



Operator Console & Physician On-Call Scheduling Platform

System Request for Proposal (RFP)

Version 3.0

September 17, 2024

CONFIDENTIAL INFORMATION

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RFP Additional Documents**Enclosures**

- 1. Technical Specification**
- 2. NDA**

ATTACHMENTS

Included with this RFP are the following attachments:

1. ATTACHMENT 1 – No Proposal Reply Form
2. ATTACHMENT 2 – Exceptions Form
3. ATTACHMENT 3 – Business Profile & Capabilities Form
4. ATTACHMENT 4 – Business References Form
5. ATTACHMENT 5 – Subcontractor Information Form
6. ATTACHMENT 6 – Additional Materials Form

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1 Introduction

1.1 Overview

Inspira Health is a charitable nonprofit health care organization comprising of four hospitals, two comprehensive cancer centers, nine multi-specialty health centers, and more than 200 access points. These include urgent care; outpatient imaging and rehabilitation; sleep medicine labs; cardiac testing facilities; behavioral health, digestive health, wound care centers; home care and hospice; and more than 35 primary and specialty physician practices in Gloucester, Cumberland, Salem, Camden and Atlantic counties.

Inspira's 1,300-member medical staff and 7,800 employees provide an unwavering commitment to delivering a superior patient experience at every point of the journey. Technology and innovation investments provide a robust provider directory and a range of services including online scheduling and virtual visits for both primary and specialty care providers. With a commitment to multi-channel digital access, Inspira is able to meet consumer demand for self-service and personalized care options.

1.1.1 Inspira Health Mission

Our Mission is to provide a safe and compassionate experience that improves the health and well-being of our community by placing the safety of our patients and support of our employees at the center of all we do.

1.1.2 Inspira Health Vision

Our Vision is for Inspira Health to inspire and empower healthier communities by creating the highest quality and most desirable patient experience in the region.

1.1.3 Inspira Health Values

Our Values are I.C.R.E.A.T.E.: Innovation, Compassion, Reliability, Empathy, Access, Teamwork, Empowerment

Innovation: We strive to employ ingenuity and new standards of care to improve our work every day.

Compassion: We treat everyone equally with kindness and respect.

Reliability: We put the safety of our patients, compliance and best practice at the forefront of all we do.

Empathy: We listen and genuinely relate to others in order to make them feel seen and appreciated.

Access: We provide a high-quality patient experience to all people.

Teamwork: We collaborate and utilize the full breadth of the Inspira network to improve the experience of our patients.

Empowerment: We educate and inspire positive change and healthier long-term outcomes

1.2 Purpose

The purpose of this RFP is to select a system/software business partner that will provide Inspira with a new solution and the professional services required for implementation, maintenance, support, and further development or enhancements. This solution, at minimum, must meet or exceed our current process or product capabilities.

If you are not interested in submitting a proposal, please complete the No Proposal Reply Form (ATTACHMENT 1) and email it to the RFP contact with your intent to decline.

2 Project Objective & Background

2.1 Project Objective

Inspira is seeking to either upgrade or switch to a new system that can (a) send code alerts to personnel across the network, and (b) support Physician on-call scheduling. This system would ensure that the Operator can quickly and effectively push alerts out to the appropriate personnel depending on the location & nature of the emergency. This system will also aid Physicians with creating and maintaining an effective on-call schedule.

2.1.1 Project Goals

Inspira Health is aiming to:

- Identify a qualified vendor that can meet requirements as defined in section 2.2, including but not limited to sending code alerts as well as scheduling & maintaining Physician on call schedules
- Establish contract with selected vendor
- Implement vendor solution and integrate with our existing technologies
- Acquire training on the use of the system

2.1.2 Project Background

Inspira Health currently utilizes a system that supports both code alerts and Physician on-call scheduling. However, as technological advancements have been introduced to the workspace, it is critical to review how these advancements can enhance our processes.

