

REQUEST FOR PROPOSAL

Communicare, Inc.
RFP 01

RURAL HEALTHCARE PILOT PROGRAM

Point-To-Point Broadband Network

Proposal due: 30 days from posting date on USAC website.

**Communicare, Inc.
107 Cranes Roost Court
Elizabethtown, KY 42701**

Table of Contents

SECTION I: INTRODUCTION AND BACKGROUND..... 3
 Purpose of Request for Proposal 3

SECTION II: ADMINISTRATIVE..... 5
 Inquiries and Contacts 5
 Proposal Submission 5
 Anticipated Schedule of Events 6

SECTION III: SCOPE OF WORK 6

SECTION IV: PROPOSAL CONTENT 10

SECTION V: EVALUATION AND SELECTION 11

SECTION VI: PAYMENT PROCESS..... 12

SECTION I

INTRODUCTION AND BACKGROUND

This project is a selected program under the Federal Communications Commission's Rural Health Care Pilot Program (RHCPP).

Communicare is one of fourteen community mental health regions across the state of Kentucky. We provide mental health, mental retardation and substance abuse services in Region 5, which is also the Lincoln Trail Area Development District. This region includes the central Kentucky counties of Hardin, Meade, Breckinridge, Grayson, Larue, Nelson, Marion, and Washington. Communicare's administrative offices are located in Elizabethtown, which is in Hardin County. The area served is largely rural, with two counties not meeting the rural designation standard of the National Health Service Corps. The catchment includes 250,000 people, not including Fort Knox, which lies in the central hub county.

Challenges in serving the behavioral health needs of this citizenry have always included the recruitment and retention of psychiatric prescribers. This is largely due to the distance of our outlying clinics from not only our hub county, but also from the Louisville Metropolitan area in which the vast majority of our prescribers live. These distances also contribute to the huge costs associated with providing medical behavioral health services, notably mileage reimbursement and time spent traveling that significantly diminishes the treatment capacity of any particular clinic. In that regard, a telehealth network would create clinical and financial efficiencies that would certainly enhance consumer access to much-needed services.

Purpose of Request for Proposal:

The purpose of this joint project management plan is to establish an interconnected telemental/telehealth network in Community Mental Health Region 5. This network will be used to provide mental health services to the people, especially those in rural areas, in the region/district.

Communicare will provide virtual presence communication-based videoconferencing and training services at eight (8) community mental health facilities throughout the region for people needing access to mental health services. Pipelines funded by the Federal Communications Commission's (FCC's) Rural Healthcare Pilot Program will interconnect existing client service buildings. Communicare's Mental Health Clinics, Crisis Stabilization Unit, and Developmental Disabilities Directorate will be interconnected with each other on a region-wide broadband. Interconnection will be accomplished with a network of bonded point-to-point T-1 lines to our Hub.

SECTION II

ADMINISTRATIVE

- 1) The Rural Health Care Pilot Program ('RHCPP') of the Universal Service Fund, which is administered by the Universal Service Administrative Company (USAC), is a support program authorized by Congress and designed by the Federal Communications Commission (FCC). It is intended to encourage the development of rural broadband networks to provide advanced healthcare telecommunications capabilities and services to rural health care providers (HCPs).
- 2) This RFP's process is governed by FCC and USAC RHCPP procurement rules. Refer to the USAC web site for details (<http://usac.org/rhc-pilot-program/vendors/>).
- 3) This Request for Proposal (RFP) provides sufficient information to enable qualified vendors to prepare and submit proposals for the services sought.
- 4) Communicare will provide bidding vendors with any required additions, deletions, or amendments to this RFP.
- 5) Communicare, Inc. will be contacting known prospective vendors that we deem potentially qualified to provide the services sought through this RFP.
- 6) Communicare, Inc. reserves the right to reject any and all proposals received as a result of this RFP.
- 7) Only vendors that are determined eligible by the Universal Service Administration Company and have a valid Service Provider Identification Number will be considered.
- 8) Vendors may submit propose services for the broadband point-to-point circuits at all locations identified in this RFP or just the circuits required in their service catchment areas.
- 9) Vendors are responsible for all costs associated with preparing and delivering their proposals.
- 10) No pre-award conferences will be held.

