

## CHABS 2021 Request for Proposals – Vendor Questions and Responses (2/10/2021):

### RFP 33 – National Jewish Health

#### Vendor Question:

Referring to the following on page 3:

*It is anticipated that several vendors may be required to provide all the components requested. Vendors are encouraged to make proposals on those parts of the project where they feel they can effectively provide a solution. Vendor proposals will be evaluated based on the most “cost effective” solution in collaboration with the associated HCP.*

Does this conflict with notes in Appendix A?

#### *Notes:*

*Provide a complete solution. Itemize all charges for a complete solution; if applicable include: Construction, Installation, Routers, Firewalls and Managed Services. Health care provider may request some or all of the suggested solution. If a specific technology is requested, please provide equivalent service.*

### CHA Broadband Services Response:

CHABS looks to the responding vendor to aggregate and itemize all parts of the response if multiple vendors are engaged to provide a total solution. If the responding vendor cannot provide a complete solution as requested, please make note of which aspects of the solution cannot be addressed in the vendor response and which aspects of the solution are being included in the vendor’s response. HCF rules do allow for multi-vendor solutions where that is the most cost-effective option for the service(s) being requested. CHABS acknowledges that a complete solution may not be possible in all cases, and CHABS does not consider partial responses out and out grounds for disqualification however, where possible, CHABS encourages all responding vendors to submit the most complete solution they are equipped to provide.

### RFP 33 – National Jewish Health

#### Vendor Question:

1. Total workstation count at NJH – 2600 including Windows, Mac and Linux
2. Total Server count at NJH – 375 Servers both Windows and Linux

#### CHABS Response:

Services must be in place and operational on or before the start of the funding year on 7/1/2021. Please see responses above in red

### RFP 33 – National Jewish Health

#### Vendor Question:

Regarding Appendix A - Managed Internet Threat Response Security Service:

What is the current endpoint protection solution being utilized by NJH?

CHABS Response:

NJH utilizes Sophos Intercept X.

RFP 23 – Centura Health locations in KS.

Vendor Question:

1. We can provide Ethernet circuits connecting these locations, do they need to go back to a central hub location?
2. We can also deliver DIA (direct internet access) to these locations, the preferred solution would be for us to provide one Internet pipe to a central location and Ethernet circuits to distribute that service amongst those users. It is a lower cost option rather than having Internet into each location.

CHABS Response:

Per Appendix A, ethernet is the preferred connectivity. All connections do need to route back to Centura Data Center locations listed in the site list attached to the RFP.

RFP 20 - Mental Health Partners

Vendor Question:

When are they looking to implement the new contract?

Is this replacing the circuits we have in place or are they secondary circuits for redundancy?

CHABS Response:

All contracts, if new ones are desired by the HCP, would be in place on or after the Allowable Contract Selection Date (ACSD) as dictated to CHABS by USAC. In the case of Mental Health Partners, all new contracting will need to be implemented after the 3/10/2021 ACSD and services must be in place on or before 6/30/2021

RFP 34 – Gunnison Valley Hospital:

Vendor Question:

Please see below:

1) 711 N Taylor St Gunnison, CO

- Do you only need one Internet connection at this address? The RFP states that you need a 500M-1G connection, and a 100M internet connection at this address. Just wanted to get clarification. **Need two connections that are redundant from each other.**
- Does your phone system support Native SIP trunks? Would you be open to migrating your T1 PRI to SIP? **Not at this time**

2) 1500 W Tomichi Gunnison, CO

- Do you need statics for this connection? If so, how many? **Yes, 10**

- Does your phone system support Native SIP trunks? Would you be open to migrating your T1 PRI to SIP? **Not at this time**

3) 12 Snowmass Rd Gunnison, CO

- Do you need statics for this connection? If so, how many? **Yes, 5**
- This address looks to be in Crested Butte, CO. **It is in Mount Crested Butte**

4) 707 N Iowa St Gunnison, CO

- Does your phone system support Native SIP Trunks? Would you be open to migrating your T1 PRI to SIP? **Not at this time**

