

Patient Waiting Room Pagers
Request for Proposal 5-2550

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University of
Connecticut Health
Center Procurement

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I. Overview of the University of Connecticut Health CenterA. Introduction

The UConn Health Center is a vibrant, integrated academic medical center. It is at the center of Bioscience Connecticut, a bold plan introduced by Connecticut Governor Dannel P. Malloy and approved by the Connecticut General Assembly in 2011. The plan will strengthen Connecticut's position as a national and global leader for bioscience innovation and improve access to quality health care for Connecticut citizens for generations to come.

Based in Farmington, Connecticut – a popular suburb of the state's capitol of Hartford – the UConn Health Center is home to the School of Medicine, School of Dental Medicine, John Dempsey Hospital, UConn Medical Group, UConn Health Partners, University Dentists and a thriving research enterprise, which now includes the new Cell and Genome Sciences Building.

With approximately 5,000 employees, the UConn Health Center is a major economic driver in the region, generating nearly \$1 billion annually in gross state product. It is closely linked with the University of Connecticut's main campus in Storrs through multiple, cross-campus academic and administrative projects. In fact, the UConn Health Center represents half of the University: half of its budget; half of its employees and half of its research portfolio.

In all, the practice includes more than 450 physicians with expertise in more than 50 specialties.

Through Bioscience Connecticut, a new Ambulatory Care Center will be constructed on the UConn Health Center campus to house existing services and support the work of new faculty that will be joining the UConn Health Center.

B. Health Services

The university hospital, John Dempsey Hospital, has 224 beds and provides specialized and routine inpatient and outpatient services for adults. It is widely recognized for its excellence in maternal fetal medicine, cardiology programs, cancer care and orthopedics. In addition, the John Dempsey Hospital is home to the only full service Emergency Department in the Farmington Valley.

Through Bioscience Connecticut, construction will begin in 2013 for a new patient care tower on the Health Center campus, as well as renovations to the existing John

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Dempsey Hospital. The projects are expected to be completed in 2016 and 2018, respectively.

C. Educational Programs

Dedicated to providing broad educational opportunities in the biomedical sciences, the Health Center offers degree programs in medicine (M.D.), dental medicine (D.M.D.), and biomedical sciences (Ph.D.); master's degree programs in public health and dental science (M.P.H, M.D.S.); postdoctoral fellowships; residency programs providing specialty training for newly graduated physicians and dentists; and continuing education programs for practicing health care professionals. Combined degree programs, such as the M.D./Ph.D., D.M.D./Ph.D., Dental Clinical Specialty/Ph.D. and M.D./M.P.H. are also offered.

The UConn Health Center is the only academic health center in the nation where a medical school was founded concurrently with a dental school. As the schools took shape during the 1960s, their planners took advantage of their simultaneous evolution to forge strong links between them. Most notably, medical and dental students share an essentially common curriculum during the first two years of their four-year degree programs. During this period they study the basic medical sciences together. This experience provides UConn's dental students with an especially strong foundation in the biomedical sciences that undergird the dental profession. Reflecting its close ties to medicine, the dental school awards its graduates the D.M.D. - doctor of dental medicine.

Each year in Farmington, about 352 students work toward their medical doctor's degree and 178 toward their doctor of medical dentistry degree. Another 339 students pursue graduate degrees. Admission to each school is highly competitive, but both schools offer preferential consideration to qualified Connecticut residents in their admissions policies. In the years since the Health Center graduated its first students in 1972, 1,412 men and women have received their D.M.D. degree; 2,972 their M.D. degree. About 35 percent of School of Medicine graduates are currently practicing in Connecticut and close to 50 percent of School of Dental Medicine graduates are taking care of patients in our state.

Through a variety of residency programs, the School of Medicine provides postgraduate training for more than 600 newly graduated M.D.s each year. These physicians come from all over the country to acquire advanced skills in fields such as the surgical specialties, internal medicine, and more. Some of the residency training occurs on the Health Center's main campus, but much of it takes place in community hospitals in Greater Hartford – thus extending the Health Center's influence far beyond Farmington.

