

Wide Area Network Services
Request for Proposal: Sanford Health (SC3 Project)

Rural Health Pilot Program
RFP # 00

Release Date: TBD (Concurrent to 465 posting date)
Response Due Date: 30 days after posting date

Released by:
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Signature Page

This response was prepared by:

Name:

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Title:

Company:

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Date:

This RFP Response is authorized by:

Name:

Signature:

Title:

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E-mail Address:

Date:

Project Overview

1. General Information:
 - A. In November of 2007 the FCC launched an initiative to increase access to Health Care in rural America through broadband telehealth services. Sanford Health is privileged to have been among 69 applicants selected for participation under the Rural Health Care Pilot Program (RHCPP). For additional information, visit the RHCPP website at <http://www.fcc.gov/cgb/rural/rhcp.html>
 - B. Sanford Health has titled our program under the Rural Health Care Pilot Program as Sanford Colaboration and Communications Channel (SC3).
 - C. Although Sanford Health currently has a wide area network extending to many locations throughout our region, bandwidth often limits the telehealth services that are available. In addition, there are other locations that could provide improved patient care with a connection to the Sanford wide area network.
 - D. Sanford Health will be leveraging funding made available through the RHCPP in three ways.
 - 1) Increase bandwidth to our locations that need increased bandwidth.
 - 2) Move from our current Point to Point T1 configuration to an MPLS network. This will provide for much improved network resiliency.
 - 3) Provide wide area network connects to some locations that currently are not connected to our wide area network.
 - E. Sanford, at their sole discretion, will make all purchasing decisions. Any contractual agreements resulting from this RFP process will be between the Vendor and Sanford
2. Sanford Health Overview:
 - A. Since 1996, Sanford Health has endeavored to create a system that delivers on our vision: Creating a Better System of Care. Sanford Health is now an integrated network of over 330 physicians and more than 150 healthcare facilities, working together to provide the best local healthcare for this region.
 - B. Sanford Health is at the forefront of healthcare, creating a comprehensive integrated system of hospitals, clinics, managed care, long-term care and congregate living facilities, home health services and pharmacies. Each is dedicated to providing the highest quality of care, safety and convenience for our patients, the communities and the region. For more information, please visit our website at www.sanfordhealth.org
3. RFP Objective:
 - A. The objective of this process is to provide Sanford Health with WAN design options and pricing. Although Sanford Health intends on upgrading our wide area network utilizing funding available through the RHCPP this RFP does not in any way commit Sanford Health to purchase new services at this time.
 - B. Sanford Health maintains the right to award any portion of the services requested herein to multiple Vendor's. Sanford Health further maintains the right to purchase none, some, or all of the services requested herein.
4. Current Environment:
 - A. Sanford Health currently has a wide area network consisting of point to point T1 circuits terminating on an OC12 SHNs ring. Each network location is connected with one or more T1 circuits. The OC12 SHNs ring connects Sanford Health's two data centers with the Network providers. The Peterson Center which houses the primary data center is also connected to the backup data center via a 4 Gigabit Qwest GeoMAX solution. The GeoMAX will remain, and is not part of this request for proposal.
5. Proprietary Information:
 - A. All submitted responses will be held in confidence and considered proprietary. The information contained in this document is proprietary to Sanford and no use of this document or the information contained within is to be made with the exception of in response to this Request for Proposal.
6. Discrepancies:
 - A. Any discrepancies found by Vendor regarding the provided information needs to be reported to Sanford Health immediately. These discrepancies will be examined and addenda issued as appropriate. Failure to adhere to this instruction may result in rejection of proposal.