5) 214 6<sup>th</sup> St Crested Butte, CO

- Do you need statics for this connection? If so, how many? **Yes, 5**

6) 322 N Main St Gunnison, CO

- Do you need statics for this connection? If so, how many? **Yes, 5**

CHABS Response:

Please see responses above in **red**

RFP 26 – Keefe Memorial Hospital:

Vendor Question:

- Total workstation and Operating systems to be managed ?
  - Please indicate each location and count ( Keefe Memorial Hospital & Kit Carson Clinic **HCP has not responded to information request. Please use 42 employees as a guide.**
- Total server count and Operating systems to be managed ?
  - Please indicate each location and count ( Keefe Memorial Hospital & Kit Carson Clinic )
- Please include function of each server **HCP has not responded to information request. Please use 42 employees as a guide.**

Please indicate if firewalls, wireless units, routers and switches are part of the management

- Please provide make / model of all equipment above to be maintained by vendor and quantities. **HCP has not responded to information request. Please use 42 employees as a guide.**

Please indicate number of staff at each location

**Keefe Memorial Hospital employs 42 full time employees across all locations**

CHABS Response:

Please see responses above in **red**

RFP #33 - National Jewish Health:

Vendor Question

Hardware	Internet Router equivalent to Cisco 3945
Hardware	Internet Router equivalent to Cisco 3945

1. Does the customer require single or dual power supplies? **Single power supplies are fine.**

2. What are network connections type? Copper or SFP's (fiber connections)? **We need at least 1 SFP for fiber and one copper connection which can be a physical copper port or copper SFP.**
3. If fiber what type? **Single mode fiber**
4. How many network interfaces? **2**
5. What is the throughput of the Internet connection? **1Gbps**

CHABS Response:

Please see responses above in **red**

RFP 33 – National Jewish Health

Vendor Question:

- 1) WAN Circuits with Bandwidth of 5Mb, 10Mb, 50Mb, 100Mb and 300Mb – We understand these to be MOE or MPLS circuits based on the request. Does the client have a Layer2 or Layer3 requirement on these? Do we have addresses for all of these sites or are these truly all at 1400 Jackson St, Denver, CO 80206? **We don't have a preference for Layer2 or Layer3. I've attached our original Service Request which had the address of the other side of the circuits.**
- 2) PRI (3) – Do these need to be TDM (LEC) PRIs? Are VoIP-based PRIs acceptable or preferred? **These would be TDM (LEC) PRIs.**
- 3) DSL 20Mb and 7Mb – Are these to be delivered to 1400 Jackson St, Denver, CO 80206? Or are these for remote locations? If so, what are the addresses? **These are for the Jackson St location.**
- 4) SIP Circuits – Are these to both be delivered to 1400 Jackson St, Denver, CO 80206? Does the client require that they run over independent circuits or can the SIP run over the WAN or DIA/Internet Service Circuits also on this RFP? **One SIP goes to the Jackson St location and the other will go to 720 S Colorado Blvd, Glendale, CO 80246**
- 5) Pt-Pt Circuit – Please confirm the two endpoints for the P2P circuit. Can you provide us the addresses for the service? **A location: 1400 Jackson St Denver, CO 80206; Z location: 13001 E 17th Place Aurora, CO 80045**
- 6) Internet Service 100Mb and 1Gb – Are these also both located at 1400 Jackson St, Denver, CO 80206? If not, what are the addresses where new/renewal internet services will be required? **Both are located at the Jackson St location.**

RFP 59 – Center for Mental Health/Gunnison Valley Hospital

Vendor Question:

Center for Mental Health (RFP 59): “Is this separate from the RFP for GVH? There are many of the same sites on here. I didn't know if they were for two separate entities, in essence two separate connections?”

CHABS Response:

They are separate connections for separate entities.

RFP 33 – National Jewish Health

Vendor Question:

Per Page 3 of RFP 33, and due date for National Jewish responses.

Per Page 3 of the RFP:

Responses to this RFP are required within 28 calendar days of the date the RFP is posted on the FCC/USAC website and should be in possession of CHABS by no later than 5:00 p.m. MST of the RFP due date.