11) Inquiries:

- a. All questions must be received by the fourteenth (14th) day after this proposal is posted on the USAC website.
- b. Questions will be accepted via **email only** and all questions w/answers will be forwarded, by email, to all eligible vendors submitting a proposal within two(2) workdays after receipt.
- c. **Contractual Contact:** Direct all questions or requests for clarification concerning this RFP and overall project to:

Communicare Inc.
Attn: Gary Campbell, Director-Operations
107 Cranes Roost Court
Elizabethtown, KY 42701
Phone: 270-765-2605 x1939
E-mail: gcampbell@communicare.org

12) **Proposal Submission:** Vendors must submit two (2) copies of their proposal, including any reference or supporting materials.

- a. Proposals must be received by 5:00 p.m. EDT on or before the thirtieth (30th) day following this RFP's posting on the USAC website.
- b. Proposals will not be accepted by telephone, fax, or email.
- c. Proposals must be valid for sixty (60) days from submission date.
- d. Vendors who submit proposals must agree to the terms and conditions of this RFP.
- e. Send proposals by U.S. Mail or courier to:

Communicare Inc.
Attn: Gary Campbell, Director-Operations
107 Cranes Roost Court
Elizabethtown, KY 42701

- f. Late proposals will not be evaluated for award.

13) Anticipated schedule of events:

Event	Completion Date
Questions from vendors.	14 days after RFP is posted on USAC website
Responses to vendors due.	20 days after RFP is posted on USAC website
Proposal due date.	30 days after posting on USAC website
Anticipated vendor selection.	35 days after posting on USAC website
Anticipated commencement of installations.	20 days after vendor selection
Anticipated completion of work.	40 days after vendor selection

SECTION III

SCOPE OF WORK

The following information should be used to determine the scope of this project and provide pricing for this engagement:

- 1) Provide 8 point-to-point broadband circuits with a minimum of T1 capacity to each site's demarcation or extended demarcation points, as applicable.
- 2) Each circuit must support:
 - a. Telepsychiatry, teletherapy, and telecounseling using H.323 standard and high definition videoconferencing at 384 Kbps - 1.5 Mbps to provide diagnosis quality videoconferencing.
 - b. Voice-over-IP at 17 Kbps x 5 users.
 - c. Web-streamed training and education to 16 users from Communicare hub.
 - d. Remote Desktop Management at 500 Kbps/user x 5 users, SSL-VPN with 5 users to same server
 - e. Off-site data, scheduling, billing, and backups a 1 GB daily under 60 minutes.

- 3) Subcontracting is permissible with approval.
- 4) Specific connection requirements are listed below:
 - a. Point-to-point connection between Communicare **DDID** at the following address and the Communicare sites in the table that follows:

Communicare, Inc.
320 Ring Road
 Elizabethtown, KY 42701

Crisis Stabilization Unit 100 Gray Street Elizabethtown, KY 42701	Elizabethtown Clinic 1311 North Dixie Elizabethtown, KY 42701	Radcliff Clinic 1072 South Dixie Ave. Radcliff, KY 40160
Bardstown Clinic 331 South 3 rd Street Bardstown, KY 40004	Lebanon Clinic 65 Old Springfield Road Lebanon, KY 40033	Hardinsburg Clinic 207 Fairground Road Hardinsburg, KY 40143
Leitchfield Clinic 300 South Clinton St. Leitchfield, KY 42754	Brandenburg Clinic 2025 Bypass Plaza, Ste 1 Brandenburg, KY 40108	

- b. Additional sites may be added in the future, which would be including in a second RFP.
- c. Site locations and connection diagrams are provided in Figures 1 and 2 below.

