



REQUEST FOR QUOTATIONS
RFQ# 23-0189

November 25, 2022

TO: Valued Prospective Offerors

Kona Community Hospital (“KCH”) and Kohala Hospital (“KH”) of the West Hawaii Regional Health Care System (“WHR”), a division of Hawaii Health Systems Corporation (“HHSC”) is soliciting quotations for:

Secure Clinical Communication Platform

The term of the contract (implementation, training, and support) is expected to be for 3 years, from approximately March 1, 2023 through February 28, 2026, with 2 3-year options to extend, unless sooner terminated or extended.

If your company is interested in providing the products and services described in this RFQ, please provide all bulleted items listed under Quote Preparation:

QUOTE PREPARATION

Cost Quotation:

- A fixed firm price for each line item on provided form (Attachment 2, Section 3);

Technical Quotation:

- Completed specification tables (Attachment 2, Sections 1 and 2);
- Any terms and conditions you will request HHSC to agree to;
- W-9;
- State of Hawaii General Excise Tax Number and Certificate;
- Redlines to the HHSC General Conditions (if any)
 - HHSC will only agree to the BAA that is imbedded in the General Conditions.

TIMELINE

Public release of RFQ	Friday, November 25, 2022
Virtual Demos	Week of November 28 and December 5, 2022
1st round of questions due from Offerors	Monday, December 12, 2022 by 2:00pm HST
1st Addendum release (if needed)	Wednesday, December 14, 2022
Quote Due Date	Tuesday, December 20, 2022, by 2:00PM HST
Discussions with Offerors (optional)	
Award of Contract (tentative)	Week of December 26, 2022

HHSC is under no obligation to accept any quotations. The KCH CEO, or a designated representative, may execute a contract with the Company/Individual whose quotation is determined to be the best value to HHSC. The contract will be subject to the HHSC General Terms & Conditions referenced at https://www.hhsc.org/wp-content/uploads/HHSC-General_Conditions-Purchase_of_Goods_and_Services_from_Non-HSP-Non-HRS_103D.pdf. Include in your response any revisions your company requests to the HHSC General Conditions. Revisions not requested at time of quotation will not be considered.

ADDENDA AND INTERPRETATIONS

Discrepancies, omissions, or doubts as to the meaning of specifications should be communicated in writing to the Issuing Officer listed below for interpretation. **These must be received no later than the Questions Due date(s) as stated in the Timeline table above.**

Any interpretation, if made, and any supplemental instructions will be in the form of written addenda to the specifications, which will be made available to all prospective Offerors prior to the due date in accordance with the RFQ timeline. Failure of any offeror to receive any such addendum or interpretations shall not relieve the offeror from an obligation under his quotation as submitted. All addenda so issued shall become part of the contract documents.

BASIS OF AWARD

Cost is a major factor for award but is subject to review only after review of the technical proposal and the best qualified Offeror are determined. Minimal or no redlines to the HSHC General Conditions will be viewed as favorable by WHR. Contract award is based solely on WHR's determination of the best overall value to WHR. WHR reserves the right to further negotiate.

ISSUING OFFICERS

The Issuing Officer or her designee is responsible for administering/facilitating all requirements of the RFQ solicitation process and are the only points of contacts for OFFEROR from date of public announcement of the RFQ until the selection of the successful OFFEROR. Contacting any WHR staff other than the Issuing Officers may result in disqualification from the RFQ. The Issuing Officer will also serve as the Contract responsible for contractual actions throughout the term of the contract. The Issuing Officers are:

<p style="text-align: center;">West Hawaii Region</p> <p>Yvonne S. Taylor, Sr. Contracts Manager Email ytaylor@hhsc.org Direct (808) 322-4442 Fax (808) 322-4488</p> <p style="text-align: center;"><i>AND</i></p> <p>Michelle Gray, Contracts Assistant II Email mgray@hhsc.org Direct (808) 322-5830</p>

NOTICE OF AWARD

Your quotation will be reviewed and notice of acceptance or rejection will be provided electronically, as soon as practical.

VIRTUAL DEMOS

Due to Hawaii's remote location and the availability of virtual collaboration software, Offerors are invited to provide a virtual demonstration of their solution being offered. Each Offeror will be provided one (1) one (1) hour time slot to present its proposed solution to the RFQ evaluation committee. Each Offeror is requested to provide its own zoom/teams/other solution web meeting link at least 72 hours prior to the assigned time. At this time, a general overview demo is requested and should KCH have follow up questions or a second more in-depth demo is determined to be necessary, the appropriate Offerors will be contacted.

Thank you for your interest in doing business with HHSC.