2.2 Project Requirements

Inspira Health is seeking an Operator Console capable of meeting the following requirements:

Category	Subcategory	Requirement
Compatibility & General Telephony	HL7 compatibility	System is HL7 compatible with Soarian
	Connect Messenger compatibility	System is compatible with CareAware Connect Messenger
	Compatibility with Multiple Platforms	System can navigate across multiple platforms including but not limited to Cerner, Alcatel, Avaya, and other systems that Inspira may opt to use, current and future
	Telephone #'s of varying length	System has ability to navigate across numbers of varying length (including but not limited to 5-digit & 7-digit extensions)
	Caller ID	Caller ID information is displayed for all incoming & outgoing calls, preferably with location of call origination
	HR Integration	System integrates with HR list of employees and updates based on arrivals & departures
	Cloud-based system	Ability to connect w/ cloud-based system
API	Customizable API	Ability to customize API
User Interface	Customizable codes & interface	Ability to separate codes by site, type, and other criteria in multiple customizable sections as defined by Inspira
Overhead Code Generation & Automation	Overhead Codes: customized	Ability to customize overhead announcement scripting of applicable codes & announcements
	Overhead Announcements: text-to-speech	Capability for announcements to be made via text from console (i.e. "text-to-voice")
	Overhead Announcements: pre-planned	Ability to customize pre-planned overhead announcements scheduled by user
Push Code Generation & Automation	Notification Devices	Ability to trigger multiple modes of notifications (calls, pages, etc.) automatically and simultaneously
	Notification Modalities	Able to customize method of communication to devices (i.e. phone call / auto-dialing, text, email, etc.)
Responses	Logging Responses	Ability to automatically log responses for each user and whether they have responded, not answered, or aborted

	Replying to Users	Ability to customize ability to automatically notify user based on response criteria (ex. respond again if user has not answered or confirmed receipt of message or code)
Memos	Customized Memos	Ability to customize memos and/or directions for user to follow for each code
Embedded Dispositions	Embedded Dispositions	Ability to customize embedded dispositions
Data Reports	Data Reports	Ability to build customizable reports
Downtime	Downtime planning for other modes of communication	Ability to assign backup modes of communication in event of downtime with Cerner, Alcatel, or Avaya devices
	Downtime for console	Ability to provide support and defer calls to alternate system in event of console downtime

Additionally, Inspira Health is seeking a Physician On-Call Scheduling platform capable of meeting the following requirements:

Category	Subcategory	Requirement
Messaging Application	Compatibility	On-call system appropriately links to CareAware Connect Messenger (Inspira’s messaging application)
	Claiming roles	System automatically claims roles in any messaging app that Inspira uses, present and future
	Messaging within application	Ability for users to send & receive messages within application
Schedules	Schedule visibility	Users have ability to see full on-call schedules, past, present, and future, and is accurate and up-to-date in real time
	Contact information	Both primary and secondary contact information options are listed for each role
		Schedules can include secondary contacts (to Administrator or other personnel) in event that primary contact cannot be reached
Customizability	On-call schedules can be applicable and customized for any dept as defined by Inspira: Physicians, but also other depts including but not limited to Case Management, AOC, Palliative Care, IT, etc	
Application	Application accessibility	Users have ability to access application from computer as well as through apps on work and personal phones
Other	Compliance	Application is HIPAA compliant and follows all other laws and regulations

2.3 Scope of Services

2.3.1 Implementation Services

Inspira is seeking to enter an Implementation Service Agreement. This must include, but are not limited to:

1. Planning and Requirements
2. Design (if applicable)
3. Development (if applicable)
4. Build
5. Testing
6. Training (if applicable)
7. Deployment

2.3.2 Managed Services

Post-implementation, Inspira seeks to enter a Managed Services agreement. This may comprise of:

1. Support (via help desk and escalation contacts)
2. Maintenance and Management of Backend POS environment and systems
3. System Operations and Maintenance (if applicable)
4. Bug Fixes
5. Software Updates/Patches
6. Enhancements (Major and Minor)
7. Training (As Needed)

2.4 Project Timeline

Inspira is seeking to commence implementation no later than April 30, 2025.

