

Children with Special Health Needs Branch-State Department of Health

REQUEST FOR PROPOSAL

For
Telecom Services

RFP: CSHNB-2017-001

Form 461: 100023456
Posting Start Date: 12/18/2017
Posting End Date: 01/15/2018

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I Nature of Request

The Children with Special Health Needs Branch-State Department of Health (CSHNB, HCP 27954) is issuing this competitive Request for Proposal (RFP) to obtain pricing to purchase telecommunication services to support the operations of the HCP 27954 – Children with Special Health Needs Branch. Upon receiving proposals for the telecommunications services, the HCP 27954 – Children with Special Health Needs Branch intends to issue a purchaser order to the lowest responsible bidder that meets the minimum requirement specified in this RFP.

The HCP 27954 – Children with Special Health Needs Branch network will be subject to design and site modifications and changing needs. The project requires the ability to increase or decrease the capacity of circuits (e.g. Mbps), 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. The HCP 27954 – Children with Special Health Needs Branch is not obligated to purchase all or any services listed in this RFP.

II Existing Infrastructure

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

III Requirements

The following are the minimum requirements for the telecommunications services. The HCP 27954 – Children with Special Health Needs Branch reserves the right to increase or decrease the quantity of items ordered. However it is estimated that CSHNB will purchase one of the follow as option for HCP 27954:

- (1) 35 Mbps Internet Service or equivalent to 741 Sunset Avenue Apt A, Honolulu, HI 96816-2343
- (1) 50 Mbps Internet Service or equivalent to 741 Sunset Avenue Apt A, Honolulu, HI 96816-2343 (1) 75 Mbps Internet Service or equivalent to 741 Sunset Avenue Apt A, Honolulu, HI 96816-2343
- (1) 100 Mbps Internet Service or equivalent to 741 Sunset Avenue Apt A, Honolulu, HI 96816-2343

Bidders should also provide the cost for any needed network facility construction or infrastructure work. Bidders should provide the cost for (1) owning and (2) leasing the infrastructure.

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 HCP 27954 – Children with Special Health Needs Branch data traffic.

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 day a week.

Throughput

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

Handoff Interface

All services must be handed off via an RJ45 Ethernet or equivalent 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 HCP 27954 – Children with Special Health Needs Branch will be responsible for a minimum of 35% of the costs. The remaining balance, up to 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 and be an approved Service Provider by the Universal Services Administrative Company. Provider must obtain a Service Provider Identification Number (SPIN) to participate.

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 Proposal
The Bidder shall submit a price proposal 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 proposal shall also **include all applicable taxes, services fees, and installation charges**. Any optional items must be submitted on a separate price proposal.
- 1. No provisions for a Termination Liability Agreement shall be permitted and its inclusion in a proposal shall be grounds for disqualification.**
 - Termination of the services is at the discretion of the HCP 27954 – Children with Special Health Needs Branch and shall be made with a minimum of a 30-day written notice.
- E. Pricing
Proposed pricing shall be valid until 6/30/2018.

VI General Conditions

- A. Due Date
The bidding period is 28 days from date of post. Proposals will be accepted within the bidding period.
- B. Contract Period
The contract period will be for 36 months. Contractor may allow up to two 1-year extensions.
- C. 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 tasiadmin@uhtasi.org. The subject of the email shall be "RFP CSHNB2017-001 Question".

D. Bid Preparation Costs

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

E. RFP Amendments

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

F. Submission of Bids

1. **Bids shall be submitted electronically to the CSHNB by email to:**
tasiadmin@uhtasi.org
2. Subject of the message shall be "RFP CSHNB2017-001 Submission"
3. Bids shall be submitted in Microsoft Word, Microsoft Excel, or PDF format.

G. RFP Submittals Become Property of the CSHNB.

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

H. Evaluation of Bid

All bid(s) will be subject to evaluation by the CSHNB for the purpose of selecting the bid, which most closely meets the requirements and needs of the CSHNB based on the following:

- | | | |
|----|-------------------------|-----|
| a. | Cost | 30% |
| b. | Bandwidth | 30% |
| c. | Reliability of Service | 20% |
| d. | Quality of Transmission | 20% |

The evaluation of bids received in response to the RFP will be conducted comprehensively, fairly, and impartially by a committee of technical and/or administrative staff appointed by the CSHNB. 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.

I. Disqualification of Bids

The CSHNB 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.

J. Selection on Initial Bids

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

K. 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 CSHNB reserves the right not to enter into an agreement.

L. 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 CSHNB 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.

M. 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.

N. Payments

Payment by the CSHNB for their percentage portion of the cost will be made within 30 days of receipt of invoice following the satisfactory receipt of equipment. USAC payments will can done monthly or quarterly.

Upfront payments are subject to requirements under 47 CFR § 54.638. Upfront payment includes all non-recurring costs for services, equipment, or facilities, other than reasonable and customary installation charges of up to \$5,000. Upfront payments associated with services providing a bandwidth of less than 1.5 Mbps (symmetrical) are not eligible for support. If the total cost for upfront payments exceeds \$50,000 on average per eligible site in a consortia, then the upfront payments must be part of a multiyear contract.