ATTACHMENT 1

Scope of Services

Background

Currently, Kona Community Hospital (“KCH”) has an outdated communication system that does not offer modern technology solutions. In June 2023, KCH will implement the Queen’s Epic EMR system. We are exploring all forms of effective communication systems to improve patient care and safety, support all staff communication needs and integrate with EPIC.

Purpose

The purpose of a new communication system is to improve communication amongst staff and physicians which meets regulatory and HIPAA requirements. The purpose is to have a system that is easy to use by all, offer simple implementation and low maintenance costs. Communications will need to occur between hospital staff members in including nursing, managers, pharmacy, lab, PT, OT, Environmental Services, Security, etc. A key purpose is to embrace current communication technology used by all (Smart Phones, Texting, Photos and Alerts). We feel that improved communications will improve patient safety and satisfaction. Physicians are critical to this communication initiative, therefore, the goal is to improve their ability to manage patient issues, communicate promptly with staff and manage via real-time their on-call schedules.

Instructions

Follow instructions in Sections 1, 2 and 3 (Excel spreadsheet with one sheet per section). Any clarification or additional information should be written in the Comments column. Attach supporting product information as either requested by KCH or determined to be necessary by OFFEROR. Additional Sheets, if used, must be labeled clearly.

Quote

Pricing **must** be listed using the table in Section 3. OFFEROR may attached its standard quote sheet in addition to Section 3 if desired. HHSC participates in Vizient GPO, so all OFFERORS are urged to provide such pricing, or better, if your company holds a Vizient contract. Provide Vizient Contract Number if using Vizient pricing.

SECTION 1

Vendor Questionnaire		Response / Comments
1.00	General Overview	
1.01	Describe how Secure Clinical Communications Platform factor into the overall company strategy versus other product offerings.	
1.02	Describe any new advancements within the scope of this technology that are planned for release within the next year.	
1.03	How many distributors does your company currently use for products sales and service?	
1.04	Where is the closest service office to our geographic location?	
1.05	Has the FDA or other regulatory agency issued any warning letters, alerts, or actions for your company's products in this category within the last 3 years? If YES, please attach documentation or explain in the comments section (include number and description of product involved, the date of incident/letter, a description of the incident/letter, and any action(s) taken by your company).	

SECTION 2

Technical Specs - Secure Clinical Communications Platform		Indicate if your solution meets requirements using the drop-down menu	Response / Comments
1.00	Minimum features and performance criteria for Secure Clinical Communications Platform to be proposed include: General Requirements		
1.01	Solution is able to send and receive messages via web interface		
1.02	Solution is able to send and receive messages via mobile app		
1.03	Solution includes secure app for use with mobile operating system: iOS		
1.04	Solution includes secure app for use with mobile operating system: Android		
1.05	Solution includes secure app for use with mobile operating system: Windows Phone		
1.06	Solution includes secure app for use with mobile operating system: Other		
1.07	Solution allows users to send and receive messages from any PC		
1.08	Two-way real time messaging		
1.09	Solution is able to send and receive alerts with sound		
1.10	Audible tones for incoming messages based on priority levels		
1.11	System should have several levels of alert sounds, especially if they are using it as a common interface for text/voice/secondary alert.		
1.12	Ability to customize alert sounds		
1.13	Ability to customize sound based on type of message: text/voice/secondary alert		
1.14	Does a banner or other visual notification pop up over idle phones, those on another call, and to override any open app?		
1.15	Ability to send and receive images		
1.16	Ability to send and receive videos		
1.17	Ability to send and receive voice notes		
1.18	Ability to send and receive files (e.g. PDF, Excel)		
1.19	Ability to send links to cloud-based files, images, or videos (e.g. files located on Dropbox, SkyDrive)		
1.20	Ability to determine if a sent message has been delivered		
1.21	Ability to determine if a sent message has been read		
1.22	Message delivery confirmation/acknowledgement		
1.23	Ability to recall sent message before it has been read		
1.24	Ability to recall sent message after it has been read		
1.25	Ability to set message timeframe (i.e. message will automatically be deleted after certain period of time)		
1.26	Messages can be automatically routed/sent to appropriate caregiver		
1.27	Messages can be sent to individuals based on a name search		
1.28	Messages can be sent to individuals based on role		
1.29	System includes customizable "rules" engine to allow customizable routing of messages based on specific events and other conditions		
1.30	Messages and alerts can have customizable escalation path based on role/group, or other conditions		
1.31	Ability to review message history		
1.32	Ability to print messages		
1.33	Message notification while on an active call		
1.34	Automatic forwarding of unanswered calls		
1.35	One button callback to nurse station or other pre-defined locations		
1.36	Caller ID		
1.37	Voice driven communications/demands		
1.38	Text message conversion to audio message		
1.39	Call waiting		
1.40	Multi-person conferencing		
1.41	Ability to transfer a call to a desk phone or forward call to cell phone		
1.42	Solution includes VoIP functionality		
1.43	User is able to set their current status within the application (i.e. away, on call, etc.)		
1.44	Solution can send and receive messages using cellular data or Wi-Fi		
1.45	System includes directory functionality		
1.46	Solution can display a list of available users and their respective status		

