



**PROCUREMENT AND SUPPLY
COMMONWEALTH HEALTHCARE CORPORATION
"ADDENDUM"**

**MODIFICATION OF BID FROM ITB TO RFP AND AMENDMENT TO THE TECHNICAL AND OTHER
REQUIREMENTS
REQUEST FOR PROPOSAL (RFP)**

**BROADBAND SERVICES UNDER THE FCC HEALTHCARE CONNECT FUND
RFP23-CHCC/IT-008A**

SUBMISSION DEADLINE: MARCH 21, 2023 TIME: 5:00PM (CHST)

INTERESTED PARTIES CAN DOWNLOAD THIS REQUEST FOR PROPOSAL FROM THE CHCC WEBSITE [WWW.CHCC.HEALTH]. ONCE AT THE SITE, NAVIGATE TO **REQUEST FOR PROPOSALS** TAB ON THE LEFT NAVIGATION BAR. CLICK ON THE URL FOR THIS RFP. YOU WILL BE REQUIRED TO ENTER DATA TO ALLOW US TO TRACK ALL REQUESTS FOR THIS OPPORTUNITY.

THE CHCC RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSAL AND TO WAIVE ANY IMPERFECTIONS IN ANY PROPOSAL, IF TO DO SO SHALL BE IN THE INTEREST OF THE CHCC. ALL PROPOSALS SHALL BECOME THE EXCLUSIVE PROPERTY OF THE COMMONWEALTH HEALTHCARE CORPORATION.

/S/ ESTHER L. MUNA
CHCC CHIEF EXECUTIVE OFFICER

/S/ CORA P. ADA
DIRECTOR OF PROCUREMENT & SUPPLY



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' Street, Garapan, Saipan, MP 96950



REQUEST FOR PROPOSAL (RFP)

BROADBAND SERVICES UNDER THE FCC HEALTHCARE CONNECT FUND

RFP23-CHCC/IT-008A

I. BACKGROUND

The Commonwealth Healthcare Corporation (CHCC) is seeking bids for a minimum one-year commitment for broadband services eligible under the FCC's Healthcare Connect Fund. This Request for Proposals (RFP) addresses CHCC Internet Services 2023-2024. CHCC has upgraded network architecture and routing to address the overall vision of corporation-wide broadband service.

The CHCC is an autonomous CNMI government-owned corporation. It provides hospital and emergency room services, primary care, oncology, dialysis, ancillary and specialty services, and wide-ranging public health services to the Commonwealth. The connectivity provided will continue to build further engagement in telemedicine services, among other health services.

II. SCOPE OF WORK

Offerors shall provide a detailed description of the proposed broadband service. CHCC sites must be able to access the Internet connection at specified rates of bandwidth. The Offeror will be responsible for providing the CHCC with a single bill for services as they apply to non-recurring charges (NRC) and monthly recurring charges (MRC). The CHCC is seeking proposals, which may receive partial funding through the Healthcare Connect Fund (HCF), for the non-recurring costs (NRC) associated with provisioning the leased service and up to six (6) total years of monthly recurring costs (MRC).

III. TECHNICAL REQUIREMENTS

1. Every site connected to the network will have the capability of accessing the Internet. Offerors shall provide 500Mbps or 1Gbps of full-duplex Internet bandwidth as is determined is in the best interest of the CHCC. Offerors shall provide pricing for 500 Mbps, and 1Gbps (full-duplex) Internet bandwidth. Offerors can provide a single full-duplex connection (pipe) to the Internet, or they can provide 2 or more full-duplex connections (pipes) whose aggregate bandwidth meets the total Internet connection bandwidth requirement. Offerors who provide multiple full-duplex Internet connections should ensure that each of the full-duplex Internet connections has a different upstream provider.