Current Network Configuration

1. Current Network Configuration
 - A. Sanford Medical Center and the Peterson Center house Sanford Health's two main data centers.
 - B. Sanford Medical Center:
 - 1) Backup Data Center
 - 2) OC-12 SHNs ring provided by Qwest.
 - a) The OC-12 ring has separate redundant fiber paths into the hospital. Although, this location is part of the OC-12 ring, data traffic from our data T1 connections are routed to the Peterson Center. In the event of a failure at the Peterson Center, the traffic from the T1 connections can (through a manual effort) be routed to Sanford Medical Center
 - b) Supports Sanford Medical Center voice circuits.
 - c) 1 DS3 in use for internet services.
 - 3) 4 Gigabit Qwest GeoMAX service. This circuit connects Sanford Medical Center to the Peterson Center.
 - C. Peterson Center:
 - 1) Primary Data Center
 - 2) OC-12 SHNs ring (connecting the Peterson Center, Sanford Medical Center and Qwest). The following services are provided on the OC-12.
 - a) Three (3) DS3 circuits supporting Qwest T1 circuits
 - b) Two (2) DS3 circuits bringing in traffic from SDN T1 circuits.
 - 3) The Peterson Center is connected to Sanford Medical Center via a 4 Gigabit Qwest GeoMAX service. This service will remain in place.
 - D. Each wide area network location is connected with one or more T1 circuits that ultimately terminate on the OC-12 ring.
2. Existing WAN Equipment:
 - A. Site Types router Cisco 2811
 - 1) Software versions 12.4.3g and 12.4.3a
 - 2) 256MB of DRAM factory default
 - 3) 4 HWIC slots
 - 4) 2 Ethernet ports
 - 5) 1 module
 - B. CSU
 - 1) WIC-1DSU-T1-V2 interface card

WAN Configuration Requirements

It is Sanford Health's intent to upgrade our current T1 point to point network with an MPLS solution. An MPLS solution will enhance our network in a couple of different ways:

- 1) Provide seamless failover to our backup data center at Sanford Medical Center.
- 2) Provide for different circuit types that will offer the right amount of bandwidth to our locations.

As you prepare your RFP response, please keep a couple of things in mind.

- 1) Although Sanford Health would like to upgrade every site to the MPLS solution, in some cases it may not make financial sense. We expect that some sites will remain on our current point to point T1 infrastructure.
 - 2) For the sites that are selected for upgrade to the MPLS solution, it is our intent to replace any current T1 circuits with new circuits (T1 or otherwise) that will terminate on the MPLS infrastructure.
 - 3) For each of the locations listed on attachment 1, Sanford Health would like to see pricing for various bandwidths (5 Mb, 10 Mb and 25 Mb). Sanford Health will chose the appropriate and most financial sensible bandwidth for that location.
 - 4) The MPLS network must encompass both Sanford data centers allowing for seamless failover.
1. WAN Configuration Options:
 - B. Sanford is considering an MPLS configuration option for the WAN - See Appendix for listed sites.
 - C. Provide pricing where requested on the attached listed sites for each desired bandwidth (5 Mb, 10 Mb, 25 Mb).
 - D. Provide pricing and estimated Metro Ethernet bandwidth at Sanford Medical Center and the Peterson Center.
 - E. Option 1: MPLS Solution network in fully meshed design with a Layer 2 (or pseudowire) MPLS carrier option.
 - F. Option 2: MPLS Solution network in fully meshed design with a MPLS layer 3 BGP or OSPF/ MPLS carrier option
 2. Provide pricing for Managed & Unmanaged Services
 - a) Describe which components are included in managed solution

Vendor Response

3. Describe your ability to utilize existing hardware.

Vendor Response

General Specifications and Instructions

1. Response Format
 - A. All responses must be complete and adhere to the guidelines described herein. Vendor will restate and provide a written response for each paragraph and complete all attachments. Where Vendor agrees with a paragraph in its entirety, vendor may respond with the words “Fully understood and comply” directly following that paragraph. Where Vendor has an exception, Vendor will respond directly below that paragraph with “Exception” and describe their complete exception. Vendors may provide relevant information to any particular section or paragraph following that respective section or paragraph, or reference an enclosure provided with your response.
 - 1) ***“Vendor Response- Fully understood and comply” Or “Exception with explanation” Example***
 - B. Vendor will be provided an electronic copy of this RFP. The RFP, in electronic copy format, is proprietary and confidential and may only be used for the sole purpose of responding to this RFP.
2. Response Submittal
 - A. One hard copy of the proposal along with one electronic copy are due 30 days after posting date. Proposals should be delivered to:

1 original hardcopy & 1 electronic copy to:
 Daryl Bouma
 Sanford Health
 5300 S. Broadband Lane
 Sioux Falls, SD 57108
 (605) 328-7375
boumad@siouxvalley.org

- B. All questions of clarification should be submitted in writing via email to boumad@sanfordhealth.org.
- C. Sanford Health will create a global email account specifically to send out questions and answers to all vendors. This will be our common way to inform all vendors of questions and answers.