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D. Research Programs

Since the Health Center's inception, its administration and faculty have been committed to maintaining high-quality research programs as part of the institution's fabric. This commitment has enabled the Health Center to recruit distinguished researchers with expertise in neuroscience, vascular biology, molecular biology, molecular pharmacology, biochemistry, cell physiology and cancer immunology, among other fields.

Through Bioscience Connecticut, the original research building on the UConn Health Center campus will be renovated and modernized. New space for start-up bioscience businesses will be added to the new Cell and Genome Sciences Building.

In addition, Bioscience Connecticut is bringing about a new collaboration between the state, UConn, UConn Health Center, Yale University, and the prestigious Jackson Laboratory. The project will enable Connecticut to assume a position of global leadership in genomics and personalized medicine by developing new medical treatments tailored to each patient's unique genetic makeup. The Jackson project will be housed in a new building under construction on the UConn Health Center campus.

These developments follow the addition in 2010 of the University's Cell and Genome Sciences Building that houses the Stem Cell Institute as well as cutting edge cell biology and genetics research, and technology transfer in the areas of stem cell biology, advanced microscopy and imaging, computational biology, and genetics. They unite in a cross-disciplinary, collaborative setting to enhance Connecticut's role as a leader in stem cell research and accelerate discoveries that ultimately could lead to therapies treating a broad range of diseases and disorders.

The UConn Health Center is also home to a robust clinical trials program that intersects with many clinical specialists. And all intellectual endeavors are supported by the Lyman Maynard Stowe Library.

E. Our Campus

Construction of the Health Center's main campus began in 1966. The main complex occupies a prominent hilltop near I-84 and the Farmington-West Hartford line. The massive, circular building originally contained about 1.2 million square feet, seven miles of corridors, and 2,000 rooms. Its first major addition, the Andrew J. Canzonetti, M.D. Building, was dedicated in 1994. It added 94,000 square feet next

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to John Dempsey Hospital. The Health Center's Academic Research Building opened in 1999. The impressive 11-story structure provides 173,647 square feet of state-of-the-art laboratory space.

The Medical Arts and Research Building (MARB), which opened in 2005, added to the campus a four-story, 103,663 square-foot, facility for care and research related to conditions affecting bones, joints and connective tissue. The MARB houses an open MRI, physical therapy and rehabilitation services, as well as, clinical services including orthopaedics, rheumatology and neurosurgery. It also is home to the Farmington Surgery Center, a multispecialty outpatient surgery center.

In 2010, the Cell and Genome Sciences building added another 118,844 square feet to the Health Center's research enterprise. It houses research laboratories, offices, a 100-seat auditorium, cafeteria, and incubator space for businesses eager to commercialize stem cell science.

In all, the UConn Health Center campus in 2011 consists of 37 buildings totaling over 2.1 million square feet.

By 2018, Bioscience Connecticut will have transformed the UConn Health Center campus through the construction of a new patient care tower; renovations to the original research building, including a significant increase in incubator space; the construction of an outpatient patient care building; and renovations to the existing John Dempsey Hospital.

II. Purpose of Request for Proposal (RFP)

The University of Connecticut Health Center (UCHC) is requesting proposals from qualified organizations for patient waiting room pagers in an effort to allow our patients to roam throughout our facility, its grounds and the surrounding area while waiting for scheduled physician appointments. This technology will be utilized in our new state of the art outpatient clinic center and potentially in our outpatient clinics located in and around the campus.

The goals of this RFP are to dramatically enhance how patient notifications are handled in our new Outpatient Care Center, Hospital Emergency Department and Surgical Services waiting rooms using our existing wide-area paging network and new in-building wireless system. The tool should streamline the waiting room process and alleviate waiting room congestion as well as provide an alert that is conducive to a health care setting in furtherance of UCHC's mission to help people achieve and maintain healthy lives and restore wellness/health to maximum attainable levels.