Table 1 – CHCC Connection Details

Site Name	HCP Number	Island	Connection	Termination Point	Router	Switch
Commonwealth Healthcare Corporation	14387	Saipan	Gigabit Fiber Optic Internet, Symmetric 500Mbps/500Mbps (Download/Upload) or 1Gbps/1Gbps (Download/Upload)	Health Information Technology, Main Distribution Frame, 1178 Hinemlu St.	FortiGate 600E	Dell EMC Networking S4148-ON

2. The CHCC would be interested in seeing solutions that include an intrusion detection system (at a minimum) and/or an intrusion prevention system (preferred). Offerors who provide either or both of these systems should list them as an enhanced service offering (managed switch/firewall/IDS/IPS) in the pricing presented to the CHCC.

This is not mandatory but those offerors who include this in their leased service offering will be awarded additional points during the scoring of the RFP responses.

3. The CHCC would like the proposed Internet service to include a public block of static United States IP addresses, at no additional charge, as part of an enhanced Internet service offering for each CHCC location. This is not mandatory but those offerors who include this in their Internet service offering will be awarded additional points during the scoring of the RFP responses.

4. Any public IP address block given to the CHCC will have at least 1 IP address assigned to the managed switch/firewall appliance used to terminate the leased fiber. CHCC may want additional IP address for their internal mail server, file servers or web servers. Describe how the addressing could be modified in the future to support IPv6.

5. Offerors who include public IP addresses/block will get the addresses/block from the American Registry for Internet Numbers (ARIN) and will confirm that none of the addresses have been blacklisted.

6. Describe how the proposed service will meet the specified broadband connectivity requirements of the project.

7. List the industry technical standards that the Offeror will use for this project.

8. Describe how the broadband service will connect to the CHCC.

9. Include the terms under which a third-party service provider would interconnect to the Offeror's facilities to offer their own broadband services.

10. Describe the scalability of the proposed broadband service:

a. How the service can be extended to additional locations of the CHCC which may need to sign up for the service at a later date.

b. How level of service can be upgraded to provide a higher level of service to the customers who have already signed up for the service. This should be accomplished

without purchasing new equipment (i.e., no “fork-lift” upgrades). The CHCC's preference is the ability to increase bandwidth via a change to the software configuration without having to install any new hardware modules. This is not a requirement but more points will be awarded for this type of configuration.

11. Describe the redundancy (if any) of the proposed Offeror hardware. Additionally, the proposed Offeror CPE equipment shall include an option for redundant AC or DC power (as applicable). (Note: The Offeror should make recommendations for UPS and battery back-up requirements to support the proposed equipment.)

12. Describe the redundancy of the proposed Offeror connection.

13. This RFP is to enable the existence of the requested network and one year of network services delivery (based on funding commitment), allowing the CHCC the option to continue services at the same pricing, or less, for an additional five years.

14. Include a timeline for how the requested network will be completed and ready for testing and deployment within 4 months of contract award (weather permitting and assuming timely approval of permits and 3rd party permitting/approval; also dependent on award of Healthcare Connect Fund funding commitment letter (FCL)).

15. Include a timeline and description of how the Offeror will conduct network testing and certification of all fiber transmission media in accordance with industry-standard practices. The Offeror will be required to produce a report that documents the results of network testing and certification.

17. Quality of Service (QoS) - All local access circuits and Offeror’s core infrastructure network should be designed to deliver QoS, specifically DSCP from end-to-end. Offeror will be required to prioritize traffic with QoS to ensure packet delivery and latency remains at or above industry standards for the routing protocols as well as for switching. All Quality of Service (QoS) checks must pass Performance SLAs to the Commonwealth Healthcare Corporation’s virtual WAN link. Comprising the Performance SLA checks among the SD-WAN members are Packet Loss, Latency, and Jitter.

18. Service-Level Agreement- Failure to demonstrate the ability to meet the following requirements will result in disqualification of the Offerors proposal.

The leased service shall include a Service Level Agreement (SLA) specifying basic service levels, trouble-management response times, circuit availability and latency. The Offeror must submit a representative SLA with the proposal response. The submitted SLA shall reference the minimal elements and corresponding requirements in Table 2. The offeror shall include the terms of the SLA in any contract agreement with the CHCC.

