



# Drug Testing Services

---

## Service Request for Proposal (RFP)

Version 3.0

July 24, 2024

**CONFIDENTIAL INFORMATION**

This document and the information contained within this document and all RFP attachments listed below are confidential. It has been distributed for your express use for the purpose of responding to this specific "Request for Proposal" (RFP) only and may not be duplicated or distributed to any third party without written consent from Inspira Health (hereinafter referred to as "Inspira", or "Inspira Health"). Any other use is strictly prohibited by Inspira.

**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

## Table of Contents

<b>1</b>	<b>Introduction</b> .....	4
<b>1.1</b>	<b>Overview</b> .....	4
1.1.1	Inspira Health Mission .....	4
1.1.2	Inspira Health Vision.....	4
1.1.3	Inspira Health Values.....	4
<b>1.2</b>	<b>Purpose</b> .....	5
<b>1.3</b>	<b>Acceptance or Rejection of Proposals</b> .....	5
<b>2</b>	<b>Project Objective and Background</b> .....	5
<b>2.1</b>	<b>Project Objective</b> .....	5
<b>2.2</b>	<b>Project Background</b> .....	5
<b>2.3</b>	<b>Project Requirements</b> .....	5
<b>2.4</b>	<b>Scope of Services</b> .....	7
2.4.1	Implementation Services.....	7
2.4.2	Managed Services.....	7
<b>2.5</b>	<b>Project Timeline</b> .....	7
<b>3</b>	<b>Processes and Procedures</b> .....	7
<b>3.1</b>	<b>Proposal Contents</b> .....	7
<b>3.2</b>	<b>Inspira RFP Contact</b> .....	7
<b>3.3</b>	<b>Questions</b> .....	8
<b>3.4</b>	<b>RFP Timeline</b> .....	8
<b>3.5</b>	<b>Presentation &amp; Demonstration</b> .....	8
3.5.1	Purpose.....	8
3.5.2	Presentation .....	8
3.5.3	Meeting Structure .....	8
<b>3.6</b>	<b>Submission Procedure</b> .....	9
3.6.1	Submission.....	9
3.6.2	Proposals .....	9
3.6.3	Modification of Bids .....	9
<b>3.7</b>	<b>Selection Criteria</b> .....	9
<b>3.8</b>	<b>Selection Notification</b> .....	10
<b>4</b>	<b>Vendor Qualifications &amp; References</b> .....	10

<b>5</b>	<b>Pricing</b> .....	<b>11</b>
5.1	<b>Drug Testing Services</b> .....	11
5.2	<b>Other Costs</b> .....	11
<b>6</b>	<b>Additional Terms &amp; Conditions</b> .....	<b>11</b>
6.1	<b>No Assumption of Costs by Inspira</b> .....	11
6.2	<b>Intellectual Property</b> .....	11
6.3	<b>Respondent’s Responses</b> .....	11
6.4	<b>No Liability</b> .....	11

# 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 Request for Proposal (RFP) is to invite prospective vendors to submit proposals to provide drug-testing services for Inspira Health.

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.

## 1.3 Acceptance or Rejection of Proposals

Inspira reserves the right to reject any and all proposals for any reason. Inspira reserves the right to decide not to enter into any contract, or to add, modify and/or delete elements of the scope of work in this RFP at any time without prior notification and without any liability or obligation of any kind or amount. Inspira reserves the right to waive any minor irregularities and to accept the proposal determined most responsive and responsible and best meeting its needs. Inspira also reserves the right to either, or both, cancel this RFP at any time and solicit and advertise for other proposals.

# 2 Project Objective and Background

## 2.1 Project Objective

Inspira is seeking to outsource for-cause, post-accident, department of transportation (DOT), and random drug-testing services (including clinicians on RAMP program) to an outside vendor. These tests would require the collection and testing of urine drug and breath alcohol testing (BAT). However, Inspira will continue to complete pre-employment testing for new hires and will not require an external vendor to provide these services.

## 2.2 Project Background

Currently, Occupational Health completes urine drug and breath alcohol testing for Inspira employees throughout the network. However, conducting these tests as well as retaining staff for night & weekend on-call ties up internal resources. By outsourcing these services, Inspira can focus on specializing in other Employee Health-related initiatives.

