SELF REGIONAL HEALTHCARE

Request for Proposal
RFP #CC169
Lakelands Connected Care Initiative:
EMR Network Infrastructure Modernization

Anticipated Schedule of Events

Milestone	**Date**
RFP Issued	November 13, 2026
RFP Submission Deadline	December 12, 2026
Committee Evaluation and Selection	December 16, 2026
Anticipated Notice of Award	December 23, 2026

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General Information

Self Regional Healthcare (SRH) is a nonprofit, regional healthcare system headquartered in Greenwood, South Carolina, serving approximately 300,000 residents across the Lakelands region. The system includes SRH Medical Center, Abbeville Area Medical Center, Edgefield County Healthcare, and a network of primary care, specialty care, rural health, and outpatient facilities throughout its service area.

Background Information

SRH is procuring equipment and professional services to modernize aging network and wireless infrastructure supporting outpatient clinics, specialty practices, and rural care locations. Existing infrastructure at participating sites is approximately 10 to 15 years old and exceeds manufacturer end-of-life support, increasing the risk of system failure, cybersecurity exposure, operational disruption, and interruption of patient care. Reliable, secure connectivity is essential for Epic electronic health record access, telehealth, imaging, scheduling, provider communication, patient engagement, interoperability, and other clinical and operational workflows.

Federal Funding Notice: This project is supported by the Centers for Medicare & Medicaid Services (CMS) Rural Health Transformation Program (RHTP) through a subaward from the State of South Carolina. SRH was awarded $30,966,205.28 in federal RHTP funds, which represents 100% of the total project costs.

As a result, the selected vendor and any subcontractors may be subject to applicable federal requirements. Proposers should refer to the Terms, Conditions, and Federal Requirements section of this RFP for additional information.

Goals

The procurement is intended to improve the security, reliability, resiliency, interoperability, and scalability of technology-enabled healthcare delivery across participating rural and outpatient care sites while minimizing disruption to patient care.

Objectives

SRH expects the selected vendor to replace unsupported infrastructure, modernize wireless and network connectivity, strengthen cybersecurity protections, support reliable Epic and telehealth access, reduce connectivity-related downtime risk, and establish a scalable foundation for future digital health capabilities.

Anticipated Contract Term

The anticipated implementation period is January 2027 through September 2027. The final contract term, start date, milestones, warranty period, maintenance terms, and any renewal options will be established during contracting and must align with the final award and funding requirements.

Scope Overview

SRH seeks a qualified vendor to assess, design, furnish, configure, deploy, test, document, and support modern network and wireless infrastructure across 13 participating outpatient and specialty care sites. The selected vendor will coordinate with SRH Information Technology, operational leaders, participating locations, and other implementation partners; provide all proposed equipment and implementation components; complete phased deployment with minimal disruption; validate performance and cybersecurity controls; and support transition to stable operations.

RFP Instructions & Protocols

Notice to Interested Parties

Proposals must be submitted as a single PDF by email to RHTP@selfregional.org by December 12, 2026 before 11:59 PM EST (“RFP Submission Deadline”).

The single PDF must include the complete proposal and all required appendices and supporting documents.

The email subject line must state: "**RFP Response_RFP Title_RFP #_Proposer Organization Name**."

Response and Communication Protocols

Do not contact the requesting department. Interested proposers must email all questions and requests for additional information to RHTP@selfregional.org by December 12, 2026 before 11:59 PM. The solicitation number and title must appear in the email subject line. Attempts to circumvent this requirement may result in rejection of the proposal as noncompliant.

SRH will issue official responses to proposer questions and any amendments to this RFP in writing. Only written responses and addenda issued by SRH are binding. Proposers are responsible for reviewing and acknowledging all addenda issued before the proposal deadline. Oral statements, informal communications, or information provided by any other source may not be relied upon.

RFP Organization and Format

Responses must follow the prescribed format detailed below in order to be accepted.

Proposers should organize their proposals in the order listed below.