1.47	Please describe the statuses available to assign and automatic functionality. Can these be customized?		
1.48	System allows visibility of assignments - (Nurse to patient/room, charge nurse to unit, etc.)		
1.49	Please describe assignment capabilities. Can these be customized?		
1.50	Interface to scheduling(assignment) software to match device to user to role. Specify inbound/outbound/both		
1.51	Solution includes user demographic and location information visible to other users		
1.52	Users are able to send out group messages		
1.53	Users are able to send requests for help to predefined groups or other users in close proximity		
1.54	Users are able to create "favorites" list of contacts (most commonly called individuals/groups)		
1.55	Ability to assign priority to messages.		
1.56	Contacts can be grouped by relevant differentiators (i.e. specialty, on call status, location, etc.)		
1.57	Solution includes a set of predefined "quick messages" which can be sent without typing (e.g. On my way, assistance needed in room X). Can users define their own "quick messages?"		
1.58	Solution supports on-call scheduling (please describe)		
1.59	Please describe ability to integrate with clinical pathways		
2.00	Wireless Devices		
2.01	Solution supports iPhones and other iOS devices, (preferred device)		
2.02	Please specify the wireless device models recommended / supported		
2.03	Do you provide the OS images for all firmware updates including a tested version of the os e.g. android?		
2.04	Is a handheld wireless device being quoted? If so, please provide specifications below:		
2.05	Battery capacity		
2.06	Battery life (hours)		
2.07	Rechargeable Li-ion battery		
2.08	Battery's must have the ability to cover 12 hour shift		
2.09	Recharge period (hours)		
2.10	Battery is removable from device		
2.11	Weight, kg (lb)		
2.12	L x W x H, cm (in)		
2.13	Device includes an easy to read display		
2.14	Device is robust enough for healthcare (i.e. could survive a drop from 6 ft. to a hard surface, or drop in water)		
2.15	Does your device have a fluid ingress rating (e.g., IPX7)?		
2.16	Device is encased in an antimicrobial housing		
2.17	Device able to be disinfected. Compatible with common EPA registered disinfectants, including one effective for C.diff		
2.18	Device supports Four digit dialing and shortcut access		
2.19	Voicemail		
2.20	Existing incoming / outgoing trunking for calling		
2.21	Speech Attendant		
3.00	Management and Administration		
3.01	Solution includes a centralized management interface		
3.02	Is centralized management functionality accessible through a web interface?		
3.03	All calls monitored via central monitoring system		
3.04	Call recording can be managed through the central monitoring system		
3.05	All call information must have easily accessible detailed logs		
3.06	All messaging to/from phone must have easily accessible detailed logs		
3.07	System software can be updated via management interface		
3.08	Devices can be remotely configured		
3.09	Devices can be remotely updated		
3.10	Centralized staff and clinician phonebook can be managed		
3.11	Control of user permissions and authentication		
3.12	Configure group policies		
3.13	Manage certificates		
3.14	Monitor devices remotely		
3.15	Track device location		
3.16	Remotely wipe application data		
3.17	Remotely lock device		
3.18	Set message lifespan parameters		
3.19	Remotely reset user password		
3.20	Push mass notifications to all users or predefined group of users		
3.21	Display usage analytics		