The offeror must be able to guarantee that the requested services are included in the SLA/contract for each connection that will be made. If the parameters cannot be met after the point of implementation, the CHCC reserves the right to terminate any and all contracts, based on the fact that services are not being met as specified.

Table 2 – SLA Requirements

SLA Element	CHCC Requirements
Service Availability Objective (per month)	99.9%

SLA Element	CHCC Requirements
Minimum download/upload for 1Gbps service	750Mbps
Maximum download/upload for 1Gbps service	1Gbps
Minimum download/upload for 500 Mbps service	250 Mbps
Maximum download/upload for 500 Mbps service	500Mbps
Network Monitoring and Alerts	24x7
Mean Time to Respond	30 Minutes
Mean Time to Respond Updates	2 Hours
Mean Time to Repair	4 Hours
Latency Within CHCC Network	<20 Milliseconds Port-to-Port roundtrip
Latency to West-Coast Telemedicine Service Provider (AWS Cloud nearest instance)	<100 Milliseconds Port-to-Port roundtrip
Delay variance	< 20 Millisecond jitter
Packet loss	< 0.1% packet loss
Management Reports	On-line, monthly, and upon request

IV. OTHER REQUIREMENTS

1. Offerors must also include in their proposal:
 - a. A brief history and description of the company, including the date the company was founded, and the date of first operation in the CNMI.
 - b. A statement of the company's capabilities and experience.
 - c. The name of the authorized personnel to negotiate the proposal and contract.
 - d. Copy of the company's financial statements for the two most recent fiscal years.
2. By submitting a bid, Offeror agrees that said bid becomes the property of CHCC. Bids will not be made public or shared in any way.
3. CHCC will not enter into any confidential disclosure agreement or any similar agreement as a result of a contract beyond the policy listed above. The winning Offeror will terminate all existing confidential disclosure or similar agreements in order to engage in any contract with CHCC. Offeror bids must acknowledge understanding of these requirements.
4. For any proposed installations, deployment, network equipment, or deployment of related physical network equipment and accessories, Offeror must list equipment and designate intended post-implementation ownership. E.g., underground cable conduit that Offeror intends to install on CHCC property must be inventoried and proposed ownership listed.
5. A bid may be rejected for any of the following reasons:

- a. Failure to conform to essential requirements of the request for proposal such as specifications or time of delivery;
- b. Imposition of conditions or restrictions in the bid which modify requirements of the RFP or limit the bidder's liability to the government. For example, bids shall be rejected in which the bidder:
 - (i) Protects against future changes in conditions, such as increased costs;
 - (ii) Fails to state a price and indicates that price shall be the price in effect at the time of delivery;
 - (iii) States a price but qualifies it as subject to price in effect at time of delivery;or
 - (iv) Limits the rights of government.
- c. Unreasonableness as to price;
- d. A bid from a non-responsible bidder as defined in § NMIAC140-80.1-245

CHCC reserves the right to request additional information or documents that it may consider necessary and relevant to assist it in evaluating a proposal.

V. BUDGET AND PRICING

1. Offerors shall provide a Detailed Breakdown and Summary of Costs to provide Internet service as described in this RFP including, but not limited to the following:
 - a. Installation/Non-Recurring Charges (NRC) should be broken down as follows:
 - i. Carrier infrastructure upgrades
 - ii. CHCC-owned equipment expenses necessary to implement the requested Network
 - iii. Each NRC cost for Internet costs should be listed separately.
 - b. Monthly Recurring Charges (MRC) for Service Delivery/Sustaining Maintenance Support. The Internet MRC should be listed separately.
2. Provide the CHCC with pricing options as follows:
 - a. Provide NRC/MRC pricing for 500 Mbps
 - b. Provide NRC/MRC pricing for 1 Gbps
3. All pricing must be broken down into non-recurring charges (NRC) and monthly recurring charges (MRC). The pricing shall also include the total cost of the solution (NRC and MRC) over one (1) year. This pricing shall be good for a period of five (5) years after the initial year.
4. Include pricing for the following equipment:
 - ESI ePhone 3, and ESI ePhone 4x enterprise desktop phones, or equivalent.

