

Funding Year 2020 RFP Questions / Updates

RFP 1 – Community Hospital

1 – Please clarify the use of the term Diversity in the two sections below? Should each include:

This request is for carrier diversity. Service Providers currently in place:

- Unite
- Spectrum

The HCP would prefer the 100M to be carrier diverse from the 1G Internet. The 100 Mbps is meant to be the back-up.

2 – Can you provide specific bandwidth needs for each location listed below for more accurate quoting?

Please provide variable options that would provide the HCP an opportunity to scale their bandwidth. The HCP is interested in the price range to see if they can upgrade bandwidth within budget.

3 – With respect to the below request: Does the customer desire Ethernet Internet Access (EIA) or Direct Internet Access (DIA)?

The HCP needs to run a SIP product and currently has DIA. If there is a better solution, please present that for review.

4 – Is the request below related to the internal LAN(s) for all locations or just the one listed or for both the LAN and fiber network requested within the RFP?

The HCP is looking for a solution to manage the entire network.

5 – How many SIP trunks needed?

Please provide: 12B+D

6 – Are the current PRIs being converted to SIP?

Not at this time.

7 – Can these be SIP circuits with PRI handoff?

Currently not being used in this manner. Feel free to present this technology.

RFP 4 – Teller County Public Health

1 – Please specify the number of SIP Channels needed

Please provide options. The minimum would be 48 channels. There is a 10m Internet connection on site. HCP will need new equipment required for SIP/VPN operations. Provide leased and purchase options.

RFP 6 – Eagle County Public Health

1. 100 W. Beaver Creek #107 Avon, CO 81620

- They are requesting 10M Ethernet. Is that a point to point or an Internet connection? I assume Internet but don't want to assume.

This ties to the main site in Eagle 551 Broadway.

2. 20 Eagle County Dr. SE E El Jebel, CO 81623

- They are requesting 20M Ethernet Private Line, but do not list the end location for the point to point private line. What is the second location for this quote?

This ties to the main site in Eagle 551 Broadway.

3. 551 Broadway St Eagle, CO 81631
 - On line 2 and in line 8 they request Internet quotes beginning at 100M. Is this a mistake or these two separate orders on diverse carriers?
They have two diverse carriers.
 4. On the final line, 9, there is a request for internet options to all sites. However, it appears that there have been requests for Internet to all sites in the previous lines. Can you elaborate on this request please?
This is an existing carrier diverse service in place.
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RFP 7 – Colorado Canyons Hospital

1 – Are these new services?

There is a request for NEW service to be installed from the hospital to 401 Kokopelli. Not all services are under contract. HCP is interested in options to review.

2 – Are the bandwidth requests symmetrical?

Symmetrical is desired.

3 - Are they asking for phone service options? T1 /ISDN PRI

Yes

4 - PTP T1 from Hospital to 2237 Redlands Parkway, Grand junction- Is this an Ethernet or phone?

This is a Fiber+ 500M Internet P2P

5 – Are they asking for managed security and/or DDOS?

Both. Please provide any options that you could provide.

For the SmartNet Equipment request:

- Cisco ASA 5515x with a serial number of FCH16217926
- Cisco Catalyst 4503, Product Number = WS-C4503-E
Serial Number = SPE1219001W
- Cisco Catalyst 3750e with serial number FDO1317R111
- Cisco Catalyst 3450G serial number FOC1230Y5AX

6. What is the preferred manner to submit a proposal?

Electronically is preferred RFP.Mail@cha.com

7. Can you define the criteria “Suitability to HCP’s goals’ –

This is to capture goals from the HCP’s perspective and how it will fit into their internal operations and planning purposes.

RFP 8 – Sidney Regional Medical Center

1 - Is this funding for new services?

This is existing service which is under contract.

2 – What is the location for the 100 Mbps Ethernet request

68911	Sidney Regional Medical Center (SRMC)	1000 Pole Creek Crossing, Sidney, NE 69162	100 Mbps managed Ethernet connection to the medical center, with redundancy.
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The service goes to 549 Keller Drive, the skilled nursing facility. They are looking for a redundant line.