1. Transmittal Letter
2. Project Narrative, including a response to each Project Specification
3. Pricing
4. Appendix A: Signature Page
5. Appendix B: Deviation Form
6. Appendix C: Conflict of Interest Questionnaire
7. Appendix D: Certification Regarding Lobbying (if applicable)
8. Appendix E: Insurance Requirements

Transmittal Letter

Proposer must submit a transmittal letter that accomplishes the following:

- Proposer's name and contact information
- Brief statement of interest in the project
- Length of time the proposal and pricing will remain valid (minimum of 60 days required)
- Name, title, and signature of an authorized representative
- Brief summary of relevant qualifications and experience
- Any exceptions to the RFP requirements or terms
- Confirmation of the proposer's SAM.gov registration status, if applicable, and confirmation that the proposer and its proposed subcontractors are not subject to an applicable federal exclusion or debarment.

Project Narrative

The proposer should provide a detailed narrative describing its qualifications and proposed approach. The narrative should address each requirement included in the Project Specifications section and include the following:

1. The proposer should provide a statement explaining why it is uniquely qualified to provide the requested goods or services to SRH.
2. A summary highlighting the most important elements of this proposal.
3. Details about the proposer's overall qualifications and ability to address each specific requirement in the Project Specifications section of this RFP.
4. The qualifications, physical location, and background of the personnel who will be directly involved with this project.
5. Include a statement confirming that the proposer agrees to complete all applicable background checks and screenings, if required, before personnel begin work at SRH and/or affiliate facilities and to comply with SRH's identification, access, safety, and security requirements for on-site personnel.
6. If applicable, provide a list of current or recent clients receiving similar products or services, including each client's

contact information, the size or scope of the engagement, and the length of service.

7. If applicable, disclose any current or pending litigation or regulatory matter that could affect the proposer's ability to perform the work. Disclosure will not automatically disqualify a proposer; however, failure to disclose may affect the proposer's eligibility or any resulting agreement.
8. If applicable, detailed technical information about the proposed solution and the infrastructure needed for implementation and ongoing support. This may include hardware, network, communications, third-party software, system integration, and other technical requirements.
9. Identification of all proposed subcontractors and subprocessors, including their roles, the products or services they will provide, and the portions of the work for which they will be responsible.

Optional Features, Products, and Supplemental Features

Proposers are encouraged to describe in detail any optional features, products, or services that could benefit SRH but are not included in the minimum requirements of this RFP. Optional items may include additional training, maintenance, enhanced service levels, alternative pricing options, upgrades, or other supplemental offerings.

Each optional item should be clearly described and identified separately from the primary proposal. Pricing for optional items should be itemized separately and should not be included in the base proposal price.

Insurance Coverages

Proposers must maintain the insurance coverages in accordance with Appendix E.

Quality Assurance

The proposer should describe its quality assurance processes, including how it will monitor performance, identify and correct deficiencies, document quality activities, and report results to SRH. The response should identify applicable performance measures, escalation procedures, and responsibility for corrective action.

References

Provide a minimum of three (3) customer references for projects involving goods or services similar to those requested in this RFP. References should relate to comparable projects completed by the proposer, preferably for hospitals or other healthcare organizations. For each reference, include the organization's name, contact person, address, telephone number, and email address.

NOTE: SRH will not accept references submitted after the proposal deadline or by a method other than the one identified in this RFP. SRH may contact the references to confirm or clarify the information provided and may consider those responses when evaluating proposals. SRH is not required to seek clarification of incomplete reference information.

Proposal Pricing

Pricing should be itemized for all products and services requested in this RFP. Brief notes may be included when needed to explain a specific line item. The proposer should include all costs associated with its proposal and clearly identify any assumptions, exclusions, optional costs, or additional fees. SRH may select and award the products or services that best meet its needs.

Payment and Discounts

The proposer should include a proposed payment schedule that aligns with the pricing provided and the anticipated agreement. The proposer should also describe any available discounts, including early-payment discounts and the terms under which each discount would apply.

Evaluation and Review Process

Review Process

This RFP is not intended to favor any proposer and is designed to identify the proposal that provides the best overall value to SRH. The Evaluation Committee will review and evaluate the proposals, or individual portions of the proposals. Following the initial evaluation, SRH may identify a short list of proposers for further consideration. SRH may conduct discussions or

interviews with those proposers and may negotiate final pricing, schedules, and other terms before making a final selection. Any final selection will be subject to SRH's applicable review and approval process.

SRH may reject any proposal that is late, materially incomplete, nonresponsive, or not submitted in accordance with the requirements of this RFP.

Evaluation Methodology

Each RFP response will be evaluated and scored using the criteria below. Each category will be scored from 0 to 5. Scores will support SRH's determination of the proposal that provides the best overall value, subject to any discussions, interviews, negotiations, and required reviews or approvals.

