

CHABS 2026 Request for Proposals – Vendor Questions and Responses (Updated 10/16/2025) – PLEASE NOTE: Where HCP responses are not offered, vendor should disregard those questions as they are not applicable to the HCP's specific needs and relate to the intentionally broad request for network management services:

General RFP Question:

**RFP 03 – Community Hospital
Network Management & Security Services Inquiry**

- **Scope of Services Requested:**
 - Do you require management of **firewalls, switches, and access points**?
 - Would you also like **servers and workstations** to be managed?
 - Are you seeking **Help Desk support** for these devices?
- **Firewall Management:**
 - How many firewalls require management?
 - Please specify **brand and location** for each.
 - Is **redundancy** implemented?
- **Switch Management:**
 - How many switches are deployed at each location?
 - What are the **brands and models**?
 - Is redundancy a consideration?
- **Access Points:**
 - Quantity of access points per location?
 - Please provide **brand and model details**.
- **Servers:**
 - Quantity of Servers per location?
 - Quantity of Virtual Machines per location?
 - Please provide **brand and model details**.
- **Workstation Management:**
 - Quantity of Workstations per location?
 - Please provide **brand and model details**
- **Cyber Defense & Monitoring:**
 - Do you require **EDR cyber defense**?
 - Do you request **MDR cyber defense**?
 - Do you request **MDR cyber defense** with **24/7 Managed SOC**?
 - Number of devices to be monitored?
- **VPN Access - Cisco Duo:**
 - Are **Client Access VPNs** being utilized?
 - How many users rely on VPN connections?
 - Is **MFA** enabled for VPN access?

(CHABS Response in Red)

The HCP declines to respond to the questions above. Please prepare a general bid with a cost per device quote so HCP can determine if they would like to proceed based on their inventory counts.

RFP 01 – Family Health West

Can you confirm a suite number or more details for the 743 horizon Ct, Grand Junction CO 81506. This is not a confirmed location for this HCP.

(CHABS Response in Red)

That location listed on the RFP for Family Health West. The only address listed on the RFP for Family Health West is 300 W Ottley with various end points specified in the Appendix A of the RFP document.

RFP 03 – Community Hospital

The address listed in the RFP 331 W 7th St Palisade CO 81526 does not appear to be correct. However a Satellite view as well as the CHA websites do indicated there is a CHA location at 731 Iowa Ave Is this correct?

(CHABS Response in Red)

Those addresses are what the HCP approved prior to submission. It looks like the 331 address is a home which the hospital might be using for traveling docs or nurses. They do have a clinic location on Iowa at 731.

The Patterson Rd location is their materials warehouse. It moved from its previous location on Independence.

RFP 04 – Eagle County Public Health

Please confirm your requesting a Hub & Spoke layer 2 design as follows:

- Hub at 500 Broadway St
 - 1G Direct Internet Circuit
 - 10G WAN to 551 Broadway
 - 10G WAN to 3289 Cooley Mesa Rd
 - 1G redundant, 2nd Internet provider for redundancy and failover? **Redundancy implemented as an active alternative route.**
- Spoke site 20 Eagle County Dr Ste E, El Jebel
 - 100Mbps WAN back to 551 Broadway Eagle
 - 20Mbps bandwidth is internet access? **Yes, used as a guest network for visitors.**
- Spoke site 100 W Beaver Creek #107, Avon
 - 100Mbps WAN back to 3289 Cooley Mesa
 - 20Mbps bandwidth is internet access? **Yes, used as a guest network for visitors.**
- Network Management **We perform all of our own LAN network management activities, we just need connection at demarcation point.**
 - Arctic Wolf, DarkTrace or equipment to how many end points?
 - Configure switch for traffic monitoring and remediation “Managed Network Devices”
 - Are these managed switches?
 - Is this managed SDW?
 - Quarterly scanning reports for security threats and vulnerabilities
 - Professional services for installation, decommissioning and testing
 - Is this decommissioning an existing system?

(CHABS Response in Red)

That location listed on the RFP for Family Health West. The only address listed on the RFP for Family Health West is 300 W Ottley with various end points specified in the Appendix A of the RFP document.

(CHABS Response in Red)

Did not receive a response from the HCP on your questions below which I am taking as their decline to respond. Best advice would be to prepare a per device cost sheet so the HCP can determine what would work best for them based on their inventory counts.

RFP 06 – Craig Hospital

Vendor is needing the serial numbers for the Cisco Device to give to distribution to verifying start and end dates.

