E. Failure to adhere to Section 1.1, Issuing Agency pertaining to contacting UAMS after bid opening.
- F. Failure of the bidder to respond to a request for oral or written demonstrations or presentations.
- G. Failure of the bidder to comply with the intent of any statement in this document which has the word "must", "should", "will", or "shall" in it.
- H. Failure of the bidder to have an authorizing officer sign the bid.

## **1.3 CONDITIONS AND TERMS OF BID**

If the bidder submits standard terms and conditions with the bid, and if any section of those terms is in conflict with the laws of the State of Arkansas, State laws shall govern. Standard terms and conditions submitted may need to be altered to adequately reflect all of the conditions of this RFP, the bidder's responses and Arkansas State law.

## **1.4 BID FORMAT**

**All paragraphs of Parts I, II, III, and IV of this RFP must be responded to by the bidder. Starting with Paragraph 1.0, bidders must address each of the requirements of this RFP by the same paragraph number sequence, stating the requirement and providing a response. Bidder responses should contain sufficient information and/or detail for UAMS to determine the**

bidder has met ALL aspects of the requirement and for UAMS to further evaluate the merit of the bidder's response. Paragraphs not needing a specific bidder statement may be responded to with the words "concur" or "acknowledge". If the bidder refers to handbooks and technical documentation as part of his response, such references must include page and paragraph information to allow UAMS to quickly locate the reference. Bidder responses containing ONLY page and paragraph references to handbooks and technical documentation will not be acceptable. If a bidder fails to respond to a paragraph, the lack of response will be interpreted as an affirmative response.

## **1.5 BID REQUIREMENTS**

Vendors must submit one (1) signed original and one (1) copy of their bid response (printed copies) and one (1) CD with bid response in Microsoft Word format.

## **1.6 TYPE OF CONTRACT**

The contract(s) resulting from this RFP will be for a firm purchase in accordance with Section 1.17, Conditions of Contract. Floating indexes such as the CPI are NOT to be used as a stated maximum.

The RFP, the bidder's proposal and any other official documents and correspondence will become part of the resultant contract.

## **1.7 PAYMENT AND INVOICE PROVISIONS**

Invoice(s) shall be mailed to the University of Arkansas for Medical Sciences and must include an itemized list of charges. All invoices must reference purchase order numbers. Payment will be made in accordance with applicable UAMS accounting procedures upon written acceptance by the University of Arkansas for Medical Sciences of services consistent with Section 3.0, Acceptance Standards. UAMS may not be invoiced in advance of delivery and acceptance of any services. Billing may begin with the date of award and must conclude no later than six (6) months from the acceptance of the final network connectivity.

## **1.8 PROPRIETARY INFORMATION**

Proprietary information submitted in response to this RFP will be processed in accordance with applicable UAMS procurement procedures as defined herein. Bids and documents pertaining to the RFP become the property of UAMS and shall be open to public inspection subsequent to bid opening. **Any proprietary information must be identified and sealed separately within proposal [include with Original and copies].**

**Note of caution:** Do not attempt to mark the entire proposal as "proprietary". Do not submit letterhead or similarly customized paper within the proposal to reference the page(s) as "Confidential" unless the information is sealed separately and identified as proprietary. Acceptable proprietary items may include references, resumes, financials or system/software/hardware manuals. Cost cannot be considered as proprietary.

## **1.9 RESERVATION**

This RFP does not commit the University of Arkansas for Medical Sciences to award a contract, to pay costs incurred in the preparation of a bid in response to this request or to procure or contract for services or supplies. The University of Arkansas for Medical Sciences reserves the right to accept or reject (in its entirety) any bid received as a result of the RFP if it is in the best interest of the University to do so.

## **1.10 PRE-BID CONFERENCE AND LETTER OF INTENT TO BID FROM VENDORS**

A non-mandatory, pre-bid conference for prospective bidders may be scheduled. The time and place will be posted on [www.arktelehealth.org](http://www.arktelehealth.org) and [www.cdh.uams.edu](http://www.cdh.uams.edu). *All questions should be directed to Suzanne Leslie, (Director of Contract Services/Purchasing Official) in the University of Arkansas for Medical Sciences Contract Services Department, by phone at (501) 686-6134 or by email at LeslieSuzanne@UAMS.edu.*

Vendors planning to submit a bid as a result of this RFP are requested to complete and submit the Letter of Intent to Bid Form on or before the date indicated in Section 1.30, Schedule of Events. Bidders' not submitting letters of intent to bid are advised they may not receive subsequent information relating to this specific bid. All subsequent information will be on file with Contract Services and available for vendor review. Letters of intent must contain the vendor's SPIN number.

## **1.11 CLARIFICATION OF RFP AND QUESTIONS**

If additional information is necessary to enable bidders to better interpret the information contained in the RFP, written questions will be accepted until the close of business on the date indicated in Section 1.30, Schedule of Events.

Written responses to questions will be consolidated and posted to [www.arktelehealth.org](http://www.arktelehealth.org) and [www.cdh.uams.edu](http://www.cdh.uams.edu).

## **1.12 ORAL AND/OR WRITTEN PRESENTATIONS/DEMONSTRATIONS**

In the event UAMS deems it necessary to have the vendor further explain or demonstrate the functions of the proposed services commodity, the vendor shall make oral and/or written presentations to comply with the requirement. UAMS will schedule the time and location of each presentation. All presentations are subject to be recorded.

The bid evaluation committee chairman will schedule the time for each demonstration/meeting.

Demonstration sites shall be located within the continental United States and will be coordinated with vendor personnel. All expenses associated with any demonstration, except travel, meals, and lodging for UAMS personnel, will be borne by the vendor. Vendor refusal to honor the request for oral presentation or inability of vendor to provide an acceptable demonstration site will result in rejection of the bid.

## **1.13 PRIME CONTRACTOR RESPONSIBILITY**

Vendors may bid the total network project in whole or in parts. The cost of the parts will be combined to determine total cost of service. The bid will be awarded based on Network Support Services; Vendor History and Past Performance; and Cost as detailed in Criteria for Selection, Part IV.

Vendor(s) must be the prime contractor for the bid services and resulting contract. The selected vendor will be required to assume responsibility for the services provided as described in the mandatory requirements and will be the sole point of contact for services and support.

Vendor(s) must assign a Service/Project Manager responsible for all aspects of the contract and vendor performance. The Service/Project Manager must act as the central point for advanced escalations for all issues.

Vendor(s) must provide with their bid response the process that is required by UAMS to obtain rebates, service outage credits, etc. in the event that the network connectivity service does not meet UAMS or Arkansas Telehealth Network objectives.

## 1.14 BID OPENING DATE AND LOCATION

To be considered, bids must be received prior to the time and date specified on the Invitation for Bid sheet at the following address:

### **If 1<sup>st</sup> Class Mailed:**

Suzanne Leslie  
Contract Services - # 762  
University of Arkansas Medical Sciences  
4301 West Markham Street  
Little Rock, Arkansas 72205

### **If Delivered or Express Mailed:**

Suzanne Leslie  
Contract Services  
UAMS Distribution Center  
Room 236  
800 Cottage Drive  
Little Rock, AR 72205

The RFP's will be opened publicly, but only the names of bidders will be announced at that time. The proposal documents, including cost and any other information subject to committee evaluation, WILL NOT be revealed for inspection at this time. Proposals will be reviewed for compliance with mandatory requirements, authorized signatures, etc., and then forwarded to the Evaluation Committee. Proposals and resultant scoring will become available for review upon Committee recommendation of the apparent successful bidder(s).

## 1.15 CONTRACT INFORMATION

Vendors should note the following regarding UAMS's contracting authority and amend any documents accordingly. Failure to conform to these standards may result in rejection of bid.

### A. UAMS may not contract with another party:

1. To contract for a period of time which continues past the end of a fiscal year unless the contract allows cancellation by the University of Arkansas for Medical Sciences upon thirty (30) days written notice whenever there are no funded appropriations for the services.
2. To pay any penalties or charges, which in fact are penalties for any reason.
3. To indemnify and defend that party for any liability and damages. However, the University of Arkansas for Medical Sciences may agree to hold the other party harmless from any loss or claim resulting directly from and attributable to the University's use and reimburse that party for the loss caused solely by the University's use This is the only form of indemnification to which the University of Arkansas for Medical Sciences can agree.

4. Upon default, to pay all sums to become due under a contract.
  5. To pay damages, legal expenses or other costs and expenses of any party.
  6. To conduct litigation in a place other than Pulaski County, Arkansas.
  7. To agree to any provision of a contract which violates the laws and constitution of State of Arkansas.
- B. A party wishing to contract with the University of Arkansas for Medical Sciences must:
1. Remove any language from its contract which grants to it any remedies other than:
    - a. The right to possession.
    - b. The right to accrued payment.
    - c. The right to expenses of de-installation.
    - d. The right to recover only amounts due at the time of repossession and any unamortized non-recurring cost as allowed by Arkansas Law.
  2. Include in its contract that the laws of the State of Arkansas govern the contract.
  3. Acknowledge in its contract that contracts become effective when awarded by the University of Arkansas for Medical Sciences.
  4. In the event that the anticipated term of this contract extends beyond the current biennial period, the contract will be terminable on the part of UAMS, without cause, at the end of the current biennial period. However, UAMS may agree to continue the contract but in no case will any renewal, automatic or otherwise, cause the contract to continue beyond the biennial period for which the contract is renewed. Any services or products on contract accepted by UAMS must be paid for, but this does not obligate UAMS to continue the contract beyond the end of a biennial period.

## **1.16 DEFINITION OF TERMS**

The University of Arkansas for Medical Sciences Contract Services Department has made every effort to use industry-accepted terminology in this RFP and will attempt to further clarify any point or item in question as indicated in Clarification of RFP and Questions, Section 1.11. The words "bidder" and "vendor" are used synonymously in this document.

## **1.17 CONDITIONS OF CONTRACT**

The successful bidder shall at all times observe and comply with federal and state laws, local laws, ordinances, orders, and regulations existing at the time of or enacted subsequent to the execution of this contract which in any manner affect the completion of the work. The successful bidder and surety shall indemnify and save harmless UAMS and all its officers, representatives, agents, and employees against any claim or liability arising from or based upon the violation of any such law, ordinance, regulation, order or decree by an employee, representative, or subcontractor of the successful bidder.

### **MEDICARE EXCLUSION NOTICE**

Contractor represents and warrants that it is not excluded from participation, and is not otherwise ineligible to participate, in a "Federal health care program" as defined in 42 U.S.C § 1320a-7b(f) or in any other government payment program. In the event the Contractor is excluded from participation, or becomes otherwise ineligible to participate in any such program during the Term of any resultant contract award, Contractor will notify UAMS in writing within three (3) days after such event, and upon the occurrence of such event, whether or not such notice is given to UAMS, UAMS may immediately terminate the contract upon written notice to Contractor.

### **DISCRIMINATION AND MINORITY POLICY**

In the event a contract is entered into pursuant to the RFP, the bidder shall not discriminate against any qualified employee or qualified applicant for employment because of race, sex, color, creed, national origin or ancestry. The bidder must include in any and all subcontracts a provision similar to the proceeding.

It is the policy of UAMS that minority business enterprises shall have the maximum opportunity to participate in UAMS contract services process. Therefore, UAMS encourages all minority business to compete for, win and receive contracts for goods and services.

## **1.18 SAMPLE CONTRACTS**

All bidders are requested to supply a sample of their standard contract(s) with their bid. If any portion of a vendor's contract terms and conditions are in conflict with the laws of the State of Arkansas, those Arkansas laws shall govern. Any terms and conditions submitted by the vendor must reflect all the conditions of the RFP and bidder's response.

## **1.19 STATEMENT OF LIABILITY**

UAMS Contract Services will demonstrate reasonable care but shall not be liable in the event of loss, destruction, or theft of contractor-owned items or technical literature to be delivered or to be used in the installation of deliverables. The

vendor is required to retain total liability for items and technical literature until the deliverables have been accepted by UAMS in accordance with the acceptance standards outlined in Acceptance Standards, Section 3.0. At no time will UAMS be responsible or accept liability for any vendor-owned items.

#### **1.20 AWARD RESPONSIBILITY**

The Purchasing Official of the University of Arkansas for Medical Sciences will be responsible for award and administration of any resulting contract(s).

#### **1.21 EVALUATION CRITERIA**

The selection process will be based on a pre-determined methodology and set of evaluation criteria. The evaluation criteria will reflect the objectives and criteria described in Evaluation Criteria, Section 4.1.

#### **1.22 EVALUATION AND SELECTION PROCESS**

Persons from the University of Arkansas for Medical Sciences and ATOM will form the selection committee for this RFP. The recommendations for award of this contract shall be made to the University of Arkansas for Medical Sciences' Contract Services.

#### **1.23 PUBLICITY**

News release(s) by a vendor pertaining to this RFP or any portion of the project shall not be made without prior written approval of the University of Arkansas for Medical Sciences. Failure to comply with this requirement is deemed to be a valid reason for disqualification of the vendor's bid. The University of Arkansas for Medical Sciences will not initiate any publicity relating to this procurement action before the contract award is completed.

#### **1.24 CERTIFICATION**

The vendor must certify that:

- A. The vendor is responsible for reporting any of the following issues to the ATOM Project Manager or designee should they occur.

**Table 1: Reportable Issues**

Issue	FCC Order 07-198 Reference
If applicable, participants must identify any consultants, vendors, or any other outside experts, whether paid or unpaid, who aided in the preparation of the original application submitted to the FCC in May 2007.	A) Paragraph 104 B) Also see Sec. 2.2.6, p. 19, of the Administrative Process PDF located under Documents in SharePoint.
Participants must identify parties that helped prepare the scoping docs/RFP.	Based upon Footnote 281. Any vendor or service provider assisting with the 465 process (which includes the scoping docs/RFP) is prohibited from bidding on services; hence, contacts must identify relevant vendors/service providers.
Any significant change in scope of project.	Paragraph 80 states that participants shall follow the network design outlined in their applications. Nevertheless, participants may find it necessary or desirable to modify the network design plans in the initial application. Also, there are de minimis concerns per Paragraph 50.
Participants must confirm that no entity will receive funds for <i>same services</i> in the Rural Health Care Pilot Project; existing universal service programs; or from other federally funded programs, federal grants, awards, or loans.	Paragraph 123

- B. Any costs not identified within the proposal and subsequently incurred by UAMS to accomplish the requirements of the bid must be borne by the vendor.

## **1.25 VENDOR REFERENCES**

- A. Supply, with the bid, at least three (3) reference accounts from within the United States (including persons to contact, Email addresses and telephone numbers), with at least one reference from the healthcare field. The reference accounts must have received services of a similar configuration as proposed under this RFP. Must provide references that have utilized vendor's network connectivity services and implemented the proposed network connectivity. The network connectivity must have been in place for at least ninety (90) days
- B. Vendors must provide one (1) copy of their most recent audited financial statement, and those vendors which are privately held must provide three (3) financial references.
- C. Please provide general client information to include the current number of supported healthcare clients, size of the largest installed healthcare client, number of healthcare clients currently utilizing your proposed network connectivity services, and number of healthcare clients with signed contracts awaiting network connectivity services.
- D. UAMS reserves the right to request or obtain additional information.

## **1.26 MULTIPLE BIDS**

Multiple and joint bids may be submitted by vendors. However, each bid must be complete in every respect and must be clearly and uniquely identified as such, except that only two copies of common reference material and technical documentation are required for multiple bids. In the case of a joint or multiple bids, a vendor must be identified as a prime contractor and sole point of contact.

## **1.27 WARRANTY**

Not Applicable.

## **1.28 COST**

The quoted cost for each item bid must be provided on the Official Bid Price Sheet found in Attachment E. Quoted cost must be valid for ninety (90) days following bid opening and shall be included in the costing evaluation. Official Bid Price Sheet may be reproduced as needed and must include the following items:

- A. Purchase price per unit and extended quantity price for each service item bid, as applicable.
- B. Project management costs.

- C. Documentation costs, if any.
- D. Any charge for service modifications.
- E. Any other charges defined for which UAMS will be invoiced by the vendor.
- F. For each item listed on the cost sheet, indicate whether the item is billed as a fixed amount for the service or if item is billed at an hourly rate.
- G. Vendor should list specific rates to be charged for any work performed outside the bounds of this contract,
- H. Vendor should include all expenses incurred that will be billed to UAMS for work performed on-site at UAMS, on-site at a potential ATOM location, and all expenses incurred at vendor offices that will be billed to UAMS.
- I. Travel costs are not allowed.
- J. Training costs are not allowed.
- K. Shipping charges are not allowed.

UAMS will not be obligated to pay any costs not identified on the Official Bid Price Sheet.

**NOTE:** Any cost not identified by the bidder but subsequently incurred in order to achieve successful operation of the system will be borne by the bidder.

**Cancellation:** In the event UAMS or ATOM no longer needs the network connectivity service specified in the contract or purchase order due to program changes, changes in laws, UAMS rules or regulations, relocation or closure of sites, or lack of appropriated funding, UAMS may cancel the contract(s) or purchase order(s) by giving the contractor(s) written notice of such cancellation thirty (30) days prior to the date of cancellation without penalty for cancellation.

## **1.29 CURRENT ENVIRONMENT**

The mission of the University of Arkansas for Medical Sciences is to provide patient centered, cost-effective care through a healthcare system enriched by and committed to education and research.

## A. STATE OF ARKANSAS NETWORK

The State of Arkansas Network provides wide area network (WAN) connections for State agencies, boards and commissions. This includes higher education, public (K-12) education, rural health, public libraries but can serve any public entity. The bulk of the connections are frame relay or Asynchronous Transfer Mode (ATM). These technologies provide frame relay or ATM service from the Service Provider's core switch to the customer premise and ATM from the Service Provider core switch into the State Network - emulating a point to point connection from customer site through the State Network. For sites needing less bandwidth and lower priority for data only services on the State Network, DSL has been used to connect the customer premise to the State Network.

The 155Mbps ATM OC3 "Backbone" connections from the Service Provider core switch to the State Network consolidate many customer connections into one physical, many logical connections to the State Network. Several larger user locations are OC3 (or fractional OC3) connected to the State Network. To overcome single points of failure, the State Network has implemented a distributed network infrastructure that has moved most of the network connections out of the main data center building into one of four outside "hub" locations. These hub locations provide routing services and are all interconnected permitting most customer traffic to route around a single point of failure on the State backbone. In cases where a single T1 is not sufficient for a customer's needs but a full or partial OC3 is cost prohibitive, the State Network can accommodate these customers with multiple T1 connections. In the situation where two to four T1's are suitable, Inverse Multiplexing over ATM (IMA) has been used. This technology provides multiple ATM T1's to the customer premise, these are bound together at the customer router and at the Service Provider's switch then passed on to the State Network as a single logical sized according to the number of T1's. There are over 2000 customer locations connected to the State Network utilizing various methods of transport.

The State Network has three geographically-diverse Internet "Points of Presence" (PoPs) in Little Rock, Fayetteville and Pine Bluff, one for each LATA. These three PoPs provide Internet static load balancing and Internet content filtering service. In the event that the traffic on one of these connections to an Internet Service Provider is disrupted, Internet traffic is re-routed to one of the other PoPs. The re-routing of traffic is automatic and transparent.

The State video network, or "VNet", is comprised of six Polycom MGC bridges that are distributed across UAMS in four separate regions and located in four central office facilities, enterprise conference scheduling, core video network routing, and a core video network backbone (video logical connections or UAMS data backbone). With few exceptions VNet traffic is transported over UAMS data network, both backbone and end user, carving out a portion of the bandwidth only when each video conference is in session. The video network runs

approximately 20,000 conference hours per month from 520 connected end point systems.

## B. UAMS NETWORK

### *UAMS Infrastructure Core*

The UAMS network consists of 10,000+ devices in approximately 45 buildings both on and off campus serving 9000+ employees state wide. The network at UAMS has expanded to encompass almost every function of the hospital including online X-rays, cafeteria cash registers, security door locks, clinical laboratory equipment, patient records, drug dispensers, patient sterile supply, patient records, robot bone drillers, and black-light fluoroscopic slide readers.