Vendor Response

3. Addendum
 - A. Should any questions be raised by a vendor necessitate an addendum to this RFP; an addendum will be issued via email to all vendors.

Vendor Response

4. Vendor’s Proposal
 - A. Vendor is not required to propose all services for all facilities requested herein. Vendor should provide services to facilities or geographic region, where they can provide services.

Vendor Response

5. Consideration of Proposal
 - A. Any verbal or written information disclosed to Sanford or in the proposal process shall be considered an integral part of the proposal. Alterations to the proposal must be crossed out and the corrections typewritten adjacent thereto. No allowance will be made for failure of Vendor to estimate correctly the costs and the nature of performance requirements. Failure to do so will be at Vendors expense.

Vendor Response

6. The follow evaluation criteria and associated percentages will be used to select vendors.
 - A. Price – 25% of score
 - B. Proposed technology – 25% of score
 - C. Nation-wide support team – 5% of score
 - D. Implementation Plan – 5% of score
 - E. Installation Lead Times- 10% of score
 - F. Vendor ability to provide the entire solution – 10% of score
 - G. Vendor Reputation – 20% of score

Vendor Response

7. Effective Period of Prices
 - A. All service and system prices quoted by Vendor will remain fixed and firm for a minimum of One Hundred Twenty (120) days from RFP due date. Vendor will identify any planned pricing changes beyond the one hundred twenty days.

Vendor Response

8. Telco Agent
 - A. Vendor shall act as Sanford Health's agent with any Local Exchange and Inter Exchange Carriers as necessary. Vendor will be required to coordinate all testing of circuits with the appropriate parties.

Vendor Response

Service Capabilities and Configuration

1. Service Availability: Vendor acknowledges that all services and features proposed in their response are currently available.

Vendor Response

2. Regulatory Approval: Vendor acknowledges that it has all relevant local, state and federal regulatory approval for all services, features, equipment, discounts and promotions proposed.

Vendor Response

3. Disaster Recovery: Provide as an insert to your response a description of the relevant infrastructure and systems in place that will provide disaster recovery capabilities for your services offered.

Vendor Response

4. Installation Intervals: State your installation interval standard for each of the services proposed. State the credit amount you will offer for each day, by service type, that you will provide for not meeting your installation interval time frame.

Vendor Response

5. Sanford Health requires the installation interval for connectivity not to exceed 45 days. Vendor to indicate guarantees and/or other remedies provided to Sanford if standard installation intervals are exceeded

Vendor Response

6. Maintenance and Monitoring: Maintenance and monitoring of the network shall be provided on a 7 x 24 x 365 basis.

Vendor Response

7. Out of Service Credits: Vendor agrees to credit Sanford Health in the amount of three times the prorated monthly charge for service outages based on a thirty-day month. A service outage is defined as an outage of service of thirty minutes or more for any twenty four-hour periods.

Vendor Response

8. Network Operation Center (NOC): Vendor should describe their NOC, including hours of operation, skill levels and responsibilities of staff, trouble ticket system, level of proactive monitoring, etc.

Vendor Response

9. Traffic Engineering: Vendor will provide on a quarterly basis a traffic engineering summary that includes the measurement of all traffic carried over its circuits at each location. The summary will include total traffic carried by type and a service recommendation, when appropriate, for new access, circuit or service modifications. This information should also be web accessible.

Vendor Response

10. Service Level Agreement (SLA): Vendor should include their SLA for the products and services proposed.
- A. The Service Level Agreement must include provisions for installation lead times, trouble ticket response times, guaranteed service up time, and guaranteed Quality of Service.
- 1) Vendor to provide specific guarantees related to Latency, packet loss, and service up-time for each type of service proposed:
 - 2) Describe the minimum guaranteed Layer 2 and Layer 3 circuit loss, jitter, and latency provided within the Service Level Agreement.

Vendor Response

11. Scalability:
- A. Sanford Health requires the ability to scale up or down the bandwidth, without penalty, during the entire contract period.

Vendor Response

Vendor Support and Implementation

1. Account Team Support
 - A. Sanford Health requires an account team committed to providing quality service and prompt response at all times. Provide the roles and responsibilities of each account team member, pre and post sale, in a hierarchical format including their management staff. Phone numbers, pager numbers, fax numbers, e-mail and postal addresses should be included on the hierarchy for escalation purposes. Account team members should include, at a minimum, a billing representative, an order representative, a technical support representative and a management level representative.

