

**The Pacific Broadband Telehealth Network  
On behalf of the  
Hui Malama Ola Na `Oiw**

**REQUEST FOR PROPOSAL**

For  
Telecom Services

RFP: HMONO-2015-01

**February 20, 2016**

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## I Nature of Request

The Pacific Broadband Telehealth Network (PBTN) is issuing this competitive Request for Proposal (RFP) to obtain pricing to purchase telecommunication services to support the operations of the Hui Malama Ola Na 'Oiwi (HMONO). Upon receiving quotations for the telecommunications services, PBTN intends to issue a purchaser order to the lowest responsible bidder that meets the minimum requirement specified in this RFP.

The PBTN network will be subject to design and site modifications and changing needs. The project requires the ability to increase or decrease the quantity of circuits (e.g., T-1), services, etc. to each location. In accordance with Appendix D, 47 C.F.R. § 54.646 additional sites and services may be made part of this RFP through an Addendum over the life of a contract or participation in the Healthcare Connect Fund program of the Universal Services Administrative Company (USAC). Price proposals must be flexible to meet these requirements. PBTN are not obligated to purchase all or any services listed in this RFP.

## II Existing Infrastructure

This will be to fully replace existing telecommunication services and establish a new Wide Area Network infrastructure.

## III Requirements

The following are the minimum requirements for the telecommunications services. PBTN reserves the right to increase or decrease the quantity of items ordered. However it is estimated that the purchase will include:

- (1) 25 Mbps Internet service at HMONO Railroad office
- (1) 5 Mbps IP service connection to HMONO Pahoa Office
- (1) 5 Mbps IP service connection to HMONO Naalehu Office
- (1) 5 Mbps IP service connection to HMONO Kamuela Office
- (1) 5 Mbps IP service connection to HMONO Kona Office

### A. Performance and Security

The proposed network must provide for and support the following requirements:

#### Latency

The IP services must support latency and delay-sensitive applications such as voice and video.

#### Security

The IP services must be a private network so that no other bidder customers have access to the HMONO data traffic. All HMONO office must have connectivity to each other.

Quality of Service (QOS)

The IP services must have the ability to support QOS to allow the specification of services classes for prioritization of critical applications.

24 x 7 Customer Support

The Bidder must have a customer support 24 hours a day x 7 days a week.

Throughput

The IP services must provide the throughput as listed in the quotation for that service location.

Handoff Interface

All services must be handed off via an RJ45 Ethernet connection.

B. Hilo Railroad Office (**HCP 25190**)

The Hilo Railroad Office is the central office for HMONO. All remote offices must have connectivity to the central office and receive Internet services through the central office.

Service Location: 69 Railroad Ave, A-3 Hilo, HI 96720

(1) 50 Mbps IP service connection to support connections from remote offices and Internet connection.

(1) 25 Mbps Internet Service

C. Pahoia Office (**HCP 25235**)

The Pahoia office is a remote office for HMONO. The Pahoia office must have connectivity to the central office and will receive Internet services through the central office.

Service Location: 15-2660 Pahoia Village Rd, #105 Pahoia, HI 96778

(1) 5 Mbps IP service connection

D. Naalehu Office (**HCP 25236**)

The Naalehu office is a remote office for HMONO. The Pahoia office must have connectivity to the central office and will receive Internet services through the central office.

Service Location: 25 Kaalaiki Rd Naalehu, HI 96772

(1) 5 Mbps IP service connection

E. Kamuela/Waimea Office (**HCP 25237**)

The Kamuela office is a remote office for HMONO. The Pahoa office must have connectivity to the central office and will receive Internet services through the central office.

Service Location: 65-1184 Mamalahoa Hwy Kamuela, HI 96743

(1) 5 Mbps IP service connection

F. **Kona Office (HCP 25238)**

The Kona office is a remote office for HMONO. The Pahoa office must have connectivity to the central office and will receive Internet services through the central office.

Service Location: 82-6127 Mamalahoa Hwy Captain Cook, HI 96704

(1) 5 Mbps IP service connection

#### IV Payment for Services

This RFP is subject to terms and conditions of the Healthcare Connect Fund program of the Federal Communications Commission administered by the Universal Services Administrative Company (USAC). Award is subject to the availability of funds and receipt of Funding Approval from the Healthcare Connect Fund program. If the service is approved for funding under the HCF Program, the HMONO will be responsible for 35% of the costs. The 35% will come from HMONO funds (external and internal funds). The 65% will be paid directly from USAC to the service provider. It is expressly understood that this process can be cumbersome and delays in payment are possible.

#### V Bid Requirements

A. Bidder Requirement

Bidder must be in business for at least 5 years. All service providers will be required to have a Service Provider Identification Number (SPIN) by completing Form 498 available on the USAC website.

B. Delivery Requirement

Delivery required within 60 days after receipt of order

C. Technical Requirement

Provide detailed specifications of the telecommunications services. *\*If any of the services listed in the provided documentation require a separate or additional cost or fee, it should be clearly identified as an additional cost.*

D. Price Quotation

The Bidder shall submit a price quotation on the Bidder's letterhead for the items and quantities estimated for the initial purchase. Each item shall be submitted as a separate

line item. Pricing in quotation shall also **include all applicable taxes, services fees, and installation charges**. Any optional items must be submitted on a separate price quotation.