Brocade FastIron routers comprise the all-Gigabit Ethernet core of the UAMS network. The high-performance, non-blocking architecture of the Brocade FastIron routers provide low latency, high availability, and has proven to be a most reliable network resource. Redundant power supplies and management modules offer consistent, dependable network services.

UAMS' network is designed into IP subnets consisting of no greater than 2,048 devices per subnet. This is to manage broadcast traffic as well as simplify network troubleshooting in the event of problems.

### *UAMS Video Conference Network*

UAMS' video conference network consists of approximately 30 T1 connections, 1 OC3 located at UAMS. Each non-UAMS location uses a Cisco 2800 router to connect the T1 to their LAN and/or Video Conference network. These connections all communicate via H.323 IP protocol. UAMS has approximately 10 remote locations utilizing H.320 to accommodate these sites. UAMS has a virtual H.320 line connecting back to AT&T. UAMS utilizes the OC3 connection to share content with the Arkansas Department of Health Hospital BioPreparedness and Local Health unit networks and enable seamless, cross-network video conferencing.

The UAMS Video Conferences are hosted with 4 Tandberg Codian 4520 Multipoint Control Units (MCU) each capable of hosting 40 simultaneous connections. UAMS also uses Polycom Pathnavigator allowing H.323 and e.164 alias dialing. UAMS is utilizing the Tandberg Management Suite (TMS) to monitor and manage video conferencing equipment at each location and schedule conferences. Tandberg's Border Controller and Gatekeeper appliances are used to facilitate calls from inside the UAMS Video network to outside video resources and are fully integrated with TMS and the Codian 4520 MCUs.

### C. BAPTIST HEALTH WIDE AREA NETWORK

Baptist Health's Wide Area Network (WAN) primarily consists of dedicated point-to-point T1/DS1, DS3, and Ethernet services up to a Gigabit. The bulk of these dedicated services extend from BHMC-LR in a hub-and-spoke (star) configuration. That is, most of these circuits collapse into a centralized infrastructure at BHMC-LR. Aside from these dedicated services, Baptist Health also has several remote access platforms to meet the needs of teleworkers and smaller, remote clinics/facilities. This access is typically delivered with DSL/Cable and an Internet portal; however, there continues to be several specialized cases where sufficient Internet Access is still not available. Dedicated ISDN is utilized to access Baptist Health in those cases.

In particular, there are presently 57 T1s/DS1s, 2 point-to-point DS3s, 4 gigabit & 2 half-gigabit access links, and multiple DSL, ISDN, Cable and Flat Business Lines. The bulk of the connectivity extends across 8 hospitals and support facilities that are located in Little Rock, North Little Rock, Heber Springs, Stuttgart and Arkadelphia. There are presently 22 Therapy Centers and 35 Family Practice Clinics spread across the state, most of which utilize DSL to gain access to their respective systems.

Current Internet connectivity is provided via a dedicated Ethernet connection that is rate-limited to 20 Mbps. Several devices including redundant firewalls, redundant caching devices, content filtering devices, anti-spam systems and routers are used to provide this Internet connectivity. Network services that are provided through this connection include BH enterprise web access, BH enterprise email, BH VPN remote connectivity and other critical services.

### D. ARKANSAS DEPARTMENT OF HEALTH NETWORK

The ADH network connects all ADH Local Health Units, Regional offices, In-Home Services offices and some part-time offices for data services. There are 125 sites in this Wide Area Network, 40 of which have video conferencing facilities. These video conference units are placed so that no one in UAMS would have to drive more than 30 minutes to reach an ADH video conference site. This allows the conference to provide training and meeting facilities for the Health Department employees in all 75 counties.

The Department of Health also maintains the Hospital BioPreparedness Network. The ADH Emergency Operation Center (EOC) participates in this network. The Hospital BioPreparedness network and the ADH network have been designed so that they can share the video conference facilities but not share the data side of the network. Through connections to DIS the ADH Emergency Operations Center is able to connect with Arkansas Department Emergency Management (ADEM). There are plans to add UAMS Police and the Governor's office to this Emergency Preparedness network. In January 2008 ADH upgraded its video conference

facilities to allow for 3000 end points and 100 simultaneous conferences. To provide flexible scheduling, users of the ADH/Hospital Video Conference network are able to have both scheduled conferences and ad-hoc conferences.

The ADH networks are able to share content with both the Arkansas State Network and UAMS video networks. This allows UAMS Telemedicine offerings to be provided to Local Health Units or hospitals connected to the ADH networks.

#### E. ARE-ON

The Arkansas Research and Education Optical Network (ARE-ON) provides network connectivity to 10 of the 11 four year public universities in Arkansas and the UA Division of Agriculture. ARE-ON provides these institutions with access to Internet2, National Lambda Rail, Louisiana Optical Network Initiative (LONI), OneNet, Great Plains Network (GPN), and the Texas Lonestar Education and Research Network (LEARN) and provides commodity Internet access. ARE-ON fans out from North Little Rock to Memphis, Dallas, Tulsa, Fayetteville, Jonesboro and Monroe (Louisiana).

The ARE-ON backbone consists of Layer 2 and 3 MPLS services on top of Dense Wave Division Multiplexing (DWDM) optical transport equipment operating on over 1500 sheath miles of dark fiber. ARE-ON lights 10G DWDM waves between ARE-ON MPLS backbone routers. Each ARE-ON member institution receives DWDM waves back to two ARE-ON backbone routers. The ARE-ON backbone leverages MPLS fast reroute, multiple long haul fiber optic rings, and physically diverse fiber routes to meet the network reliability requirements of our members. ARE-ON buys Internet transit service from multiple global Internet service providers.

**ARE-ON also offers IPv6 unicast transit service, IPv4 multicast transit service, MPLS L2VPN, and MPLS L3VPN services.**

### 1.30 SCHEDULE OF EVENTS

RFP - Initial Posting/Release Date	<b>August 24, 2011</b>
Letter of Intent and Questions due	<b>September 8, 2011</b>
UAMS Response to Questions due	<b>September 23, 2011</b>
Proposal Delivery to UAMS - 2 pm deadline	<b>October 21, 2011</b>
Proposals opened	<b>October 21, 2011</b>
Recommendation for Award	<b>November 21, 2011</b>
Contract Finalized	<b>December 21, 2011</b>

Services must begin within thirty (30) days after effective contract date.

### 1.31 UNIVERSAL SERVICE ADMINISTRATIVE COMPANY (USAC) REQUIREMENTS

The connectivity services requested in this RFP will be funded with FCC Universal Service Administrative Company (USAC) Rural Health Care Pilot Program funding; consequently, the respondent must be registered as a telecom provider for participation in the USAC Program. The Respondent must provide their USAC Service Provider Identification Number (SPIN) with their bid response.

USAC SPIN # \_\_\_\_\_

The Respondent can reference ATOM Universal Service Administrative Company (USAC) Rural Health Care Pilot Program Service Bid Requests at the following web site:

<http://www.usac.org/rhc/service-providers/step02/default.aspx>

Specific site connectivity bid requests are found at the Universal Service Administrative Company website as submitted USAC Rural Health Care Pilot Form 465 (Description of Services Requested and Certification form) for Funding Year 2011 (7/1/2011 – 6/30/2012).

## **PART II: SERVICE REQUIREMENTS**

## 2.0 NETWORK CONNECTIVITY CONCEPT

The University of Arkansas for Medical Sciences, in conjunction with ATOM's Arkansas Telehealth Network, seeks to obtain services to establish broadband network connectivity to one hundred thirty-five (135) rural healthcare sites in seventy-five (75) counties within the FCC Rural Health Care Pilot guidelines.

Provide a minimum 1.5 megabits of broadband access, broadband service to rural healthcare sites, compatible with MPLS technology and protocols.

The main objective for expanding the Arkansas Telehealth Network is to build a broadband network to achieve the following goals/benefits:

- A. Provide rural Arkansas communities with access to specialized medical care
- B. Physician provider to physician provider consults
- C. Physician provider to patient follow-up
- D. Emergency room to specialty clinician consult
- E. Provide rural Arkansas Health Care Providers and clinics with access to partner Health Care Providers
- F. Sharing of patient records
- G. Access to Electronic Medical Records
- H. PACs transmission and storage (Radiology, Cardiology, etc.)
- I. Provide Continuing and Public education by distance learning technology
- J. Continuing Medical Education, both for credit hours and not for credit
- K. Provide a broadband network that promotes collaboration and free enterprise by provisioning:
  - 1. Any site can video conference with any site via direct IP or alias dialing
  - 2. Any site can host and schedule a multi-site conference via a centralized video conference bridge/MCU
  - 3. Any site can get services from any site for video conference consults or data sharing (EMR, PACs, etc.)

The broadband network connectivity must meet current broadband and/or networking services provided to other Arkansas state agencies, specifically in the cities defined in Attachment C (Community Anchor Institutions list), and make recommendations best suited to each city and/or hub region. The recommended, per site networking solution must accommodate at a minimum 2 simultaneous video conferences plus transmission of 1 PACs image (store and send) during these 2 conferences. A single PACs image can range in size from 5mb to 25mb. It is anticipated that multiple technologies may be used – i.e. MPLS, T1 lines, T3 lines, Business DSL, wireless, lighted fiber, dark fiber, etc.

The Arkansas Telehealth Network places a strong emphasis on providing multiple options for new bandwidth technologies to achieve a secure network which is open to all participating organizations. A minimum of 1.5 megabits of

bandwidth is required with the ability to increase capacity of the Ethernet connection at both ends of a participant's site.

Vendor should take into consideration that the Arkansas Department of Higher Education (ADHE) is building a fiber optic network, ARE-ON ([Attachment D](#)), as well as the recently designed Arkansas Telehealth Network (ATHN). Where feasible, site connections should be made with the ARE-ON or Arkansas Telehealth Network to minimize connection distances.

Vendor should also take into consideration that the Arkansas Department of Information Systems is replacing the State's private ATM and Frame Relay network with a next generation network with Multi-Protocol Label Switching (MPLS) core and backbone. Where feasible, site connections should be made compatible with State of Arkansas technologies.

Vendor network connectivity services and managed services shall be compliant with HIPAA Privacy and Security rules and regulations.

Vendor shall provide managed services for connectivity to end user sites and hub locations. Describe the proposed managed services.

Vendor shall provide routers as required for broadband connectivity to end user sites and hub locations.

Vendor is responsible for restoration of service after catastrophic events such as fires, storms, earthquakes, or accidental damages on an around-the-clock basis, 24 hours a day/ 7 days a week.

Vendor shall accept trouble reports from UAMS or UAMS designee(s) in conjunction with services being provided under this RFP. This service shall be provided at no additional charge.

Additional Vendor Service Level Agreement specifications are detail in Support Requirements, Section 2.9.

See [Attachment C](#) for complete list of proposed sites.

## **2.1 VENDOR BACKGROUND, EXPERIENCE & MARKETPLACE HISTORY**

Vendor must provide company, client, and employee profile information relevant to the Arkansas marketplace to include the following items:

- A. Number of years in Wide Area Network connectivity business.
- B. Describe WAN implementation experience in detail.

- C. Provide number of year's vendor has provided Network connectivity support services for Healthcare.
- D. Describe Network connectivity Services and experience for both data and video networks in detail.
- E. Provide number of year's vendor has provided Network connectivity support services for Video Conferencing.
- F. Provide number of years vendor has experience in wide area Network connectivity and Video Conference network connectivity within Arkansas.
- G. Provide total number of employees.
- H. Provide average years of experience of employees.
- I. Provide number of employees with Network connectivity, Healthcare, and Video Conference network connectivity experience.
- J. Provide average years of experience of employees with Network connectivity, Healthcare, and Video Conference network connectivity experience.
- K. Provide number of employees in Arkansas with Network connectivity, Healthcare, and Video Conference network connectivity experience.
- L. Provide number of current healthcare clients for which vendor is providing network connectivity services.
- M. Provide number of large scale projects utilizing multiple telecommunications providers.
- N. List any clients where system support services are provided that are in an academic/teaching hospital environment similar to UAMS.
- O. Describe your company's strategy to support new technologies.
- P. Describe your company's experience with providing WAN network connectivity services where 250+ remote locations were being connected. Include types of connectivity utilized – point-to-point T1, T3, or OC3; MPLS; Wireless; Internet; etc. Highlight any such services that were in the Healthcare industry.

Describe a video network connectivity project your company has created and implemented that involved multiple telecommunications vendors and/or services to create the wide area network. Description should include the number of telecommunications providers as well as the different types of services leased plus the services supplied over the WAN (i.e. data, video, internet).

## **2.2 MANAGEMENT SUPPORT**

Vendor must provide weekly written status reports to ATOM Project Manager or designee to include current accomplishments, objectives for next period, any systems/project issues with recommendations for resolution, status of current projects quantifying time worked, steps completed, items needing completion and expected completion date.

Vendor Project Manager must meet with ATOM Project Manager or designee on a weekly basis to plan project assignments, schedules, and review status updates. This meeting should also include planning and prioritizing for upcoming installations.

Vendor must be available for conference calls with ATOM Board and ATOM Advisory Council as requested by ATOM Project Manager or designee or Assistant Project Manager.

Vendor must describe in detail their proposed Project Management Plan and Processes for managing the ATOM Network Connectivity Services being proposed.

## **2.3 STAFFING**

UAMS reserves the right to reject all vendor staff assigned to this contract based on quality/quantity of work produced, work ethic, experience and suitability for assignment to project.

Vendor must provide either actual resumes, or actual resumes excluding names, for vendor employees who are potential candidates for assignment to the UAMS / ATOM contract indicating their type of position, skill levels, experience levels, and education.

If awarded, vendor shall not solicit for employment any UAMS employee during the term of the project or for one year after project completion without the written consent of employee's UAMS supervisor.

## 2.4 SYSTEM REQUIREMENTS

The following specifications and requirements listed herein are minimum requirements. In general, the bidder shall offer managed services that will operate in the UAMS environment as described under Current Environment, Section 1.29. The managed services must offer a mechanism for UAMS to view information, in real-time, about each remote site and each hub. Information required includes, but is not limited to, circuit is operational, circuit utilization, router is operational, standard statistics collection reports, etc.

This project consists of providing connectivity for the purpose of video and data telecommunications (Interactive Video, Telemedicine, Video Conferencing, Distance Learning, Digital Data Transmission) for FCC-funded Arkansas Telehealth Network facilities. Specifically, this is connectivity between any of 10 Arkansas Telehealth Network main hub sites (aggregation locations) and 135 rural, remote Community Anchor Institution sites. Connectivity is to be no less than a T1 (1.5 Mbps). The main hub sites (aggregation locations) are located throughout the state. These hub sites are:

- Fayetteville, Fort Smith - 526 LATA
- Mountain Home, Little Rock, North Little Rock, Jonesboro, Forrest City, Hope - 528 LATA
- Pine Bluff, Monticello - 530 LATA

A high level view of the Arkansas Telehealth Network Hub Sites is referenced in Attachment B. Detailed sites are referenced in Attachment D.

The 135 FCC-funded Community Anchor Institutions sites, all located within Arkansas, are listed in Attachment C. The primary hub to be connected to each remote site is also referenced within Attachment C. In addition to this primary connection, there shall be a second, geographically separate, fully redundant connection from each remote site to a second Arkansas Telehealth Network hub site. This second site is not specified in this RFP but rather is left to the provider to choose.

Presently not all of the sites listed are interconnected. However, between 2011 and 2013 all sites will be brought online and linked together via Arkansas Research and Education Optical Network (ARE-ON), a statewide backbone data communications network.

This project's scope is to connect each of the 135 sites to one of the 10 hub sites and provide a secondary hub connection for load balancing and/or failover if the primary hub is not operational. The scope does not include connection to the ARE-ON back-bone. Connection to the ARE-ON back-bone will be accomplished through an additional RFP.

It is anticipated that there will be a need for a service provider to have their network and transport hardware co-located within these ARE-ON fiber huts. There will be one (1) shared 23" wide 7' tall rack for ALL service providers. Space must be coordinated and approved by UAMS prior to installation. Vendor must provide minimum rack units for proposed and preferred solutions. All service provider equipment shall be DC powered. AC powered equipment will not be allowed. All ATN facilities (hub/huts) will supply -48 VDC, dual A & B feeds, as well as ground lead. Service provider shall specify minimum power requirements prior to issue of contract. Due to space limitations, service providers will not be allowed to install their own power systems in the fiber huts.

In addition to this dual-redundant connectivity, each circuit shall have a capacity sufficient to keep the network fully functional in the event one of the hub circuits should fail. The hub's remote connectivity should be burstable as necessary to keep all Community Anchor Institution sites functional in the event of a network failure. Service providers must propose an isolated (private cloud) Multi-Protocol Label Switching (MPLS) solution so that the TCP/IP routing table is only populated with ATN routes.

A Service Level Agreement is required, and the service provider shall provide 100% network management of all network services, perform moves/adds/changes, network troubleshooting, and network provisioning as necessary, support software maintenance and upgrades, and provide security management, both hardware and/or software related.

There must be a web portal designed for creating trouble tickets, monitoring trouble resolution status, and generating usage reports.

There must be the capability to allow SNMP read access on the local customer and ATN hub routers.

The service providers submitting bids must comply with the following:

- A. Routers must be provided and managed at each and all Community Anchor Institution sites and designated ATN Hub sites in Attachment C.
- B. All routers must be capable of the following concurrently:
  1. Able to accept, advertise, and maintain an IPv4 routing table of 30,000 routes with dynamic updates using the Border Gateway Protocol (BGP).
  2. Able to accept, advertise, and maintain an IPv6 routing table of 10,000 routes with dynamic updates using the Border Gateway Protocol (BGP).

3. Able to accept, advertise, and maintain an IPv4 multicast routing table of 10,000 routes with dynamic updates using the Multicast Source Discovery Protocol (MSDP).
4. Able to accept, advertise, and maintain an IPv6 multicast routing table of 5,000 routes with dynamic updates using the Multicast Source Discovery Protocol (MSDP).
5. Be capable of running the Protocol Independent Multicast (PIM) protocol in a SPARSE configuration allowing TCP/IP multicast connectivity ingress and egress to both the local customer and ATN Hub routers.
6. ATOM will define Class of Service (CoS) priority Video, Voice, and Data for ingress and egress traffic. Service providers submitting bids must accept and maintain priority across their entire solution.
7. Be able to define a gateway of last resort (default route).
8. Provide layer 2 VPN point to point transport between the customer and the ATN hub routers (L2VPN, I2circuit, 802.1q VLAN's, etc.).
9. Routers must accept all IPv4 and IPv6 BGP route advertisements from the ATN hub routers and the customer owned local routers. This will not exceed the requirements of items a, b, c and d.
10. Routers provided by the service provider must connect to the ATN hub routers using two 1 gigabit Ethernet connections over category 6 cabling running in a full duplex configuration. These connections must be capable of LAG (IEEE 802.1AX) utilizing LACP or BGP multipath load sharing.
11. The routers provided by the service provider must connect to the customer-owned local routers using 10/100/1000 Ethernet over category 6 cabling running in a full duplex configuration or be able to utilize a small form-factor plug (SFP) for multi-mode or single-mode fiber optic connectivity.

## **2.5 REQUIREMENTS FOR COMMUNITY ANCHOR INSTITUTION SITE ACCESS**

- A. The vendor may bid individual aggregated groups or all aggregated groups within Arkansas Telehealth Network. See Attachment D for aggregation locations.
- B. Vendors must bid Ethernet access to every site address.
- C. The price bid for port and transport must include the cost for any feature required to activate service to the end site at the bandwidth shown, including

Committed Information Rate (CIR). The CIR must be for the full bandwidth of the speeds bid, and the class of service bid should be Quality of Service (QoS) which is suitable for video and telehealth applications.

