

West Virginia Telehealth Alliance
Rural Health Care Pilot Program- Request for Proposals



500 Corporate Centre Drive
Scott Depot, WV 25560
(304) 201-5707
www.wvtelehealth.org

March 9, 2010

**Addendum #3- Answers to Questions from Potential Respondents
West Virginia Telehealth Alliance Rural Health Care Pilot Program
Request for Proposals of January 20, 2010**

This Addendum answers questions submitted by potential respondents to the WVTA RHCPP for WAN and Internet services. It provides additional information that may be helpful to potential RFP respondents regarding some aspects of the RFP without altering its requirements.

Item #1 of 1: Answers to Questions Formally Submitted since Pre-Bid Conference

Question #1: Please provide by WAN Site whether or not the WAN Site organization is tax exempt including identifying federal, state, and local exemptions. This information will help ensure that the expected responses for columns U and V are as accurate as possible.

Answer: For your RFP response, consider all sites in the RFP as not tax exempt; include all applicable taxes. We will collect the tax-exempt paperwork after the proposals are awarded.

Question #2: During the Bidders' Conference the comment was made of the desire to facilitate economic development with infrastructure build out and network expansion. Please indicate the section of the scoring matrix where economic development, infrastructure build out, and network expansion will be scored.

Answer: The buyers seek telecommunications services as specified in the RFP. Many of the sites seek to purchase upgraded services from their current arrangements which may or may not require new infrastructure build out and/or network expansion. It's up to the responding service provider to present cost effective choices that meet the buyers' needs. All Evaluation Criteria are contained in Section 6 and its subsections. Only these criteria will be used to make purchasing decisions.

Question #3: Confirm bid mailing address as: Attn: Jack Shaffer Jr.; West Virginia Telehealth Alliance; 500 Corporate Centre Drive; Scott Depot, WV 25560.

Answer: Confirmed. Section 1.6 specifies responses are to be submitted to the Issuing Officer; the address information is as stated in Section 1.4 (Issuing Officer) for both the hard copy and soft copy submissions. Be sure to also submit electronically according to the instructions.

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Question #4: Section 2.2.1.5 -- How would you propose to modify the SLA's when a site would be bringing their own transport?

Answer: The intent of Section 2.2.1.5 is to discuss how your solution can support interconnectivity with other transport technologies. Your Performance Service Level Agreements are applicable to the transport services you are quoting up to the customer handoff device, which may need to provide connectivity to other transport technologies.

Question #5: Section 2.2.1.6 -- In addition to the CHNWV network that is posted on the website would you please provide the CAMC, Valley Health and the Wheeling designs?

Answer: At the time of this addendum, this information is not available. WVTA has requested the organizations provide this information. Should it become available, the Issuing Officer will post it as soon as possible. In the meantime, providers should prepare responses based on the information contained in the RFP, which is sufficient for proposals to all WAN Groups.

Question #6: Section 2.2.1.6 -- Please identify which circuits have a contractual obligation, by size and media, if those are point to point provide the "A" & "Z" location?

Answer: The sites have provided start date information considering contractual obligations. Additional information won't be forthcoming prior to the RFP response due date.

Question #7: Section 2.2.1.6 -- Please clarify what you mean by CFA?

Answer: CFA is referring to Circuit Facility Assignment.

Question #8: Section 2.2.2.2 -- Has the Alliance been allocated an IP block from ARIN? If so, what is the block size? Also, what is your Autonomous System Number (ASN)?

Answer: No, the Alliance has not been allocated any resources such as public IP Addresses or Autonomous System Numbers (ASNs) by ARIN, but individual buying groups may have.

Question #9: Section 2.5.2.2 -- Is the downtime listed on a per WAN site or per WAN Group?

Answer: All SLA metrics are to be applied on a per-circuit basis, not per WAN site or per WAN group.