Vendor Response

- B. To assure each location receives appropriate levels of service and account leadership, describe how you will support each location.

Vendor Response

- C. Vendor will assign a Project Manager to the project that will act as the Single Point of Contact for Sanford Health. The Project Manager will manage the overall project ordering, provisioning, installation, testing, turn-up, trouble-shooting, and bill reconciliation. Project Manager should have a minimum of 1 year experience managing projects of this type.

Vendor Response

2. Provisioning
 - A. Please include a diagram of your provisioning process.

Vendor Response

3. Trouble Reporting
 - A. Vendor will provide trouble support twenty-four (24) hours a day, seven (7) days a week. A trouble ticket number will be assigned before completion of the call.

Vendor Response

- B. Vendor should assume end-to-end responsibility. End-to-end responsibility is defined as CPE to CPE. Vendor is to assume the primary role in network trouble shooting.

Vendor Response

- C. Vendor should detail and include escalation procedures and response/repair time commitments to resolve the following issues for each service currently in use:
 - 1) Circuit troubles
 - 2) Access troubles
 - 3) CPE (where provided)
 - 4) Network troubles
 - 5) Database troubles
 - 6) Billing errors

7) Installation problems

D. Identify remedies associated with your failure to meet the time commitments stated above.

Vendor Response

4. Service Reviews

A. Vendor will provide Sanford Health, on a semi annual basis, a complete circuit inventory for all their locations. This inventory of services will include all circuit types, location and contact information and other pertinent information as described by Sanford.

Vendor Response

5. Fraud

A. It is Sanford Health's intention to eliminate and prevent all network-related fraud. Provide your commitment to assisting Sanford Health to achieve this goal of fraud prevention. State Sanford Health's liability for any fraud that occurs on any of the services proposed.

Vendor Response

6. Universal Service Fund Support

A. Please describe your ability and willingness to assist Sanford in applying for Universal Service Fund credits. Please describe your involvement in detail, and how USF credits would be applied.

Billing and Management Reporting

1. Billing Requirements

- A. Vendor must provide a flexible billing and reporting system with timely and accurate invoices. It is Sanford's desire to consolidate all charges for all locations on one invoice with charges identified by location name, number and service type. Describe your ability to support this capability and your ability to further customize invoices and reports.
 - 1) Describe your ability to provide a single bill for all WAN Services.

Vendor Response

- B. Vendor does not have the right to bill additional charges in arrears for a Vendor billing error.

Vendor Response

- C. Credits, debits and payments will be applied to the invoice within the same billing period in which they are made.

Vendor Response

- D. Invoice and reporting must be delivered to Sanford within ten (10) days after billing cycle. State the billing cycle for each service proposed.

Vendor Response

- E. Invoice pricing must match the pricing proposed herein.

Vendor Response

- F. Payment of invoice does not indicate acceptance of charges.

Vendor Response

- G. Provide an example of a bill and invoice for the services proposed.

Vendor Response

2. Reporting Requirements

- A. On an annual basis, Vendor will provide a circuit/services inventory report that includes at a minimum, circuit ID, type, address, and cost. This report will be provided to Sanford Health annually in the 4th quarter of each year.

Vendor Response

- B. Timely and accurate management reports are a requirement for Sanford Health. Provide as an insert a description and example of your reporting tool capabilities for the services proposed.

Vendor Response

- 3. Billing Review
 - A. Vendor team must facilitate a monthly review of the first three months billing with Sanford Health. Vendor team must stay involved through resolution of any billing errors and reconciliation of billing to match proposal and contract pricing.

Vendor Response

- 4. Rural Health Pilot Program
 - A. Initially this program will be funded by the Rural Health Pilot Program. It is important that you understand how you will be reimbursed under this program.

Vendor Response

Pricing, Terms and Conditions

1. Pricing

- A. Please provide your pricing in the attached pricing worksheet. In addition, please attach your detailed pricing sheets that include component pricing breakdown. Sanford has the right to any and all portions of the content and pricing.

Vendor Response

- B. Sanford maintains the right to award any portion of the services requested herein to multiple Vendor's. Sanford further maintains the right to purchase none, some, or all of the services requested herein.