- D. Preference for end user site access is Ethernet. UAMS understands that Ethernet may not be available at every site address.
- E. PPP may be bid if it is the only solution available for a given location. Provider must explain why it is the only available option. What are the infrastructure deficiencies in the area dictating this?
- F. If the vendor cannot provide Ethernet connectivity to all the sites within a group they are bidding, the vendor must bid PPP access from the Community Anchor Institution sites to Arkansas Telehealth Network aggregation locations shown in Attachment D. The Community Anchor Institution PPP circuit(s) must be terminated at the vendor's facility and aggregated from the vendor's facility into a single Ethernet handoff to the Arkansas Telehealth Network aggregation location(s).

## **2.6 REQUIREMENTS FOR MPLS CORE AND BACKBONE SERVICES**

- A. All vendors bidding the MPLS core network must own and manage the MPLS core network.
- B. UAMS plans to install one router at each hub site, aggregation locations referenced in Attachments B and D, to aggregate routers and services from all vendors.
  - 1. MPLS core network bidder must provide redundant physical devices (switches/routers/Provider Edge - PEs) in their LATA access locations to connect to the Ethernet circuits and provide redundancy.
  - 2. The bidders configuration on the PEs must include BGP- multipath or equivalent which will allow the UAMS's routers to advertise the same attributes (LAN IP addresses, Autonomous System Number (ASN), etc.) from both circuits coming from the same UAMS aggregation location.
  - 3. The Ethernet circuits between each aggregation location and the MPLS core network must automatically back up each other in case one circuit fails and at the same time provide load balancing/sharing capabilities.
  - 4. The MPLS Port cost must include the transport across the MPLS core network. The MPLS core provider must provide MPLS Core network access locations in:
    - a. Fayetteville, Fort Smith - 526 LATA;

- b. Mountain Home, Little Rock, North Little Rock, Jonesboro, Forrest City, Hope - 528 LATA
    - c. Pine Bluff, Monticello - 530 LATA
  - 5. The MPLS network must be capable of supporting symmetrical upload/download speed.
  - 6. The MPLS network must support traditional non-proprietary dynamic routing protocols, be able to prioritize the video traffic via industry accepted methods such as Class of Service (CoS), Virtual Circuit Channel (VCC), Virtual Routing and Forwarding (VRF), Multiple Virtual Local Area Networks (VLANs), etc.
  - 7. The Layer 2 Ethernet service or Transparent LAN service must be able to deliver customer Ethernet frames with customer VLAN tags unchanged and untouched as they traverse the service provider's network.
  - 8. The MPLS vendor must describe AND diagram in their bid response their access network and their MPLS Core network architecture including MPLS PE and core routers. They also must describe how they plan to make their network robust and flexible to provide for growth and changing technology. The more descriptive information available to UAMS the better informed we are on how the network bid can be used to support the future needs of UAMS.
  - 9. Bandwidth must be provided uniformly across the vendor's MPLS core to provide predictable and reliable packet delivery to all sites connected to the MPLS core network.
  - 10. UAMS must have the ability to establish logical partitions within the network that will be defined as dedicated networks. The vendor must confirm that this ability is available and describe the approach in their bid response for creating specific "pipes", specific routing tables, VLANs, and/or logical partitions within the core network which will provide logical segregation with a similar level of security as that of a "private" network.
- C. The MPLS core Network vendor must bid Ethernet MPLS port and transport for the following hub locations:
- Fayetteville, Fort Smith - 526 LATA;
  - Mountain Home, Little Rock, North Little Rock, Jonesboro, Forrest City, Hope - 528 LATA
  - Pine Bluff, Monticello - 530 LATA

## **2.7 MISCELLANEOUS REQUIREMENTS AND OPTIONS**

Items listed below are related to miscellaneous requirements and options when bidding either the MPLS core and backbone or customer site access to aggregation locations or customer site access directly to the MPLS core network.

- A. The vendor must specify any cost associated with providing VLANs, VCCs, CoS, PVCs, VRFs or any other feature necessary to provide separate logical connections and prioritize traffic across the network.
  - 1. The costs of the services above must be shown in the bid response sheet.
  - 2. Vendor must provide cost for any miscellaneous recurring and non-recurring charges in the bid response sheet.
- B. Class of Service (CoS): The MPLS core and backbone network must support at a minimum four CoS classes to allow the customer to classify traffic among the four different types of traffic below. Each class of service must be able to have a specific amount of bandwidth allocation. Bandwidth allocation shall be a percentage of bandwidth. Allocations will be specified at the time of order placement. Costs for Class of Service must be shown in the bid response sheet.
  - 1. CoS1, Jitter and latency sensitive applications like voice and video.
  - 2. CoS2, High priority business applications.
  - 3. CoS3, Medium priority business applications.
  - 4. CoS4, Low priority business applications.
- C. Ethernet Class of Service (CoS): If available, the vendor shall describe and provide a cost for the classes of service available for their Ethernet transport service between the customer site and the UAMS aggregation locations. If bid, the costs for Classes of Service must be shown in the bid response sheet.
- D. The vendor must provide the cost for moves, additions, changes, software changes and labor rate per hour for miscellaneous work activity related to the service bid in the bid response sheet even if the cost is zero.
- E. If the vendor's normal standard service delivery intervals are in excess of the above state intervals required in this RFP, vendor should state their normal standard service delivery intervals in the bid response sheet.
- F. The vendors are requested to provide a labor rate for installing an Arkansas Telehealth Network owned router at an end user site when installing the circuit. UAMS will configure and ship the router to the customer site or vendor site as appropriate for the vendor.

G. Rates and service descriptions for malware scanning, security management, investigation, data loss prevention, security event/threat analysis, security device management, distributed denial of service defense, and firewall/IPS/IDS with options are also encouraged. The vendor is requested to complete the bid response sheet for these rates and services.

## **2.8 GENERAL NETWORK CONNECTIVITY REQUIREMENTS**

The items listed below must be discussed and described in detail as part of the network connectivity documents submitted in response to this RFP.

### **A. SYSTEM ARCHITECTURE**

The proposed network connectivity must support TCP/IP and future IP protocols, IPV6 as well as IPV4, as defined by networking industry standards. The service provider must propose with their bid response a strategy and design for adopting and deploying IPv6 in an incremental, dispersed cost efficient manner while providing direct interoperability between IPv6 and IPv4 systems.

The proposed network connectivity must provide detailed technical specifications for all hardware (routers, switches, servers, workstations, etc.) to support the proposed network connectivity. Vendor must describe their experience with installing and supporting routers, switches, etc.

NOTE: This RFP is not for a LAN design for each site.

The final proposed network connectivity must describe the network connectivity's fault tolerant, redundancy, and Disaster Recovery features. Vendor must describe examples of previously implemented WAN designs which included fault tolerance and redundancy.

The proposed network connectivity must describe the security tools used to protect the network traffic, video and data. Describe possible tools that may be proposed.

The proposed network connectivity must describe the tools that will enable this network to be accessible to ATOM members to use for their required business purposes, video conferencing between ATOM members, data sharing, etc. The description should include workload required of the centralized ATN Network management team.

The proposed network connectivity must allow packet prioritization in which video and data may be assigned orders of precedence for Quality of Service. Vendor must describe their experience in implementing and supporting packet prioritization tools.

## **B. HARDWARE**

The bid response document will describe all hardware requirements to support the network connectivity proposed. The document must include recommended manufacturer, model number, description, operating system version, security system version, and quantity for all required hardware items.

## **C. COMMUNICATIONS/NETWORK**

The bid response document must describe all communication/network requirements to support the network connectivity proposed.

1. Describe the recommended physical connection between the network connectivity proposed.
2. Describe all options provided for transmission of video and data among the Arkansas TeleHealth Community Anchor Institution sites. Rate all features and functionality of each option using a scale of 0 to 5 with 0 being does not contain this feature/functionality and 5 being excels at this feature/functionality.

## **2.9 SUPPORT REQUIREMENTS**

- A. Restoration of service after catastrophic events such as fires, storms, earthquakes or accidental damage shall be on an around-the-clock basis, 24 hours a day/ 7 days a week.
- B. The vendor must accept trouble reports from UAMS or UAMS' designee in conjunction with the services being provided under this contract. There shall be no additional charge for this service.
- C. UAMS holds standing monthly vendor meetings as part of our vendor management program to review service results and arrive at remedies to improve or correct deficiencies. The agenda for each month's meeting will be sent out in advance. The successful vendor shall have the appropriate personnel to address all agenda items onsite or available by vendor-provided and paid Conference Bridge and/or web meeting.
- D. The successful vendor must assign a Service Manager responsible for all aspects of the contract and vendor performance. The Service Manager must act as the central point for advanced escalations for all issues. The Service Manager will be responsible for providing reports of measurable results for

such things as Network Provisioning Performance, Network Maintenance Performance, Service Billing Performance, and other desired metrics. The Service/Project Manager may be asked to prepare a Service Action Plan (SAP) when there are complex outstanding service issues. The SAP will be agreed upon by both UAMS and the Service Manager. Reviews will be conducted to audit progress in implementing action plans in order to document and measure progress toward the desired outcome

- E. The successful vendor must assign account specific, not pooled resources, for administrative and technical support personnel who are familiar with the video conferencing networks and UAMS processes to assist in initiating orders, resolving service problems, trouble escalation, billing errors, etc. Local resources are preferred.
- F. The bidder(s) for access/MPLS backbone network must have out-of-band access to their network elements that provides the ability to monitor and receive alarms even if the network is out of service. UAMS desires proactive monitoring for Ethernet and MPLS services that will initiate an alarm when part of the bandwidth is lost. When the alarm is received, UAMS requires that the vendor initiate action to resolve the problem and notify UAMS within fifteen (15) minutes via e-mail or phone call as selected by UAMS.
- G. The following questions MUST be answered prior to contract award.
  - 1. The vendor must provide the one point of contact where all troubles will be reported for any of the services or facilities specified in this RFP. The personnel at this location shall be responsible for coordinating all efforts to correct the trouble and will update UAMS at intervals to be established by UAMS and the vendor.
  - 2. The vendor must provide a toll free number, which must be attended 24 hours a day, 7 days a week with qualified personnel to handle trouble reports from UAMS.
  - 3. The vendor must specify or provide an overview of how they handle critical outages as defined by UAMS as an outage that has denied connectivity to a large segment of UAMS's customers or isolated a critical site or service. Examples of these outages include an ice storm, earthquake, or tornado, etc., disrupting UAMS operations.
  - 4. The vendor must provide an escalation procedure with contact information, i.e. names, titles, phone numbers, and pager numbers, for 24/7 support for all service types bid. UAMS must be able to initiate the escalation procedure 24 hours a day, 7 days a week for critical outages.

5. The vendor must list the performance reports and maintenance reports that are available to UAMS for the services bid and describe how they can be accessed by UAMS, i.e. Web Interface, telephone or other electronic access.
6. The vendor must describe the process required for UAMS to initiate a vendor test of a service and have the results returned. The vendor must also state the charge associated with a UAMS initiated test in the bid response sheet.
7. Vendors must submit samples of available reports for various metrics and a sample Service Action Plan.
8. UAMS desires to use FrontRange HEAT software for electronically opening trouble tickets which will interface through email protocol with the vendor's trouble reporting system and have the vendor's system electronically return status reports FrontRange HEAT software. The vendor must state if its trouble reporting system has interface capabilities with FrontRange HEAT software. FrontRange Heat software has the ability to send email to a pre-defined email address as well as auto-process an email reply to the previously sent email.
9. Vendor must describe its software trouble reporting system and how UAMS can access the system for originating trouble reports and receiving status reports.

## **2.10 BILLING REQUIREMENTS**

- A. The vendor must describe their process for resolving billing errors and the turnaround time for correcting these billing errors prior to contract award.
- B. The vendor must conduct a first bill review within thirty (30) days of the first bill cycle to verify correctness of billing. If incorrect rates or quantities are found, they must be corrected no later than the third billing cycle. UAMS reserves the right to withhold payment until corrections have been made and a corrected invoice is received.
- C. The vendor must set up and maintain account billing on an ongoing basis at no charge as directed by UAMS to facilitate cost accounting and cost recovery.
- D. The vendor must not password protect billing without prior approval of UAMS.
- E. The vendor must stop billing for service on the date the notification to disconnect service is received or on a future date if requested.

- F. Each service location billed on the vendor invoice must have a service location plus circuit ID, telephone number, Universal Service Administration Company Health Care Provider (USAC/HCP) number or equivalent which will be used to identify the location. Vendors must invoice UAMS by line of service or speed and in the account format directed by UAMS to facilitate E-Rate and Rural Health filing and OMB A-87 compliance. An invoice with only the UAMS address, account number and amount is not acceptable.
- G. End to End Circuit billing must be provided on same invoice.
- H. Detailed Contract Rate must match each line item bid as it will appear on the monthly billing statement.
- I. Detail billing fields should include:
  - 1. Vendor Account Number
  - 2. Invoice Number
  - 3. Invoice Date
  - 4. Invoice From Date
  - 5. Invoice To Date
  - 6. User ID, Extension, Subsystem, Circuit ID, Telephone No., Inventory number, etc.
  - 7. Quantity
  - 8. Unit Price
  - 9. Total Amount
  - 10. Transaction Date
  - 11. Transaction From Date
  - 12. Transaction To Date
  - 13. Product Code, Service Code, USOC, Inventory Item
  - 14. Description
  - 15. UAMS Service Order Number
  - 16. Contract Number
  - 17. Vendor Work Order Number
  - 18. Originating Location
  - 19. Terminating Location
  - 20. Taxes
  - 21. Fees

## **2.11 ONGOING PERFORMANCE REQUIREMENTS**

- A. Ongoing performance requirements will begin upon customer acceptance of service.
- B. UAMS' goal is to have the service maintain a one hundred percent (100 %) up time per site.

- C. Vendors must state their remedies, approaches, and/or corporate position that would support the above performance goal prior to contract award.
- D. UAMS reserves the right to conduct vendor meetings during the period of the contract as needed to review service results and arrive at remedies to improve or correct deficiencies.
- E. If the service fails to meet the RFP requirements within one (1) month of the installation date, UAMS will work with the vendor to initiate a performance improvement plan. If that fails, UAMS reserves the right to terminate the agreement in part or its entirety.
- F. In the event a minimum ninety-nine & ninety five one-hundredth percent (99.95%) up time per site is not maintained for any consecutive two (2) month period, the vendor will receive formal notice in writing and refund UAMS for the outage time. The vendor will be required to take the necessary action to increase the up time to at least ninety-nine & ninety five one hundredth percent (99.95%) in the month subsequent to written notification. In the event the service does not meet the required 99.95% up time in any sixty (60) day period, excluding normally scheduled upgrades and maintenance if the customer has been notified, vendor must take one or more of the following actions unless UAMS and the vendor agree that the problem has been corrected and the service is currently in good working order.
  - 1. Provide an on-site Customer Engineer for analysis and correction of the problem.
  - 2. Provide back-up service, if available.
- G. The vendor must provide UAMS with performance objectives that are equal to or exceed the objectives, along with the actual monthly results, from Table 2, Performance Objectives:

Table 2: Performance Objectives

	Performance Objective	Performance Objective Credit
<b>CORE NETWORK</b>		
Network Latency	≤ 37 ms: round trip PE to PE router	1/30 Monthly Recurring Charge (MRC) of service for the sites affected for each day the objective is not met

Network Data Delivery	≥ 99.95%: PE to PE Router	1/30 MRC of service for the sites in the affected region for each day the objective is not met
Jitter	≤ 2.0 ms round trip: PE to PE router	1/30 Total MRC of service for the sites in the affected region for each day the objective is not met
Site Availability	100%	Time to restore 8Hrs ≥ 50% total MRC for the affected sites
		Time to restore ≥ 16Hrs: 100% MRC for the affected sites
<b>ACCESS PPP</b>		
Site Availability	100%	Time to restore 8Hrs ≥ 50% total MRC for the affected sites
		Time to restore ≥ 16Hrs: 100% MRC for the affected sites
<b>ETHERNET ACCESS</b>		
Site Availability	100%	Time to restore 8Hrs ≥ 50% total MRC for the affected sites
		Time to restore ≥ 16Hrs: 100% MRC for the affected sites
Packet Delivery	99.5%	Service credit of 25% of MRC after 30 days of failure to meet service parameter
Latency	<27 ms one way	Service credit of 25% of MRC after 30 days of failure to meet service parameter

<b>ALL SERVICES</b>		
Multiple Outages	More than 2 vendor troubles on the same circuit in one 30 day period	Outage time for computation of service credits will be additive for the 30 day period

H. The vendor On-Time Provisioning Performance Objective must be followed to complete installation of a new service component including the access lines

connected to such service component by the date negotiated by the customer and the vendor. If the vendor does not meet this performance objective the customer may elect one of the following remedies.

1. Cancel the order at no charge. UAMS may cancel the subsection of the award and rebid.
  2. For each calendar day beyond the stated interval or negotiated interval after receipt of order (ARO) and after due allowance for reasonable extension of time upon request and mutually agreed upon, UAMS shall withhold from the Contractor's compensation the sum of Monthly Contract Rate divided by 30 (daily rate) X 50%X number of days beyond stated or negotiated interval. It is understood between UAMS and the contractor that such sum shall be treated as other remedies and not as a penalty. If the contractor has voluntary service objectives which exceed this requirement, they may offer it in place of other remedies being assessed.
- I. Vendors must provide, prior to contract award, the process that is required by UAMS to obtain rebates, service outage credits, etc., in the event the service does not meet performance objectives. UAMS prefers that the vendors automatically provide the credits when objectives are not met and inform UAMS electronically that credits have been provided.
- J. The vendor shall not be responsible for failure to meet any performance objectives resulting from the following issues.
1. Negligent conduct or misuse by customers or users.
  2. Failure or deficient performance of power, customer equipment, services or systems not provided by the vendor.
  3. Periods when a service component is removed from service for maintenance, replacement or rearrangement purposed or for implementation of a customer order if the vendor has received a release from UAMS for maintenance, replacement or rearrangement.
- K. Although UAMS specified performance objectives provided parameters that are to be used to determine when an outage credit must be received, it is equally important for UAMS to know that the vendor has tested the service and it has tested O.K (TOK) or not. Being timely informed of the status of an outage and that the vendor is working the issue or that UAMS needs to pursue other options is important. For each service bid, the vendor shall state the target and expected maximum response times to provide an initial status, normally tested trouble or TOK, to UAMS prior to contract award.

- L. UAMS uses FrontRange HEAT as our incident management system. There is a need to make more effective use of our personnel and get information back quickly concerning the status of service issues. The vendor must describe any planned automated method for UAMS to be able to have a test started and/or receive the results electronically prior to contract award.

## **PART III: ACCEPTANCE**

### **3.0 ACCEPTANCE**

Acceptance consists of UAMS on behalf of ATOM agreeing to the quality and performance level of the vendor's services based on meeting all requirements of the RFP. If Arkansas TeleHealth Network connectivity services have not conformed to the vendor's published specifications and the specifications as stated in response to the RFP for thirty (30) consecutive days, the UAMS Purchasing Official may:

- A. Terminate the agreement in its entirety.
- B. Accept the services in the event of minor deviations.
- C. Upon mutual agreement, continue the acceptance test for an additional sixty (60) days or until services conform to the vendor's published specifications and the specifications as stated in response to the RFP for thirty (30) consecutive days.

## **PART IV: CRITERIA FOR SELECTION**

### **4.0 CRITERIA**

- A. After qualification of bids regarding the fulfillment of mandatory requirements, selection of the successful bidder will be determined in Committee by evaluation of several factors. All information provided in response to this RFP will be used to apply scoring criteria. Evaluation of responses will be conducted in three phases.
  - 1. Preliminary evaluation and assignment of tentative rating points.
  - 2. Site visits and demonstrations (optional).
  - 3. Final evaluation and assignment of final rating points.

B. Vendor should address in their bid response how their experience and abilities apply to the scoring criterion outlined in this section.