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Question #10: Section 2.6 & pricing sheets -- Both indicate a start/completion date of July 1, 2010. Considering many of these locations may have potentially extensive construction requirements to meet the bandwidth demands specified within the bid, it is highly unlikely that all locations could be service ready on 7/1/2010. Would it be correct to assume that these dates can be negotiated over period of time? Please qualify your expectations in more detail.

Answer: Section 2.6 contains instructions for preparing a Project Plan and service start dates site-by-site. Note that Section 2.6 describes the target start date of 7/1/2010 as "approximate." The start dates may be negotiable; please identify dates that you can achieve in your responses for any site if a 7/1/2010 implementation date is not achievable based upon your installation timeframes. It's far more important to propose realistic start dates based on projected installation schedules than overly ambitious start dates that cannot be met.

Question #11: Section 2.7 and Section 1.19.3 step 2 -- It appears there is conflicting information as to whom is paying the provider, please clarify?

Answer: These sections are not contradictory- 2.7 provides general guidance while 1.19.3 is more specific.

Question #12: Appendix A -- Award Letter -- It appears to be missing from the document, can you please provide?

Answer: The following link to the USAC website provides official notification of project approval and the maximum level of support offered by the RHCPP.
<http://www.usac.org/rhc-pilot-program/tools/selected-participants.aspx>. The official letter is also posted here: http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-279275A1.pdf.

Question #13: -- We felt a \$0.00 was not appropriate for a NO bid entry. How would you like us to enter a NO bid for DSL/Cable as to not impact the calculated fields in the spreadsheet?

Answer: Either leave the associated cost fields blank or specify 0 bandwidth at \$0.00; in both cases, please use the notes columns in Attachment 1 to provide your reason for not bidding on a particular site and bandwidth configuration.

Question #14: -- There are several sites in the Bundled sheets where zero WAN connectivity is requested (i.e. CAMC12, PCH2, WHI3-6, 8-10). Is that correct??

Answer: The bandwidths specified in Attachment 1 are correct to the best of our knowledge.

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Question #15: -- Where are we to list the pricing associated with 2.2.1.6 request on the pricing sheets?

Answer: As noted on pages 33-34, use columns U and V for any costs not identified in other cost columns. Or, you may identify these costs in columns P and Q. Regardless, please provide a concise breakdown of these costs in your written response and show us where you've disclosed them.

Question #16: -- Using Line 10 on Tab A and Tab F as an example; Tab A shows a 10Meg WAN requirement, but no Internet bandwidth requirement. The same location listed on Line 10 on Tab F shows a 10 Meg Internet requirement. If we have the capability of pricing Secure Gateway Service, would you want the bundled pricing reflected as well??

Answer: Yes. Please be clear in explaining your pricing presentation.

Question #17: Are we permitted to only enter a Proposers Choice response?

Answer: Yes, but at your own discretion as your design may not match the customer's requested service specifications.

Question #18: Section 1.19.2 – This section states the RHCPP timelines are shown in NOA letter to WVTA attached to the RFP as Appendix A. Appendix A doesn't seem to be attached and we could not find it anywhere on the website.

Answer: See Question 12. Relevant timelines are shown in Section 1.5 of the RFP.

Question #19: Section 2.2.1.4 – bullet #3. - How the telecommunications service provider will ensure that services are available and used where needed. Could you please clarify this item?

Answer: Explain how any Layer 3 solutions will provide reliable and available service.

Question #20: Section 2.2.1.6 – Could we please get the existing network details sent to us for each WAN group with drawings included if possible. We need to determine the HUB site for each WAN (if applicable) for bundled internet pricing?

Answer: See Question #5.

Question #21: Section 2.6 – Is this stating that providers are required to have builds, installs, internet service etc., all installed and up and running by 7/1/10?

Answer: No. Please see question #10.

Thank you. End of Addendum #3.

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Jack L. Shaffer, Jr.
RFP Issuing Officer and
Technical Coordinator
West Virginia Telehealth Alliance
304-201-5707
RFP@wvtelehealth.org