3 Processes and Procedures

3.1 Proposal Contents

To be considered a complete response to the RFP, prospective business partner proposals must be submitted using the provided attachments:

1. ATTACHMENT 1 – No Proposal Reply Form
2. ATTACHMENT 2 – Exceptions Form
3. ATTACHMENT 3 – Business Profile & Capabilities Form
4. ATTACHMENT 4 – Business References Form
5. ATTACHMENT 5 – Subcontractor Information Form
6. ATTACHMENT 6 – Additional Materials Form

3.2 Inspira RFP Contact

Verbal communication shall not be effective unless formally confirmed in writing. In no case shall verbal communication supersede written communication.

All inquiries, questions, and requests for clarification are to be directed in writing via email to:

RFP Contact Info	
Name	Adam Schiowitz
Title	Managing Operations Consultant
E-mail	schiowitza@ihn.org

3.3 Questions

All questions pertaining to the RFP or process can be submitted to the RFP Contact by email, but the deadline for requesting information or clarification regarding RFP requirements must be followed as per the RFP Timeline in section 3.4.

3.4 RFP Timeline

The following is a tentative schedule that will apply to this RFP. Inspira reserves the right to change or modify the schedule at Inspira’s sole discretion, for any reason. Changes will be communicated by email to all vendors that have declared an intent to participate.

Activity	Date
RFP Issued	9/17/2024
Presentations & Demonstrations Completed By	10/25/2024
Deadline for Submitting Questions	10/25/2024
Proposal Due Date	10/31/2024
Inspira Decision	11/15/2024
Deadline to begin installation	12/1/2024
Deadline for system to be in place	4/30/2025

3.5 Presentation and Demonstration

3.5.1 Purpose

Inspira Health may select to meet with the prospective business partners for a presentation and product demonstration with the selection committee.

The purpose of the meeting is to give prospective business partners the opportunity to meet with Inspira executive sponsor and project team members via video conference to ask questions about the current infrastructure, project requirements, and desired end-results. This is also an opportunity to showcase the product to the Inspira team and gain insight on how it meets Inspira’s need.

3.5.2 Presentation

Presentations should include:

- Product demonstration(s) as it supports the requirements outlined in 2.2
- How they will support the goals of Inspira Health including any relevant healthcare experience and successes

- Proposed implementation plan & timeline

3.5.3 Meeting Structure

Presentations are to be completed prior to the deadline specified in 3.7. Prospective business partners will provide available dates and times for video conference as well as names and titles of those attending to the RFP contact by email. The meeting will be scheduled for 1 hour, and prospective business partners will have time to speak and ask questions of Inspira project stakeholders.

Inspira attendees may include Executive and Operational Leadership along with project team.

3.6 Submission Procedure

3.6.1 Submission

Please submit one copy of your proposal by the Proposal Due Date to the RFP contact via email.

3.6.2 Proposals

Proposals must state that they are valid for a period of at least twelve (12) months from the closing deadline.

3.6.3 Modification of Bids

Modifications to bids already submitted will be allowed if submitted in writing prior to the Proposal Due Date.

Any changes, amendments, or modifications to a submitted proposal requires that the original proposal be withdrawn, prior to the time set for the submission of the proposal, and a new proposal submitted prior to the deadline for submission of proposals.

Changes, amendments, or modifications to proposals shall not be accepted or considered after the date specified as the deadline for submission of proposals.

3.7 Selection Criteria

Evaluation of functionality, customer reference checks, customer support ratings, third-party product integration, development history, cost, and prospective business partner demonstrations or discussions will be included in the selection process. Inspira reserves the right to select the business partner deemed most suitable.

The selection of the winning proposals will be based on a numerical scoring system. The proposals will be assigned a score for each item/category as outlined in the following table. Upon receipt of the proposals, an evaluation team will determine the proposals most qualified based on the following criteria:

Criteria	Percentage
Proposed Solution and requirements delivery	30%
Work Plan including proposed timeline	15%
Proposed Training, Support, Service, and Warranties	15%

Company Qualifications including company profile, relevant experience, and project team	10%
Project Management and Collaborative Approach	10%
Cost	10%
References	5%
Clarity and Completeness of submitted proposal	5%
	100%

3.8 Selection Notification

Vendor(s) determined by Inspira to possess the capacity to compete for a contract will be selected to move into the negotiation phase of this process. Written notification will be sent to these vendors. Those not selected for the negotiation phase may not be notified.