Evaluation Criteria

Scoring Category	Description	Maximum Points Available
Relevant Experience & References	Demonstrated experience with similar projects, qualifications, past performance, and references.	5
Technical Approach	Understanding of requirements, quality of proposed solution, methodology, and innovation.	5
Project Timeline & Work Plan	Realism and feasibility of implementation schedule, milestones, and project management approach.	5
Organizational Capacity	Availability of staffing, resources, infrastructure, and ability to successfully complete the project.	5
Cost/Price	Cost reasonableness, value for money, and alignment with proposed scope of work.	5
	Total Points Available	**25**

When determining how many points to give each scoring category, the following rating scale can be used:

Rating Scale

Rating	Descriptor	Guidance
5	Exceptional	Addresses the scoring category exceptionally well, with clear and convincing information, substantial strengths, and no significant weaknesses.
4	Very Good	Addresses the scoring category well, with sufficient supporting information, clear strengths, and only minor weaknesses.
3	Acceptable	Adequately addresses the scoring category and provides sufficient information for evaluation. Any weaknesses are manageable.
2	Marginal	Partially addresses the scoring category but includes significant weaknesses, gaps, or unclear information.
1	Poor	Minimally addresses the scoring category and includes major weaknesses, substantial gaps, or insufficient supporting information.
0	Unacceptable / Unresponsive	Does not address the scoring category or provides information that is insufficient or unacceptable for evaluation.

Project Specifications

Your proposal must specifically address, in narrative form, each requirement specified herein. You must confirm and describe your ability and intention to meet each requirement. Failure to address a specified requirement can result in disqualification of your proposal.

The proposed solution must address the project requirements below and clearly identify any exception, third-party dependency, or item that is not currently available and remains on a future product or service roadmap. Responses must describe the technical approach, implementation responsibilities, staffing, schedule, risks, pricing, reporting, security, privacy, responsible AI controls, training, support, service levels, and transition assistance.

Project Requirements

The selected vendor will provide a turnkey network infrastructure modernization solution that includes these minimum requirements:

- Validate site conditions, existing infrastructure, quantities, compatibility, cabling dependencies, power, rack space, licensing, and implementation constraints.
- Provide enterprise-grade network switches, wireless infrastructure, supporting hardware, licenses, implementation components, and manufacturer support for a complete solution.
- Design and configure secure, reliable access for Epic, telehealth, imaging, scheduling, provider communication, patient engagement, interoperability, and other clinical and operational systems.
- Replace unsupported or end-of-life infrastructure with current, vendor-supported hardware and software.
- Coordinate staged deployment, configuration, cutover, testing, issue resolution, and transition with SRH IT and site leaders.
- Implement cybersecurity hardening consistent with manufacturer guidance and SRH requirements.
- Validate network performance, wireless coverage, resiliency, security, and integration with existing Epic and operational systems.
- Provide as-built documentation, configurations, inventories, serial numbers, licenses, warranties, support entitlements, test results, and knowledge transfer.
- Provide post-implementation support, defect correction, escalation procedures, and warranty services.
- Complete work at 13 sites: Advanced Surgical Associates; Family Healthcare Coronaca; Urgent Care Greenwood; Family Healthcare Greenwood; Internal Medicine of Greenwood; Internal Medicine of the Piedmont; Diabetes Education Center; Medication Management; Patient Financial Counseling; Family Health Care Ninety Six; Family Healthcare West Greenwood; Wound Healing Center; and Family Healthcare Ware Shoals.

Ownership and Use

If the procurement involves equipment, supplies, software, data, deliverables, or other assets, describe the applicable ownership, licensing, use, maintenance, and disposition requirements. Consider addressing which assets will remain the property of the proposer, which assets will become the property of SRH, and any requirements related to data ownership, software licensing, equipment maintenance, replacement, return, transfer, or disposal at the end of the contract.

Operational Experience

Proposers must describe comparable network and wireless modernization experience, preferably in hospitals, outpatient clinics, Critical Access Hospitals, or regulated healthcare environments. Identify the project manager and technical resources, certifications, manufacturer authorizations, staffing, subcontractors, healthcare cybersecurity and downtime-management experience, quality controls, escalation model, and approach to work in active patient-care settings.