1. Network Support Services.
2. Vendor history and past performance.
3. Cost.

#### **4.1 POINT SCORING EVALUATION CRITERIA**

##### **A. Network Support Services (Maximum Weight = 125)**

The evaluation of the vendor's proposed services will be based upon

1. Demonstrable knowledge of (*describe your experience with*) both technical and functional Telehealth Networks
2. Basic and Advanced Video Conferencing Network connectivity
3. Basic and Advanced Data Network connectivity
4. Wide Area Network connectivity
5. Managed Network services including MPLS
6. Advanced Experience with networking equipment – routers, switches, etc.
7. Project management, data collection and analysis

##### **B. Vendor History and Past Performance (Maximum Weight = 100)**

The evaluation of the vendor's performance history and business stability will be based upon

1. Number of Healthcare and TeleHealth networked (video and data) customers and quantity of business currently serviced by the Bidder.
2. Number of similarly designed systems in a healthcare setting comparable to ATN.
3. Number of years in the Network connectivity service business.
4. Number of large scale projects utilizing multiple telecommunications providers.
5. Financial solvency and profile of the organization.

##### **C. Cost (Maximum Weight = 125)**

This shall be assigned as follows:

1. Lowest total contract cost for the system will receive 125 points. The total contract cost includes all costs incurred over the contract term and any other costs for which the vendor will invoice the agency.
2. Remaining bids shall receive points in accordance with the following formula:  $(a/b) * c = d$

a = the lowest cost bid

b = the second (third, fourth, etc.) cost bid

c = the maximum number of points allowed for cost (125 points)

d = number of points allocated to respective bid

**NOTE: UAMS will quantify TOTAL system support service costs based on information gleaned from vendor recommendations, referenced customers, responses to questions, system presentations, etc.**

**ATTACHMENT A**

**(NOTES: A MODIFIED VERSION OF THIS AGREEMENT WILL NEED TO BE SIGNED AT CONTRACT SIGNING.)**



**UAMS ADMINISTRATIVE GUIDE**

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**REVISION:**

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**University of Arkansas for Medical Sciences**  
**CONFIDENTIALITY AGREEMENT EXAMPLE**

**GENERAL CONFIDENTIALITY AGREEMENT -**

**I, the undersigned, reviewed and understand the following statements:**

- All patient, employee, student, and proprietary information is considered confidential and should not be used for purposes other than its intended use.
- I have an ethical and legal obligation to protect confidential information used or obtained in the course of delivering healthcare or performing other duties and understand that all policies on confidentiality apply equally to data stored both in the computer and on paper records
- Authorization to disclose information is made only by managers and only on a need-to-know basis as part of healthcare delivery, education, or research.
- Media contacts concerning any patient, employee, student, or research project must be referred to the public relations office or to the appropriate Dean, Chancellor or Department Chairman.
- Education Administrators are responsible for communicating UAMS' confidentiality policy to their students.
- Unauthorized use of, or access to, confidential information may result in discipline up to and including termination of employment and/or dismissal from an academic program. Violation of confidentiality may also create civil and criminal liability.

**COMPUTER ACCESS CONFIDENTIALITY AGREEMENT - *Persons with Computer Access***

**I, the undersigned, acknowledge that in the course of my work at UAMS or with personnel located at UAMS, I will be privileged to information confidential to UAMS or to an individual patient, employee, or student. I acknowledge receipt of my sign-on code to the UAMS Network and Systems and understand the following:**

- The sign-on and password code(s) that allow me access to application systems (any patient record, student record, or financial record systems) are equivalent to my signature and I will not share the passwords with anyone.
- I will be responsible for any use or misuse of my network or application system sign-on code(s).
- I will not attempt to access information on the UAMS network except to meet needs specific to my job/position.

**I, the undersigned, further understand and agree that the consequences of a violation of the above statements may result in disciplinary action up to and including termination, dismissal from an academic program, loss of privileges, or termination of the relationship.**

Signed: \_\_\_\_\_ SSN # \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_  
*First Name Middle Initial Last Name*

Department: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Witness/Manager's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Department Head Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**(If Vendor then Department Head Signature required)**

*(Please return completed form to IS Security Administrator, Slot 637) UAMS*



***UAMS ADMINISTRATIVE GUIDE***

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**NUMBER:** 3.1.15  
**REVISION:**

**DATE:** 03/05/02  
**PAGE:** 2 of 2

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**Non-UAMS Employees, Vendors & Consultants  
Please provide the following additional information**

1. UAMS Sponsor Name/Title? \_\_\_\_\_

Department: \_\_\_\_\_

2. What type of access is needed: On-Site \_\_\_\_\_ Remote \_\_\_\_\_

Describe: \_\_\_\_\_

3. Please describe why the access is needed:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## BUSINESS ASSOCIATE AGREEMENT

This Business Associate Agreement (“Agreement”) is made effective on the date stated herein by and between [ ] located at [ ] (“**BUSINESS ASSOCIATE**”) and the Board of Trustees of the University of Arkansas acting for and on behalf of the University of Arkansas for Medical Sciences (“**COVERED ENTITY**”).

WHEREAS, the Parties wish to enter into or have entered into a service agreement or contractual arrangement whereby BUSINESS ASSOCIATE will provide certain services to the COVERED ENTITY. This service agreement or contractual arrangement may be considered a “Business Associate” arrangement as defined in the Standards for Privacy of Individually Identifiable Health Information implementing the requirements of the Administrative Simplification subtitle of the Health Insurance Portability and Accountability Act of 1996 (“**HIPAA**”) as set forth in Volume 45 of the Code of Federal Regulations, Parts 160 and 164 (the “**HIPAA Regulations**”);

WHEREAS, BUSINESS ASSOCIATE may have access to or be provided information by, or at the direction of, the COVERED ENTITY in fulfilling its obligations under this arrangement, and such information may be considered Protected Health Information as defined by the HIPAA Regulations (all of which is hereinafter referred to as “**Protected Health Information**”); and

THEREFORE, in consideration of the foregoing, the mutual obligations of the Parties, the requirements of the HIPAA Regulations, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged by both Parties, the Parties agree to the following provisions of this Agreement to address the requirements of the HIPAA Regulations and to protect the interests of both Parties:

### 1. Permitted Uses and Disclosures by BUSINESS ASSOCIATE.

(a) Except to the extent that a use or disclosure would violate HIPAA if such use or disclosure were done by the COVERED ENTITY, BUSINESS ASSOCIATE may use or disclose Protected Health Information to the extent reasonably necessary and consistent with the minimum necessary policies and procedures of the COVERED ENTITY:

to perform functions, activities, or services for, or on behalf of, COVERED ENTITY as agreed upon by the parties;

(ii) for the proper management and administration of the BUSINESS ASSOCIATE or to carry out the legal responsibilities of the BUSINESS ASSOCIATE; provided that disclosures are required by law, or Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and used or further disclosed only as required by law or for the purpose for which it was disclosed to the person, and the person notifies the Business Associate of any instances of which it is aware in which the confidentiality of the information has been breached;

(iii) to report violations of law to appropriate Federal and State authorities, consistent with 45 C.F.R. § 164.502(j)(1); and

(iv) BUSINESS ASSOCIATE may use Protected Health Information to provide Data Aggregation services to COVERED ENTITY, if requested by COVERED ENTITY, and as permitted by 42 CFR 164.504(e)(2)(i)(B).

(b) Such uses and disclosures set forth above in 2(a) are prohibited if a use or disclosure would violate the HIPAA Regulations if done by COVERED ENTITY or the minimum necessary policies and procedures of the COVERED ENTITY.

**2. Obligations of BUSINESS ASSOCIATE.**

(a) BUSINESS ASSOCIATE agrees to not use or further disclose Protected Health Information other than as permitted by this Agreement or as Required By Law. For purposes of this Agreement, “**Required by Law**” shall have the same meaning as the term “required by law” in 45 C.F.R. § 164.501, including the requirements of any applicable Arkansas state laws and regulations.

(b) BUSINESS ASSOCIATE agrees to use appropriate safeguards to prevent use or disclosure of the Protected Health Information other than as provided for by this Agreement.

(c) BUSINESS ASSOCIATE agrees to report to COVERED ENTITY any use or disclosure of the Protected Health Information not provided for by this Agreement of which it becomes aware.

(d) BUSINESS ASSOCIATE agrees to ensure that any agent of BUSINESS ASSOCIATE, including a subcontractor, to whom it provides Protected Health Information received from COVERED ENTITY, or created or received by BUSINESS ASSOCIATE on behalf of COVERED ENTITY, agrees to the same restrictions and conditions that apply through this Agreement to BUSINESS ASSOCIATE with respect to such information.

(e) To the extent BUSINESS ASSOCIATE maintains any Protected Health Information in a Designated Record Set, and such information is not also in the possession of COVERED ENTITY, BUSINESS ASSOCIATE agrees to provide access, at the request of COVERED ENTITY, and in the time and manner required under the HIPAA Regulations, such Protected Health Information to COVERED ENTITY or as directed by COVERED ENTITY, to an individual authorized by state or federal law to receive the information, in order to meet the requirements under 45 C.F.R. § 164.524.

(f) To the extent BUSINESS ASSOCIATE maintains any Protected Health Information in a Designated Record Set, BUSINESS ASSOCIATE agrees to make any amendments to the Protected Health Information that COVERED ENTITY has agreed to pursuant to 45 C.F.R. § 164.526, upon notification by COVERED ENTITY to BUSINESS ASSOCIATE that such information requires amendment.

(g) BUSINESS ASSOCIATE agrees to make internal practices, books, and records, including policies and procedures and Protected Health Information, relating to the use and disclosure of Protected Health Information received from COVERED ENTITY, or created or received by BUSINESS ASSOCIATE on behalf of COVERED ENTITY, available to the Secretary of the United States Department of Health and Human Services or his/her designee solely for the purposes of determining COVERED ENTITY’s compliance with the HIPAA Regulations..

(h) BUSINESS ASSOCIATE agrees to make available to COVERED ENTITY Protected Health Information in response to a request for an accounting of disclosures required by 45 C.F.R § 164.528. BUSINESS ASSOCIATE also agrees to document its disclosures of the Protected Health Information, if any, and information related to such disclosures, as would be required for COVERED ENTITY to respond to a request by an individual for an accounting of disclosures of Protected Health Information pursuant to 45 C.F.R § 164.528. In the event of such a request, BUSINESS ASSOCIATE agrees to provide to COVERED ENTITY or to the requesting party, in the time and manner required by 45 C.F.R. § 164.528, an accounting of any such disclosures.

(i) BUSINESS ASSOCIATE agrees to limit its requests for Protected Health Information on behalf of the Covered Entity to that which is reasonably necessary to accomplish the intended purpose of the request.

**(j) Beginning April 20, 2005, and in compliance with the HIPAA Security Regulations, BUSINESS ASSOCIATE shall:**

i. Implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of any electronic Protected Health Information that it creates, receives, maintains, or transmits on behalf of COVERED ENTITY; and ensure that any agent, including a subcontractor, to whom Business Associate provides such information agrees to implement reasonable and appropriate safeguards to protect it; and

ii. Report to COVERED ENTITY any Security Incident of which the Business Associate becomes aware, meaning any attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system, as defined by the HIPAA Security Regulations.

### **3. Obligations of COVERED ENTITY.**

(a) COVERED ENTITY agrees to notify BUSINESS ASSOCIATE of any limitations in its notice of privacy practices of COVERED ENTITY in accordance with 45 C.F.R. § 164.520, to the extent that COVERED ENTITY determines that such limitation may affect BUSINESS ASSOCIATE's use or disclosure of Protected Health Information.

(b) COVERED ENTITY agrees to notify BUSINESS ASSOCIATE of any changes in, or revocation of, permission by the patient to use or disclose Protected Health Information, to the extent that such changes may affect BUSINESS ASSOCIATE's use or disclosure of Protected Health Information.

(c) COVERED ENTITY agrees to notify BUSINESS ASSOCIATE of any restriction to the use or disclosure of Protected Health Information that COVERED ENTITY has agreed to in accordance with 45 C.F.R. § 164.522, to the extent that such restriction may affect BUSINESS ASSOCIATE's use or disclosure of Protected Health Information.

(d) COVERED ENTITY agrees to notify BUSINESS ASSOCIATE of any amendments made or required to be made to the Protected Health Information, pursuant to 45 C.F.R. § 164.526.

### **4. Standards for Electronic Transactions.**

In the event that the BUSINESS ASSOCIATE conducts for or on behalf of COVERED ENTITY any transactions covered by the regulations promulgated by the Department of Health and Human Services establishing standards for electronic transactions and the code sets to be used in those transactions (the "Standards for Electronic Transactions," 45 CFR 160 and 162, as amended), the BUSINESS ASSOCIATE shall comply with the Standards for Electronic Transactions as such regulations apply to BUSINESS ASSOCIATE.

### **5. Term and Termination.**

(a) **Term.** Except for termination for cause as set forth below, the Term of this Agreement shall be effective as of the effective date stated herein and shall continue for each year thereafter until the parties agree otherwise in writing, signed by persons authorized to execute such agreements, and as long as the Business Associate ceases to receive, use, create, disclose or maintain any of the Protected Health Information on behalf of COVERED ENTITY. For such termination to be effective, such Protected Health Information must have been destroyed by BUSINESS ASSOCIATE or returned to COVERED ENTITY in accordance with the terms of Paragraph 5(c), or, if it is infeasible to return or destroy Protected Health Information, then the protections of this Agreement are extended to such information.

(b) **Termination for Cause.** Upon COVERED ENTITY's knowledge of a material breach by BUSINESS ASSOCIATE of the terms of this Agreement, COVERED ENTITY shall have the right to (i) terminate immediately this Agreement and the underlying service agreement or contractual arrangement creating the Business Associate relationship if the COVERED ENTITY determines that the BUSINESS ASSOCIATE has violated a material term of this Agreement; or (ii) provide an opportunity for BUSINESS ASSOCIATE to cure the breach or end the violation within the time specified by COVERED ENTITY, and if BUSINESS ASSOCIATE does not cure the breach or end the violation within the time specified by COVERED ENTITY, then COVERED ENTITY may terminate this Agreement and the underlying service agreement or contractual arrangement creating the Business Associate Relationship.

(c) **Effect of Termination.** Except as provided in this Agreement, upon termination of this Agreement for any reason, BUSINESS ASSOCIATE shall return or destroy all Protected Health Information received from

COVERED ENTITY, or created or received by BUSINESS ASSOCIATE on behalf of Covered Entity. This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of BUSINESS ASSOCIATE. BUSINESS ASSOCIATE shall retain no copies of the Protected Health Information.

In the event that BUSINESS ASSOCIATE determines that returning or destroying the Protected Health Information is infeasible, BUSINESS ASSOCIATE shall provide to COVERED ENTITY notification of the conditions that make return or destruction infeasible. Upon mutual agreement of the Parties that return or destruction of Protected Health Information is infeasible, BUSINESS ASSOCIATE shall extend the protections of this Agreement to such Protected Health Information and limit further uses and disclosures of such Protected Health Information to those purposes that make the return or destruction infeasible, for so long as BUSINESS ASSOCIATE maintains such Protected Health Information.

## **6. Miscellaneous.**

(a) **Definitions of HIPAA Terms and Regulatory References.** A reference in this Agreement to a section in the HIPAA Regulations means the section that is in effect at the time of the use or disclosure of PHI, or other activity regulated by the HIPAA Regulations. Terms used in this Agreement that also are defined by the HIPAA Regulations shall have the same meaning as the definitions stated in the HIPAA Regulations.

(b) **Amendment.** The Parties agree to take such action as is necessary to amend this Agreement from time to time for the parties to comply with the requirements of the HIPAA Regulations. All other amendments to this Agreement agreed upon by the parties must be in writing and signed by both parties.

(c) **Waiver.** The failure of either Party to enforce at any time any provision of this Agreement shall not be construed to be a waiver of such provision, nor in any way to affect the validity of this Agreement or the right of either Party thereafter to enforce each and every such provision

(d) **Obligations are Not in Excess of HIPAA Requirements.** For the obligations and requirements set forth in this Agreement which specifically relate to or are required by the HIPAA regulations, the parties do not intend for this Agreement to, and this Agreement shall not, bind the parties, individually or collectively, to any requirements which are stricter than the requirements in the HIPAA regulations. Any ambiguity in this Agreement shall be resolved to permit both parties to comply with the HIPAA regulations.

(e) **Jurisdiction/Governing Law.** Any disputes concerning or arising out of this Agreement shall be adjudicated or heard in Arkansas in a court, tribunal, or other administrative or judicial proceeding with competent jurisdiction. To the extent state law applies to this Agreement, or the application and interpretation of this Agreement, the law of Arkansas shall govern without regard to its choice of law principles.

**IN WITNESS WHEREOF**, the Parties hereto have duly executed this Agreement to be effective as of date of contract.

**The Board of Trustees of the University  
of Arkansas acting for and on behalf of  
the University of Arkansas for Medical Sciences**

By: *Suzanne Leslie*  
Suzanne Leslie  
UAMS Director of Contract Services

*BAA document may be returned to:*  
Suzanne Leslie, Director of Contract Services  
Mail Slot 762  
4301 West Markham Street  
Little Rock, Arkansas 72205

[Insert company name/address]

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Federal ID Number or Social Security Number: \_\_\_\_\_

Federal SPIN Number: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**BY SIGNING BELOW, BUSINESS ASSOCIATE ACKNOWLEDGES THAT A COPY OF THIS AGREEMENT HAS BEEN RETAINED BY THE BUSINESS ASSOCIATE.**

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

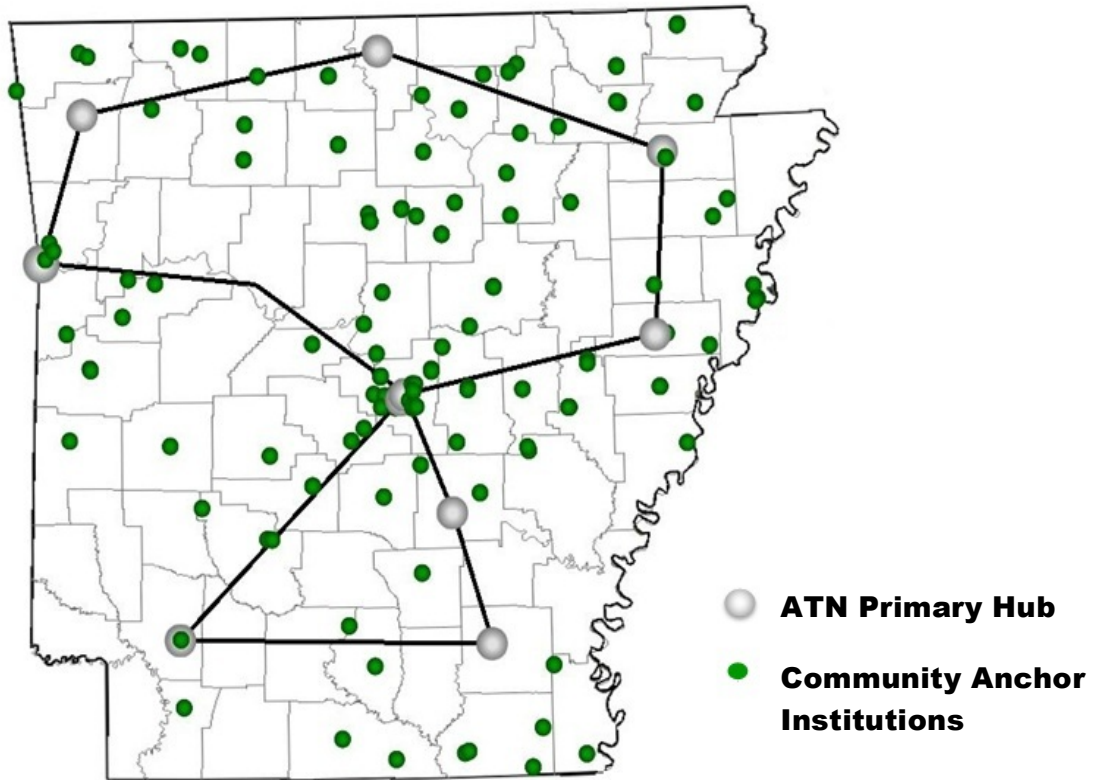
*Revised 2/06*

**ATTACHMENT B**

**Arkansas Telehealth Network Locations**

This map provides a conceptual sketch of ATN sites listed in Attachment C.