Vendor Response

- C. Please describe any anticipated changes to pricing, volume discounts, and the like, if Sanford Health opts to purchase only a portion of the services proposed.

Vendor Response

2. Term

- A. If new WAN services are selected, it would be Sanford Health's intention to enter into an agreement for the services proposed for a **three year** term accompanied by the benefits of each. The proposed agreement must provide optimum pricing and should allow for price reductions as growth in volume and purchase of new services occur. The agreement will be clear, concise and reference all pricing, credits and commitments. The agreement should support pricing stability throughout the term of the agreement.

Vendor Response

- B. Please provide a sample contract that Sanford Health would be expected to sign for the proposed services.

Vendor Response

3. Cancellation

- A. Sanford reserves the right to terminate its contract by written notice if the selected vendor fails to meet the terms and conditions of the contract or required installation timeframes. Vendor should clearly depict early termination terms and conditions.

Vendor Response

- B. The contract document between Sanford Health and the selected vendor shall include verbiage that clearly defines Sanford's ability to terminate the contract if any of the following service affecting events occur:
- 1) 10 hours of down time to any 1 site in a month's time.
 - 2) 5 hours of consecutive downtime that simultaneously affects 10 sites.
 - 3) 30 minutes of consecutive downtime that simultaneously affects more than 10 sites.
 - 4) 30 minutes of downtime in any 30-day period that affects the Core locations
 - 5) Voice and/or Video quality issues caused by the Carrier, that have been reported by Sanford Health and are not remedied within 30 days.

Vendor Response

Schedule

Notify Vendors: Concurrent to the 465 being posted on the Rural Health Pilot program web site.

Request For Proposal issued: Concurrent to the posting on the Rural Health Pilot program site.

Request For Proposal due date: 30 days after posting date

Selection of Vendor and Services: 30 days after RFP due date

Attachments

Attachment A: Site Listing and Price Matrix	This spreadsheet provides locations and a column for each of the bandwidth options. The vendor should insert pricing in each of these columns. For the Peterson Center and Sanford Medical Center locations, the vendor is required to specify the necessary bandwidth.
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Facility	Address	Local site contact	Phone Number	5 Mb Pricing	10 Mb Pricing	25 Mb Pricing
Sanford Clinic Behavioral Health	1621 S. Minnesota Avenue Sioux Falls, SD 57105	Liz Grav	605-328-4700			
Sanford Clinic Acute Care 41st & Sertoma	7210 W. 41st Street Sioux Falls, SD	Melanic Rusche	605-328-9600			
Sanford Clinic Acute Care 69th & Minnesota	6110 S Minnesota Avenue Sioux Falls, SD 57108	Vickie Trefz	605-328-5800			
Sanford Clinic Family Medicine 49th & Oxbow	3401 W. 49th St. Sioux Falls, SD 57106	Michael Krsnak	605-328-9042			
Sanford Clinic Acute Care 34th & Kiwanis	2701 S. Kiwanis Ave. Sioux Falls, SD 57105	Michael Krsnal	605-332-8883			
Sanford Clinic Family Medicine 26th & Sycamore	4405 E. 26th St Sioux Falls, SD 57103	Michael Krsnak	605-332-2883			
Sanford Clinic Family Medicine 4th & Sycamore	600 N. Sycamore Sioux Falls, SD 57110	Jayne Knochenmus	605-328-2999			
Sanford Womens Health Plaza 57th & Western	5001 S Western Ave Sioux Falls SD 57108	Laurie Krusa	605-328-9700			
Sanford Children's Clinic - Aberdeen	3015 3rd Ave SE Aberdeen, SD	Casey Swanson	605-725-6700			
Sanford Hospital Luverne	1601 Sioux Valley Drive Luverne, MN 56156	Mark Henke	507-283-2321			
Sanford Canby Medical Center	112 St Olaf Avenue S Canby, MN 56220	Robert Salmon	507-223-7277			
Sanford Regional Hospital Worthington	1018 6th Ave Worthington, MN 56187	Melvin Platt	507-372-2941			
Sanford Mid Dakota Medical Center	300 S. Byron Blvd. Chamberlain, SD 57325	Maureen Cadwell	605-234-5511			
Sanford Vermillion Medical Center	20 S. Plum Vermillion, SD 57069	Tim Tracy	605-624-2611			
Sanford Children's Clinic Mitchell	1200 S. Burr Street Suite B Mitchell, SD 57301	Mary Jo Matzen	605-328-9041			
Sanford Clinic Watertown Imaging	891 14th Ave NE Watertown, SD	Brian Bohn	605-886-4180			