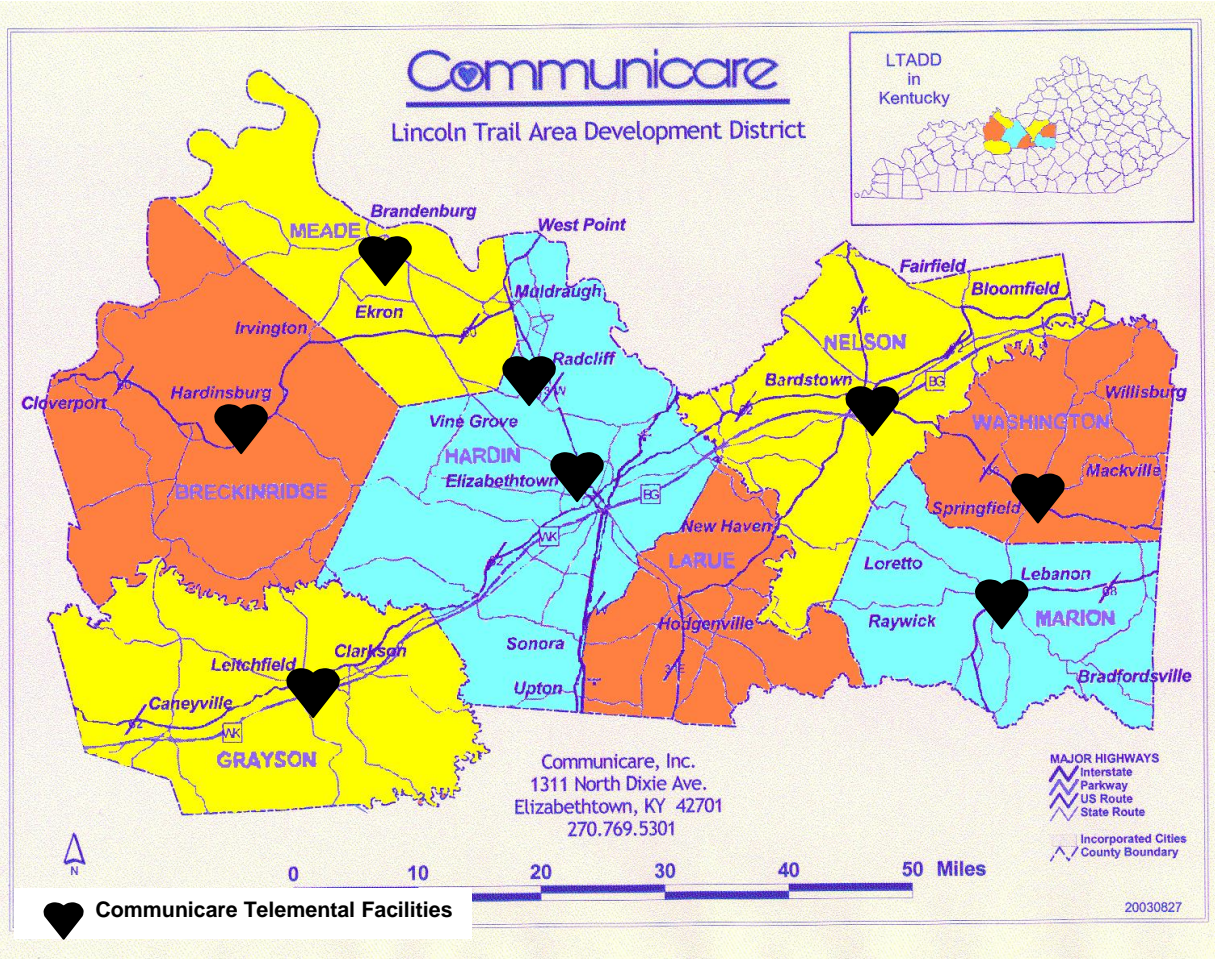


Figure 1: Site locations.