4 Vendor Qualifications & References

Responses to this RFP must contain the following information:

1. A description of the vendor company including:
 - a. Full legal name of the company;
 - b. Year business was established;
 - c. Number of people currently employed;
 - d. A summary of any litigation filed against the vendor in the past three (3) years that relates to services that vendor provides in the regular course of business. The summary shall state the nature of the litigation, a brief description of each case, and the outcomes or projected outcome of each case.
2. A description of the services the vendor company currently provides; and a description of the vendor company’s geographic reach and market penetration.
3. Information on vendor company’s current clients including:
 - a. Total number of current clients
 - b. A list of clients with needs similar to Inspira
 - c. Evidence of successful performance of services for another hospital of similar size
4. A detailed discussion of how the vendor proposes to provide the services described in the Statement of Work.
5. Evidence of professional liability coverage insuring against any and all claims against that may arise as a result of the services contemplated in this RFP in an amount not less than One Million Dollars (\$1,000,000) per occurrence and Three Million Dollars (\$3,000,000) aggregate per policy year through responsible insurance companies authorized to do business in New Jersey.
6. References: Contact information for three references, if available, for whom the vendor company performed or performs services similar in scope to those proposed. Also provide a brief description of their implementation.
7. All proposers must disclose with their proposal the name of any officer, director, or agent who is an elected or appointed official of, or an employee or officer of, Inspira who owns directly or indirectly, any interest in the proposer’s firm.
8. Each proposal must contain the following certification: Proposer certifies that this offer has been made without prior understanding, agreement, or connection with any corporation, firm

or person submitting an offer for the same services and is in all respects fair and without collusion or fraud. Proposer acknowledges that no premiums, rebates or gratitude are permitted either with, prior to, or after any provisions of services. Proposer agrees that any violation of this provision may result in contract cancellation and discontinuation of services.

9. Describe the adequacy of your ability to staff and provide the series in your proposal.
10. Vendors may recommend to Inspira in their responses to the RFP any services enhancements which they believe might be in Inspira's best interests.

5 Pricing

Proposals must contain a cost breakdown for providing services as described in this RFP.

5.1 Operator Console System

Please list the costs for compensation you propose for the Operator Console and itemize where appropriate.

5.2 Other Costs

Please list any other costs, fees or charges Inspira would be expected to pay to you or on your behalf.

6 Additional Terms & Conditions

6.1 No Assumption of Costs by Inspira

This RFP does not obligate Inspira to pay for any costs, of any kind, which may be incurred by a respondent or any third party in connection with the response to this RFP. All responses and supporting documentation shall become the property of Inspira.

6.2 Intellectual Property

Respondents shall not use any intellectual property of Inspira including, but not limited to, logos, trademarks, or trade names of Inspira at any time without prior written approval of Inspira.

6.3 Respondent's Responses

All responses shall become the property of Inspira and will not be returned.

6.4 No Liability

Inspira shall not be liable to any respondent, person, or entity for any losses, expenses, costs, claims or damages of any kind; (a) arising out of, by reason of, or attributable to, the respondent responding to this RFP; or (b) as a result of the use of any information, error, or omission contained in this RFP document or provided by Inspira during the RFP process.

Enclosure 1: Technical Specifications

<To be completed only if the prospective business partner is required to interact or integrate with as part of the project>

The following system(s) will be required for prospective business partners to interact with or evaluate as part of the project requirements.

Technical Component	Supporting Details
System	
Included Modules	
Capabilities	
Limitations	
System Provider, Support, Maintenance and Development Owner	
System Enablers	
User Access Route	
Accompanying Comprehensive Reporting System	
List of General Process Steps	

Enclosure 2: Non-Disclosure Agreement

An NDA will be sent to Prospective Business Partners.