**Arkansas Telehealth Network/ATOM/FCC Sites**



**ATTACHMENT C**

**List of Arkansas Telehealth Community Anchor Institutions**

The master list of entities and addresses is contained on Form 465 – Attachment  
Found at the Rural Health Care Pilot USAC website

<https://www.rhc.universalservice.org/serviceproviders/searchpostings/default.asp>

FCC ID	Site Name	Site City	Zip Code	County	Hub Site	Phone XXXX
17206-01-0002	Ashley Health Services (Ashley County Medical Center)	Crossett	71635	Ashley	Monticello	479-521-XXXX
17206-01-0003	BH - Baptist Health - Anderson Medical Clinic	Lonoke	72086	Lonoke	North Little Rock	479-963-XXXX
17206-01-0004	BH - Baptist Health - Brinkley Medical Clinic	Brinkley	72021	Monroe	North Little Rock	501-202-XXXX
17206-01-0005	BH - Baptist Health - Clarendon Medical Clinic	Clarendon	72029	Monroe	North Little Rock	501-202-XXXX
17206-01-0006	BH - Baptist Health - Beebe Family Clinic	Beebe	72012	White	Forrest City	870-236-XXXX
17206-01-0007	BH - Baptist Health - Cabot Family Clinic	Cabot	72023	Lonoke	Forrest City	501-843-XXXX
17206-01-0008	BH - Baptist Health - Greer's Ferry Clinic	Greers Ferry	72067	Cleburne	North Little Rock	870-512-XXXX
17206-01-0009	BH - Baptist Health - Malvern Family Clinic	Malvern	72104	Hot Spring	North Little Rock	479-964-XXXX
17206-01-0010	BH - Baptist Health - Maumelle Family Clinic	Maumelle	72113	Pulaski	North Little Rock	479-968-XXXX
17206-01-0011	BH - Baptist Health - Perryville Family Clinic	Perryville	72126	Perry	North Little Rock	479-785-XXXX
17206-01-0012	BH - Baptist Health - England Family Clinic	England	72046	Lonoke	Monticello	870-367-XXXX
17206-01-0013	BH - Baptist Health - Hazen Family Clinic	Hazen	72064	Prairie	North Little Rock	870-777-XXXX
17206-01-0014	BH - Baptist Health - Stuttgart Regional Medical Clinic	Stuttgart	72160	Arkansas	North Little Rock	870-798-XXXX
17206-01-0015	BH - Baptist Health Surgery and Orthopedic Clinic (Arkadelphia)	Arkadelphia	71923	Clark	North Little Rock	870-862-XXXX

FCC ID	Site Name	Site City	Zip Code	County	Hub Site	Phone XXXX
17206-01-0016	BRMC - Baxter Regional Medical Center - Ahrens Clinic	Yellville	72687	Marion	Mountain Home	870-972-XXXX
17206-01-0017	BRMC - Baxter Regional Medical Center - Ash Flat Clinic	Ash Flat	72513	Sharp	Mountain Home	501-552-XXXX
17206-01-0018	CHCA - Boston Mountain Rural Health Center, Inc.	Clinton	72031	Van Buren	North Little Rock	501-889-XXXX
17206-01-0019	CHCA - Boston Mountain Rural Health Center, Inc.	Deer	72628	Newton	Mountain Home	870-448-XXXX
17206-01-0020	CHCA - Boston Mountain Rural Health Center, Inc.	Fairfield Bay	72088	Van Buren	North Little Rock	870-339-XXXX
17206-01-0021	CHCA - Boston Mountain Rural Health Center, Inc.	Green Forest	72638	Carroll	Mountain Home	501-776-XXXX
17206-01-0022	CHCA - Boston Mountain Rural Health Center, Inc.	Marshall	72650	Searcy	Mountain Home	501-364-XXXX
17206-01-0023	CHCA - Bearden Health Center	Bearden	71720	Ouachita	Pine Bluff	870-687-XXXX
17206-01-0024	CHCA - Amity Community Health Center	Amity	71921	Clark	Mountain Home	870-673-XXXX
17206-01-0025	CHCA - Cabun Rural Health Services Inc.	Hampton	71744	Calhoun	Monticello	501-552-XXXX
17206-01-0026	CHCA - Hope Migrant/Community Health Center	Hope	71801	Hempstead	Hope	870-777-8420
17206-01-0027	CHCA - Lewisville Family Practice Center	Lewisville	71845	Lafayette	Hope	870-425-XXXX
17206-01-0028	CHCA - Strong Clinic	Strong	71765	Union	Monticello	870-797-XXXX
17206-01-0029	CHCA - Community Clinic Rogers Medical	Rogers	72756	Benton	Fayetteville	479-675-XXXX
17206-01-0030	CHCA - Corning Area Healthcare Inc.	Corning	72422	Clay	Mountain Home	870-886-XXXX
17206-01-0031	CHCA - Corning Area Healthcare Inc. - Pocahontas	Pocahontas	72455	Randolph	Mountain Home	870-864-XXXX
17206-01-0032	CHCA - Corning Area Healthcare Inc. - Walnut Ridge	Walnut Ridge	72476	Lawrence	Jonesboro	870-256-XXXX
17206-01-0033	CHCA - East Arkansas Family Health Center Inc - Lepanto	Lepanto	72354	Poinsett	Jonesboro	870-246-XXXX

FCC ID	Site Name	Site City	Zip Code	County	Hub Site	Phone XXXX
17206-01-0034	CHCA - East Arkansas Family Health Center Inc - West Memphis	West Memphis	72301	Crittenden	Forrest City	870-208-XXXX
17206-01-0035	CHCA - Western Arkansas Total Community Health Clinic	Mena	71953	Polk	Hope	501-985-XXXX
17206-01-0036	CHCA - Jefferson Comprehensive Care System - Alzheimer Clinic	Alzheimer	72004	Jefferson	Pine Bluff	870-972-XXXX
17206-01-0037	CHCA - Jefferson Comprehensive Care System - College Station Clinic	College Station	72053	Pulaski	North Little Rock	870-886-XXXX
17206-01-0038	CHCA - Jefferson Comprehensive Care System - Pine Bluff Clinic	Pine Bluff	71601	Jefferson	Pine Bluff	870-735-XXXX
17206-01-0039	CHCA - Jefferson Comprehensive Care System - Redfield Clinic	Redfield	72132	Jefferson	North Little Rock	501-745-XXXX
17206-01-0040	CHCA - Jefferson Comprehensive Care System - Rison Clinic	Rison	71655	Cleveland	Pine Bluff	501-552-XXXX
17206-01-0041	CHCA - Lee County Cooperative Clinic	Marianna	72360	Lee	Forrest City	870-295-XXXX
17206-01-0042	CHCA - Lee County Cooperative Clinic - Hughes Satellite Clinic	Hughes	72348	Saint Francis	Forrest City	479-695-XXXX
17206-01-0043	CHCA - Lee County Cooperative Clinic - Madison Satellite Clinic	Madison	72359	Saint Francis	Forrest City	479-927-XXXX
17206-01-0044	CHCA - Mainline Health Systems Inc. - Dermott Medical Clinic	Dermott	71638	Chicot	Monticello	501-412-XXXX
17206-01-0045	CHCA - Mainline Health Systems Inc. - Eudora Medical Clinic	Eudora	71640	Chicot	Monticello	501-202-XXXX
17206-01-0046	CHCA - Mainline Health Systems Inc. - Portland Medical Clinic	Portland	71663	Ashley	Monticello	870-233-XXXX
17206-01-0047	CHCA - Mainline Health Systems Inc. - Wilmot Medical Clinic	Wilmot	71676	Ashley	Monticello	501-221-XXXX
17206-01-0048	CHCA - Mid-Delta Health Systems Inc.	Clarendon	72029	Monroe	Forrest City	479-549-XXXX
17206-01-0049	CHCA - River Valley Primary Care Services - Northside Clinic	Fort Smith	72904	Sebastian	Fort Smith	479-635-XXXX
17206-01-0050	CHCA - River Valley Primary Care Services - Ratcliff Clinic	Ratcliff	72951	Logan	North Little Rock	501-882-XXXX
17206-01-0051	Community Medical Center Clinic of Calico Rock	Calico Rock	72519	Izard	Mountain Home	479-963-XXXX

FCC ID	Site Name	Site City	Zip Code	County	Hub Site	Phone XXXX
17206-01-0052	Community Medical Center Clinic of Horseshoe Bend	Horseshoe Bend	72512	Izard	Mountain Home	870-297-XXXX
17206-01-0053	Community Medical Center Clinic of Melbourne	Melbourne	72556	Izard	Mountain Home	870-265-XXXX
17206-01-0054	CRHS - Conway Regional Health System - Greenbrier Family Clinic	Greenbrier	72058	Faulkner	North Little Rock	501-450-XXXX
17206-01-0055	CRHS - Conway Regional Health System - Mayflower Family Medicine Clinic	Mayflower	72106	Faulkner	North Little Rock	501-624-XXXX
17206-01-0056	CRHS - Conway Regional Health System - Reddy Medical Clinic	Clinton	72031	Van Buren	North Little Rock	870-972-XXXX
17206-01-0057	Crittenden - Mid-South Multi-specialty Clinic	West Memphis	72301	Crittenden	Forrest City	501-766-XXXX
17206-01-0058	Crittenden - Mid-South Pediatrics	Marion	72364	Crittenden	Forrest City	870-743-XXXX
17206-01-0059	Crittenden - Riverside Rural Health Clinic	Marked Tree	72365	Poinsett	Forrest City	870-735-4025
17206-01-0060	Lawrence Memorial Hospital - Family Clinic - Walnut Ridge	Walnut Ridge	72476	Lawrence	Jonesboro	870-633-XXXX
17206-01-0061	CHCA - Montgomery County Community Clinic	Mount Ida	71957	Montgomery	North Little Rock	870-262-XXXX
17206-01-0062	MHS - Mercy Health System - Scott County Medical Clinic	Waldron	72958	Scott	Fort Smith	870-735-XXXX
17206-01-0063	MHS - Mercy Health System - St. Edward Mercy Clinic - Van Buren	Van Buren	72956	Crawford	Fort Smith	479-314-XXXX
17206-01-0064	SVHC - Carfagno Family Practice Clinic	Maumelle	72113	Pulaski	North Little Rock	501-329-XXXX
17206-01-0065	SVHC - St. Vincent Family Clinic - Chenal	Little Rock	72223	Pulaski	Little Rock	870-972-XXXX
17206-01-0066	SVHC - Little Rock Internal Medicine Clinic	Little Rock	72207	Pulaski	Little Rock	870-732-XXXX
17206-01-0067	SVHC - Family Clinic - Jacksonville	Jacksonville	72076	Pulaski	North Little Rock	501-552-XXXX
17206-01-0068	SVHC - Family Clinic - Rodney Parham	Little Rock	72227	Pulaski	Little Rock	870-972-XXXX
17206-01-0069	SVHC - Family Clinic - University	Little Rock	72204	Pulaski	Little Rock	501-202-XXXX

FCC ID	Site Name	Site City	Zip Code	County	Hub Site	Phone XXXX
17206-01-0070	SVHC - Wildwood Medical Clinic	Sherwood	72120	Pulaski	North Little Rock	501-552-XXXX
17206-01-0071	SVHC - Health Clinic East	Little Rock	72202	Pulaski	Little Rock	479-471-XXXX
17206-01-0072	Twin Cities Medical Clinic	Mansfield	72944	Sebastian	Fort Smith	479-441-XXXX
17206-01-0073	White County Medical Center - West Clinic	Searcy	72143	White	North Little Rock	501-354-XXXX
17206-01-0074	WRMC - Cave City Medical Clinic	Cave City	72521	Sharp	Jonesboro	501-847-XXXX
17206-01-0075	WRMC - Drasco Medical Clinic	Drasco	72530	Cleburne	Jonesboro	870-446-XXXX
17206-01-0076	WRMC - Melbourne Medical Clinic	Melbourne	72556	Izard	Mountain Home	501-552-XXXX
17206-01-0077	WRMC - North Complex	Cherokee Village	72525	Fulton	Mountain Home	870-798-XXXX
17206-01-0078	WRMC - Pleasant Plains Medical Clinic	Pleasant Plains	72568	Independence	Jonesboro	479-314-XXXX
17206-01-0079	WRMC - Strawberry Medical Clinic	Strawberry	72469	Lawrence	Mountain Home	870-642-XXXX
17206-01-0080	BH - Baptist Health Schools Little Rock	Little Rock	72210	Pulaski	North Little Rock	501-552-XXXX
17206-01-0081	Centers for Youth & Families - Jacksonville	Jacksonville	72076	Pulaski	North Little Rock	870-892-XXXX
17206-01-0082	Centers for Youth & Families - North Little Rock	North Little Rock	72117	Pulaski	North Little Rock	417-837-XXXX
17206-01-0083	Community Counseling Services Inc. - Arkadelphia	Arkadelphia	71923	Clark	Hope	870-246-XXXX
17206-01-0084	Community Counseling Services Inc.- Malvern	Malvern	72104	Hot Spring	North Little Rock	870-364-XXXX
17206-01-0085	Community Counseling Services Inc. - West Grand	Hot Springs	71901	Garland	North Little Rock	501-620-XXXX
17206-01-0086	Counseling Clinic Inc.	Benton	72015	Saline	North Little Rock	870-269-XXXX
17206-01-0087	Mid-South Health Systems - Brinkley Clinic	Brinkley	72021	Monroe	Forrest City	870- 734-XXX

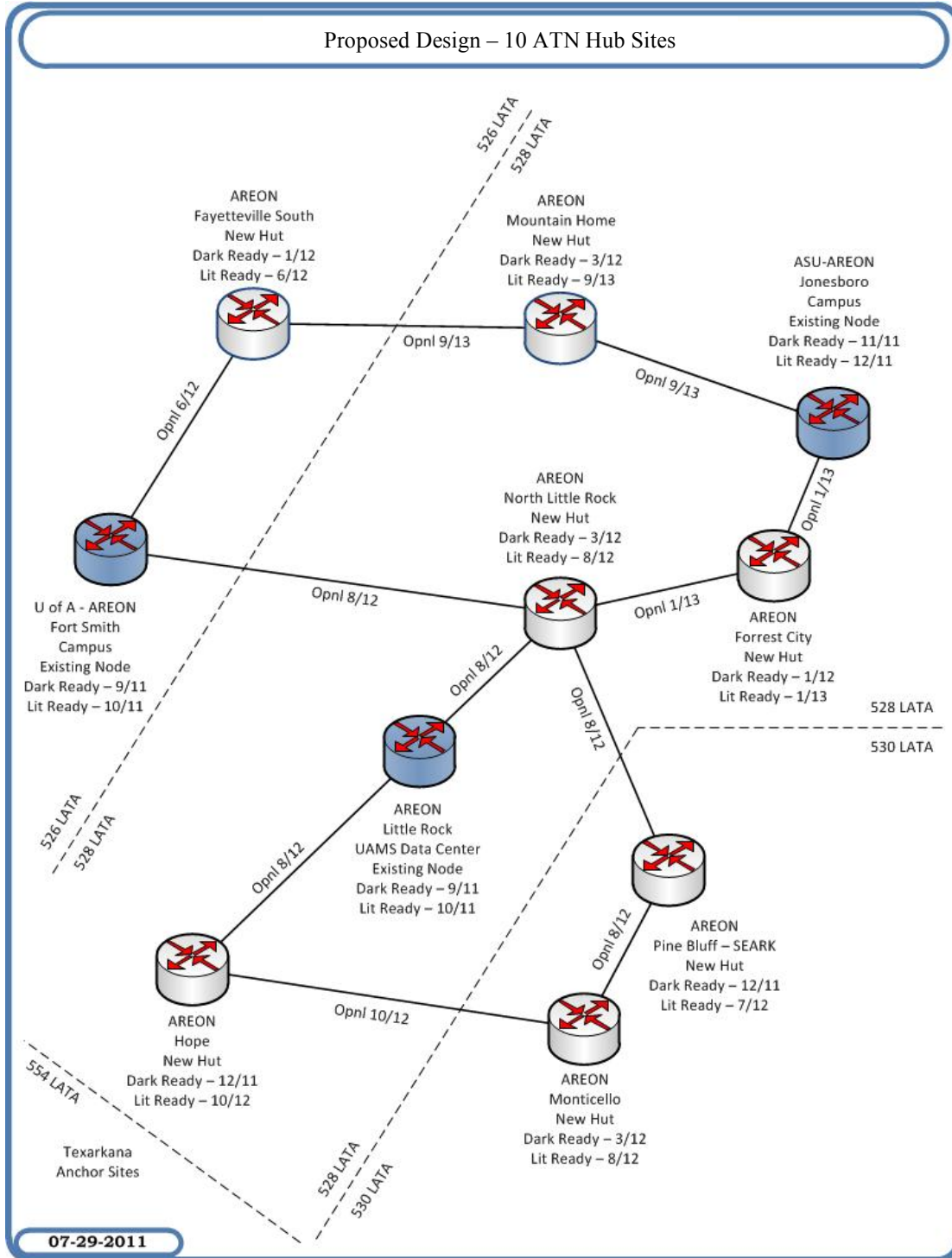
FCC ID	Site Name	Site City	Zip Code	County	Hub Site	Phone XXXX
17206-01-0088	Mid-South Health Systems - Helena Clinic	Helena	72342	Phillips	Forrest City	870-338-XXX
17206-01-0090	Mid-South Health Systems - Marianna Clinic	Marianna	72360	Lee	Forrest City	501-552-XXXX
17206-01-0091	Mid-South Health Systems - West Memphis Clinic	West Memphis	72301	Crittenden	Forrest City	501-380-XXXX
17206-01-0092	Mid-South Health Systems - Wynne Clinic	Wynne	72396	Cross	Forrest City	870-798-XXXX
17206-01-0093	Delta Counseling Associates	Monticello	71655	Drew	Monticello	870-367-XXXX
17206-01-0094	HRA - Health Resources of Arkansas - Ash Flat Clinic	Ash Flat	72513	Sharp	Mountain Home	501-565-XXXX
17206-01-0095	HRA - Health Resources of Arkansas - Batesville Clinic	Batesville	72503	Independence	Jonesboro	870-793-XXXX
17206-01-0096	HRA - Health Resources of Arkansas - Clinton Clinic	Clinton	72031	Van Buren	North Little Rock	501-202-XXXX
17206-01-0097	HRA - Health Resources of Arkansas - Harrison Clinic	Harrison	72601	Boone	Mountain Home	479-770-XXXX
17206-01-0098	HRA - Health Resources of Arkansas - Heber Springs Clinic	Heber Springs	72543	Cleburne	North Little Rock	870-448-XXXX
17206-01-0099	HRA - Health Resources of Arkansas - Jasper Clinic	Jasper	72641	Newton	Mountain Home	501-202-XXXX
17206-01-0100	HRA - Health Resources of Arkansas - Marshall Clinic	Marshall	72650	Searcy	Mountain Home	866 308-XXXX
17206-01-0101	HRA - Health Resources of Arkansas - Melbourne Clinic	Melbourne	72556	Izard	Mountain Home	870-972-XXXX
17206-01-0102	HRA - Health Resources Of Arkansas - Mountain Home Clinic	Mountain Home	72654	Baxter	Mountain Home	501-412-XXXX
17206-01-0103	HRA - Health Resources of Arkansas - Newport Clinic	Newport	72112	Jackson	Jonesboro	870-972-XXXX
17206-01-0104	HRA - Health Resources of Arkansas - Searcy Clinic	Searcy	72143	White	North Little Rock	870-793-XXXX
17206-01-0106	HRA - Health Resources of Arkansas - Mountain View Clinic	Mountain View	72560	Stone	Mountain Home	870-636-XXXX
17206-01-0107	LRCMHC - Little Rock Community Mental Health Center - Pinnacle House	Little Rock	72202	Pulaski	North Little Rock	501-280-XXXX