## 2.3 Project Requirements

Inspira's internal team is seeking a vendor capable of meeting the following requirements:

Category	Requirement
Certified Urine Drug & BAT Collector	Vendor's collection staff are certified and trained to collect urine drug specimens
	Vendor's collection staff are certified and trained to perform breath alcohol test (BAT) for each type of device in use by vendor
	Vendor can provide proof of Collectors' certification to Inspira at any time upon request
Testing Machines Calibrated	Vendor able to show that testing machines have been calibrated and are up to date with records, and can provide proof to Inspira at any time upon request
BAT Testing Machines Calibrated	Vendor owns calibrated BAT Machines and can provide maintenance & calibration records to Inspira at any time upon request
	Vendor can confirm that all machines have been calibrated: <ul style="list-style-type: none"> <li>• Every 12 months (or two calibration checks if machine fails)</li> <li>• Every 30 days if machine is not in use</li> </ul>
Collector availability requirements	Available or on call 24/7/365 to complete any reasonable cause, random drug testing services, and post-accident tests requested by Inspira
	Ability to travel to any of Inspira's sites including medical centers, urgent cares, primary care offices, etc.
	Ability to collect specimen in safe space
	Chain of custody is maintained at all stages in process
	Collector provides consent for testing
Random Testing	Ability to manage random testing program to test involved employees including Armed Security, DOT drivers, and any other employees as identified by Inspira
Testing Requirement	Ability to collect 10 panel urine test (to include marijuana)
	Ability to collect breath alcohol test
CLIA/CLIS-certified Lab Partner	Lab that Vendor utilizes to provide results is certified as specimen collector and is licensed both federally (CLIA-certified) and in the state of New Jersey (CLIS-certified)
	Lab has ability to customize testing as requested, including adjusting urine test panel
	Lab has ability to split specimen (i.e. ability to retest)
Turnaround Time	Call to Test time in 60 mins or less, and vendor can provide data on turnaround times to Inspira at any time upon request
	Final Testing to Final Results turnaround time is available within appropriate & expeditious timeframe, and vendor can provide data on turnaround times to Inspira at any time upon request
Test Results & Review	Results accessible for Inspira's Employee Health team thru encrypted email and/or another platform provided by vendor
	Vendor has in-house Medical Review Officer (MRO) or contracts with MRO services to certify results
Vendor Availability (preferred but not required)	Vendor able to provide mobile services in any regional location outside of Inspira's sites

## 2.4 Scope of Services

### 2.4.1 Implementation Services

Inspira is seeking to enter an Implementation Service Agreement. This may include, but is 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

### 2.4.2 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)

## 2.5 Project Timeline

As referenced in section 3.4, Inspira is seeking to commence implementation no later than Q1 of 2025.

# 3 Processes and Procedures

## 3.1 Proposal Contents

To be considered a complete response to the RFP, prospective vendor 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	<a href="mailto:schiowitza@ihn.org">schiowitza@ihn.org</a>

### 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	<i>July 24, 2024</i>
Deadline for Submitting Questions	<i>August 30, 2024</i>
Proposal Due Date	<i>September 30, 2024</i>
Inspira Decision	<i>October 7, 2024</i>
Professional Services Start Date	<i>January 1, 2025</i>

### 3.5 Presentation & Demonstration

#### 3.5.1 Purpose

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

The purpose of the meeting is to give prospective vendors 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 2.3
- 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 section 3.4. Prospective vendors 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 vendors 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 vendor demonstrations or discussions will be included in the selection process. Inspira reserves the right to select the vendor 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:

<b>Criteria</b>	<b>Percentage</b>
Work Plan including proposed solution, requirements delivery, and proposed timeline	25%
Company Qualifications including company profile, relevant experience, and project team	15%
Proposed Training, Support, Service, and Warranties	15%
Project Management and Collaborative Approach	15%
Cost	15%
References	10%
Clarity and Completeness of submitted proposal	5%
	<b>100%</b>

### 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 Drug Testing Services

Please list the costs for compensation you propose for drug testing services 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.