3 - Is line 4 (10M request) coax internet, Ethernet or fiber?

They currently have a 10x10 Internet circuit they use for VoIP. It is not Coax

RFP 10 – Gunnison Valley Hospital

1 - Are they requesting quotes for separate Internet T1s? Voice services delivered via T1, or voice lines delivered via Internet T1? (the service they currently have are under contract with us).

As the existing service provider, you don't have to respond to the RFP, however it is always good to use the opportunity to provide your most cost-effective solutions and terms.

If proposals come in through the RFP process, the existing services are used as a 'standing bid' in which to compare alongside any new proposals. We as the consortium present all options to the HCP.

Partial PRI delivered by T1 (23B/1D) Voice, long distance, Internet.

2 – 707 N. Iowa St is not requesting Internet access. Is Internet needed at this site?

Partial PRI delivered by T1. Voice, long distance, Internet.

3 – 120 N. Boulevard This location is requesting T1 service (1.544Mbps). What service type do they need, local, long Distance, Internet?

Internet T1

4 – 1500 W. Tomichi Ave – This location is requesting T1 service (1.544Mbps). What service type do they need, local, long distance or internet?

Internet T1

RFP13 – Middle Park Medical Center

1. Middle Park has requested “dark fiber access for variable bandwidth speeds for Direct Internet Access...” at two locations. Is the requestor accepting bids for internet service that includes carrier provided access in lieu of “dark fiber access”?

They are requesting the dark fiber so they can have control over the network operations and maximize the uptime.

RFP 14 and RFP 15 – Gunnison Valley Hospital, Crested Butte

1. Is the intent of this request for a Dark Fiber build between the two locations with GVH managing and operating the fiber or would they be looking for a service provider for 'lit service'?

This is for dark fiber. There will be a circuit request separate, and possibly next funding year. (due to the constructing schedule and seasonal access)

Due to the need to do telehealth, current services in the area are unreliable and unable to support the requirements for running telehealth.

2. With respect to the modulating equipment, does GVH have an equipment preference?

No preference

3. With respect to own or leasing, the passage states “owning an/or leasing the equipment”, is the intent of this statement just for the required equipment for inclusive of the entire project costs for construction, fiber, and related equipment?

Yes.

4. What is the Intent of the 96 Fiber request?

The intent of these RFPs would be to own and manage their own fiber network with the possibility of providing IRUs to offset the cost and maintenance. They are interested in minimum 96 strands, but welcome to look at higher options. The routes proposed are suggested. They are open to other routes if it is more cost effective.

5. Are route changes acceptable?

The HCP will accept route changes if it is more cost effective to the project.

6. For A detailed route map, please contact Tracy.Hines@cha.com

It is a large file so a **DropBox link** will be provided.

RFP 16 – Rio Grande Hospital

1. Are any of these services new?

The circuits are in place. (MPLS)

The firewall request is new

2. If not, are they out of contract?

The Internet circuits are not contracted

3. Are all speeds requested symmetrical?

Yes

4. How many ports are needed in the firewall/router?

The firewall has a switch of 16 ports.

RFP 17 – Uncompahgre Medical Center

1. Are any of these services new?

The circuits are in place.

The equipment and security are to be new.

2. If not, are they out of contract?

The T1 and 50M have expiring contracts

3. Are all speeds requested symmetrical?

Yes

RFP 21 – Southeast Colorado Hospital

1. Are any of these requested services new?

These are existing services

2. If not, are they out of contract and/or are contracts expiring in 2020?

A mixture of contract terms and month to month services. If there is a solution you can provide, please submit so the health care provider can determine the most cost-effective solution for their needs.

3. For the Business wireless internet- do they want fixed wireless, 4g, or a broadband connection with a wireless modem?

These are broadband connections with a modem.

RFP 23 – National Jewish Health

4. Are any of these requested services new?

These are existing services

5. If not, are they out of contract and/or are contracts expiring in 2020?

A mixture of contract terms and month to month services. If there is a solution you can provide, please submit so the health care provider can determine the most cost- effective solution.