FCC ID	Site Name	Site City	Zip Code	County	Hub Site	Phone XXXX
17206-01-0105	HRA - Health Resources of Arkansas - Yellville Clinic	Yellville	72687	Marion	Mountain Home	501-303-XXXX
17206-01-0108	Mid-South Health Systems - Jonesboro	Jonesboro	72401	Craighead	Jonesboro	870-763-XXXX
17206-01-0109	Mid-South Health Systems - Corning	Corning	72422	Clay	Mountain Home	501-332-XXXX
17206-01-0110	Mid-South Health Systems - Jonesboro	Jonesboro	72401	Craighead	Jonesboro	870-895-XXXX
17206-01-0111	Mid-South Health Systems - Paragould	Paragould	72450	Greene	Jonesboro	870-864-XXXX
17206-01-0112	Mid-South Health Systems - Pocahontas	Pocahontas	72455	Randolph	Mountain Home	501-812-XXXX
17206-01-0113	Mid-South Health Systems - Walnut Ridge	Walnut Ridge	72476	Lawrence	Jonesboro	870-886-XXXX
17206-01-0114	Ozark Guidance - Bentonville	Bentonville	72712	Benton	Fayetteville	479-675-XXXX
17206-01-0115	Ozark Guidance - Berryville	Berryville	72616	Carroll	Mountain Home	870-612-XXXX
17206-01-0116	Ozark Guidance - Fayetteville	Fayetteville	72703	Washington	Fayetteville	501-686-XXXX
17206-01-0117	Ozark Guidance - Huntsville	Huntsville	72740	Madison	Fayetteville	479-738-XXXX
17206-01-0118	Ozark Guidance - Siloam Springs	Siloam Springs	72761	Benton	Fayetteville	479-524-XXXX
17206-01-0119	Ozark Guidance - Springdale	Springdale	72762	Washington	Fayetteville	479-750-XXXX
17206-01-0120	Professional Counseling Associates	North Little Rock	72117	Pulaski	North Little Rock	501-364-XXXX
17206-01-0121	South Arkansas Regional Health Center	El Dorado	71730	Union	Monticello	870-208-XXXX
17206-01-0122	Southeast Arkansas Behavioral Healthcare System	Pine Bluff	71603	Jefferson	Pine Bluff	870-534-XXXX
17206-01-0124	WACG - Western Arkansas Counseling & Guidance - Paris	Paris	72855	Logan	North Little Rock	479-452-XXXX
17206-01-0125	WACG - Western Arkansas Counseling & Guidance - Van Buren	Van Buren	72956	Crawford	North Little Rock	501-812-XXXX

FCC ID	Site Name	Site City	Zip Code	County	Hub Site	Phone XXXX
17206-01-0123	WACG - Western Arkansas Counseling & Guidance - Booneville	Booneville	72927	Logan	North Little Rock	870-836-XXXX
17206-01-0126	WACG - Western Arkansas Counseling & Guidance - Waldron	Waldron	72958	Polk	Fort Smith	501-202-XXXX
17206-01-0127	BH - Baptist Health Occupational Health Center	Little Rock	72206	Pulaski	North Little Rock	870-628-XXXX
17206-01-0128	BH - Baptist Health Therapy Center - Bryant	Bryant	72022	Saline	North Little Rock	870-424-XXXX
17206-01-0129	BH - Baptist Health Therapy Center - Conway	Conway	72032	Faulkner	North Little Rock	501-202-XXXX
17206-01-0130	BH - Baptist Health Therapy Center - Fairfield Bay	Fairfield Bay	72088	Van Buren	North Little Rock	479-229-XXXX
17206-01-0131	BH - Baptist Health Therapy Center - Heber Springs	Heber Springs	72543	Cleburne	Jonesboro	870-382-XXXX
17206-01-0132	BH - Baptist Health Therapy Center - Jacksonville	Jacksonville	72076	Pulaski	North Little Rock	870-425-XXXX
17206-01-0133	BH - Baptist Health Therapy Center - Lonoke	Lonoke	72086	Lonoke	North Little Rock	870-735-XXXX
17206-01-0134	BH - Baptist Health Therapy Center - Searcy	Searcy	72143	White	North Little Rock	501-202-XXXX
17206-01-0135	BH - Baptist Health Therapy Center - Sheridan	Sheridan	72150	Grant	Pine Bluff	501-450-XXXX
17206-01-0136	BH - Baptist Health Therapy Center - Sherwood	Sherwood	72120	Pulaski	North Little Rock	870-541-XXXX
17206-01-0137	BH - Baptist Health Therapy Center - Stuttgart	Stuttgart	72160	Arkansas	North Little Rock	501-202-XXXX

**ATTACHMENT D**

**ARE-ON/ARKANSAS TELEHEALTH NETWORK DIAGRAM**



## Arkansas Telehealth Network Hub Sites

<b>ATN HUB SITES</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>Phone XXXX</b>
<b>Arkansas State University Mountain Home - Mountain Home (ASUMH)</b>	<b>1600 South College St.</b>	<b>Mountain Home</b>	<b>72653</b>	<b>870-508-XXXX</b>
<b>East Arkansas Community College - Forrest City (EACC)</b>	<b>1700 Newcastle Road</b>	<b>Forrest City</b>	<b>72335</b>	<b>870-633-XXXX</b>
<b>Southeast Arkansas College - Pine Bluff (SEARK)</b>	<b>1900 Hazel Street</b>	<b>Pine Bluff</b>	<b>71603</b>	<b>870-543-XXXX</b>
<b>North Little Rock</b>	<b>Eanes Road @ I-440</b>	<b>North Little Rock</b>	<b>72117</b>	<b>N/A</b>
<b>U of A - Fayetteville, Research &amp; Technology Park, south Fayetteville</b>	<b>700 Research Center Blvd.</b>	<b>Fayetteville</b>	<b>72701</b>	<b>479-575-XXXX</b>
<b>Little Rock center route (UAMS), UAMS - UALR Fiber route</b>	<b>4301 West Markham</b>	<b>Little Rock</b>	<b>72205</b>	<b>501-603-XXXX</b>
<b>UA Southwest Research and Extension Center hut site, Hope East</b>	<b>362 Highway 174 North</b>	<b>Hope</b>	<b>71801</b>	<b>870-777-XXXX</b>
<b>U of A - Monticello</b>	<b>UA Monticello</b>	<b>Monticello</b>	<b>71656</b>	<b>870-460-XXXX</b>
<b>U of Arkansas - Fort Smith</b>	<b>5210 Grand Ave</b>	<b>Ft. Smith</b>	<b>72913</b>	<b>479-788-XXXX</b>
<b>ASU Jonesboro</b>	<b>1411 Franklin Street</b>	<b>Jonesboro</b>	<b>72401</b>	<b>870-972-XXXX</b>

**ATTACHMENT E**

**Summary Bid Price Sheet**

**AR – RFP 01 – Vendor Pricing List.xlsx must be completed by bidder.  
An Adobe pdf is attached for documentation purposes.**

**For convenience, please use the Excel version: [www.AR-17206.info](http://www.AR-17206.info)**

**Arkansas Telehealth Network Connectivity Services  
Pricing Overview**

	Network Connectivity Services for approximately 135 locations	Network Connectivity Services for 10 Hubs	Cost per Site
Cost per Megabit			
Monthly Circuit Fees			
Managed Services			
Moves Adds Changes			
Class of Service			
Standard Service Delivery Intervals (If in excess of stated intervals)			
Schedule of Expedite Charges			
Documentation Costs			
Fixed Amount or Hourly Rate Billing (F/H)			
Rates for Work Outside Bounds of Contract			
GRAND TOTAL			

PLEASE NOTE: ALL TRAVEL EXPENSES **MUST** BE BORNE BY THE NETWORK CONNECTIVITY VENDOR AND CANNOT BE BILLED TO THIS PROJECT.

**IMPORTANT: VENDOR MUST EXPAND ON ALL ITEMS AS NECESSARY. ALL QUOTED PRICES MUST BE FIRM FOR ONE HUNDRED TWENTY (120) DAYS AFTER BID OPENING. COST NOT INCLUDED ON THIS DOCUMENT WILL BE BORNE BY THE VENDOR. VENDOR MUST PROVIDE A COST FOR EACH AREA ON THIS DOCUMENT. PLEASE INDICATE IF THERE IS NO COST INVOLVED. FAILURE TO ADDRESS EACH ITEM ON THIS COST SHEET MAY RESULT IN REJECTION OF VENDOR'S PROPOSAL.**

for convenience, download in MS Excel format

<http://www.AR-17206.info>

FCC ID	Site Name	Site City	Zipcode
17206-01-0036	CHCA - Jefferson Comprehensive Care System - Alzheimer Clinic	Alzheimer	72004
17206-01-0024	CHCA - Amity Community Health Center	Amity	71921
17206-01-0015	BH - Baptist Health Surgery and Orthopedic Clinic (Arkadelphia)	Arkadelphia	71923
17206-01-0083	Community Counseling Services Inc. - Arkadelphia	Arkadelphia	71923
17206-01-0017	BRMC - Baxter Regional Medical Center - Ash Flat Clinic	Ash Flat	72513
17206-01-0094	HRA - Health Resources of Arkansas - Ash Flat Clinic	Ash Flat	72513
17206-01-0095	HRA - Health Resources of Arkansas - Batesville Clinic	Batesville	72503
17206-01-0023	CHCA - Bearden Health Center	Bearden	71720
17206-01-0006	BH - Baptist Health - Beebe Family Clinic	Beebe	72012
17206-01-0086	Counseling Clinic Inc.	Benton	72015
17206-01-0114	Ozark Guidance - Bentonville	Bentonville	72712
17206-01-0115	Ozark Guidance - Berryville	Berryville	72616
17206-01-0123	WACG - Western Arkansas Counseling & Guidance - Booneville	Booneville	72927
17206-01-0004	BH - Baptist Health - Brinkley Medical Clinic	Brinkley	72021
17206-01-0087	Mid-South Health Systems - Brinkley Clinic	Brinkley	72021
17206-01-0128	BH - Baptist Health Therapy Center - Bryant	Bryant	72022
17206-01-0007	BH - Baptist Health - Cabot Family Clinic	Cabot	72023

17206-01-0051	Community Medical Center Clinic of Calico Rock	Calico Rock	72519
17206-01-0074	WRMC - Cave City Medical Clinic	Cave City	72521
17206-01-0077	WRMC - North Complex	Cherokee Village	72525
17206-01-0005	BH - Baptist Health - Clarendon Medical Clinic	Clarendon	72029
17206-01-0048	CHCA - Mid-Delta Health Systems Inc.	Clarendon	72029
17206-01-0018	CHCA - Boston Mountain Rural Health Center, Inc.	Clinton	72031
17206-01-0056	CRHS - Conway Regional Health System - Reddy Medical Clinic	Clinton	72031
17206-01-0096	HRA - Health Resources of Arkansas - Clinton Clinic	Clinton	72031
17206-01-0037	CHCA - Jefferson Comprehensive Care System - College Station Clinic	College Station	72053
17206-01-0129	BH - Baptist Health Therapy Center - Conway	Conway	72032
17206-01-0030	CHCA - Corning Area Healthcare Inc.	Corning	72422
17206-01-0109	Mid-South Health Systems - Corning	Corning	72422
17206-01-0002	Ashley Health Services (Ashley County Medical Center)	Crossett	71635
17206-01-0019	CHCA - Boston Mountain Rural Health Center, Inc.	Deer	72628
17206-01-0044	CHCA - Mainline Health Systems Inc. - Dermott Medical Clinic	Dermott	71638
17206-01-0075	WRMC - Drasco Medical Clinic	Drasco	72530
17206-01-0121	South Arkansas Regional Health Center	El Dorado	71730
17206-01-0012	BH - Baptist Health - England Family Clinic	England	72046
17206-01-0045	CHCA - Mainline Health Systems Inc. - Eudora Medical Clinic	Eudora	71640
17206-01-0020	CHCA - Boston Mountain Rural Health Center, Inc.	Fairfield Bay	72088
17206-01-0130	BH - Baptist Health Therapy Center - Fairfield Bay	Fairfield Bay	72088
17206-01-0116	Ozark Guidance - Fayetteville	Fayetteville	72703

17206-01-0049	CHCA - River Valley Primary Care Services - Northside Clinic	Fort Smith	72904
17206-01-0021	CHCA - Boston Mountain Rural Health Center, Inc.	Green Forest	72638
17206-01-0054	CRHS - Conway Regional Health System - Greenbrier Family Clinic	Greenbrier	72058
17206-01-0008	BH - Baptist Health - Greer's Ferry Clinic	Greers Ferry	72067
17206-01-0025	CHCA - Cabun Rural Health Services Inc.	Hampton	71744
17206-01-0097	HRA - Health Resources of Arkansas - Harrison Clinic	Harrison	72601
17206-01-0013	BH - Baptist Health - Hazen Family Clinic	Hazen	72064
17206-01-0098	HRA - Health Resources of Arkansas - Heber Springs Clinic	Heber Springs	72543
17206-01-0131	BH - Baptist Health Therapy Center - Heber Springs	Heber Springs	72543
17206-01-0088	Mid-South Health Systems - Helena Clinic	Helena	72342
17206-01-0026	CHCA - Hope Migrant/Community Health Center	Hope	71801
17206-01-0052	Community Medical Center Clinic of Horseshoe Bend	Horseshoe Bend	72512
17206-01-0085	Community Counseling Services Inc. - West Grand	Hot Springs	71901
17206-01-0042	CHCA - Lee County Cooperative Clinic - Hughes Satellite Clinic	Hughes	72348
17206-01-0117	Ozark Guidance - Huntsville	Huntsville	72740
17206-01-0067	SVHC - Family Clinic - Jacksonville	Jacksonville	72076
17206-01-0081	Centers for Youth & Families - Jacksonville	Jacksonville	72076
17206-01-0132	BH - Baptist Health Therapy Center - Jacksonville	Jacksonville	72076
17206-01-0099	HRA - Health Resources of Arkansas - Jasper Clinic	Jasper	72641
17206-01-0108	Mid-South Health Systems - Jonesboro	Jonesboro	72401
17206-01-0110	Mid-South Health Systems - Jonesboro	Jonesboro	72401
17206-01-0033	CHCA - East Arkansas Family Health Center Inc - Lepanto	Lepanto	72354

17206-01-0027	CHCA - Lewisville Family Practice Center	Lewisville	71845
17206-01-0065	SVHC - St. Vincent Family Clinic - Chenal	Little Rock	72223
17206-01-0066	SVHC - Little Rock Internal Medicine Clinic	Little Rock	72207
17206-01-0068	SVHC - Family Clinic - Rodney Parham	Little Rock	72227
17206-01-0069	SVHC - Family Clinic - University	Little Rock	72204
17206-01-0071	SVHC - Health Clinic East	Little Rock	72202
17206-01-0080	BH - Baptist Health Schools Little Rock	Little Rock	72210
17206-01-0107	LRCMHC - Little Rock Community Mental Health Center - Pinnacle House	Little Rock	72202
17206-01-0127	BH - Baptist Health Occupational Health Center	Little Rock	72206
17206-01-0003	BH - Baptist Health - Anderson Medical Clinic	Lonoke	72086
17206-01-0133	BH - Baptist Health Therapy Center - Lonoke	Lonoke	72086
17206-01-0043	CHCA - Lee County Cooperative Clinic - Madison Satellite Clinic	Madison	72359
17206-01-0009	BH - Baptist Health - Malvern Family Clinic	Malvern	72104
17206-01-0084	Community Counseling Services Inc.- Malvern	Malvern	72104
17206-01-0072	Twin Cities Medical Clinic	Mansfield	72944
17206-01-0041	CHCA - Lee County Cooperative Clinic	Marianna	72360
17206-01-0090	Mid-South Health Systems - Marianna Clinic	Marianna	72360
17206-01-0058	Crittenden - Mid-South Pediatrics	Marion	72364
17206-01-0059	Crittenden - Riverside Rural Health Clinic	Marked Tree	72365
17206-01-0022	CHCA - Boston Mountain Rural Health Center, Inc.	Marshall	72650
17206-01-0100	HRA - Health Resources of Arkansas - Marshall Clinic	Marshall	72650
17206-01-0010	BH - Baptist Health - Maumelle Family Clinic	Maumelle	72113

17206-01-0064	SVHC - Carfagno Family Practice Clinic	Maumelle	72113
17206-01-0055	CRHS - Conway Regional Health System - Mayflower Family Medicine Clinic	Mayflower	72106
17206-01-0053	Community Medical Center Clinic of Melbourne	Melbourne	72556
17206-01-0076	WRMC - Melbourne Medical Clinic	Melbourne	72556
17206-01-0101	HRA - Health Resources of Arkansas - Melbourne Clinic	Melbourne	72556
17206-01-0035	CHCA - Western Arkansas Total Community Health Clinic	Mena	71953
17206-01-0093	Delta Counseling Associates	Monticello	71655
17206-01-0061	CHCA - Montgomery County Community Clinic	Mount Ida	71957
17206-01-0102	HRA - Health Resources Of Arkansas - Mountain Home Clinic	Mountain Home	72654
17206-01-0106	HRA - Health Resources of Arkasnas - Mountain View Clinic	Mountain View	72560
17206-01-0103	HRA - Health Resources of Arkansas - Newport Clinic	Newport	72112
17206-01-0082	Centers for Youth & Families - North Little Rock	North Little Rock	72117
17206-01-0120	Professional Counseling Associates	North Little Rock	72117
17206-01-0111	Mid-South Health Systems - Paragould	Paragould	72450
17206-01-0124	WACG - Western Arkansas Counseling & Guidance - Paris	Paris	72855
17206-01-0011	BH - Baptist Health - Perryville Family Clinic	Perryville	72126
17206-01-0038	CHCA - Jefferson Comprehensive Care System - Pine Bluff Clinic	Pine Bluff	71601
17206-01-0122	Southeast Arkansas Behavioral Healthcare System	Pine Bluff	71603
17206-01-0078	WRMC - Pleasant Plains Medical Clinic	Pleasant Plains	72568
17206-01-0031	CHCA - Corning Area Healthcare Inc. - Pocahontas	Pocahontas	72455
17206-01-0112	Mid-South Health Systems - Pocahontas	Pocahontas	72455
17206-01-0046	CHCA - Mainline Health Systems Inc. - Portland Medical Clinic	Portland	71663

17206-01-0050	CHCA - River Valley Primary Care Services - Ratcliff Clinic	Ratcliff	72951
17206-01-0039	CHCA - Jefferson Comprehensive Care System - Redfield Clinic	Redfield	72132
17206-01-0040	CHCA - Jefferson Comprehensive Care System - Rison Clinic	Rison	71655
17206-01-0029	CHCA - Community Clinic Rogers Medical	Rogers	72756
17206-01-0073	White County Medical Center - West Clinic	Searcy	72143
17206-01-0104	HRA - Health Resources of Arkansas - Searcy Clinic	Searcy	72143
17206-01-0134	BH - Baptist Health Therapy Center - Searcy	Searcy	72143
17206-01-0135	BH - Baptist Health Therapy Center - Sheridan	Sheridan	72150
17206-01-0070	SVHC - Wildwood Medical Clinic	Sherwood	72120
17206-01-0136	BH - Baptist Health Therapy Center - Sherwood	Sherwood	72120
17206-01-0118	Ozark Guidance - Siloam Springs	Siloam Springs	72761
17206-01-0119	Ozark Guidance - Springdale	Springdale	72762
17206-01-0079	WRMC - Strawberry Medical Clinic	Strawberry	72469
17206-01-0028	CHCA - Strong Clinic	Strong	71765
17206-01-0014	BH - Baptist Health - Stuttgart Regional Medical Clinic	Stuttgart	72160
17206-01-0137	BH - Baptist Health Therapy Center - Stuttgart	Stuttgart	72160
17206-01-0063	MHS - Mercy Health System - St. Edward Mercy Clinic - Van Buren	Van Buren	72956
17206-01-0125	WACG - Western Arkansas Counseling & Guidance - Van Buren	Van Buren	72956
17206-01-0062	MHS - Mercy Health System - Scott County Medical Clinic	Waldron	72958
17206-01-0126	WACG - Western Arkansas Counseling & Guidance - Waldron	Waldron	72958
17206-01-0032	CHCA - Corning Area Healthcare Inc. - Walnut Ridge	Walnut Ridge	72476
17206-01-0060	Lawrence Memorial Hospital - Family Clinic - Walnut Ridge	Walnut Ridge	72476



