

CHABS 2022 Request for Proposals – Vendor Questions and Responses (Updated 11/23/21):

RFP 01 – Memorial Regional Health:

Vendor Questions (CHABS Response in Red)

- Are any of these requests for new services? **These are not for new services.**
- If not, are any of the existing services out of contract and/or have contracts expiring in 2022? **Yes, several services are month to month and one contract expires in 2022.**

RFP 03 – Telluride Hospital

Vendor Questions (CHABS Response in Red)

We wanted to see if we can schedule a call with you and the customer to gather some additional details for the bid request.

CHABS cannot accommodate that request as to do so would constitute a competitive bidding violation. Any conference we extended to a vendor, we would have to extend to every other vendor interested in bidding on this particular RFP. Unfortunately, we simply do not have the bandwidth organizationally to facilitate pre-bid conferences.

RFP 03 – Telluride Hospital

Vendor Questions (CHABS Response in Red)

We are working on a Proposal for service for Telluride Regional Medical and would like to submit a few questions:

- Number of workstations and Servers to be monitored – important **120**
- Number of users accessing network resources (estimated) – goes to user vs device **85**
- Number of devices to monitored not windows based. **100**

RFP 04 – Pagosa Springs Medical Center (CHABS responses in red)

- Number of workstations and Servers to be monitored – important
 - **Not in need of monitoring of servers and workstations, in need of management and support from a security and network hardening standpoint. Monitoring done internally. Not looking for an agent or software to be installed on our network.**
 - **Approx. 270 (235 workstations, 35 servers)**
- Number of users accessing network resources (estimated) – goes to user vs device
 - **Approx. 400**
- Is this the only site to be managed or are there remote entities?
 - **Multiple sites**
- Is there a current IT person FTE on location?

- Current service includes an onsite FTE resource that lives in town that is in addition to two other onsite FTE's employed by the hospital.

RFP 11 – Lincoln Health – Limon Downtown Clinic (CHABS responses in red)

- Is this location in need of another service besides the 50 mbps fiber Viaero has at this location? The HCP is only looking for the services listed on the RFP Appendix A at this time

General RFP questions (CHABS responses in red):

- Due to staffing shortages, CHABS is not able to grant Vendors extensions or pre bid conferences. Every effort is made to work with participating HCPs to provide vendors with all the necessary information needed to provide a solution in the Appendix A of the RFP document.
- If a vendor sees an RFP for a client, we currently provide broadband services to and the posting date is a few months old, does that mean they have not seen a response from a service provider that they want to accept? That is correct. There are times when a service provider's response will be insufficient to meet the client's needs, or it could be that the response was too high cost to consider. In any case, if the 28-day posting period has ended for the HCP months in the past, it is safe to assume that any proposal submitted was not accepted. Please contact CHABS if you have any questions.
- We are assuming it is still open and we can respond, is that correct? No, RFPs sit open for 28 days. On the 29th day they close and no additional proposals will be considered. As a matter of compliance with federal competitive bidding rules, we always advise submitting an RFP if vendor wants to work with an HCP. That said, we realize there are cases where no RFPs are received or were insufficient as noted above. In those cases, and if the RFP 28-day "quiet period" has past, vendors can reach out directly to the HCP to discuss services. We would note to USAC any time the process deviates from the normal RFP submission process when we apply for funding. However, because we have so many remote and rural HCPs, it is often that they do not receive RFPs for posted service.
- Second question, if we are the current broadband provider for the client, could we respond to the RFP with a new Internet Service Agreement if it looks as if the services, we currently provide are the same as the RFP? Thirdly, should we send the proposal to both CHA and the client, or just to CHA? If you are the current service provider, you are not obligated to submit a new proposal unless you want to provide different services or have different pricing to offer. Otherwise, the services that are in place serve as what is called a "standing bid." In this case, we simply use invoices for current services as proof of a contract in place with an incumbent service provider.

Per the RFP document, you can submit RFPs to RFP.mail@cha.com – all correspondence sent to this address comes to myself and my team. We score the RFPs and then make recommendations back to the HCP based on our evaluations.

RFP 32 – Sidney Regional Medical Center: (HCP responses in red):

- On row 3 of Appendix A on page 8 it lists the site address as 1000 Pole Creek Crossing, Sidney, NE 69162 shows the request as 100 Mbps managed Ethernet connection to the medical center, with redundancy. Our interpretation is that 1000 Pole Creek Crossing, Sidney, NE 69162 is the medical center and if this is the case what is the actual end location of this circuit? Also can you please provide more detail on what type of redundancy is required? **The other end location would be UCHHealth. Two separate fiber connections would suffice for redundancy.**
- On row 5 of Appendix A on page 8 it lists site 1000 Pole Creek Crossing, Sidney, NE 69162 shows the request as 100 Mbps Internet access, with redundancy. **Can you please provide more detail on what type of redundancy is required? Our current redundancy through our provider is two different routes to our NID. We have another provider through the state that is the true redundancy.**
- On row 7 of Appendix A on page 8 it lists site 610 Glover, Sidney, NE 69162 shows the request as 100 Mbps Internet access, with redundancy. Can you please provide more detail on what type of redundancy is required? **This redundancy is covered by a fiber ring.**
- On row 8 of Appendix A on page 8 it lists site 549 Keller Drive, Sidney NE 69162 shows the request as 100 Mbps Internet access, with redundancy. Can you please provide more detail on what type of redundancy is required? **This redundancy is covered by a fiber ring.**