Sanford Clinic Watertown	901 4th Street NW Watertown, SD 57201	Tammie Krause	605-866-1578			
Sanford Clinic Family Medicine Brandon	1200 E Holly Blvd Brandon, SD 57005	Jim Schaefer	605-582-5920			
Sanford Hospital Jackson	1430 North Highway Jackson, MN 56143	Mary Ruyter	507-847-3728			
Sanford Hospital Deuel County	701 3rd Ave. S. Clear Lake, SD 57226	Robert Salmon	605-874-2141			
Pioneer Memorial Viborg Clinic	315 N. Washington St. Viborg, SD 57070	Georgia Pokorney	605-326-5161			
Sanford Tracy Medical Center	251 Fifth St E Tracy MN 56175	Rick Nordahl	507-274-6121			
Sanford Hospital Webster	1401 West 1st Street Webster, SD 57274	Kyle Richards	605-345-3336			
Winner Regional Healthcare Center	745 E. Eighth St. Winner, SD 57580	Michael Hall	605-842-7100			
Douglas County Memorial Hospital	Armour, SD 57313	Will Flett	605-724-2159			
Sanford Hospital Canton-Inwood	400 N. Hiawatha Dr. Canton, SD 57013	Eric Hilmoe	605-987-2621			
Sanford Clinic Brookings	922 22nd Avenue Brookings, SD	Cindy Mydland	605-697-1900			
Sanford Clinic Worthington	1680 Diagonal Road Worthington, MN 56187	Laurie Jensen	507-372-3840			
Community Memorial Hospital	8th & Jackson Burke, SD 57523	Jim Frank	605-775-2621			
Sanford Hospital Westbrook	920 Bell Avenue Westbrook, MN 56183	Rick Nordahl	507-274-6121			
Sanford Adrian Care Center	601 Louisiana Avenue Adrian MN 56110	Gayle Funk	507-483-2668			
Sanford Clinic Family Medicine Hartford	905 N. Oaks Ave. Hartford, SD 57033	Melanic Rusche	605-528-3725			
Sanford Clinic Dakota Plains	640 E. Sioux Ave. Pierre, SD	Angie Bollweg	605-224-2010			

Sanford Clinic Family Medicine Befesford	600 W. Cedar St. (Highway 46) Beresford, SD 57004	Dawn Croatt	605-763-2050			
Sanford Clinic Family Medicine Huron	433 Kansas Ave SE Huron, SD	Cindy Mydland	605-352-2117			
Sanford Clinic Windom	308 10 Street Windom, MN 56101	Laurie Stenke	507-427-3332			
Sanford Clinic Lake Norden	511 Main Ave. Lake Norden, SD 57248	Steve Hilpipre	: 605-785-3633			
Sanford Clinic Clark	117 West 1st St. Clark, SD 57225	Steve Hilpipre	605-532-3676			
Women's Health	401 E. 8th St. Sioux Falls, SD 57103	Laurie Kruse	605-334-5099			
Northwest Iowa Dialysis Center	112 Sunrise Drive N Hospers, IA 51238	Niccie Kliegl	712-752-8330			
Sanford Clinic Lakefield	220 Milwaukee Lakefield MN 56150	Jennifer Tewes	507-847-3808			
Sanford Clinic Ear, Nose, and Throat Watertown	600 4th Street NE Watertown , SD 57201	Cindy Mydland	605-882-1672			
Sanford Children's Clinic Duncan	2502 W. Elk Ave Duncan, OK 73533	Richard Gillespie	580-354-5700			
Ortonville Area Health Services	450 Eastvold Ave Ortonville, MN	Barb Voecks	320.839.4169			
Main Sites						
Peterson Center	5300 S Broadband 57108	Scott Sylliaasen	Phone: 328-7364	Necessary Bandwidth		Pricing
Sanford Medical Center	1305 W. 18th Street 57117	Scott Sylliaasen	Phone: 328-7364	Necessary Bandwidth		Pricing