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III. Resultant Contractor Responsibilities

Refer to the UCHC RFP-04.1 RFP Master Questions Template to obtain the resultant contractor responsibilities.

IV. Proposer Qualifications and Requirements

Refer to the UCHC RFP-04.1 RFP Master Questions Template to obtain the proposer qualifications and requirements. Subcontractors cannot be used to meet specified requirements.

A. Proposer Credentialing

UCHC is committed to providing the best patient care available to our patients. To that end, we must ensure that our vendors are compliant with hospital policy and industry standards. UCHC requires that vendors provide documentation that they will abide by our standards for environmental health, safety, privacy, and quality. To assist with credentialing all vendor representatives in the most efficient way, UCHC has contracted with Vendormate, Inc.

B. Background Checks

In accordance with UCHC Policy No. 2001-3 and applicable Federal and state laws, the UCHC Public Safety Department shall conduct security background investigations and Federal sanctions checks on all contractor and proposer employees prior to commencing work on UCHC premises. There is a fee of \$75 for each background check completed. The fee is payable in advance and shall accompany the submission of the Background Information Check Sheet.

V. Resultant Contract Period, Funding, and Number of Awards

Any contract that results from this bid may be processed through either UCHC or the UConn Health Center Finance Corporation ("UCHCFC"). UCHCFC is a statutorily-created public instrumentality and political subdivision of the state of Connecticut that was established to promote UCHC's efficient and effective provision of health care services. In performing its statutory functions, UCHCFC enters into a variety of contracts on behalf of UCHC's clinical operations.

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UCHC is requesting proposals for a resultant contract period commencing on 04/01/2014 until 03/31/2017 (the "Term"), which Term may be renewed by UCHC for two (2) additional one year periods. The resultant contract period may change subject to UCHC project schedules.

To ensure a fair, open, and competitive process, UCHC will not disclose the funding available for this RFP.

Under this Request for Proposal (RFP), UCHC expects to award one resultant contract for the Patient Pagers project.

VI. Contract

Proposer acknowledges receipt and acceptance of the UCHC standard contract. Proposers will be expected to sign the UCHC standard contract as written, unless the RFP response includes a document that sets forth proposer's specific, requested changes to the UCHC standard contract, using either the "Compare" or "Track changes" functions in MS Word. Such requested changes (in an MS Word editable document) must be made available in electronic format upon request. In addition, proposer must include contact information for the person responsible (at proposer company) for negotiating any requested contract changes. Any proposed changes to the UCHC Standard contract will be considered a conditional proposal (as defined in section 4), which may result in rejection of proposer's response, in whole or in part.

VII. Contract Transition

At the end of the Contract term resulting from this RFP, the University may publish another RFP for same services. The awarded vendor of this RFP agrees to provide a smooth and orderly transition to any new service provider (Successor) to ensure minimal disruption and to avoid any decline in service to UCHC. Respondent must be available and cooperative in any transition at the Contract close-out.

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VIII. Procurement Contact Information

Any questions, comments, proposals, and other communications regarding this RFP must be submitted in writing and must be clearly identified as pertaining to this RFP. Proposers who solicit information about this RFP, either directly or indirectly, from sources other than the individual listed below may be disqualified. The contact person for this RFP is:

Margaret Gilbert
 Fiscal Administrative Officer
 University of Connecticut Health Center
 16 Munson Road, 2nd Floor
 Farmington, CT 06034-4036
 Mail Code: 4036
 Telephone: 860-679-1988
 Fax: 860-284-5873
 Email: MGILBERT@ADP.UCHC.EDU

IX. Request for Proposal (RFP) Schedule

The following schedule, up to and including the deadline for submitting proposals, shall be changed only by an Addendum to this RFP. Dates after submittal of proposals are target dates only. They are provided for planning purposes only and are subject to change.

The following schedule is tentative and is subject to change.