RFP 24 – Pueblo Community Health Center

1. Are any of these requested services new?

These are existing services

2. If not, are they out of contract and/or are contracts expiring in 2020?

A mixture of contract terms and month to month services. If there is a solution you can provide, please submit so the health care provider can determine the most cost- effective solution.

3. Is the DSL Business Internet a symmetrical or asymmetrical 20MB circuit?

The DSL circuit request is currently not symmetrical.

4. Please describe the current network configuration.

Described from their current service provider the network is ELIN/ELAN and each connection is considered a 'Leg'. They have created a LAN with all clinic connections coming in and out of the Routt Ave office.

FDSL is the current service provider's term for this circuit: 200 M Symmetrical Internet.

RFP 25 – Centennial Mental Health Center

1. Are either of these requests for new services?

These are existing services.

2. If under contract, will they be expiring in 2020?

Unsure regarding contract status. Will reach out to HCP for clarification.

3. Is the request for symmetrical bandwidth for both locations?

Symmetrical bandwidth

4. Is this a coax (copper) request or fiber?

These are for symmetrical 100Mbps circuits that are currently in place. I do not have specifics on whether it is fiber or Coax. Please provide a solution that you could provide. Both is needed.

RFP 26 – Yuma

1. Are either of these requests for new services?

These are existing services.

2. If under contract, will they be expiring in 2020?

Contracts expire in FY21

RFP27 – Summit Community

**** Please note this 461# 39243, will be replaced with 461# 40370 – Please note new ACSD
> 3/18/20 (close date is COB 3/17/20)**

1. Are either of these requests for new services?
2. If under contract, will they be expiring in 2020?

These are existing services.

Unsure on contract terms

RFP28 – Lincoln Community

1. Is this request for new services?
2. When requesting “variable DSL Internet bandwidth options” are you referring to asymmetrical circuits?

These are existing services

Asymmetrical is acceptable if they can have higher speeds.

RFP33 – Sedgwick County Memorial

1. Please note the spelling of the HCP Site.
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RFP34 – North Range Behavioral Health

1. Ethernet as in point to point ethernet circuits or metro optical ethernet circuits? If so where is the hub? Or are these all internet circuits?

The circuits connect to the hub located at 1300 N. 17th Ave., Greeley

RFP35 – St. Vincent’s Hospital

1. Can you provide more detail to the request of network management?

For network management, they are looking for someone to oversee, manage and monitor the connections to keep the network up, operational and secure. Not help desk support.

RFP36 – Pagosa Springs

1. **(2)** Barracuda Firewalls will be located at 95 S. Pagosa Blvd.
 - a. Please include the licensing and warranties for the firewalls
 - b. If a specific brand or model is listed yet cannot be quoted, please provide an equivalent brand/model. The RHC Healthcare Connect Fund allows for equipment purchases when part of a consortium. We request leased and purchase options so the HCP
 - c. These will be in an “Active/Passive” configuration

2. SIEM - the monitoring and alert responses go way beyond just monitoring the Barracudas – this would monitor every syslog connected.
3. Does this the network management include management and support of:
 - Desktops?
 - Servers?
 - LAN/WAN/WIFI?
 - Security/SLM/Logging/Backup/ Log servers to be provided by provider or customer?

HCP is requesting proposals for network management for all services related to the data transport of their network; not compute. Desktops and servers are not covered in the RHC healthcare Connect Fund program. Network management would concentrate on circuit and equipment monitoring, uptime and security for the network.

4. Is Microwave a requirement or are there other transport options being considered?
All technologies would be considered if it would provide failover to reduce service interruptions. Rural hospitals cannot have network downtime.
5. 200 Mbps diverse fiber connection is this a separate connection?
To be diverse from the request noted above [1 G fiber with 500M failover]

RFP37 – Solvista Health

1. Can you clarify what type of internet services are being requested for the variable bandwidth options as listed in the panel below?
 - They are currently looking for Internet, DIA preferred. Variable bandwidth options will allow HCP to request a higher speed if budget would allow.
2. Are there existing services now? If so, please explain.
 - These are existing services
3. If there are existing service, are these new requests intended for service provider diversity?
 - The HCP is looking for cost effective solutions to either replace their existing carrier or provide carrier diversity. Current Carrier is CenturyLink.
4. Is a logical diagram available of the current network where these services are located?
 - These are Internet services located at the HCP site.
5. In order to provide a cost-effective solution, can a respondent provided a response/solution to areas they have services and not respond to areas outside their service area?
 - Yes, please provide solutions that you could deliver.
6. Are some of these circuit COAX?
 - Yes, see #1. Asymmetrical circuits posted are currently COAX.

