Request for Proposals

To be installed for:
Great Salt Plains Health Center
5320 W. Chestnut, Enid, OK 73703

List of Services:
Internet Circuit

Posting Start: 2/21/2023    Posting End 3/21/2023
Q&A Submission Deadline: 14th Day of Posting

Q&A Answers will be sent to all Vendors submitting a Notice of Intent to Bid no later than the 21st day of the posting.

NOTICE OF INTENT TO BID: All potential bidders should register their Notice of Intent to bid (“NOI”) on this opportunity to receive notices related to this Request for Proposals (“RFP”), including but not limited to RFP updates, Q&A notices, deadline extensions, etc. Vendor registration can be completed at http://redbudtelecomconsulting.org/bidopportunities.html

Contact Information for Project Coordinator:
Marci L. White, President/Funding Specialist
Redbud Telecom Consulting
rfpmailbox@redbudconsulting.org

RFP Prepared and Managed By:
RFP Instructions to Vendors:

The following information is included in this RFP:

- Bid Specifications
- RFP and Proposal Requirements
- Evaluation Criteria
- Vendor Registration Information
- Sites and Services (RFP Attachment A)

Complete PROPOSAL must include:

- Response Attachment A – Certifications, Experience & References
- Response Attachment B – Pricing Schedule Cover Sheet
- Response Attachment C - Detailed Line-Item Pricing
- Response Attachment D - Proposed Contract

All items marked as “PROPOSAL” will be required documents in your complete proposal submission. Applicant reserves the right to disqualify incomplete proposals.

I. REQUESTED SERVICES

Broadband Internet (Dedicated Symmetrical Internet Access)

Broadband Internet Access with optional managed router. Proposals must specify demarcation address, mode of delivery, bandwidth level and contract term. All requesting sites and bandwidth levels are found on the line items section of the printed RFP and on the line-item bid response document included in this RFP. Proposals without a leased, managed router option will not be considered.

Please see RFP Attachment A for participating Applicant Health Care Provider (“HCP”) sites, existing services and requested services.

Optional Proposals: This RFP is intended to be technology neutral. Vendors may propose additional solutions that could include alternative Layer 2 and Layer 3 configurations.

II. PROPOSAL SPECIFICATIONS

1. Program Compliance

Vendors submitting proposals must comply with Rural Health Care (“RHC”) Program rules as set forth by the Federal Communications Commission (“FCC”) and administered by the Universal Service Administrative Company (“USAC”) to be considered for project award(s).

- Review and participate in all service provider training tutorials and webinars provided by USAC - https://www.usac.org/rural-health-care/learn
- Review your company’s SPIN/499 ID and verify the FCC Form 498 is updated to show that the Service Provider has acknowledged participation in the HCF Program.
- Read and understand FCC Original Report and Order 12-150 and New Report and Order 19-78.
Any vendor submitting a proposal for locations and services eligible for Oklahoma Universal Service Funding ("OUSF") must possess a valid Certificate of Convenience and Necessity ("CCN") issued by the Oklahoma Corporation Commission ("OCC") Public Utility Division. Applicant reserves the right to disqualify vendors who do not possess a current, valid CCN at the time of proposal submission. Vendors submitting proposals must comply with Oklahoma statutes, rules, and administrative procedures as they pertain to the OUSF.

**Disqualification.** FCC Form 498 ID Status. If the Vendor is under FCC red light status, does not have an FCC Form 498 ID (service provider identification number), or does not have Box 18 on Form 498 checked to take part in the RHC Program, Applicant reserves the right to disqualify the proposal. Oklahoma CCN Status. Proposals from Vendors without a valid CCN prior to the bid deadline for this RFP will not be considered.

2. **Timeline**

The Applicant is seeking services beginning July 1, 2023. Vendor must include proposed project timeline. If the Vendor does not provide timeline(s) for the requested multi-year contract term, the Vendor agrees to have all services operational within 90 days after requested start date. Preference is given to responses with a service start date that meets the requirements of this RFP. If the awarded vendor is not the incumbent provider, transition of service must be completed by the requested start date, or the contract expiration date associated with the services currently under contract. Any temporary bandwidth solutions while network build-out is ongoing must be clearly identified in the proposal, including bandwidth speeds available and cost. The Applicant is not liable for any charges or fees associated with services implemented before the requested start date.

**Disqualification.** If the Vendor is not able to commence service by the date listed in the proposal specifications, the proposal may be disqualified in whole or in part by the Applicant health care provider.

3. **Questions and Proposal Submission**

Any questions regarding this RFP must be referred to the email addresses listed below by the time and date specified on page 1 of this RFP. Questions and answers submitted by the submission deadline will be provided to all registered vendors no later than seven (7) days prior to the submission deadline. Questions sought by phone or any means outside of the email address above will not be accepted.