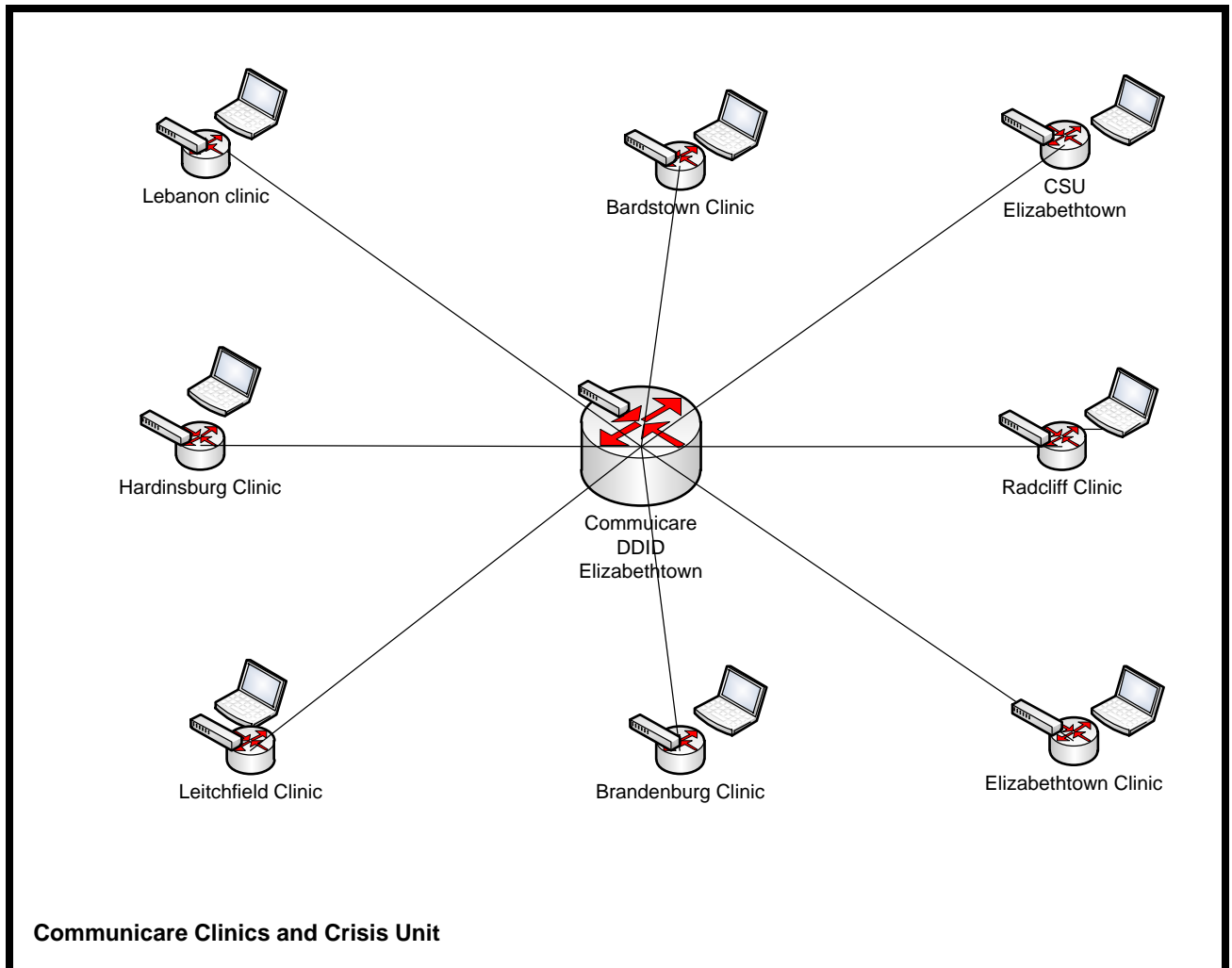


Figure 2: Communicare network connection diagram.