RFP38 – Park County Health Department

1. Is this request for new services?
 - No. in Bailey. Yes for Lake George.
2. If not, are contracts expiring in 2020?
 - No for Bailey.
3. Is this request for symmetrical internet circuits?
 - Preferred.

RFP40 – Peak Vista Health Centers

1. If a proposer can cost effectively reach some but not all locations, is that acceptable?
Yes.
 2. What kind of solution is needed for the 4th entry on down? It just says 'backup'.
The HCP has primary Internet in place. They are looking for a cost effective, reliable back-up service.
 3. Instead of coax or DSL, would fiber be acceptable as a form of service delivery?
Yes.
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RFP42 – San Luis Valley Regional Medical Center – will be reposted.

**** Please note this 461# 39661, will be replaced with 461# 40483 – Please note new ACSD of 3/19/2020 (closing the 18th)**

RFP45 – South East Health Group – will be reposted.

**** Please note this 461# 39664, will be replaced with 461# 40479 – Please note new ACSD of 3/19/2020 (closing the 18th)**

1. On a couple sites the show 1.544/1.544 –T1 no sure what the ask is here? Is this for telephone?
Currently have T1s at these locations. Not dedicated for voice.
 2. On the 963 Elm ave in Rocky ford Co 81050 asks for Ethernet which type EPLAN/EVPL and where is it pointing?
The Ethernet connection points to 711 Barnes Ave., La Junta. ELAN
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RFP46 – Delta Memorial Hospital

1. Delta Memorial has requested two 1Gb symmetrical internet connections at the same address, 1501 E. 3rd St., Delta, CO. Is the intent of the RFP to have the second 1Gb symmetrical internet connection bid as a diverse circuit from the first?
These are existing 2 carrier diverse connections. [DMEA and CTL]
 2. If the second connection is to be bid as diverse, CenturyLink would like clarification as to what level of diversity is intended.
 - a. Pop
 - b. Backhaul
 - c. Local Loop
 - d. Entrance
 - e. Combination or all of the above **[Yes]**
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RFP47 – Basin Clinic

4. Is this request for new services?
- This is an existing 10 m circuit.
 5. If not, are contracts expiring in 2020?
- 12-month term
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RFP 48 – Axis Health

1. Will the HCP accept a particle bid for services?
 - Yes
 2. Are the internet and DSL services they're requesting new?
 - No
 3. If under contract, do they expire in 2020?
 - No, I believe they go out further
 4. (Elegancy 911) – not sure what this is? Are you asking for an (emergency 911) analog line?
 - Yes, I bet it is emergency 911. I copied from a recent invoice and it shows Elegancy.
 5. T1/DS1 – Is this a PRI? Is it being used for voice? If so, do they need any DIDs and how many?
 - Not used for phones
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RFP50 – Jefferson Center for Mental Health

1. Who's contact information should we use for the pricing quotations that will be provided?
Please respond to the RFP by way of Cha Broadband Services RFP.Mail@cha.com
 2. When should we submit our proposal?
The RFP closes on March 16 - close of business, which is when the responses are due. The first allowable contract sign date is March 17. If there are any questions regarding the RFP we like to have them 7 days prior to the close of the RFP to be sure we have had a chance to answer them properly.
 3. Is the 50 Mbps circuit request for Ethernet or Internet?
 - Internet
 4. Section 5 includes this language to offer variable bandwidth speeds. What if we are not a broadband provider?
This section does not sound like it would apply to your service. Please offer a bid for the services you can provide
 5. Number of devices to quote for the DarkTrace environment?
1750
-

RFP52 – Heart of the Rockies

1. Regarding the line item for Buena Vista Clinic, the requestor asks for "4x 1G switch with 8x5xNBD support". Is there a preference for brand/model?
 - a. How many ports
 - b. PoE
 - c. 1G or 10G

The HCP currently has Cisco, but open to equivalent makes
3x Cisco Catalyst C9200L 48 Port POE+, 4x 1G switch for BVHC, with 8x5xNBD support
Catalyst 9200 with 48 POE ports.