Also, with the 3110 NGFW Appliances, which software, warranty, and subscriptions packages do they currently have and want to be renewed? IPS, Antimalware or URL filtering for example. **Not at this time.**

Here are the serial numbers:

ASA5516 - JMX2129Y166
ASA5516 - BTYF051603N1240AGN
ASA5516 - JMX2117Y20K
ASA5545 - FTX195310D2
ASA5545 - FGL170541DM
ISR4431 - FJC2029D1ED
ISR4431 - FJC2029D1EE
FS-VMW-10-SW-K9 - Licensing? Don't believe there's a SN associated.
FS-VMW-2-SW-K9 - Same.
NK5-C5672UP - FOC1902R0JQ
NK5-C5672UP - FOC1902R0KH
WS-C3650-24TD - FDO2202Q031
WS-3850-48F-L - FOC1926X0K9
FOC1926U0L9
FOC1926X0KC
FCW1926C0GM
FOC1821X1BX
FCW1821C0Z1
FOC1822X01G
FOC1822U019

*****NEW*****

C9500-48Y4C - SN: FDO28421A74
C9500-48Y4C - SN: FDO2843026B
C93180YC-FX - FDO23180CS8
C93180YC-FX - FDO23180PU5
C93360YC-FX2 - FLM27300AZG
C93360YC-FX2 - FLM272803U4

FPR-3110 - FJZ270108S1
FPR-3110 - FJZ2652TZMZ

(CHABS Response in Red)

RFP 09 – Aspen Valley Hospital

Vendor is looking to better understand the needs of Aspen Valley Hospital for RHC46100017221 - RFP 09. If you could answer these questions, would be greatly appreciated.

Network Management & Security Services Inquiry

- **Scope of Services Requested:**
 - What Specific **Network Security** and **Management Services** are you requesting?
 - Do you require management of **firewalls, switches, and access points**?
 - Would you also like **servers and workstations** to be managed?
 - Are you seeking **Help Desk support** for these devices?
- **Network Environment:**
 - Do you have the ability to deploy software using an automated system or process?
 - Is our computer network configured with an Active Directory domain or workgroup?
 - If it is an Active Directory domain, what percentage of your overall clients are joined to this domain?
- **Firewall Management:**
 - How many firewalls require management?
 - Please specify **brand and location** for each.
 - Is **redundancy** implemented?
- **Switch Management:**
 - How many switches are deployed at each location?
 - What are the **brands and models**?
 - Is redundancy a consideration?
- **Access Points:**
 - Quantity of access points per location?
 - Please provide **brand and model details**.
- **Cyber Defense & Monitoring:**
 - Do you require **EDR cyber defense**?
 - Do you request **MDR cyber defense**?
 - Do you request **MDR cyber defense** with **24/7 Managed SOC**
 - Number of devices to be monitored?

(CHABS Response in Red)

These questions are not applicable to Aspen's request. They are looking for a on-prem MDR/EDR product like an Arctic Wolf or Dark Trace or equivalent. They do all other management in-house.

RFP 06 – Craig Hospital

My questions for EDR/MDR.

- **Cyber Defense & Monitoring:**
 - Do you require **EDR cyber defense**?
 - Do you request **MDR cyber defense**?
 - Do you request **MDR cyber defense** with **24/7 Managed SOC**
 - Number of devices to be monitored?

Also, can they answer these questions on Network Environment. This greatly influences the installation/configuration process.

- **Network Environment:**
 - Do you have the ability to deploy software using an automated system or process?
 - Is our computer network configured with an Active Directory domain or workgroup?
- If it is an Active Directory domain, what percentage of your overall clients are joined to this domain?

(CHABS Response in Red)

General RFP Question for all applicable HCPs:

Your RFPs mention the end user may be interested in services like managed services and MDR. Since this language tends to be consistent across all RFPs, would it be possible for you or someone on your team to send a quick email when an end user specifically expresses interest in these services? We often don't see any clear indicators in the requests themselves that signal genuine interest, so a heads-up would help us process those requests to better help the end users.

Unfortunately, no, we cannot do that as a direct email to a single vendor that could potentially give them an advantage in their RFP response would constitute a competitive bidding violation. The best advice in this situation would be to include an MDR/EDR option in your response. While we understand that it is difficult to prepare an exact bid based on the general request included in the RFP, perhaps a note that indicates that if an HCP needs those services/tools, you have options available that could meet those needs.

Ultimately, if a vendor bid is selected, conversations to refine the offering can be undertaken as you work with the awarding HCP to generate a quote or contract for services that CHABS will use to request funding.

Please keep in mind that the purpose of bidding on an RFP for the requested services is twofold: one, to provide a specific outline of costs for those services that are specifically listed in the RFP document but, two, to provide a response where specificity is not offered in the RFP document that demonstrates your capability to meet those needs generally. Again, with the idea in mind that if you are a winning bidder for a specific RFP, you can then work with the HCP to refine costs and services after award.