3.22	Access archived messages		
3.23	Solution supports schedule creation and modification		
3.24	Publish schedules that are viewable to relevant users		
4.00	Integration and Interfacing		
4.01	Solution can be integrated with existing unified communication systems and services		
4.02	<i>Intentionally left blank</i>		
4.03	All physiologic monitoring alarms with a ten second waveform should be available from any vendor.		
4.04	Please describe the middleware vendors and physiologic monitors from which your solution can accept alerts		
4.05	Supports Electronic Medical Record HL7 or relevant interface		
4.06	Supports FHIR		
4.07	Solution can be integrated with existing staff assignment applications		
4.08	Does the proposed solution include staff online status based on automated presence services?		
4.09	If so, which presence servers are supported? (e.g. Jabber, Lync, XMPP, etc.)		
4.10	Solution supports VoIP telephone integration capabilities (please describe)		
4.11	Solution supports cell phone integration capabilities (please describe)		
4.12	Solution supports text and voice pager integration capabilities (please describe)		
4.13	Solution supports PBX integration capabilities (please describe)		
4.14	Solution supports integration/syncing with existing pager system		
4.15	Supports Bed Management HL7 or relevant interface (please describe integrated functionality)		
4.16	Tracks bed status and housekeeping requests		
4.17	Supports Nurse call system HL7 or relevant interface (please describe integrated functionality)		
4.18	Supports bed alarms, nurse call events		
4.19	Supports receipt of nurse call messages and alerts that are encrypted		
4.20	Supports OR Systems HL7 or relevant interface (please describe integrated functionality)		
4.21	Supports OR Room status		
4.22	Supports service and supply requests		
4.23	Supports asset tracking HL7 or relevant interface (please describe integrated functionality)		
4.24	Displays asset location		
4.25	Supports laboratory HL7 or relevant interface		
4.26	Routes laboratory results based on preset workflow and customizable delivery rules		
4.27	Supports ADT (patient demographics) HL7 or relevant interface		
4.28	Supports Radiology Information System HL7 or relevant interface		
4.29	Supports Picture Archiving and Communications System HL7 or relevant interface		
4.30	Please specify other HL7 or relevant interfaces supported to ancillary systems		
4.31	Solution can be integrated to IT networking equipment and monitoring (routers, switches, servers, etc.)		
4.32	Solution can be integrated to HVAC Systems		
4.33	Solution can be integrated to Security systems		
4.34	Solution can be integrated to Fire alarm systems		
4.35	Solution supports Active Directory integration		
4.36	Does the solution support database exportation to other software for analysis and querying?		
4.37	Solution supports integration with other systems not described?		
5.00	Reporting and Auditing		
5.01	Solution includes a built-in reporting tool that includes ad hoc reporting functionality		
5.02	Solution includes numerous template-based reports for event notification reports (by device or call point)		
5.03	Solution includes numerous template-based reports for detailed activity alerts (by device or call point)		
5.04	Solution includes numerous template-based reports for average alarm duration (by device or call point)		
5.05	Solution includes numerous template-based reports for basic assignment report (by device or call point)		
5.06	Solution includes numerous template-based reports for activation summary report (by device or call point)		
5.07	Please include a listing of any other predefined reports available through the system		
5.08	Solution maintains an extensive audit log		
5.09	Audit trail capabilities including delivery and response times		
5.10	What is included in audit logs? How are audit logs stored?		
5.11	Assignment tracking and auditing		
5.12	Solution maintains a complete history of all alarms, events, and communication		
5.13	Solution can interface with SSRS and other data analysis tools		
6.00	Predictive Analytics		
6.01	Solution includes build-in predictive analytics functionality. Please describe.		

6.02	Solution includes proactive alarm functionality		
6.03	Solution shall correlate fall risk to bed configuration		
6.04	Solution shall correlate laboratory values to alarm types or grades		
6.05	Solution supports the ability to apply predefined and custom clinical protocols		
6.06	Please describe any additional predictive analytics functionality available with this solution		
7.00	System Configuration		
7.01	Hardware platform		
7.02	Operating systems		
7.03	Program languages		
7.04	Database management systems		
7.05	Storage media and capacity		
7.06	Peripheral devices		
8.00	Networking		
8.01	Architecture		
8.02	Communication protocols		
8.03	Cable types		
9.00	Security & Connectivity		
9.01	Radio frequency (e.g. 2.4 GHz)		
9.02	Transmission type (e.g. Direct Sequence Spread Spectrum)		
9.03	Transmission data rates (e.g. 1 Mb/s)		
9.04	Transmission power (e.g. 50 mW)		
9.05	Wireless security (e.g. WPA, WEP etc.)		
10.00	Security		
10.01	Solution is HIPAA compliant		
10.02	Has the solution been certified to be HIPAA compliant? If so, by what certifying body?		
10.03	User access to application requires password or pin		
10.04	Can password or pin length and complexity be set by administrators?		
10.05	Can passwords be set to expire after a certain length of time?		
10.06	After a period of activity will the user be automatically logged out of the account?		
10.07	Can inactivity period be defined by administrators?		
10.08	What type of encryption is used during message transmission (please describe)		
10.09	Are messages stored on receiving device? If so, what type of encryption is used?		
10.10	Are messages stored in a centralized database? If so, what type of encryption is used?		
10.11	What other elements are encrypted (e.g. attached images, passwords, etc.)? How are these data encrypted?		
10.12	If data is stored by your company what controls and safeguards are in place to ensure data security and integrity?		
10.13	Do you perform security risk assessments regularly?		
10.14	How do you ensure that ePHI is secured while in transit?		
10.15	How do you ensure that ePHI is secured while at rest?		
10.16	Has your company experienced any data breaches within the past 2 years? If so, what steps did you take to notify customers and mitigate risk?		
10.17	If a user leaves the organization or no longer has access to the messaging solution can the messaging data be wiped from the devices remotely?		
11.00	Implementation		
11.01	Provide a list of roles with skill levels required for the implementation phase. Include skill levels for each role and estimated amount of time per role that will need to be committed to the implementation of this system.		
11.02	For each role, include the skill level and estimated amount of effort (hours, % of FTE) that will be required for the implementation of this system.		
11.03	Define the roles and responsibilities of the implementation staff as provided by your company for the implementation		
11.04	Provide an IT implementation project plan complete with milestones and estimated timeline		
11.05	Provide a sample project plan based upon the size and scope as defined in this RFQ		
11.06	Training and Conference		
11.07	Provide a list of technical skills required to maintain the proposed solution		
11.08	What training recommendations for technical staff should be taken prior to beginning the system implementation?		
11.09	Provide a course catalog, if appropriate		
11.10	Provide the pricing structure for training classes		
11.11	Does the purchase price include training credits?		
11.12	Does the company offer certification training of any sort?		
11.13	Are there standard resource recommendations required to implement the system, such as, DBA, UNIX, NT, Network, LDAP, Functional Experts, Q/A, Web Programmer, Conversion Programmer, Interface Programmer, Project Management, Other?		