			Monthly Circuit Fees		
County	HubSite	Phone XXXX	1.544	3	10
Jefferson	Pine Bluff	870-972-XXXX			
Clark	Mountain Home	870-673-XXXX			
Clark	North Little Rock	870-862-XXXX			
Clark	Hope	870-246-XXXX			
Sharp	Mountain Home	501-552-XXXX			
Sharp	Mountain Home	501-565-XXXX			
Independence	Jonesboro	870-793-XXXX			
Ouachita	Pine Bluff	870-687-XXXX			
White	Forrest City	870-236-XXXX			
Saline	North Little Rock	870-269-XXXX			
Benton	Fayetteville	479-675-XXXX			
Carroll	Mountain Home	870-612-XXXX			
Logan	North Little Rock	870-836-XXXX			
Monroe	North Little Rock	501-202-XXXX			
Monroe	Forrest City	870- 734-XXX			
Saline	North Little Rock	870-424-XXXX			
Lonoke	Forrest City	501-843-XXXX			

Izard	Mountain Home	479-963-XXXX			
Sharp	Jonesboro	501-847-XXXX			
Fulton	Mountain Home	870-798-XXXX			
Monroe	North Little Rock	501-202-XXXX			
Monroe	Forrest City	479-549-XXXX			
Van Buren	North Little Rock	501-889-XXXX			
Van Buren	North Little Rock	870-972-XXXX			
Van Buren	North Little Rock	501-202-XXXX			
Pulaski	North Little Rock	870-886-XXXX			
Faulkner	North Little Rock	501-202-XXXX			
Clay	Mountain Home	870-886-XXXX			
Clay	Mountain Home	501-332-XXXX			
Ashley	Monticello	479-521-XXXX			
Newton	Mountain Home	870-448-XXXX			
Chicot	Monticello	501-412-XXXX			
Cleburne	Jonesboro	870-446-XXXX			
Union	Monticello	870-208-XXXX			
Lonoke	Monticello	870-367-XXXX			
Chicot	Monticello	501-202-XXXX			
Van Buren	North Little Rock	870-339-XXXX			
Van Buren	North Little Rock	479-229-XXXX			
Washington	Fayetteville	501-686-XXXX			

Sebastian	Fort Smith	479-635-XXXX			
Carroll	Mountain Home	501-776-XXXX			
Faulkner	North Little Rock	501-450-XXXX			
Cleburne	North Little Rock	870-512-XXXX			
Calhoun	Monticello	501-552-XXXX			
Boone	Mountain Home	479-770-XXXX			
Prairie	North Little Rock	870-777-XXXX			
Cleburne	North Little Rock	870-448-XXXX			
Cleburne	Jonesboro	870-382-XXXX			
Phillips	Forrest City	870-338-XXX			
Hempstead	Hope	870-777-8420			
Izard	Mountain Home	870-297-XXXX			
Garland	North Little Rock	501-620-XXXX			
Saint Francis	Forrest City	479-695-XXXX			
Madison	Fayetteville	479-738-XXXX			
Pulaski	North Little Rock	501-552-XXXX			
Pulaski	North Little Rock	870-892-XXXX			
Pulaski	North Little Rock	870-425-XXXX			
Newton	Mountain Home	501-202-XXXX			
Craighead	Jonesboro	870-763-XXXX			
Craighead	Jonesboro	870-895-XXXX			
Poinsett	Jonesboro	870-246-XXXX			

Lafayette	Hope	870-425-XXXX			
Pulaski	Little Rock	870-972-XXXX			
Pulaski	Little Rock	870-732-XXXX			
Pulaski	Little Rock	870-972-XXXX			
Pulaski	Little Rock	501-202-XXXX			
Pulaski	Little Rock	479-471-XXXX			
Pulaski	North Little Rock	501-552-XXXX			
Pulaski	North Little Rock	501-280-XXXX			
Pulaski	North Little Rock	870-628-XXXX			
Lonoke	North Little Rock	479-963-XXXX			
Lonoke	North Little Rock	870-735-XXXX			
Saint Francis	Forrest City	479-927-XXXX			
Hot Spring	North Little Rock	479-964-XXXX			
Hot Spring	North Little Rock	870-364-XXXX			
Sebastian	Fort Smith	479-441-XXXX			
Lee	Forrest City	870-295-XXXX			
Lee	Forrest City	501-552-XXXX			
Crittenden	Forrest City	870-743-XXXX			
Poinsett	Forrest City	870-735-4025			
Searcy	Mountain Home	501-364-XXXX			
Searcy	Mountain Home	866 308-XXXX			
Pulaski	North Little Rock	479-968-XXXX			

Pulaski	North Little Rock	501-329-XXXX			
Faulkner	North Little Rock	501-624-XXXX			
Izard	Mountain Home	870-265-XXXX			
Izard	Mountain Home	501-552-XXXX			
Izard	Mountain Home	870-972-XXXX			
Polk	Hope	501-985-XXXX			
Drew	Monticello	870-367-XXXX			
Montgomery	North Little Rock	870-262-XXXX			
Baxter	Mountain Home	501-412-XXXX			
Stone	Mountain Home	870-636-XXXX			
Jackson	Jonesboro	870-972-XXXX			
Pulaski	North Little Rock	417-837-XXXX			
Pulaski	North Little Rock	501-364-XXXX			
Greene	Jonesboro	870-864-XXXX			
Logan	North Little Rock	479-452-XXXX			
Perry	North Little Rock	479-785-XXXX			
Jefferson	Pine Bluff	870-735-XXXX			
Jefferson	Pine Bluff	870-534-XXXX			
Independence	Jonesboro	479-314-XXXX			
Randolph	Mountain Home	870-864-XXXX			
Randolph	Mountain Home	501-812-XXXX			
Ashley	Monticello	870-233-XXXX			

Logan	North Little Rock	501-882-XXXX			
Jefferson	North Little Rock	501-745-XXXX			
Cleveland	Pine Bluff	501-552-XXXX			
Benton	Fayetteville	479-675-XXXX			
White	North Little Rock	501-354-XXXX			
White	North Little Rock	870-793-XXXX			
White	North Little Rock	501-202-XXXX			
Grant	Pine Bluff	501-450-XXXX			
Pulaski	North Little Rock	501-552-XXXX			
Pulaski	North Little Rock	870-541-XXXX			
Benton	Fayetteville	479-524-XXXX			
Washington	Fayetteville	479-750-XXXX			
Lawrence	Mountain Home	870-642-XXXX			
Union	Monticello	870-797-XXXX			
Arkansas	North Little Rock	870-798-XXXX			
Arkansas	North Little Rock	501-202-XXXX			
Crawford	Fort Smith	479-314-XXXX			
Crawford	North Little Rock	501-812-XXXX			
Scott	Fort Smith	870-735-XXXX			
Polk	Fort Smith	501-202-XXXX			
Lawrence	Jonesboro	870-256-XXXX			
Lawrence	Jonesboro	870-633-XXXX			













































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FCC ID	Site Name	Site City	Zipcode	County	HubSite
17206-01-0036	CHCA - Jefferson Comprehensive Care System - Alzheimer Clinic	Alzheimer	72004	Jefferson	Pine Bluff
17206-01-0024	CHCA - Amity Community Health Center	Amity	71921	Clark	Mountain Home
17206-01-0015	BH - Baptist Health Surgery and Orthopedic Clinic (Arkadelphia)	Arkadelphia	71923	Clark	North Little Rock
17206-01-0083	Community Counseling Services Inc. - Arkadelphia	Arkadelphia	71923	Clark	Hope
17206-01-0017	BRMC - Baxter Regional Medical Center - Ash Flat Clinic	Ash Flat	72513	Sharp	Mountain Home
17206-01-0094	HRA - Health Resources of Arkansas - Ash Flat Clinic	Ash Flat	72513	Sharp	Mountain Home
17206-01-0095	HRA - Health Resources of Arkansas - Batesville Clinic	Batesville	72503	Independence	Jonesboro
17206-01-0023	CHCA - Bearden Health Center	Bearden	71720	Ouachita	Pine Bluff
17206-01-0006	BH - Baptist Health - Beebe Family Clinic	Beebe	72012	White	Forrest City
17206-01-0086	Counseling Clinic Inc.	Benton	72015	Saline	North Little Rock
17206-01-0114	Ozark Guidance - Bentonville	Bentonville	72712	Benton	Fayetteville
17206-01-0115	Ozark Guidance - Berryville	Berryville	72616	Carroll	Mountain Home
17206-01-0123	WACG - Western Arkansas Counseling & Guidance - Booneville	Booneville	72927	Logan	North Little Rock
17206-01-0004	BH - Baptist Health - Brinkley Medical Clinic	Brinkley	72021	Monroe	North Little Rock
17206-01-0087	Mid-South Health Systems - Brinkley Clinic	Brinkley	72021	Monroe	Forrest City
17206-01-0128	BH - Baptist Health Therapy Center - Bryant	Bryant	72022	Saline	North Little Rock
17206-01-0007	BH - Baptist Health - Cabot Family Clinic	Cabot	72023	Lonoke	Forrest City
17206-01-0051	Community Medical Center Clinic of Calico Rock	Calico Rock	72519	Izard	Mountain Home
17206-01-0074	WRMC - Cave City Medical Clinic	Cave City	72521	Sharp	Jonesboro
17206-01-0077	WRMC - North Complex	Cherokee Village	72525	Fulton	Mountain Home
17206-01-0005	BH - Baptist Health - Clarendon Medical Clinic	Clarendon	72029	Monroe	North Little Rock
17206-01-0048	CHCA - Mid-Delta Health Systems Inc.	Clarendon	72029	Monroe	Forrest City
17206-01-0018	CHCA - Boston Mountain Rural Health Center, Inc.	Clinton	72031	Van Buren	North Little Rock
17206-01-0056	CRHS - Conway Regional Health System - Reddy Medical Clinic	Clinton	72031	Van Buren	North Little Rock
17206-01-0096	HRA - Health Resources of Arkansas - Clinton Clinic	Clinton	72031	Van Buren	North Little Rock
17206-01-0037	CHCA - Jefferson Comprehensive Care System - College Station Clinic	College Station	72053	Pulaski	North Little Rock

17206-01-0129	BH - Baptist Health Therapy Center - Conway	Conway	72032	Faulkner	North Little Rock
17206-01-0030	CHCA - Corning Area Healthcare Inc.	Corning	72422	Clay	Mountain Home
17206-01-0109	Mid-South Health Systems - Corning	Corning	72422	Clay	Mountain Home
17206-01-0002	Ashley Health Services (Ashley County Medical Center)	Crossett	71635	Ashley	Monticello
17206-01-0019	CHCA - Boston Mountain Rural Health Center, Inc.	Deer	72628	Newton	Mountain Home
17206-01-0044	CHCA - Mainline Health Systems Inc. - Dermott Medical Clinic	Dermott	71638	Chicot	Monticello
17206-01-0075	WRMC - Drasco Medical Clinic	Drasco	72530	Cleburne	Jonesboro
17206-01-0121	South Arkansas Regional Health Center	El Dorado	71730	Union	Monticello
17206-01-0012	BH - Baptist Health - England Family Clinic	England	72046	Lonoke	Monticello
17206-01-0045	CHCA - Mainline Health Systems Inc. - Eudora Medical Clinic	Eudora	71640	Chicot	Monticello
17206-01-0020	CHCA - Boston Mountain Rural Health Center, Inc.	Fairfield Bay	72088	Van Buren	North Little Rock
17206-01-0130	BH - Baptist Health Therapy Center - Fairfield Bay	Fairfield Bay	72088	Van Buren	North Little Rock
17206-01-0116	Ozark Guidance - Fayetteville	Fayetteville	72703	Washington	Fayetteville
17206-01-0049	CHCA - River Valley Primary Care Services - Northside Clinic	Fort Smith	72904	Sebastian	Fort Smith
17206-01-0021	CHCA - Boston Mountain Rural Health Center, Inc.	Green Forest	72638	Carroll	Mountain Home
17206-01-0054	CRHS - Conway Regional Health System - Greenbrier Family Clinic	Greenbrier	72058	Faulkner	North Little Rock
17206-01-0008	BH - Baptist Health - Greer's Ferry Clinic	Greers Ferry	72067	Cleburne	North Little Rock
17206-01-0025	CHCA - Cabun Rural Health Services Inc.	Hampton	71744	Calhoun	Monticello
17206-01-0097	HRA - Health Resources of Arkansas - Harrison Clinic	Harrison	72601	Boone	Mountain Home
17206-01-0013	BH - Baptist Health - Hazen Family Clinic	Hazen	72064	Prairie	North Little Rock
17206-01-0098	HRA - Health Resources of Arkansas - Heber Springs Clinic	Heber Springs	72543	Cleburne	North Little Rock
17206-01-0131	BH - Baptist Health Therapy Center - Heber Springs	Heber Springs	72543	Cleburne	Jonesboro
17206-01-0088	Mid-South Health Systems - Helena Clinic	Helena	72342	Phillips	Forrest City
17206-01-0026	CHCA - Hope Migrant/Community Health Center	Hope	71801	Hempstead	Hope
17206-01-0052	Community Medical Center Clinic of Horseshoe Bend	Horseshoe Bend	72512	Izard	Mountain Home
17206-01-0085	Community Counseling Services Inc. - West Grand	Hot Springs	71901	Garland	North Little Rock
17206-01-0042	CHCA - Lee County Cooperative Clinic - Hughes Satellite Clinic	Hughes	72348	Saint Francis	Forrest City
17206-01-0117	Ozark Guidance - Huntsville	Huntsville	72740	Madison	Fayetteville
17206-01-0067	SVHC - Family Clinic - Jacksonville	Jacksonville	72076	Pulaski	North Little Rock

17206-01-0081	Centers for Youth & Families - Jacksonville	Jacksonville	72076	Pulaski	North Little Rock
17206-01-0132	BH - Baptist Health Therapy Center - Jacksonville	Jacksonville	72076	Pulaski	North Little Rock
17206-01-0099	HRA - Health Resources of Arkansas - Jasper Clinic	Jasper	72641	Newton	Mountain Home
17206-01-0108	Mid-South Health Systems - Jonesboro	Jonesboro	72401	Craighead	Jonesboro
17206-01-0110	Mid-South Health Systems - Jonesboro	Jonesboro	72401	Craighead	Jonesboro
17206-01-0033	CHCA - East Arkansas Family Health Center Inc - Lepanto	Lepanto	72354	Poinsett	Jonesboro
17206-01-0027	CHCA - Lewisville Family Practice Center	Lewisville	71845	Lafayette	Hope
17206-01-0065	SVHC - St. Vincent Family Clinic - Chenal	Little Rock	72223	Pulaski	Little Rock
17206-01-0066	SVHC - Little Rock Internal Medicine Clinic	Little Rock	72207	Pulaski	Little Rock
17206-01-0068	SVHC - Family Clinic - Rodney Parham	Little Rock	72227	Pulaski	Little Rock
17206-01-0069	SVHC - Family Clinic - University	Little Rock	72204	Pulaski	Little Rock
17206-01-0071	SVHC - Health Clinic East	Little Rock	72202	Pulaski	Little Rock
17206-01-0080	BH - Baptist Health Schools Little Rock	Little Rock	72210	Pulaski	North Little Rock
17206-01-0107	LRCMHC - Little Rock Community Mental Health Center - Pinnacle House	Little Rock	72202	Pulaski	North Little Rock
17206-01-0127	BH - Baptist Health Occupational Health Center	Little Rock	72206	Pulaski	North Little Rock
17206-01-0003	BH - Baptist Health - Anderson Medical Clinic	Lonoke	72086	Lonoke	North Little Rock
17206-01-0133	BH - Baptist Health Therapy Center - Lonoke	Lonoke	72086	Lonoke	North Little Rock
17206-01-0043	CHCA - Lee County Cooperative Clinic - Madison Satellite Clinic	Madison	72359	Saint Francis	Forrest City
17206-01-0009	BH - Baptist Health - Malvern Family Clinic	Malvern	72104	Hot Spring	North Little Rock
17206-01-0084	Community Counseling Services Inc.- Malvern	Malvern	72104	Hot Spring	North Little Rock
17206-01-0072	Twin Cities Medical Clinic	Mansfield	72944	Sebastian	Fort Smith
17206-01-0041	CHCA - Lee County Cooperative Clinic	Marianna	72360	Lee	Forrest City
17206-01-0090	Mid-South Health Systems - Marianna Clinic	Marianna	72360	Lee	Forrest City
17206-01-0058	Crittenden - Mid-South Pediatrics	Marion	72364	Crittenden	Forrest City
17206-01-0059	Crittenden - Riverside Rural Health Clinic	Marked Tree	72365	Poinsett	Forrest City
17206-01-0022	CHCA - Boston Mountain Rural Health Center, Inc.	Marshall	72650	Searcy	Mountain Home
17206-01-0100	HRA - Health Resources of Arkansas - Marshall Clinic	Marshall	72650	Searcy	Mountain Home
17206-01-0010	BH - Baptist Health - Maumelle Family Clinic	Maumelle	72113	Pulaski	North Little Rock
17206-01-0064	SVHC - Carfagno Family Practice Clinic	Maumelle	72113	Pulaski	North Little Rock
17206-01-0055	CRHS - Conway Regional Health System - Mayflower Family Medicine Clinic	Mayflower	72106	Faulkner	North Little Rock
17206-01-0053	Community Medical Center Clinic of Melbourne	Melbourne	72556	Izard	Mountain Home

17206-01-0076	WRMC - Melbourne Medical Clinic	Melbourne	72556	Izard	Mountain Home
17206-01-0101	HRA - Health Resources of Arkansas - Melbourne Clinic	Melbourne	72556	Izard	Mountain Home
17206-01-0035	CHCA - Western Arkansas Total Community Health Clinic	Mena	71953	Polk	Hope
17206-01-0093	Delta Counseling Associates	Monticello	71655	Drew	Monticello
17206-01-0061	CHCA - Montgomery County Community Clinic	Mount Ida	71957	Montgomery	North Little Rock
17206-01-0102	HRA - Health Resources Of Arkansas - Mountain Home Clinic	Mountain Home	72654	Baxter	Mountain Home
17206-01-0106	HRA - Health Resources of Arkasnas - Mountain View Clinic	Mountain View	72560	Stone	Mountain Home
17206-01-0103	HRA - Health Resources of Arkansas - Newport Clinic	Newport	72112	Jackson	Jonesboro
17206-01-0082	Centers for Youth & Families - North Little Rock	North Little Rock	72117	Pulaski	North Little Rock
17206-01-0120	Professional Counseling Associates	North Little Rock	72117	Pulaski	North Little Rock
17206-01-0111	Mid-South Health Systems - Paragould	Paragould	72450	Greene	Jonesboro
17206-01-0124	WACG - Western Arkansas Counseling & Guidance - Paris	Paris	72855	Logan	North Little Rock
17206-01-0011	BH - Baptist Health - Perryville Family Clinic	Perryville	72126	Perry	North Little Rock
17206-01-0038	CHCA - Jefferson Comprehensive Care System - Pine Bluff Clinic	Pine Bluff	71601	Jefferson	Pine Bluff
17206-01-0122	Southeast Arkansas Behavioral Healthcare System	Pine Bluff	71603	Jefferson	Pine Bluff
17206-01-0078	WRMC - Pleasant Plains Medical Clinic	Pleasant Plains	72568	Independence	Jonesboro
17206-01-0031	CHCA - Corning Area Healthcare Inc. - Pocahontas	Pocahontas	72455	Randolph	Mountain Home
17206-01-0112	Mid-South Health Systems - Pocahontas	Pocahontas	72455	Randolph	Mountain Home
17206-01-0046	CHCA - Mainline Health Systems Inc. - Portland Medical Clinic	Portland	71663	Ashley	Monticello
17206-01-0050	CHCA - River Valley Primary Care Services - Ratcliff Clinic	Ratcliff	72951	Logan	North Little Rock
17206-01-0039	CHCA - Jefferson Comprehensive Care System - Redfield Clinic	Redfield	72132	Jefferson	North Little Rock
17206-01-0040	CHCA - Jefferson Comprehensive Care System - Rison Clinic	Rison	71655	Cleveland	Pine Bluff
17206-01-0029	CHCA - Community Clinic Rogers Medical	Rogers	72756	Benton	Fayetteville
17206-01-0073	White County Medical Center - West Clinic	Searcy	72143	White	North Little Rock
17206-01-0104	HRA - Health Resources of Arkansas - Searcy Clinic	Searcy	72143	White	North Little Rock
17206-01-0134	BH - Baptist Health Therapy Center - Searcy	Searcy	72143	White	North Little Rock