Billing and Pricing

Pricing must be itemized by site and major cost category, including equipment, licenses, warranties, professional services, travel, shipping, maintenance, support, optional items, and recurring charges. Identify quantities, manufacturers, model numbers, unit and extended prices, discounts, lead times, payment milestones, price-validity period, assumptions, exclusions, and potential change-order triggers. Separate the base proposal from optional products and services.

Project Management and Documentation

Each proposer's project management documentation must include monitoring, reporting, documentation, and compliance requirements proposers should address.

- Project charter
- Governance structure
- Detailed work plan
- Schedule, dependencies, and responsible parties
- Risk and issue management
- Workflow and technical documentation
- Security and continuity documentation
- Testing plans and records
- Training records
- Go-live readiness
- Routine status and performance reporting
- Performance measures the proposer must help track or report
- Final evaluation, transition, and closeout documentation.

Implementation

Provide a phased implementation plan aligned to the anticipated January 2027 through September 2027 project period. Address discovery, design, procurement and lead times, staging, site readiness, deployment sequencing, low-impact cutovers, cybersecurity configuration, integration validation, testing, training, stabilization, issue resolution, documentation, and closeout. Identify dependencies, required SRH resources, planned downtime, rollback procedures, acceptance criteria, and support arrangements.

Terms, Conditions, and Federal Requirements

General Solicitation Conditions

- SRH may reject any or all proposals, cancel or amend the solicitation, waive minor informalities, request clarifications, negotiate, or make no award.
- All proposal preparation costs are the vendor's responsibility.
- A proposal is an offer and may be incorporated into the final contract. The executed contract and incorporated amendments will control in the event of conflict.
- Vendors must protect confidential information and clearly identify claimed proprietary information.
- SRH is not bound by oral statements or vendor assumptions not accepted in writing.
- The vendor must maintain insurance, licenses, staffing, and controls appropriate to the work and required by the final agreement.
- No work may begin before a fully executed agreement and required purchase authorization.

Federal Award Compliance

This procurement is supported by federal award or subaward funds. Before the final contract is executed, SRH Legal, Grants, and Procurement will review the contract type, total value, funding source, scope of work, award and pass-through terms, and applicable provisions of 2 CFR Part 200 to determine which federal clauses and related federal, state, and SRH requirements must be incorporated. The selected vendor must comply with all requirements identified through that review and included in the final contract.

- Documented competition and procurement integrity.
- Conflict-of-interest and organizational conflict disclosures.
- Contractor oversight, records access, retention, audit cooperation, and performance documentation.

- Cost and price analysis and disclosure necessary to establish reasonableness.
- Applicable affirmative steps supporting small, minority, women-owned, veteran-owned, and labor surplus area firms.
- Applicable domestic preference, recovered-material, debarment, telecommunications, lobbying, equal opportunity, labor, clean air and water, inventions, and termination provisions.
- Applicable contract provisions identified in 2 CFR 200.327 and Appendix II to Part 200.
- Maintenance of records supporting invoices, performance, deliverables, equipment, and grant reporting.

Flow-Downs and Contract Provisions

The selected vendor must flow down applicable federal, privacy, security, data-use, and award requirements to its subcontractors, subprocessors, and suppliers. The final contract is expected to include provisions addressing remedies, termination, applicable laws, records access, audit, privacy, security, incident notification, data ownership and permitted use, data return and destruction, AI governance when applicable, indemnification, insurance, intellectual property, warranties, service levels, deliverable acceptance, transition assistance, and applicable federal award clauses. Any exception must be identified in the Deviation Form with proposed alternative language.

Appendix A

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The proposer must meet the specifications of this RFP.

*****THIS SIGNATURE PAGE MUST BE INCLUDED IN THE PROPOSAL IN THE ORDER SPECIFIED IN THE RFP ORGANIZATION AND FORMAT SECTION*****

Do not include sales tax in the proposal because SRH is tax-exempt. SRH will provide applicable tax-exemption documentation upon request. Submit the proposal and all required supporting documents as a single PDF by email to RHTP@selfregional.org.

Proposers should identify any applicable business classification(s) in the field provided below, including small business, minority-owned, women-owned, veteran-owned, or other. If applicable, include the certifying organization or certification number. If no classification applies, enter "None."

