

**AMENDMENT #1 - RESPONSE TO BIDDER
QUESTIONS**

**The Research Corporation of the University of Hawaii
issues this Amendment #1 - Response to Bidder Questions
for the**

HAWAII TELEHEALTH ACCESS POINT (HAWAII TAPS)

for the

**Department of Family Medicine and Community Health Hawaii/Pacific Basin Area
Health Education
University of Hawaii
Honolulu, HI**

Jan 15, 2022

Part 1: Mobile WiFi (MiFi), Hot Spots or wireless access point devices, with monthly subscription

1. Is the responder required to provide both 5G and 4G coverage maps?

Response: A responder is required to provide coverage maps for services that are available at the listed locations. If the sites listed have both 5G and 4G, the responder must provide both maps.

2. Will there be any requirement that 5G be provided a % of the coverage area?

Response: It is not required at this time.

3. Is there a requirement for mid/high band 5G, or is low-band 5G adequate?

Response: Adequate bandwidth and stable connection is necessary to host telehealth (video, voice, application) consultation. A medium/high band or connectivity >100Mbps would be adequate.

4. Will any Speed Testing be part of the evaluation?

Response: Bidders may include speed test documentation such as quarterly screen shots as part of its technical proposal. Speed test would be considered as part of “Connectivity capacity (coverage)”.

5. Section 2, Statement of Work, mentions if cellular coverage is insufficient at the patient’s home, the patient may go to the nearest TAP for their telehealth consultation in a private room with broadband access. Will RCUH consider an award to providers who can provide broadband access to these TAP locations?

Response: No. Broadband access to these TAPs are not included in this RFP.

6. Section 2, Statement of Work, mentions vendors may submit a proposal for Part I and/or II. Will RCUH consider partial award for a portion of the scope under Par 1 - i.e. providing broadband coverage at TAP locations.

Response: No. Broadband access to these TAPs are not included in this RFP.

Part 2: Telehealth Platform

1. How many total providers will you have spread across all clinics?

Response: There will be between 15-20 providers using the system serving about 1000 residents. We estimate our providers will conduct ~300 consults monthly (50 minutes per consult).

2. Would you like it to all be under one instance of the software, or would each TAP require its own instance of the software?

Response: All in one instance.

3. Would patients from one TAP area be accessible to only that TAP, or would you like other providers at other TAPS to be able to see data?

Response: All providers should see data for other TAPS.

4. Are your providers static, or will there be a need to add and remove providers to the system?

Response: The system must be able to add/remove providers or users to the system.

5. Our preference is to be paid annually, with a year upfront. The payment section of the RFP does not indicate if you want to pay monthly or annually?

Response: This RFP is issued under the requirements of the FCC Connected Care Program administered under the Universal Services Administrative Company (USAC). Refer to Section 3.1.5 of the RFP. More information at:

<https://www.usac.org/rural-health-care/connected-care-pilot-program/>

USAC will fund 85% of the cost directly to the service provider and 15% is paid through an agreement with the University of Hawaii Department of Family Medicine and Community Health Hawaii/Pacific Basin Area Health Education. The USAC program is based on reimbursement and does not allow advance payment for services. A schedule of payment is negotiable during contract period.

6. Our support is currently email only; we can spin up an 800 number just for you if it is required?

Response: Access to technical support/helpdesk is crucial to our operations. Email, chat, and phone are acceptable forms of support, at least one is required. We operate in Hawaii Standard Time which is 10 hours behind Greenwich Mean Time (GMT), or GMT-10.

7. I am in receipt of the RFP. I wasn't able to locate how many clinicians you were wanting the proposal to include in Part II (telehealth). Can you clarify the number of providers that will be using the telehealth platform? Most vendors have a per provider monthly fee and I would like to provide accurate pricing.

Response: There will be between 15-20 providers using the system serving about 1000 residents. We estimate our providers will conduct ~300 consults monthly (50 minutes per consult).

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