17206-01-0135	BH - Baptist Health Therapy Center - Sheridan	Sheridan	72150	Grant	Pine Bluff
17206-01-0070	SVHC - Wildwood Medical Clinic	Sherwood	72120	Pulaski	North Little Rock
17206-01-0136	BH - Baptist Health Therapy Center - Sherwood	Sherwood	72120	Pulaski	North Little Rock
17206-01-0118	Ozark Guidance - Siloam Springs	Siloam Springs	72761	Benton	Fayetteville
17206-01-0119	Ozark Guidance - Springdale	Springdale	72762	Washington	Fayetteville
17206-01-0079	WRMC - Strawberry Medical Clinic	Strawberry	72469	Lawrence	Mountain Home
17206-01-0028	CHCA - Strong Clinic	Strong	71765	Union	Monticello
17206-01-0014	BH - Baptist Health - Stuttgart Regional Medical Clinic	Stuttgart	72160	Arkansas	North Little Rock
17206-01-0137	BH - Baptist Health Therapy Center - Stuttgart	Stuttgart	72160	Arkansas	North Little Rock
17206-01-0063	MHS - Mercy Health System - St. Edward Mercy Clinic - Van Buren	Van Buren	72956	Crawford	Fort Smith
17206-01-0125	WACG - Western Arkansas Counseling & Guidance - Van Buren	Van Buren	72956	Crawford	North Little Rock
17206-01-0062	MHS - Mercy Health System - Scott County Medical Clinic	Waldron	72958	Scott	Fort Smith
17206-01-0126	WACG - Western Arkansas Counseling & Guidance - Waldron	Waldron	72958	Polk	Fort Smith
17206-01-0032	CHCA - Corning Area Healthcare Inc. - Walnut Ridge	Walnut Ridge	72476	Lawrence	Jonesboro
17206-01-0060	Lawrence Memorial Hospital - Family Clinic - Walnut Ridge	Walnut Ridge	72476	Lawrence	Jonesboro
17206-01-0113	Mid-South Health Systems - Walnut Ridge	Walnut Ridge	72476	Lawrence	Jonesboro
17206-01-0034	CHCA - East Arkansas Family Health Center Inc - West Memphis	West Memphis	72301	Crittenden	Forrest City
17206-01-0057	Crittenden - Mid-South Multi-specialty Clinic	West Memphis	72301	Crittenden	Forrest City
17206-01-0091	Mid-South Health Systems - West Memphis Clinic	West Memphis	72301	Crittenden	Forrest City
17206-01-0047	CHCA - Mainline Health Systems Inc. - Wilmot Medical Clinic	Wilmot	71676	Ashley	Monticello
17206-01-0092	Mid-South Health Systems - Wynne Clinic	Wynne	72396	Cross	Forrest City
17206-01-0016	BRMC - Baxter Regional Medical Center - Ahrens Clinic	Yellville	72687	Marion	Mountain Home
17206-01-0105	HRA - Health Resources of Arkansas - Yellville Clinic	Yellville	72687	Marion	Mountain Home



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FCC ID	Site Name	Site City	Zipcode	County	HubSite
17206-01-0036	CHCA - Jefferson Comprehensive Care System - Altheimer Clinic	Altheimer	72004	Jefferson	Pine Bluff
17206-01-0024	CHCA - Amity Community Health Center	Amity	71921	Clark	Mountain Home
17206-01-0015	BH - Baptist Health Surgery and Orthopedic Clinic (Arkadelphia)	Arkadelphia	71923	Clark	North Little Rock
17206-01-0083	Community Counseling Services Inc. - Arkadelphia	Arkadelphia	71923	Clark	Hope
17206-01-0017	BRMC - Baxter Regional Medical Center - Ash Flat Clinic	Ash Flat	72513	Sharp	Mountain Home
17206-01-0094	HRA - Health Resources of Arkansas - Ash Flat Clinic	Ash Flat	72513	Sharp	Mountain Home
17206-01-0095	HRA - Health Resources of Arkansas - Batesville Clinic	Batesville	72503	Independence	Jonesboro
17206-01-0023	CHCA - Bearden Health Center	Bearden	71720	Ouachita	Pine Bluff
17206-01-0006	BH - Baptist Health - Beebe Family Clinic	Beebe	72012	White	Forrest City
17206-01-0086	Counseling Clinic Inc.	Benton	72015	Saline	North Little Rock
17206-01-0114	Ozark Guidance - Bentonville	Bentonville	72712	Benton	Fayetteville
17206-01-0115	Ozark Guidance - Berryville	Berryville	72616	Carroll	Mountain Home
17206-01-0123	WACG - Western Arkansas Counseling & Guidance - Booneville	Booneville	72927	Logan	North Little Rock
17206-01-0004	BH - Baptist Health - Brinkley Medical Clinic	Brinkley	72021	Monroe	North Little Rock
17206-01-0087	Mid-South Health Systems - Brinkley Clinic	Brinkley	72021	Monroe	Forrest City
17206-01-0128	BH - Baptist Health Therapy Center - Bryant	Bryant	72022	Saline	North Little Rock
17206-01-0007	BH - Baptist Health - Cabot Family Clinic	Cabot	72023	Lonoke	Forrest City
17206-01-0051	Community Medical Center Clinic of Calico Rock	Calico Rock	72519	Izard	Mountain Home
17206-01-0074	WRMC - Cave City Medical Clinic	Cave City	72521	Sharp	Jonesboro
17206-01-0077	WRMC - North Complex	Cherokee Village	72525	Fulton	Mountain Home
17206-01-0005	BH - Baptist Health - Clarendon Medical Clinic	Clarendon	72029	Monroe	North Little Rock
17206-01-0048	CHCA - Mid-Delta Health Systems Inc.	Clarendon	72029	Monroe	Forrest City
17206-01-0018	CHCA - Boston Mountain Rural Health Center, Inc.	Clinton	72031	Van Buren	North Little Rock
17206-01-0056	CRHS - Conway Regional Health System - Reddy Medical Clinic	Clinton	72031	Van Buren	North Little Rock
17206-01-0096	HRA - Health Resources of Arkansas - Clinton Clinic	Clinton	72031	Van Buren	North Little Rock
17206-01-0037	CHCA - Jefferson Comprehensive Care System - College Station Clinic	College Station	72053	Pulaski	North Little Rock
17206-01-0129	BH - Baptist Health Therapy Center - Conway	Conway	72032	Faulkner	North Little Rock
17206-01-0030	CHCA - Corning Area Healthcare Inc.	Corning	72422	Clay	Mountain Home
17206-01-0109	Mid-South Health Systems - Corning	Corning	72422	Clay	Mountain Home
17206-01-0002	Ashley Health Services (Ashley County Medical Center)	Crossett	71635	Ashley	Monticello
17206-01-0019	CHCA - Boston Mountain Rural Health Center, Inc.	Deer	72628	Newton	Mountain Home

17206-01-0044	CHCA - Mainline Health Systems Inc. - Dermott Medical Clinic	Dermott	71638	Chicot	Monticello
17206-01-0075	WRMC - Drasco Medical Clinic	Drasco	72530	Cleburne	Jonesboro
17206-01-0121	South Arkansas Regional Health Center	El Dorado	71730	Union	Monticello
17206-01-0012	BH - Baptist Health - England Family Clinic	England	72046	Lonoke	Monticello
17206-01-0045	CHCA - Mainline Health Systems Inc. - Eudora Medical Clinic	Eudora	71640	Chicot	Monticello
17206-01-0020	CHCA - Boston Mountain Rural Health Center, Inc.	Fairfield Bay	72088	Van Buren	North Little Rock
17206-01-0130	BH - Baptist Health Therapy Center - Fairfield Bay	Fairfield Bay	72088	Van Buren	North Little Rock
17206-01-0116	Ozark Guidance - Fayetteville	Fayetteville	72703	Washington	Fayetteville
17206-01-0049	CHCA - River Valley Primary Care Services - Northside Clinic	Fort Smith	72904	Sebastian	Fort Smith
17206-01-0021	CHCA - Boston Mountain Rural Health Center, Inc.	Green Forest	72638	Carroll	Mountain Home
17206-01-0054	CRHS - Conway Regional Health System - Greenbrier Family Clinic	Greenbrier	72058	Faulkner	North Little Rock
17206-01-0008	BH - Baptist Health - Greer's Ferry Clinic	Greers Ferry	72067	Cleburne	North Little Rock
17206-01-0025	CHCA - Cabun Rural Health Services Inc.	Hampton	71744	Calhoun	Monticello
17206-01-0097	HRA - Health Resources of Arkansas - Harrison Clinic	Harrison	72601	Boone	Mountain Home
17206-01-0013	BH - Baptist Health - Hazen Family Clinic	Hazen	72064	Prairie	North Little Rock
17206-01-0098	HRA - Health Resources of Arkansas - Heber Springs Clinic	Heber Springs	72543	Cleburne	North Little Rock
17206-01-0131	BH - Baptist Health Therapy Center - Heber Springs	Heber Springs	72543	Cleburne	Jonesboro
17206-01-0088	Mid-South Health Systems - Helena Clinic	Helena	72342	Phillips	Forrest City
17206-01-0026	CHCA - Hope Migrant/Community Health Center	Hope	71801	Hempstead	Hope
17206-01-0052	Community Medical Center Clinic of Horseshoe Bend	Horseshoe Bend	72512	Izard	Mountain Home
17206-01-0085	Community Counseling Services Inc. - West Grand	Hot Springs	71901	Garland	North Little Rock
17206-01-0042	CHCA - Lee County Cooperative Clinic - Hughes Satellite Clinic	Hughes	72348	Saint Francis	Forrest City
17206-01-0117	Ozark Guidance - Huntsville	Huntsville	72740	Madison	Fayetteville
17206-01-0067	SVHC - Family Clinic - Jacksonville	Jacksonville	72076	Pulaski	North Little Rock
17206-01-0081	Centers for Youth & Families - Jacksonville	Jacksonville	72076	Pulaski	North Little Rock
17206-01-0132	BH - Baptist Health Therapy Center - Jacksonville	Jacksonville	72076	Pulaski	North Little Rock
17206-01-0099	HRA - Health Resources of Arkansas - Jasper Clinic	Jasper	72641	Newton	Mountain Home
17206-01-0108	Mid-South Health Systems - Jonesboro	Jonesboro	72401	Craighead	Jonesboro
17206-01-0110	Mid-South Health Systems - Jonesboro	Jonesboro	72401	Craighead	Jonesboro
17206-01-0033	CHCA - East Arkansas Family Health Center Inc - Lepanto	Lepanto	72354	Poinsett	Jonesboro
17206-01-0027	CHCA - Lewisville Family Practice Center	Lewisville	71845	Lafayette	Hope
17206-01-0065	SVHC - St. Vincent Family Clinic - Chenal	Little Rock	72223	Pulaski	Little Rock
17206-01-0066	SVHC - Little Rock Internal Medicine Clinic	Little Rock	72207	Pulaski	Little Rock
17206-01-0068	SVHC - Family Clinic - Rodney Parham	Little Rock	72227	Pulaski	Little Rock

17206-01-0069	SVHC - Family Clinic - University	Little Rock	72204	Pulaski	Little Rock
17206-01-0071	SVHC - Health Clinic East	Little Rock	72202	Pulaski	Little Rock
17206-01-0080	BH - Baptist Health Schools Little Rock	Little Rock	72210	Pulaski	North Little Rock
17206-01-0107	LRCMHC - Little Rock Community Mental Health Center - Pinnacle House	Little Rock	72202	Pulaski	North Little Rock
17206-01-0127	BH - Baptist Health Occupational Health Center	Little Rock	72206	Pulaski	North Little Rock
17206-01-0003	BH - Baptist Health - Anderson Medical Clinic	Lonoke	72086	Lonoke	North Little Rock
17206-01-0133	BH - Baptist Health Therapy Center - Lonoke	Lonoke	72086	Lonoke	North Little Rock
17206-01-0043	CHCA - Lee County Cooperative Clinic - Madison Satellite Clinic	Madison	72359	Saint Francis	Forrest City
17206-01-0009	BH - Baptist Health - Malvern Family Clinic	Malvern	72104	Hot Spring	North Little Rock
17206-01-0084	Community Counseling Services Inc.- Malvern	Malvern	72104	Hot Spring	North Little Rock
17206-01-0072	Twin Cities Medical Clinic	Mansfield	72944	Sebastian	Fort Smith
17206-01-0041	CHCA - Lee County Cooperative Clinic	Marianna	72360	Lee	Forrest City
17206-01-0090	Mid-South Health Systems - Marianna Clinic	Marianna	72360	Lee	Forrest City
17206-01-0058	Crittenden - Mid-South Pediatrics	Marion	72364	Crittenden	Forrest City
17206-01-0059	Crittenden - Riverside Rural Health Clinic	Marked Tree	72365	Poinsett	Forrest City
17206-01-0022	CHCA - Boston Mountain Rural Health Center, Inc.	Marshall	72650	Searcy	Mountain Home
17206-01-0100	HRA - Health Resources of Arkansas - Marshall Clinic	Marshall	72650	Searcy	Mountain Home
17206-01-0010	BH - Baptist Health - Maumelle Family Clinic	Maumelle	72113	Pulaski	North Little Rock
17206-01-0064	SVHC - Carfagno Family Practice Clinic	Maumelle	72113	Pulaski	North Little Rock
17206-01-0055	CRHS - Conway Regional Health System - Mayflower Family Medicine Clinic	Mayflower	72106	Faulkner	North Little Rock
17206-01-0053	Community Medical Center Clinic of Melbourne	Melbourne	72556	Izard	Mountain Home
17206-01-0076	WRMC - Melbourne Medical Clinic	Melbourne	72556	Izard	Mountain Home
17206-01-0101	HRA - Health Resources of Arkansas - Melbourne Clinic	Melbourne	72556	Izard	Mountain Home
17206-01-0035	CHCA - Western Arkansas Total Community Health Clinic	Mena	71953	Polk	Hope
17206-01-0093	Delta Counseling Associates	Monticello	71655	Drew	Monticello
17206-01-0061	CHCA - Montgomery County Community Clinic	Mount Ida	71957	Montgomery	North Little Rock
17206-01-0102	HRA - Health Resources Of Arkansas - Mountain Home Clinic	Mountain Home	72654	Baxter	Mountain Home
17206-01-0106	HRA - Health Resources of Arkansas - Mountain View Clinic	Mountain View	72560	Stone	Mountain Home
17206-01-0103	HRA - Health Resources of Arkansas - Newport Clinic	Newport	72112	Jackson	Jonesboro
17206-01-0082	Centers for Youth & Families - North Little Rock	North Little Rock	72117	Pulaski	North Little Rock
17206-01-0120	Professional Counseling Associates	North Little Rock	72117	Pulaski	North Little Rock
17206-01-0111	Mid-South Health Systems - Paragould	Paragould	72450	Greene	Jonesboro
17206-01-0124	WACG - Western Arkansas Counseling & Guidance - Paris	Paris	72855	Logan	North Little Rock
17206-01-0011	BH - Baptist Health - Perryville Family Clinic	Perryville	72126	Perry	North Little Rock

17206-01-0038	CHCA - Jefferson Comprehensive Care System - Pine Bluff Clinic	Pine Bluff	71601	Jefferson	Pine Bluff
17206-01-0122	Southeast Arkansas Behavioral Healthcare System	Pine Bluff	71603	Jefferson	Pine Bluff
17206-01-0078	WRMC - Pleasant Plains Medical Clinic	Pleasant Plains	72568	Independence	Jonesboro
17206-01-0031	CHCA - Corning Area Healthcare Inc. - Pocahontas	Pocahontas	72455	Randolph	Mountain Home
17206-01-0112	Mid-South Health Systems - Pocahontas	Pocahontas	72455	Randolph	Mountain Home
17206-01-0046	CHCA - Mainline Health Systems Inc. - Portland Medical Clinic	Portland	71663	Ashley	Monticello
17206-01-0050	CHCA - River Valley Primary Care Services - Ratcliff Clinic	Ratcliff	72951	Logan	North Little Rock
17206-01-0039	CHCA - Jefferson Comprehensive Care System - Redfield Clinic	Redfield	72132	Jefferson	North Little Rock
17206-01-0040	CHCA - Jefferson Comprehensive Care System - Rison Clinic	Rison	71655	Cleveland	Pine Bluff
17206-01-0029	CHCA - Community Clinic Rogers Medical	Rogers	72756	Benton	Fayetteville
17206-01-0073	White County Medical Center - West Clinic	Searcy	72143	White	North Little Rock
17206-01-0104	HRA - Health Resources of Arkansas - Searcy Clinic	Searcy	72143	White	North Little Rock
17206-01-0134	BH - Baptist Health Therapy Center - Searcy	Searcy	72143	White	North Little Rock
17206-01-0135	BH - Baptist Health Therapy Center - Sheridan	Sheridan	72150	Grant	Pine Bluff
17206-01-0070	SVHC - Wildwood Medical Clinic	Sherwood	72120	Pulaski	North Little Rock
17206-01-0136	BH - Baptist Health Therapy Center - Sherwood	Sherwood	72120	Pulaski	North Little Rock
17206-01-0118	Ozark Guidance - Siloam Springs	Siloam Springs	72761	Benton	Fayetteville
17206-01-0119	Ozark Guidance - Springdale	Springdale	72762	Washington	Fayetteville
17206-01-0079	WRMC - Strawberry Medical Clinic	Strawberry	72469	Lawrence	Mountain Home
17206-01-0028	CHCA - Strong Clinic	Strong	71765	Union	Monticello
17206-01-0014	BH - Baptist Health - Stuttgart Regional Medical Clinic	Stuttgart	72160	Arkansas	North Little Rock
17206-01-0137	BH - Baptist Health Therapy Center - Stuttgart	Stuttgart	72160	Arkansas	North Little Rock
17206-01-0063	MHS - Mercy Health System - St. Edward Mercy Clinic - Van Buren	Van Buren	72956	Crawford	Fort Smith
17206-01-0125	WACG - Western Arkansas Counseling & Guidance - Van Buren	Van Buren	72956	Crawford	North Little Rock
17206-01-0062	MHS - Mercy Health System - Scott County Medical Clinic	Waldron	72958	Scott	Fort Smith
17206-01-0126	WACG - Western Arkansas Counseling & Guidance - Waldron	Waldron	72958	Polk	Fort Smith
17206-01-0032	CHCA - Corning Area Healthcare Inc. - Walnut Ridge	Walnut Ridge	72476	Lawrence	Jonesboro
17206-01-0060	Lawrence Memorial Hospital - Family Clinic - Walnut Ridge	Walnut Ridge	72476	Lawrence	Jonesboro
17206-01-0113	Mid-South Health Systems - Walnut Ridge	Walnut Ridge	72476	Lawrence	Jonesboro
17206-01-0034	CHCA - East Arkansas Family Health Center Inc - West Memphis	West Memphis	72301	Crittenden	Forrest City



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