While cost is our highest weighted RFP scoring factor, we also look at additional factors included in the RFP document that also contribute to our overall cost effectiveness score. Suitability to meet HCP needs is one of those requirements. Additional information on our scoring rubric can be found in the RFP documents. All of that is to say that while an RFP response may be compelling from a bottom-line cost perspective, if the vendor submitting that bid does not demonstrate a high level of overall capability to meet an HCP's needs, that is considered in the cost effectiveness score. In other words, costs may be good but if the vendor overall does not seem to possess the capabilities that would best meet the HCP's needs, we take that into account. Rationale here being that lowest cost but high risk in terms of capabilities could result in much higher costs as the HCP is forced to engage in remediation or complete vendor change due to bad fit.

(CHABS Response in Red)

RFP 13 – Prowers Medical Center

Network Management & Security Services Inquiry

- **Scope of Services Requested:**
 - What Specific **Network Security** and **Management Services** are you requesting?
 - Do you require management of **firewalls, switches, and access points**?
 - Would you also like **servers and workstations** to be managed?
 - Are you seeking **Help Desk support** for these devices?
- **Network Environment:**
 - Do you have the ability to deploy software using an automated system or process?
 - Is our computer network configured with an Active Directory domain or workgroup?
 - If it is an Active Directory domain, what percentage of your overall clients are joined to this domain?
- **Firewall Management:**
 - How many firewalls require management?
 - Please specify **brand and location** for each.
 - Is **redundancy** implemented?
- **Switch Management:**
 - How many switches are deployed at each location?
 - What are the **brands and models**?
 - Is redundancy a consideration?
- **Access Points:**
 - Quantity of access points per location?
 - Please provide **brand and model details**.
- **Servers:**
 - Quantity of Servers per location?
 - Quantity of Virtual Machines per location?
 - Please provide **brand and model details**.
- **Cyber Defense & Monitoring:**

- Do you require **EDR cyber defense**?
 - Do you request **MDR cyber defense**?
 - Do you request **MDR cyber defense** with **24/7 Managed SOC**
 - Number of devices to be monitored?
- **Identity Threat Detection & Response:**
 - Are you requesting **Managed Identity Threat Detection**?
 - Does this include **Microsoft 365** protection?
 - How many users need coverage?
- **Security Information & Event Management (SIEM):**
 - Are you requesting SIEM services?
 - How many devices need integration?

Waiting on response from HCP, will update as soon as HCP responds

(CHABS Response in Red)

RFP 03 – Community Hospital

Vendor would like to request an extension on submission of the RFP response. Please let me know if this is acceptable.

Unfortunately, we do not have the internal bandwidth to grant and track extensions, so I am unable to grant one in this case.

(CHABS Response in Red)

RFP 07 – St Vincents Health

- For the Wireless Access Points, did we have guidance on coverage requirements and structural cabling needs? **The HCP already has everything they need to install the access points so cabling and coverage were already considered in the number of devices the HCP requested in the RFP.**
- For the switches do we know if they are in multiple IT closets? If so, what types of interconnects are available or needed to be installed? **The switches will replace end of life devices, so internal connectivity is already in place and does not require installation from that standpoint. The mention of installation and configuration costs in the RFP is directly related to the professional services that would be required to install the equipment in their predetermined locations and configuration to ensure they are operating properly on the network.**
- Will any of the switches need to be virtually stacked? **Not to my knowledge. Any stacking will be done physically.**
- Do the switches require 10G uplink for interconnects or are 1G uplinks sufficient? **10G is not specified in the RFP so 1G is sufficient.**
- Is there a need for an aggregation switch? **Aggregation is not specified in the RFP. Assumption is that HCP will determine how to aggregate with network management MSP.**

- Physical address – location of DMARC? Location is specified in the RFP.
- Has an MNE Services provider already been predetermined? No services are predetermined as that would constitute a competitive bidding violation however, the HCP is under contract with a network management professional services provider who may provide installation and configuration as a part of their contracted scope of work however any bids that present a lower cost option will be considered with the understanding that other bid factors other than price will be taken into account.

(CHABS Response in Red)

RFP 16 – Pagosa Springs

Distribution will need serial numbers to determine the models, and time left on licensing, to properly quote.

C9200s

Catalyst 9500s

Meraki Cloud Controller

MR56 APs - 3 year

MS210s - 3 year

What Licensing length is being requested for C9200s, Catalyst 9500s, and Meraki Cloud Controller? Please provide new term quotes for all licensing. Again, if a bid is selected specifics can be worked out with the HCP prior to contracting.

How many MR56 APs are there? Working with the HCP to determine counts. Will provide update as soon as we hear back from HCP.

Also in addition, for the NetApp Network Storage Array, can Pagosa Springs provide the specs they are requesting? Also are they looking for 12 individual Storage Arrays or 12 drives in 1 Storage Array? Please provide a quote for both options regarding storage arrays

(CHABS Response in Red)