The existing VoiP equipment in the CHCC's facility is the ESI System. This RFP requests pricing for this phone equipment in the event that replacement equipment is needed. Pricing for equivalent phones are accepted.

5. Keep in mind that the CHCC is seeking proposals that will utilize funding from the Healthcare Connect Fund (HCF) to pay for 65% of the eligible non-recurring and monthly recurring broadband charges incurred under the resulting contract.
6. The CHCC has the right to reject any offer that may violate the rules and regulations of the Healthcare Connect Fund.
7. For those Offerors using sub-prime(s) contractors, the prime Offeror shall assume responsibility for all work and will be the primary contact for all services provided by the primer Offeror and any sub-prime Offerors.
8. The CHCC will provide a Payment Schedule and Terms that links payments to deliverables.
9. Once source selection is made, a contract will be negotiated with the contractor, or prime contractor, including payment schedule for work.
10. Pricing shall be good for a minimum of six (6) years from the date of contract with the CHCC. The Offeror shall provide an option to extend the contract for up to an additional five (5) years at the same pricing, or lower, if all the concerned parties agree to the new terms. At the end of the initial contract, the CHCC has the right to reduce or increase bandwidth as needed in a new contract.

VI. PROPOSAL EVALUATION AND AWARD

Award will be made to the Offeror whose proposal is most advantageous to the Corporation considering the evaluation factors set forth below:

- Cost (50%)
- Service Features (20%) – minimum requirements are the SLA in Table 2
- Project Management & Timeline (10%) – minimum requirement is the submission of project management plan and timeline within 4 months of contract award
- Enhanced Features (10%) – minimum requirement is a clear explanation of whether any enhanced features listed in Section III(5),(6), and (13)(b) are included in the proposal
- Financial Sustainability of the Offeror (5%) – minimum requirement is the submission of Offeror’s financial statements for the two most recent fiscal years
- Prior Experience (5%) – minimum requirement is two years of experience as a broadband service provider

The selection will be based on all factors indicated in this section, and may not go to the lowest bidder if the cost is outweighed by a combination of other features in the winning Offeror’s bid. The point scale listed above will determine the most cost-effective solution for the CHCC.

The CHCC reserves the right to select bid proposal which, in the sole judgment of the CHCC, most nearly conforms to the specifications set forth herein. The CHCC is not obligated to accept any proposal received. It may accept proposals in whole or in part, or may reject all proposals.

The CHCC reserves the right to waive any and all issues of form or presentation in considering bid presentations for acceptance or rejection, if, in the sole opinion of the CHCC, such waiver is in the best interests of the project.

CHCC may enter into a contract with the successful Offeror pursuant to the terms of the standard government-independent contract. Additional terms and conditions will be attached as exhibits to the standard independent contract. Required contract clauses are listed below.

Required Contract Clauses

1. A price clause must be included, and must include the maximum amount that can be charged under the contract. Open-ended contracts are not allowed.
2. A payment clause that clarifies how and when payment may be made. In general, payments are only made upon submission of evidence of work performance and adherence to contract terms and specifications.
3. Clear statement of the CHCC's required services, including what is to be done and what is to be delivered to the CHCC. Contracts containing only general requirements are not allowed.

Upon selection, the successful Offeror will be advised to negotiate the contract with CHCC. Should the negotiation fail to result in an agreement, CHCC reserves the right to cancel the negotiation and select the next proposer, which in CHCC's opinion, is the most qualified proposer. If the contract is not agreed to with any of the responsible proposers, the RFP will be cancelled and may be re-advertised. This RFP does not constitute an offer and does not obligate the Corporation in any way. The Corporation reserves the right to reject any or all proposals for any reason and waive any defect in said proposals, negotiate with any qualified offers, or cancel in part or its entirety this ITB, if it is in the best interest of the Corporation.