11.14	Are there standard resource recommendations required to support and maintain the system, such as, DBA, UNIX, NT, Network, LDAP, Functional Experts, Q/A, Web Programmer, Conversion Programmer, Interface Programmer, Project Management, Other?		
11.15	Is there a standard outline of training requirements by resource for implementation support and maintenance of the proposed solution?		
12.00	Training		
12.01	The seller shall provide training adequate to meet the needs of all operators.		
12.02	The seller shall provide training adequate to meet the needs of all biomedical personnel.		
12.03	Training shall be customizable to meet specific needs of the user.		
12.04	The system shall provide on-screen instructions to assist in the use of any function.		
12.05	User manuals shall be available for users (either printed, on CD, or online).		
12.06	The seller shall offer factory training for biomedical staff at no charge.		
12.07	Service manuals shall be available to the purchaser per JCAHO requirement EC01.01.01 ep3.		
13.00	Service and Support		
13.01	Equipment shall have a minimum 1 year warranty covering all parts and labor.		
13.02	Seller shall provide at least one preventive maintenance visit per year for the warranty term.		
13.03	Specify recommended preventive maintenance interval.		
13.04	Does the proposed solution include live technical and remote support options?		
13.05	Is live technical support available 24x7x365? If not, provide support hours.		
13.06	Is remote support available 24x7x365? If not, provide support hours.		
13.07	Describe the support coverage process for holiday and off-hours support.		
13.08	What are the expected response times for support request?		
13.09	What tools are provided to remotely monitor all components of the system to insure it is up and running 24x7x365?		
13.10	If not, what monitoring applications would be recommended and why?		
13.11	Are there any 3rd party requirements needed to support the system? Are these licensed with the proposed solution or must they be purchased separately?		
13.12	Are there specific procedures that must be performed on a daily/weekly/monthly/yearly basis as part of the upkeep and management of the system? Define per component.		
13.13	Provide any end of life or end of support letters, if applicable.		
13.14	Specify serviceable parts.		
13.15	Is support included for future workflow integration? What is the additional cost?		
13.16	Is support included for new interface development? What is the additional cost?		
13.17	Is support included for new report development? What is the additional cost?		

SECTION 3

Proposed Models and Pricing	One-Time Cost		Year 1 Support	Year 2 Support	Year 3 Support	Year 4 Support	Year 5 Support	Comments
If more than one model is proposed, copy this tab and add additional model pricing on separate tab(s).								
<i>Secure Clinical Communications Platform</i>	List Price	Quoted Price	Quoted Price (Full Service)	Quoted Price (Full Service)	Quoted Price (Full Service)	Quoted Price (Full Service)	Quoted Price (Full Service)	Additional details on proposed model, features, or support
Model Name:								
Included Features (list below)								
TOTAL PROPOSED COST:								
Optional Features Available (Specify and include itemized pricing for each option)								
Other Costs (if applicable)	List Price	Quoted Price						Additional details
Training								
Installation								
Other (please specify)								