Business Classification	**Certifying Organization or Certification Number**

By signing this proposal, the proposer represents and warrants that it has read and understands this RFP and its terms and conditions; agrees to provide the equipment, supplies, or services described below at the stated prices and in accordance with the specifications listed below or attached; and confirms that all prices and quotations will remain valid for **60 days** from the proposal submission deadline.

Company/Contractor	**Mailing Address**
Federal Tax Identification Number	**City, State, Zip Code**
Unique Entity Identifier	**Fax Number (include area code)**
Email Address	**Telephone Number (include area code)**
Authorized Representative Name & Title	**Date**
Authorized Representative Signature	

Appendix B

DEVIATION FORM

All deviations from this Solicitation must be noted on this form. If no entry is made on the Deviation Form, the proposer confirms its full agreement with and compliance with the Specifications, Terms, and Conditions.

Each response to this Solicitation must include a Deviation Form stating the prospective vendor's commitment to the provisions of this Solicitation. An individual authorized to execute contracts must sign the form. Any exception to the terms and conditions identified in this Solicitation Package must be expressly stated on the Deviation Form.

THIS DEVIATION FORM MUST BE SIGNED BY EACH PROPOSER WHETHER THERE ARE DEVIATIONS LISTED OR NOT, AND SUBMITTED WITH THIS SOLICITATION

SPEC # / Section # / Page #	Deviation(s)

Authorized Representative Name & Title **Authorized Representative Signature** **Date**

Appendix C

CONFLICT OF INTEREST QUESTIONNAIRE

Each proposer must complete and sign this form. Disclose any actual, potential, or perceived conflict involving the proposer, its personnel, or SRH. If none exists, select "No conflict."

Proposer Legal Name	
Project / Solicitation	
Primary Contact	
Email / Telephone	

Select one:

☐ No conflict exists.

☐ A conflict or relevant relationship is disclosed below.

Individuals / Organizations Involved	
Nature of Conflict or Relationship	
Proposed Mitigation	

Certification: I certify that the information provided is complete and accurate and that the proposer will promptly disclose any change during the solicitation or contract term.

Authorized Representative Name & Title	**Authorized Representative Signature**
Date	**Email / Telephone**

Appendix D

CERTIFICATION REGARDING LOBBYING

Submit only if the bid or offer exceeds $100,000 and federal funds are involved.

Proposer Legal Name	
Project / Solicitation	
Grant Program, if applicable	
Solicitation / Contract Number	

Certification: The undersigned certifies, to the best of their knowledge and belief, that no federally appropriated funds have been or will be used to influence federal officials or members or employees of Congress in connection with a federal contract, grant, loan, or cooperative agreement. This certification must be included in applicable lower-tier awards, and all subrecipients must certify and disclose accordingly.

This certification is a material representation of fact and a prerequisite under 31 U.S.C. § 1352. Failure to file the required certification may result in applicable civil penalties.

Authorized Certification: The undersigned certifies that the information provided is true and accurate and is authorized to execute this certification on behalf of the proposer.

Authorized Representative Name & Title	**Authorized Representative Signature**
Date	**Email / Telephone**

Appendix E

INSURANCE REQUIREMENTS

The selected vendor must maintain insurance appropriate to the work throughout the contract term. Coverage must be issued by insurers authorized to do business in South Carolina and acceptable to SRH.

Coverage	Minimum Requirement
Commercial General Liability, including product liability	$3,000,000 per occurrence / $5,000,000 aggregate
Medical Malpractice Professional Liability Insurance	$3,000,000 per occurrence / $5,000,000 aggregate, if applicable
Cyber / Privacy Liability	$5,000,000 per occurrence / $5,000,000 aggregate
Automobile Liability	No less than $1,000,000 per accident for bodily injury and property damage, including coverage for hired/non-owned auto exposures.
Workers' Compensation	Statutory limits and employers' liability required by law

Evidence of Coverage: Before work begins, the selected vendor must provide certificates of insurance demonstrating compliance with Appendix E and any additional insurance requirements included in the final agreement. Updated certificates must be provided upon renewal and upon SRH's request. SRH and its applicable affiliates must be named as additional insureds on liability coverage where appropriate. Coverage must be primary and noncontributory, include waiver of subrogation where permitted, and provide advance notice of cancellation or material change to the extent available under the policy.

SRH may require additional coverage or revised limits based on the nature and risk of the final scope of work. The proposer must identify any requested exception to the insurance requirements in Appendix B: Deviation Form when submitting its proposal.