Vendors must submit their complete response by email, including all items listed on page 2 of this document by the deadline listed on the USAC website and page 1 of this RFP.

**Failure to copy all email recipients listed below on all correspondence during the 28-day bid period including questions and proposal submission may result in disqualification.**

rfpmailbox@redbudconsulting.org
GSPFunding@gsphealth.org
4. Proposal Acceptance

The Applicant health care provider reserves the right to accept some, all or none of the items included in the proposal. Notification of proposal acceptance or rejection will be provided at the discretion of the Applicant HCP.

5. Costs

Vendors submitting proposals should identify all costs associated with the solution quoted. All hardware must be new and not refurbished equipment. Quotes should include the following:

   a. Implementation fees, including construction, purchase of new hardware for end-to-end connectivity, initial configuration of hardware.
   b. Ongoing transmission fees for end-to-end connectivity.
   c. Any other costs associated with the solution. Please note, any cost, whether bundled or unbundled, associated with Quality of Service must be identified.

Proposals should identify all costs that are included in enough detail as to confirm the proposed solution, including construction, installation, configuration, maintenance, and any recurring costs, complies with Healthcare Connect Fund (“HCF”) and OUSF eligibility requirements. Bundled pricing may be cited, but individual components must be identified and detailed pricing provided. If applicable, shipping cost for each piece of hardware shall be included as well.

All vendors are hereby provided notice that the Applicant is not be financially responsible for line-item (i.e., unbundled) charges that the OCC and/or FCC deems ineligible if those line-item expenses are not disclosed in the Vendor’s response to this RFP. All ineligible expenses that are not disclosed in the Vendor’s response to this RFP are the sole responsibility of the Vendor.

Disqualification. Vendor must specify any/all upfront costs including implementation fees, construction, installation, configuration, etc. Applicant reserves the right to reject proposals that do not include specific information regarding upfront costs as described in this section.

6. Cost Allocation

Proposals must clearly separate all RHC Program eligible requested services and costs from ineligible services and costs.

7. Contract Terms

Proposals must clearly define contract terms for all pricing submitted. Vendor should provide for a three (3) year term with two (2) optional one-year renewals.

The Applicant will reserve the right to extend or abbreviate the contract period if such extension or abbreviation is necessary to make the Contract term coincide with an RHC “program year” or an extended service end date for an RHC program year pursuant to a “service delivery deadline extension,” as those terms are defined by the FCC and/or USAC.
8. **Description of Proposal**

Vendors will provide a complete description of their proposal for all services and solutions. The description will include an overview of the proposal, any deviations from the requested architecture, design or requirements, assumptions made, and any other details that may be useful or necessary for proper evaluation of the proposal.

9. **Required Notice to Proceed and Funding Availability**

The Applicant will follow the purchasing policies of their governing board and requirements and procedures of the FCC’s RHC Program as administered by USAC and the OUSF as administered by the OCC (OUSF eligible sites) to be eligible for all available funding. The implementation of any associated contracts resulting from this competitive bid process will be dependent on the Applicant’s issuance of a written Notice to Proceed. RHC Program funding notification alone will not signify Notice to Proceed. The Applicant will have the right to allow the contract to expire without implementation if appropriate funding does not become available.

No later than 90 days after the start of service, the awarded Vendor shall submit a formal “Application for OUSF Funds” related to eligible goods and services awarded under this RFP to the OCC according to Title 165, Chapter 59, Oklahoma Universal Service. [http://www.occeweb.com/rules/rules.txt.htm](http://www.occeweb.com/rules/rules.txt.htm)

All HCP locations and costs may not qualify for OUSF funding. It is critical that accurate, detailed, and unbundled cost information be provided for all portions of the proposal.

All vendors are hereby provided notice that the Applicant will not be financially responsible for line-item (i.e., unbundled) charges that the OCC deems ineligible if those line-item expenses are not disclosed as ineligible expenses in the Vendor’s response to this RFP. All ineligible expenses that are not disclosed in the Vendors’ response to this RFP are the sole financial responsibility of the selected vendor.

10. **Bandwidth Range**

If the Applicant specifies a bandwidth range for requested services, Vendor may propose incremental pricing for the bandwidth levels specified or the next highest bandwidth level at the Service Provider’s standard bandwidth level offerings.

11. **Site and Service Substitutions**

Preference will be given for proposals including site and service substitution options as outlined in this Section II (11.). The Applicant may need to add, remove, or move sites as well as increase or decrease bandwidth levels during the contract term. Accordingly, proposals should address allowances for site and service substitutions during the contract term.