Milestone	Target Date
1. RFP posting/release	10/28/2013
2. Deadline for written questions (no later than 3:30 p.m. eastern standard time)	11/12/2013
3. Posting/release of responses to written questions (Addendum)	11/15/2013
4. Proposals due (no later than 2:00 p.m. eastern standard time)	11/25/2013
5. Meetings & Demos with proposers end	12/30/2013
6. Contractor selection	01/13/2014
7. Contract negotiations end	02/28/2014
8. Contract start	04/01/2014

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X. Questions and Addenda

Interested proposers may submit questions regarding this RFP by email only to the contact person listed in this RFP. Questions submitted other than by email will not be accepted or considered. Proposers must refer to the specific RFP paragraph number and page and must quote the passage being questioned. To be considered, questions regarding this RFP must be received by the contact person by the due date/time specified in this RFP. The early submission of questions is encouraged. It is solely the proposer's responsibility to ensure and verify UCHC's receipt of questions.

UCHC will respond only to those questions that meet the specified due date/time and criteria listed above. Official responses to all questions will be in a Questions/Answers Addendum to this RFP posted on the State Contracting portal at <https://www.biznet.ct.gov/AccountMaint/Login.aspx>.

The expected posting/release date for the Questions/Answers Addendum is listed in this RFP Schedule. It is solely the proposer's responsibility to access the State Contracting portal to obtain all Addenda or official announcements pertaining to this RFP. Proposers shall provide a signed acknowledgement of the receipt of all Addenda with their proposal.

XI. Proposal Submission InstructionsA. Number of Copies

To submit a responsive proposal, proposers shall provide UCHC with one original (clearly marked) and eight exact, legible copies of the proposal in clearly identified sealed envelopes or sealed boxes by the stated due date/time. In addition, one exact electronic copy (compact disk or jump drive) of the entire proposal in a non-PDF format must be submitted with the original. Those required documents that cannot be converted into electronic format may be excluded from the electronic copy. All materials must be in their original UCHC format (Word or Excel) except those items such as pictures or signatures that cannot be scanned into a Word document.

B. Binding of Proposals

To submit a responsive proposal, proposers shall submit a proposal in a format that will allow pages to be easily incorporated into the original proposal. An original (clearly marked) and all copies must be submitted in loose-leaf or spiral-bound notebooks with the proposer's official

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name on the outside front cover of each binder and on each page of the proposal (location is at the proposer's discretion).

C. Page Numbers

Each page of the proposal must be numbered consecutively in Arabic numbers from the beginning of the proposal through all appended materials.

D. Cross-referencing RFP and Proposal

Each section of the proposal must cross-reference the appropriate section of this RFP that is being addressed. This will allow UCHC to determine uniform compliance with specific RFP requirements.

XII. Proposal Requirements

Proposers shall include responses to all requested information in their RFP response in sufficient detail for UCHC to determine that all RFP requirements have been met. Failure to provide all information may result in proposal rejection. Proposers should not include a copy of this RFP as part of their response. UCHC does not want a rewrite of this RFP's requirements, since such a proposal would show a lack of understanding of the project and an inability to implement the project.

A. Organizational Capability and Structure

Responses to this section must describe the proposer's background and experience. The responses must also address the details regarding the proposer's size and resources relevant to this RFP. To submit a responsive proposal, proposers shall:

1. General Proposer Information - Provide detailed information on its company including, but not limited to, the following:
 - a) Company name and address
 - b) Name, telephone number, fax number, and email address of contact person
 - c) Number of staff

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- d) Year the company was established and number of years in business
2. Proposer Qualifications - Describe how its experience meets the requirements of this RFP.
 3. Summary of Relevant Experience - List the projects completed within the last three years in the area of Patient Pagers with emphasis on activities relevant and related to the requirements specified in this RFP.
 4. Organizational Chart - Provide an organizational chart showing the hierarchical structure of functions and positions within its organization.
 5. Audited Financial Statements - Provide audited financial statements or equivalent information for each of the last three appropriate fiscal years (statements must be prepared by an independent Certified Public Accountant and reviewed or audited in accordance with Generally Accepted Accounting Principles).