- 5) Connectivity, maintenance, and pricing will be established for a 3-year period.
- 6) Billing will commence for each circuit once it is installed and functional.
- 7) Communicare programs are continually expanding and facility upgrades are sometime required. Thus; there may be occasions where an individual service site may move from one location to another in the same community.
- 8) Safety and environmental requirements:
 - a. Equipment and wiring installation, bonding, and grounding will be in compliance with the National Electric Code (NEC) and National Fire Prevention (NFPA) standards.
 - b. Occupation Safety Health Act (OSHA) and applicable industry consensus standards will be complied with during installations.

- c. All openings created in floors and fire rated walls for system wire/cable installation will be sealed.
- d. Vendors and subcontractors must comply with state and federal environment regulations and any hazardous waste must be disposed of in accordance with Resource Conservation and Recovery Act (RCRA) and Toxic Substance Control Act (TSCA).

SECTION IV

PROPOSAL CONTENT

Each proposal should include:

- 1) Company name and address.
- 2) Description of company and any subcontractors used.
- 3) Deliverables - description of the circuits and bandwidth proposed.
- 4) Detailed itemized pricing for services proposed; to include any installation, maintenance, and recurring.
 - a. Vendor shall offer region-wide, standardized pricing, by subscribed end-user bandwidth, independent of site location.
 - b. Pricing shall be fixed or decrease over the three-year period of the service agreement.
 - c. The price offered to shall not be conditioned on a minimum number of connections or total bandwidth.
 - d. All costs may not qualify for RHCPP funding, so it is critical that accurate, detailed cost information be provided for all portions of the bid proposal.
- 5) Provide a detailed Service Level Agreement for the network, to include uptime and response time guarantees.
- 6) Guaranteed mean-time-to-repair (MTTR) inoperable circuits.
- 7) Single-point contact for project, including name, mailing address, telephone number, and email address.

- 8) Three professional references for similar services; including contact person, telephone number and/or email address.
- 9) Ability to conduct site surveys prior to ensure appropriate connections.

SECTION V

EVALUATION AND SELECTION

- 1) All proposals received from eligible vendors before the cutoff date will be evaluated.
- 2) Proposals not meeting RFP requirements will be eliminated.
- 3) All proposals meeting this RFPs requirements will be considered for selection.
- 4) Vendor whose offer is accepted will be the most advantageous to the Communicare Inc. in terms of cost, functionality, support, and schedule.
- 5) The Communicare Inc. reserves the right to:
 - a. Reject any or all offers and discontinue this RFP process without obligation or liability to any potential vendor.
 - b. Accept other than the lowest bid.
 - c. Award a contract on the basis of initial offers received.
 - d. Award more than one contract.
- 6) Vendor(s) selection will be based on the following criteria:
 - a. Cost of circuits (Bandwidth of T1 capacity or greater).
 - b. Mean-Time-To-Repair (MTTR) inoperable circuits.
 - c. Demonstrated experience and success in providing broadband T1 or greater services.
 - d. Ability to provide single-point-contact for program.
 - e. Ability to comply with the payment process identified in this RFP.

SECTION VI

PAYMENT PROCESS

- 1) Successful vendor(s) will assist in the completion of a Network Cost Worksheet that is required by USAC to issue Communicare, Inc. a Funding Commitment Letter (FCL).
- 2) USAC will issue a funding commitment letter for services awarded in accordance with this RFP.
- 3) Vendor(s) will invoice and receive 15% of monthly payment from Communicare Inc.
- 4) Vendor(s) will countersign each invoice to acknowledge receipt of the 15% payment and then invoice USAC directly for the remaining 85%.
- 5) USAC processes invoices bi-monthly and payments should be received within 30 days of a properly processed invoice.
- 6) Vendor(s) will be required to maintain documentation and records for five (5) years after each payment in accordance with FCC and USAC rules.