Vendors are to describe how bandwidth speed can be upgraded (or downgraded) for the proposed Internet and/or data solution(s). This should be accomplished without purchasing new equipment (i.e., no “fork-lift” upgrades). The Applicant’s preference is the ability to increase or decrease bandwidth via a change in the software configuration without having to install or remove any hardware modules and/or add new hardware and maintenance contracts at any new site (new entity or change of address for existing entity) that is necessary to provide the requested bandwidth/service.
12. Network Diagram

Proposals for broadband data services must include a network diagram displaying the paths to be used to serve the specified site.

For dedicated symmetrical Internet and/or data services, proposals shall provide a proposed Service Level Agreement (“SLA”). The proposal must include a description of the following services and how these services will be measured.

- Network Availability: Applicant seeks commitments of reasonable efforts to provide 99.9-99.99% network availability of each circuit.
- Internet and Operations proposals only: Frame/packet loss Commitment
- Internet and Operations proposals only: Network Latency Commitment
- Internet and Operations proposals only: Network Jitter Commitment
- Measurement: Requested commitment to respond to any outage within two (2) hours and a four (4) hour restoration of service. Time starts from the time the Customer contacts the Service Provider and identifies the problem. Credits for outages of shortage will be identified. If the above requested time frames are not achievable, Vendor may provide alternatives for consideration.
- Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
- Link Performance per segment: The service will maintain the proposed Link Performance throughout the term of the contract.
- There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason.
- For data-only circuits, Vendor must guarantee that Applicant shall have sole access to the network and its points of entry unless explicitly requested otherwise by Applicant.
- Proposed system testing and acceptance provisions will be required on all proposals. Applicant reserves the right to work in concert with vendors to develop appropriate test and acceptance criteria for a specific installation or configuration, to be defined and accepted by both parties prior to contract initiation. Please note, the SLA will be included in the bandwidth evaluation.

13. Broadband Services Demarcation

All solutions must terminate service or infrastructure to an existing network closet inside of the site specified. Solutions bringing service to the property line but not inside of the demarcation address are not acceptable. All Customer Premise Equipment (CPE) Hardware MUST BE new and not be refurbished equipment.
III. INVOICING

Vendors are hereby given notice that their invoicing practices must align with the expectations of the Applicant, USAC, and the FCC. For services which will be funded through the FCC HCF, the Service Provider will need to be compliant with the rules pertaining to invoicing the program administrator, USAC.

All invoices must also be sent via email to invoices@redbudconsulting.org.

Invoices must delineate charges by healthcare provider location. Invoices must include all charges associated with services provided at the physical location of the healthcare provider, including but not limited to circuit type and bandwidth speed. Compliance with this requirement will allow for greater administrative ease for all parties involved in the invoicing process and will allow for faster processing of invoices. By submitting a proposal for services, Vendor agrees to comply with all USAC invoicing deadlines for funding reimbursement. The invoicing deadline is four months (120 days) from the service delivery deadline or the date of a revised Funding Commitment Letter (FCL) approving a post-commitment request or a successful appeal of a previously denied or reduced funding request, whichever comes later.

The Applicant is only required to pay the estimated non-subsidized portion of the eligible cost until such time that USAC issues a funding commitment decision. During the life of the contract, Vendor agrees not to charge late fees or interest fees for any circuit or services for which Vendor receives on-time payment of the Applicant's estimated non-subsidized portion of the charges. The Vendor agrees that they must continue to provide service to the Applicant as part of its obligation to take part in the mechanisms to preserve in advance universal service (47 U.S.C § 254(h)(1)(A)).

IV. DOCUMENTATION AND AUDIT COMPLIANCE

1. Selected service provider shall provide all warranty and product documentation related to products or services sold to the Applicant.

2. Service Provider agrees to retain all documentation related to the purchase and payment, including Forms 463 and receipt of payment from USAC, for all products and services provided to the Applicant. Related documentation must be retained for a period of TEN years from the last date of service.

3. If the Applicant is audited by the Administrator of the program, the Service Provider agrees to fully cooperate with the Applicant to provide any documentation related to the provision of discounted products and services as requested.

4. The Service Provider and/or Applicant is solely responsible for verifying the accuracy of information submitted to Redbud Telecom Consulting ("Redbud"). Redbud makes no warranty, express or implied, nor assumes any legal liability or responsibility for the validity, accuracy, correctness, or completeness of any information that is provided by the Service Provider or Applicant to Redbud.

5. By submitting proposals for Redbud client health care providers, the Vendor agrees and understands that Redbud will forward the information to USAC, and that the Vendor is responsible for verifying the accuracy of information submitted to Redbud.