Could we please get clarification on due date, as pertaining to the above?

CHABS Response:

The due date for National Jewish is March 1, 2021.

RFP 48 – Dahl Memorial

Vendor Question:

Network Equipment:

- (15) 48 Port Managed Switches with SFP+Fiber Are any to be POE? **Not unless specifically stated**
  
- (2) High Availability Firewalls, include license and management What do they have now for a Firewall? Is the current firewall still under support? How many Site to Site VPN's do they have? Do they have client VPN access? **Firewalls are currently vendor managed. These are left specifically vague to invite vendors to design their own solution.**
  
- (20) Wireless Access Points. Provide purchase and leased options. Is this to be setup under one SSID are do they need to segregate traffic. Is the wiring infrastructure in place? **Traffic segregation is likely necessary. Wiring is in place.**

Network Manager

How many computers/laptops do they want to be managed. What type of routers do they have? Is this a Windows network? Have many servers do they have? Do they have any virtual servers running? If so, how many and what type are they. What platform are they running on? **Please provide per user pricing. They use Cisco switching gear, Nano wireless APs.**

This position involves supporting, assisting, and managing the network capabilities of our rural medical facility. The position involves 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.] Do you have a list of all the assets that they want to be covered.
- Monitor and manage VPN and wireless network environment

- Monitor and maintain Internet connectivity and facilitate relationship with ISP for connectivity issues.
- Monitor networking traffic analytics, identification, maintenance and troubleshoot network for congestion and packet loss.
- VLAN, SAN and wireless network management and design How many Vlans do they have now? What are they for? **Please provide price per VLAN.**
- Analyze co-channel interference and other related RF issues. Is this for the wireless network or do they have other devices that have RF issues. What are the other instruments? **Please design for both wireless only and other RF device monitoring.**
- Maintain and update SSIDs How many SSID's **Information is not available at this time. Please provide pricing per SSID.**
- Administer and analyze network security threats. What do they have in place now to do this? **Managed services are in place now.**
- Professional services [design, planning, implementation of new Site Do you have a blueprint for this new Site. **We do not currently. Please provide basic design services quote with potential for add on services based on your expertise.**

CHABS Response:

Please see responses above in **red**

Concerning all posted RFPs Question

Vendor Question:

Will extensions be given

CHABS Response:

No. All RFPs are posted on USAC's website once approved. Vendors are encouraged to review the USAC website regularly for new postings.

RFP 66 – River Valley RHC

Vendor Question:

I also noticed a request for 2 @ 8 GB switches. Can I bid a higher port count?

CHABS Response:

Yes, vendor may bid at a higher port count using the request as a baseline.

RFP 20/64 – River Valley RHC

Vendor Question:

- Which RFPs can LogRhythm respond to? Is there a way to filter on the details to find specific projects? It appears there may be multiple that we could be a potential fit for. **You can respond to one or both, both in full or in part. It really hinges on the places where you believe your services can be the best fit for the HCP.**
- Please clarify the due dates. **RFP submissions for 20 are due today by midnight. RFP 64 closes on 3/25/2021 at midnight.**
- We need to know what is being collected from each company location in order to architect a solution. Is there documentation for each site including Firewalls, Endpoints, Users, etc? **There is not. While we understand that granular level data provides the data needed to engineer a**

very granular solution, we believe the information in the RFP is sufficient to engineer a responsive solution. If needed, you can provide tiered or different options that address granularity.

- How do they want the solution architected? Hosted on premise, hosted in LogRhythm's Cloud (SaaS), does the client need hardware to host the software on? **Please provide both cloud and on premise options.**
- Are all the affiliates looking to replace SolarWinds? LogRhythm provides Enterprise Licensing. We currently partner with JCHM today for SIEM and use Optiv as the MSSP. Can we go into this RFP with Optiv as the Partner Reseller and Service Provider? **Please respond for JCMH and the locations listed on appendix A. Anything not included in that appendix A does not require a response. You may respond with Optiv. There are no rules against multi-vendor submissions.**

CHABS Response:

Please see responses above in red