

CHABS 2022 Request for Proposals – Vendor Questions and Responses (Updated 1/21/22):

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 UHealth. 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.**

RFP 24 – Yuma Hospital/Akron Clinic:

HCP # 10145 Yuma Hospital is requesting 500 Mbps internet and 24x7 monitoring include equipment and connection to data center. Where is the data center located?

HCP is referencing from service provider data center/central office to hospital internal data center onsite.

RFP 49 – Gunnison Valley Hospital:

The following is a summary of the requested services per line item

	HCP#	Address	Current VCN	Requested
1	13266	711 N Taylor (Hospital Main)	DAI 1Gbps Managed NID /29	DIA 500 to 1Gbps, Ips, Installation, equipment, and Management Services, BGP to provide Failover
2	13266	711 N Taylor (Hospital Public)	80x80 mbps	DIA 25 to 500Mbps
3	13266	711 N Taylor(Hospital Main- Redundant)		100Mbps DIA with Managed Router // T1 PRI
4	13266	711 Taylor (Redundant CCT)		IP /24 and Managed Firewall
5	52337	707 N Iowa (FMC)	(now on fiber)	T1 PRI

6	52339	120 N Boulevard		T1 PRI DIA 10Mbps and up with IP Addresses
7	52339	120 N Boulevard		DIA 10Mbps and Up with Ips
8	52342	1500 W Tomichi (SCC public)	25x25 mbps	DIA 50Mbps with Managed Router T1 PRI
9	52368	12 Snowmass RD, CB (CBMC)	FWM LIC 50Mbps Managed NID IP /29	25Mbps and up Redundant 100Mbps DIA and up
10	57258	214 6 th ST (CBPT)	25x25 mbps	DIA 25Mbps and up
11	95424	322 N Main (PT MAIN)	DIA 1Gbps Static IP Managed NID	DIA 300Mbps and up

Visionary is currently providing DIA services into 711 N Taylor, Gunnison. Is this circuit being used as primary service, back up connectivity, or guest WiFi? **Guest WiFi**

Your first request of variable bandwidth of 500Mbps minimum scalable to 1Gbps, will this circuit be used as primary services, back up connectivity? **Primary**

Under this request, there is mention of static IP assignment. Does this item #1 refer to the static IP /24 block requested in item #4? **yes**

Under this request, there is mention of BGP Failover. Is it CHA-GVH intention to provide and manage this failover internally? **CCT worked with Lumen/Centurylink to configure as we share one router**

Request #2 - requests variable bandwidth 25Mbps to 500Mbps DIA - How is this going to be used, primary, back up or guest Wi-Fi? **Guest WiFi**

Request #2 - As the RFP includes multiple handoffs into 711 N Taylor - What are the redundancy requirements? **Auto failover between our primary 500mb and secondary 100mb is our redundancy**

Are there any specific type of facilities for the termination of bandwidth requests? Item #2 is specific to "fiber". Does VCN have the ability to quote wireless and/or fiber for each? **No just fiber where requested**

The request for services includes 100Mbps with Managed Router. How will the 100Mbps be used, guest wifi or voice traffic? **Redundancy with CCT**

The requested for services includes a Managed Router. Can you provide any specifics as to device desired, and or any features or function this will be used for? **Have existing so not no need to quote as we are not moving at this time.**

How do we phrase the question regarding T1 PRI? For this and all subsequent line items. **Keeping existing/NA**

CHA-GVH itemized a /24 IP block - is this going to be the only IP Space requested? **Yes**

The request for service includes a managed firewall - Can you please elaborate on the expectations for this? **N/A we are not changing this at this time**

Will this request include any DIA services into he location? Request includes T1 PRI only? **N/A service is old**

The request for services includes T1 PRI and high speed Internet of 10Mbps minimum with IP addresses - Are the IP addresses requested included in the /24 or will you be requesting additional? **N/A old service we do not need**

Items #6 and #7 are both for Gunnison Valley Health - Home Medical - there are two requested bandwidths for 10Mbps with IP addresses. Is this correct? **N/A old service not in use**

How will each of the DIA circuits be used, primary and back up? How will these services terminate? GVH CPE? **N/A old service not in use**

This request is for 50Mbps DIA bandwidth and Managed Router. Can you please elaborate on the features and functions you will require? **Redundancy for SCC**

This request is for a minimum of 25Mbps bandwidth, and a back up for 100Mbps bandwidth. **Yes**

How is the current VCN FWM LIC link being used, as a primary, or a back up? **Primary**

The request for minimum of 25Mbps is this for the primary connection? **Yes**

The request for minimum backup connection of 100Mbps, are these requests accurate? Are you requesting a primary of 25Mbps and a back up of a minimum of 100Mbps? **Yes, but we want diversity with vendors**

How is the current circuit provided by VCN being used at this location, as a primary, or back up connection? **primary**

How will the requested minimum of 300Mbps bandwidth be utilized, as primary or back up? **primary**

All related Internet requests that potentially will be VCN assets (wireless or fiber) - If a site evaluation is requested - Rob Jenkins will be the primary contact to arrange? **Ok**

Can you verify the actual GPS for the 214 6th ST, Crested Butte location? 38.87085 - 106.98067? **I don't know how to verify this but you did an install there for us so maybe you already have this**

RFP 23 – Spanish Peaks Regional Health Center (CHABS responses in **red**):

RE Spanish Peak Regional

RFP 23

#17458

#39646

#23980

Total Staff member count to be protected to include remote users. **168 total**

Number of workstations and servers on location. **CHABS does not have access to this information off hand but provides the total number of employees in order to allow for a response as this RFP closes at 5 pm today. Please use total employee count as guide.**

RFP 51 – Mental Health Partners (CHABS responses in **red**):

1. How many users does Mental Health Partners have? (How many users are accessing the relevant data stores on prem Windows File Shares, Network Attached Storage, O365.
 - a. User Definition: Physical user authenticating through AD and any service Accounts.
 1. **500-550 licensed users**
2. What data stores would Mental Health Partners like to be considered in scope for Data Protection, Privacy & Compliance, and Threat Detection and Response?
 - a. Data Stores: Windows File Shares, Network Attached Storage, OneDrive, SharePoint (Online), Exchange (Online), Teams.
 1. **The 365 Suite, Windows File Shares, Network Attached Storage**
3. Does Mental Health Partners have datacenters in multiple locations?
 - a. How many?
 1. **Just 1 Data Center Location**
 - . What are the geographic locations?
 1. **Highlands Ranch, CO**
4. Does Mental Health Partners utilize both AD and Azure AD?
 - a. **Yes**