Until the selection process is completed, the content of the proposal will be held in the strictest confidence and no details of any proposal will be discussed outside the Evaluation Team created by the Corporation.

The selection decisions made by the CHCC and reported to USAC under this RFP are final, and appeals or re-submissions will not be considered. Changes in applicable laws and rules may affect the award process or any resulting contracts. Offerors are responsible for ascertaining pertinent legal requirements and restrictions. Offerors are encouraged to visit the official FCC website pertaining to the Healthcare Connect Fund, at: <http://www.fcc.gov/encyclopedia/rural-health-care#HCF>

The CHCC is not responsible for any costs incurred by an Offeror related to the preparation or delivery of the bid proposal, or any other activities carried out by the Offeror as it relates to this RFP.

VII. GENERAL AND ADMINISTRATIVE INFORMATION

Interested parties can download this Request for Proposal (RFP) from the CHCC Website [chcc.health]. Once at the site, this RFP will be posted in the "RFPs" tab on the lower navigation bar. You will be required to enter your contact information to allow us to track all requests for this opportunity.

Proposers may send written questions or requests for clarification pertinent to this RFP to CHCC on March 16th, 2023. Questions may be emailed to the Director of Procurement and Supply, Corazon Ada at cora.ada@chcc.health with a cc copy to the Director of Information

Technology, Bel Busby at bel.busby@chcc.health, using the RFP number and project title as the email subject. CHCC will respond to questions it deems necessary to clarify this RFP. All suitable questions and their responses will be emailed to all Proposers that have indicated an intent to bid. No questions or requests for clarification will be accepted verbally or over the phone.

Deadline for bid submissions is on March 21, 2023 pursuant to the posting of the Form 461 on the USAC web site. Program rules require Form 461 and ITB to be posted for a minimum of 28 days, meaning that at a minimum a contract will not be signed until the 29th day after posting of the ITB.

Proposers shall submit proposals and all supporting documents to Corazon P. Ada, Director, CHCC Division of Procurement and Supply, at cora.ada@chcc.health, no later than: 1700hrs (5pm) Chamorro Standard Time on the 21st of March, 2023 in accordance to the posting of the CHCC's Form 461 on the USAC website.

Please note these submission instructions:

- All submissions must include the RFP Number and Project Title in the email subject.
- All documents must be submitted in Adobe PDF Format.
- All pages of your proposal must include the RFP number and Project Title in the header, plus page number in the footer.

All bid proposals must understand and acknowledge USAC invoicing requirements and formats. Bidder will conform to invoicing procedures and processes as promulgated by USAC. Any successful bidder(s) is required to have a current SPIN/498 ID as required by the Healthcare Connect Fund Order. A SPIN/498 ID number may be obtained by contacting the Universal Services Administrative Company (www.usac.org). All applicable federal and CNMI laws shall be observed.

All costs may not qualify for HCF funding. It is critical that accurate, detailed cost information should be provided for all portions of the bid proposal.

In order to obtain funding for the services and equipment being requested through this RFP, the CHCC is subject to the rules and regulations of the FCC Healthcare Connect Fund program. Offerors must meet all program requirements. Once the CHCC has submitted its' Form 461 and this RFP it will be posted to the USAC website. More information on bidding and posting rules can be found at: <http://www.usac.org/rhc/healthcare-connect/default.aspx>

VIII. SELECTION PROCESS

Proposals submitted will be evaluated and selection will be made based on the evaluation criteria mentioned in Section VI. Upon selection, the successful vendor will be advised to negotiate the contract with CHCC. Should the negotiation fail to result in an agreement, CHCC reserves the right to cancel the negotiation and select the next proposer, which in CHCC's opinion, is the most qualified proposer. If the contract is not agreed to with any of the responsible proposers, the ITB will be cancelled and re-advertised.

Approved By: Esther L. Muna Date: 03/13/2023

Esther L. Muna, PhD
Chief Executive Officer

Approved By: [Signature] Date: 3/13/2023

Cora Ada
Director of Procurement & Supply