If proposer has been in business less than three years, the proposer shall include any financial statements prepared by a Certified Public Accountant and reviewed and audited in accordance with Generally Accepted Accounting Principles for the entire existence of such firm or corporation.

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B. Proposer's References

To submit a responsive proposal, proposers shall provide three specific references for the proposer. References must be able to comment on the proposer's capability to perform the services specified in this RFP. The contact person must be an individual familiar with the proposer and its day-to-day performance. If the proposer has been a State contractor within the last three years, the proposer must include a State of Connecticut reference. Proposers are strongly encouraged to call or write their references to ensure the accuracy of their contact information and their willingness and capability to be references. References must include:

1. Organization's name, address, telephone number, fax number, email address, and Web address (organizations must be of comparable size and complexity as UCHC)
2. Name and title of a contact person
3. Brief description of the services provided to referenced customer
4. Initial service date

C. Cost

Refer to the UCHC RFP-04.1 RFP Master Questions Template.

XIII. Evaluation and SelectionA. Selection Committee

It is UCHC's intent to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. Only proposals found to be responsive to this RFP will be evaluated and scored. A responsive proposal must comply with all instructions listed in this RFP. A Selection Committee comprised of Clinical Informaticists, Clinical Engineering, Organizational Excellence, Information Technology, out-patient Nurse Management, and Medical professionals will evaluate qualified proposals submitted in response to this RFP and recommend finalists for consideration. The Selection

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Committee shall evaluate all proposals that meet the Minimum Submission Requirements.

The Committee will rank and numerically score the responses. The Committee may choose a Short List of Proposers to give presentations to the Selection Committee. Following any requested presentations, the Selection Committee will make a recommendation for award that best serves the interests of the University of Connecticut Health Center.

B. Communications during the Evaluation and Selection Process

All communications regarding this RFP will be restricted from the date of RFP opening through the execution of the contract to ensure confidentiality and impartial evaluation of all proposals, except as necessary for the Selection committee to complete their evaluation.

UCHC, through the Procurement and Operations Department, may request that any proposer clarify or supplement any information contained in their response. UCHC requires proposers provide a written response within five (5) business days, or sooner, of receipt of any request for clarification by UCHC.

UCHC shall not discuss the RFP evaluation process with any proposer unless additional information is requested by the Selection Committee. No proposer may contact any UCHC department, employee or Selection Committee member outside of any scheduled evaluation meeting(s), which shall be arranged by the UCHC Procurement and Operations Department. Violation of this requirement may result in disqualification of that proposer's response from consideration for award.

C. Meetings with Proposers

At its discretion, the Selection Committee may convene meetings with some proposers to gain a better understanding of the proposals. The meetings may involve demonstrations, interviews, presentations, and/or site visits. If the Selection Committee decides meetings are warranted, a UCHC contact person will call or email proposers to schedule the meetings. All costs of attending these meetings are the responsibility of the Proposer.

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D. Evaluation Criteria and Weighting

The following criteria will be used in the evaluation process. They are presented as a guide for proposers in understanding the requirements and expectations for this project:

Requirement	Criteria	Weight
1. Red-lined Version of Contract	Must submit word version with bid response (not scanned)	5%
2. Functional Requirements	Understanding of functional aspects of the project, its purpose and scope, as evidenced by your detailed answers in the functional sections of the RFP including proposed approach work plan, methodologies and deliverables	25%
3. Technical Requirements & Integration	Understanding of the technical aspects/integration requirements of the project and its purpose and scope, as evidenced by your detailed answers in the technical and integration sections of the RFP.	30%
4. Proposer's References, Demos & Site Visits	Relevant experience and capability to deliver the proposed services supported by proposer's references, demos, site visits	20.0%
5. Cost & Warranty	Competitiveness of proposed cost & warranty	20.0%
		100.0%