6. Applicant and Redbud Telecom Consulting shall not be liable for any direct, indirect, incidental, consequential, or exemplary damages, including but not limited to, damages for loss of profits, data, or other intangible losses (even if Applicant and Redbud have been advised of the possibility of such
damages), resulting from the Service Provider's non-response or incomplete response and/or the Service Provider's inaccurate, invalid, incorrect, or incomplete provision of information.

V. BID EVALUATION

Applicants will select the most cost-effective bids for the RHC Program eligible products and services. In order for the Applicant to properly evaluate your proposal, please provide details specific to the evaluation criteria areas along with your proposal.

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<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>Description</th>
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<tr>
<td>Cost – Eligible Items</td>
<td>30</td>
<td>Cost of RHC eligible products &amp; services</td>
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<tr>
<td>Prior Experience</td>
<td>25</td>
<td>-Experience with similar projects and references</td>
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<td>-Experience with this applicant</td>
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<td>Personnel Qualifications</td>
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<td>-Qualifications of management</td>
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<td>-Qualifications of staff</td>
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<td>Implementation and Timeline</td>
<td>15</td>
<td>- Provide a plan for the build-out to remove or reduce downtime for Applicant</td>
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<td>- Projected timeline for completion of Project, and goals for meeting said</td>
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<td>Technical Merit</td>
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<td>-Quality/technical merit of the proposed solution to meet needs of the</td>
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<td>applicant. Service level agreement if applicable</td>
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<td>-Compliance with listed requirements of the project scope and proposal</td>
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<td>requirements, if the proposal includes all information requested; timelines</td>
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<td>met, services will commence as requested by applicant</td>
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<td>Vendors must provide information as to the scalability of the proposed</td>
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<td>bandwidth service, specifically:</td>
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<td>Site and service substitution provisions (as outlined in Section II (11) of</td>
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<td>this RFP.</td>
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<tr>
<td>HCP Number</td>
<td>HCP Name</td>
<td>Circuit Start Street</td>
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<tr>
<td>53326</td>
<td>GSP Health Canton</td>
<td>5320 W. Chestnut</td>
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# RESPONSE ATTACHMENT A
## PROPOSAL FORM - REQUIRED
### Certifications, Experience & References

Name of company:

Address of principal location:

Phone:  
Fax:  

FCC Form 498 ID (SPIN):  

FCC Registration Number:  

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<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
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How many years has your company been in business in its current capacity?  

How many years has your organization been in business under its present name?  

Under what other or former names has your company operated?  

During the last five (5) years, has the Vendor been barred, suspended or otherwise prohibited from participating in the Federal Communication Commission E-Rate (Schools & Libraries) or Rural Health Care Programs?  

Yes:  
No:  

Is the Vendor’s FCC Registration Number currently under RED light status?  

Yes:  
No:  

Bidders must attach a printout of your FCC Registration Number red or green light status from the FCC’s Red-Light Display System (RLDS) [https://apps.fcc.gov/redlight/login.cfm](https://apps.fcc.gov/redlight/login.cfm)

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1 [https://www.usac.org/sp/default.aspx](https://www.usac.org/sp/default.aspx)
RESPONSE ATTACHMENT B
PROPOSAL FORM – Pricing Schedule Cover Sheet

Name of Company: ____________________________________________________________

Name of Applicant: ___________________________________________________________

Form 461#: __________________________________________________________________

Pricing Submitted by: ___________________________________________________________

Signature: ___________________________________________________________________

Date: __________________________

REQUIRED - Attach pricing schedule to this cover sheet. Vendors may download an Excel version of the preferred pricing spreadsheet at https://redbudtelecomconsulting.org/rfppostings.html

Clearly list the cost of products and services to include the following:

1. Description of Services
2. Monthly (recurring) charges
3. One Time (non-recurring) charges
4. Quantity
5. Unit of Measure (Each)
6. Bandwidth level, if applicable
7. Contract Term
8. Make, Model and part number, if applicable
9. Installation and Configuration
10. Shipping and Handling
11. Travel and Per Diem
12. Estimate of Surcharges and Fees
## Response Attachment B

<table>
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<tr>
<th>HCP Number</th>
<th>HCP Name</th>
<th>Circuit Start Street</th>
<th>Circuit Start City</th>
<th>Circuit Start Zip</th>
<th>Circuit End Street (If Applicable)</th>
<th>Circuit End City</th>
<th>Circuit End Zip</th>
<th>Circuit Type (Internet, Data, Etc.)</th>
<th>Bandwidth Up</th>
<th>Bandwidth Down</th>
<th>One-Time Charges/Installation</th>
<th>Monthly Recurring Charges</th>
<th>Estimated Taxes/Fees</th>
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* This document available for download in Excel format at [https://redbudtelecomconsulting.org/rfppostings.html](https://redbudtelecomconsulting.org/rfppostings.html)