1. **No provisions for a Termination Liability Agreement shall be permitted and its inclusion in a quotation shall be grounds for disqualification.**
2. Termination of the services is at the discretion of the PBTN and shall be made with a minimum of a 30-day notice.
3. In accordance with Appendix D, 47 C.F.R. § 54.646 additional sites and services may be made part of this RFP through an Addendum over the life of a contract or participation in the Healthcare Connect Fund program of the Universal Services Administrative Company (USAC).

- E. Pricing  
Proposed pricing shall be valid until after the competitive bidding period has ended.
- F. Competitive Bidding  
The competitive bidding period is 28 days from the day it is posted.
- G. Requested Contract Period  
Contract period will be 36 months from the date of contract execution.

## VI General Conditions

- A. Schedule of Key Date  
The schedule of key dates set forth herein represents the best estimate of the schedule that will be followed. Any of the dates listed below may be changed at any time at the sole discretion of the PBTN.
1. RFP Issued: Upon complete review and approval
  2. Receipt of Questions: 7 Days from RFP issue date @ 12:00 pm HST
  3. Posting of Responses to Written Questions: 9 days from RFP issue date @ 4:30 pm HST
  4. **Closing Date/Time for Receipt of Bids; any bid received after this date and time shall be rejected: 30 days from RFP issue date @ 12:00 pm HST**

- B. RFP Clarifications and Questions

Any explanation desired by a Bidder regarding the meaning or interpretation of the RFP, drawings, specifications, etc., shall be submitted in writing by the schedule deadline above. Oral explanations of instructions given before the award of the contract shall not be binding. Responses to all written questions shall be furnished to all prospective Bidders in writing as an amendment to the RFP.

Any questions regarding this RFP may be sent to [RFQ@uhtasi.org](mailto:RFQ@uhtasi.org). The subject of the email shall be "RFP HMONO2015-01 Question".

C. Bid Preparation Costs

The Bidders are responsible for all risks and costs for preparing any bid in accordance with this RFP. The PBTN shall not be responsible for any costs for the preparation of a bid in response to this RFP.

D. RFP Amendments

The PBTN reserves the right to amend this RFP any time prior to the closing date of this RFP. The PBTN reserves the right to cancel this RFP at any time for any reason at no cost to the PBTN.

All RFP Amendments must also be submitted to the Universal Services Administrative Company for review.

E. Submission of Bids

1. **Bids shall be submitted electronically to the UH TASI by email to: [RFQ@uhtasi.org](mailto:RFQ@uhtasi.org)**
2. Subject of the message shall be "RFP HMONO2015-01 Submission"
3. Bids shall be submitted in Microsoft Word, Microsoft Excel, or PDF format.

F. RFP Submittals Become Property of the PBTN.

All bids and other material submitted become the property of the PBTN and may be returned only at their option.

G. Evaluation of Bid

All bid(s) will be subject to evaluation by PBTN for the purpose of selecting the bid, which most closely meets the requirements and needs of PBTN **based on the price of the proposal (85%); technical support (10%) and prior experience, including past performance (5%).**

The evaluation of bids received in response to the RFP will be conducted comprehensively, fairly, and impartially by a committee of technical staff appointed by the PBTN. All bids must meet the minimum technical requirements specified in this proposal.

The selection committee may require additional written information from, or conduct discussions with bidders in order to get a better understanding of their bids. Bids may also be determined to be acceptable without such discussions.

H. Disqualification of Bids

The PBTN reserves the right to consider as acceptable only those bids submitted in accordance with all requirements set forth in this RFP. Any bid offering any other set of terms and conditions contradictory to those included in this RFP may be disqualified without further notice.

A Bidder shall be disqualified and the bid automatically rejected for any one or more of the following reasons:

1. The bid shows any noncompliance with applicable law.
2. The bid is conditional, incomplete, or irregular in such a way as to make the bid indefinite or ambiguous as to its meaning.
3. The bid has any provision reserving the right to accept or reject award, or to enter in a contract pursuant to an award, or provisions contrary to those required in the solicitation.
4. The Bidder is debarred or suspended.

I. Selection on Initial Bids

The PBTN may select a Bidder on the basis of initial offers received, without discussions. Therefore, each initial offer should contain the Bidder's best terms.

J. Availability of Funds

Bidders are advised that entering into an Agreement for Services is contingent upon availability of funds. If funds are not available, the PBTN reserves the right not to enter into an agreement.

K. Withdrawal of Bids

Any bidder may withdraw its bid, either personally or by written request, at any time before opening of the bids, provided that such notification is received by PBTN before the date of the opening of the bids. Negligence on the part of the Bidder in preparing its bid confers no right of withdrawal or modification of the bid after such bid has been opened.

L. Addendum to RFP

All changes or additions made to this RFP will be immediately distributed to all applicants who have expressed their intent to submit a response to the RFP. Failure to receive any such addenda will not constitute grounds for the applicant to claim grievance or to invalidate the RFP process.

M. Payments

Payment will be made within 30 days of receipt of invoice following the satisfactory receipt of equipment. Completion of Form 463 available on USAC's website is required



for submission of invoices. Supporting documents must be maintained for 5 years after the end of a funding commitment for audit purposes.