RFP53 – MindSprings Health

1. Can you clarify what exactly they are asking for on the first 5 items and the variable bandwidth?
 - These are Ethernet circuits.

2. If the request is anything other than EIA or DIA, what are the A&Z locations
 - MPLS network design.
 3. Are there existing services now? If so, please explain.
 - These are existing services.
 4. If there are existing service, are these new requests intended for service provider diversity?
 - Not at this time.
 5. Is a logical diagram available of the current network where these services are located?
 - MPLS network design.
 6. Can a respondent provide a response/solution to areas they have services and not areas outside the service area?
 - This HCP prefers one vendor
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RFP54 – All Health Networks

1. Is this request for new services?
 - These are existing services
 2. If currently under contract, will it be expiring in 2020?
 - No
 3. Is this request for symmetrical circuits speeds?
 - Symmetrical is preferred
 4. Can a respondent provide a response/solution to areas they have services and not respond to areas outside their service area?
 - Providers are encouraged to provide a proposal for the sites they can deliver service.
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RFP56 – Kit Carson County

1. This looks like it could all be new service requests.
 - These are existing services, except for the first line 500M& BGP managed router
 2. If under contract are any expiring in 2020?
 - Unsure of contracted terms.
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RFP60 – Stride Health

1. Are any of these requests for new services? Are they under contract?
 - Some services are existing
 - Ethernet services are existing but not under contract.
 - Most broadband back up circuits are new requests.
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RFP61 – Memorial Regional Health

1. On the HCP # 17060 Request NXT1 6Mbps what is this referring to? Is it PRI/SIP?
 - The HCP uses this for Internet access.
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RFP63 – Jefferson Center for Mental Health

1. Are the services listed already provided by an existing provider? If so, is the intent to continue with the existing provider or are the looking for service provider diversity as an option or considering new providers?

The services at the Zang address are a new request. The others are existing with Comcast and would look at carrier diversity if it is cost effective.

2. Can the proposer bid on some but not all locations where they can provide services?
Yes, service providers can bid on the locations and services they can provide and not others.

RFP66 – Spanish Peaks

1. What is the pricing structure for managed services and are there specific requirements for managed services? Is there target pricing that you can provide us?
Per FCC-19-78A01 Promoting Telehealth in Rural America, this program is a fair and open competitive bidding process. The program requests that you provide a cost-effective proposal based on the requirements.

The requirements are in the RFP which states the following:

Network Management Services. This position involves supporting, assisting, and managing the network capabilities of our rural medical facility as well as monitoring, securing, and optimizing all data circuits to ensure streamlined communications and continuity of operations on all systems relying on these circuits.

Services to include, but are not limited to:

- * Monitor and maintain network equipment. [switches, routers, firewalls and wireless access points, etc.]
- * Monitor and maintain Internet connectivity and facilitate relationship with ISP for connectivity issues.
- * Monitor and manage VPN and wireless network environment.
- * Monitor networking traffic analytics, identification, maintenance and troubleshoot network for congestion and packet loss.
- * Administer and analyze network security threats.

RFP67 – Gunnison Valley Health

1. Is this request for new service? No
2. If not, are contracts ending in 2020? Unsure of the contract term

RFP65 – Telluride Medical Center

1. On the dark fiber, is Telluride asking for a bid for a dark fiber product, or, for a provider to run the fiber (dark fiber) that will be owned by Telluride Regional Medical? Please provide a quote for both.
2. For the lit internet access, is Telluride asking for bids on Fiber or Ethernet? Please provide a quote for internet between 100 Mbps to 1 Gbps.