

# REQUEST FOR QUOTATIONS

**RFQ# 24-0004**

March 12, 2024

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 Image Sharing Platform**

The term of the contract (implementation, training, and support) is expected to be for 3 years, from approximately April 1, 2024 through March 30, 2027, 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);

**Technical Quotation**:

* Required information in Quotation Information section;
* Any terms and conditions you will request HHSC to agree to;
* W-9;
* State of Hawaii General Excise Tax Number and Certificate;
* Certification of Good Standing from state of Hawaii DCCA ;
* Redlines to the HHSC General Conditions (if any)
  + HHSC will only agree to the BAA that is imbedded in the General Conditions.

**TIMELINE\***

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| --- | --- |
| Public release of RFQ | Tuesday, March 12, 2024 |
| Virtual Demos | March 18-20, 2024 |
| 1st round of questions due from Offerors | Friday, March 22, 2024 12pm HST |
| 1st Addendum release (if needed) | Monday, March 25, 2024 |
| **Quote Due Date** | **Friday, March 29 12pm HST** |
| Award of Contract (tentative) | Week of April 1, 2024 |

\*Dates on timeline are subject to change. Any major shifts will be communicated to Offerors.

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.

# OFFEROR’S RESPONSIBILITY

The Offeror is cautioned that it is the Offeror’s sole responsibility to submit information related to the evaluation categories and that HHSC is under no obligation to solicit such information if it is not included with the Offeror’s proposal. Failure of the Offeror to submit such information may have an adverse impact on the evaluation of the Offeror’s proposal.

# 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.

**QUOTATION INFORMATION**

Technical Proposal:

The Offerors should prepare their technical proposals to highlight all the elements of Scope of Service the Offeror’s program meets. The Offeror’s experience and past performance providing the requested services will be evaluated on the extent of its success in managing and integrating projects relevant to that defined in this Solicitation and General Requirements. Therefore, the Offeror is advised to submit any and all information which documents successful and reliable experience in past performances as related to this RFQ.

References:

References should be verifiable and be able to comment on the Offeror’s related experience. The Offeror should submit, at a minimum, two (2) professional references for similar services provided over the last three (3) years that would demonstrate the Offeror possesses an understanding and the experience in providing the required services.

Proposed Method of Approach:

The Offeror should utilize a written narrative or any other printed technique to demonstrate its ability to satisfy the requirements of the Scope of Services. When appropriate, the narrative should describe a logical progression of tasks and efforts starting with the initial steps or tasks to be accomplished and continuing until all proposed tasks are fully described. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of proposed action. The usage of technical language should be minimized and used only when necessary to describe a technical process.

Cost:

The evaluation of the category of Cost, as requested in RFQ Attachment 2, shall be based on the prices, as indicated on the Compensation and Fee Schedule submitted with Offeror’s quotation.

HHSC is not required to respond to each Offeror for further negotiations, even though that option is available.

Additional:

The Offeror may submit any other pertinent information that would substantiate the Offeror has the experience, expertise and capability to provide the required services.

**SUBMISSION OF QUOTATION**

OFFEROR is to submit its Quotation to the Issuing Officers no later than the “Closing Date for Receipt of Proposals”, identified in RFQ Timeline. Quotations received after this time/date may be rejected. If Offeror’s Quotation is larger than 10MB, please contact Issuing Officers at least 24 hours before due date/time for a Citrix File Share link. HHSC is not able to utilize any other file sharing platforms.

**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 Offerors 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 administrating/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:

|  |
| --- |
| **West Hawaii Region**  Yvonne S. Taylor, Sr. Contracts Manager Email [ytaylor@hhsc.org](mailto:ytaylor@hhsc.org) Direct (808) 322-4442 Fax (808) 322-4488  *AND*  Michelle Gray, Contracts Assistant II  Email [mgray@hhsc.org](mailto:mgray@hhsc.org)  Direct (808) 322-5830 |

**NOTICE OF AWARD**

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

Thank you for your interest in doing business with HHSC.

**ATTACHMENT 1**

Scope of Services

**BACKGROUND**

Currently the West Hawaii Region (EHR) of the Hawaii Health Systems Corporation (HHSC) uses the software BEAM to electronically share images between healthcare entities in Hawaii. Individual patient image data is burned to a CD for each patient to pick up or for the facility to mail to outside referring provider practices. The BEAM system will be end-of-life in April, 2024, and must be replaced. In order to improve efficiencies across the organization, a system which can also replace CD burning would be most prudent.

This is a critical project for WHR. Work to implement a new system is to commence **immediately** upon execution of a contract between WHR and the awarded vendor. By submitting a quotation, Offeror is committing to an immediate project start date.

**CONFIDENTIAL INFORMATION**

An entire bid, proposal, offer, specification, or protest shall not be identified as confidential; only those portions which are considered proprietary, trade secrets or patented information. Pricing shall not be considered as confidential. The proposals are subject to disclosure rules set forth in Chapter 92F, H.R.S. The Offeror bears the burden of establishing that the designated data is exempted from the disclosure requirements set forth in chapter 92F, H.R.S.

All proposals and other material submitted by Offerors become the property of HHSC and may be returned only at HHSC’s option.

**EXPERIENCE**

The successful Contractor shall have a minimum of five (5) years’ experience selling and implementing similar secure image share portal software as it is proposing herein. Contractor, if not the developer of the Software, shall be an authorized licensed reseller in good standing with the company it is proposing.

The Contractor shall have adequately trained staff for both the initial implementation and ongoing support. A listing of staff that would be assigned to work with WHR, along with their qualifications and certifications (if any), shall be included with their proposal.

**MAINTENANCE AND SUPPORT**

Contractor shall provide all support necessary for the successful implementation and operation of the System. Operational support shall be available minimally 7:00 am – 5:00 pm HST, but preferred to be 24 hours day x 7 days per week.

Contractor shall provide the necessary training of the WHR staff for the successful use of the System, including the pre-go live, go-live, and future ongoing training as needed. This shall include both in-person and online training and resources for the different levels of users of the System.

Contractor shall provide ongoing support to assist WHR to further develop and use the system to its fullest.

**PROJECT SCOPE**

The WHR is looking for a best-in-class software solution to replace its BEAM secure image sharing portal (Solution). The requirements of a Solution shall include, at a minimum, items A-L below.

A. Vendor neutral image share portal/platform

B. Image share portal that supports EPIC Community Connect integration

C. Image share portal that supports MyChart patient portal integration

D. Image share portal that supports Fuji PACS integration

E. Image share portal that allows outside requests of images/studies electronically

F. The ability to send and receive high volume images to and from other facilities

G. A patient share option that will allow patients to receive and share their images

H. A holding pen for images that allows us to choose which studies we want to download and which studies can be deleted without saving to our PACS

I. The ability to electronically request images from other facilities and for other facilities to request images from WHR

J. HIPAA compliant with an Audit trail

K. Would like to know if there are any Tiger Connect integrations that are available

L. Best in class cyber security program. (Be prepared to discuss during the virtual demo)

The following users must have secure online access to the Solution:

A. Patients of the WHR

B. Referring providers of patient in and from the WHR

C. WHR PACS Team

\*Offeror must include in the Quotation any requirements it is not able to meet.

In order to assist you with understanding WHR’s workload, please see the following usage information for the past 2 years:

Kona Community Hospital

2022 Radiology 7,269, Cardiology 1,541

2023 Radiology 2,330, Cardiology 664

Kohala Hospital

2022 Radiology 52

2023 Radiology 47

The Solution must be secure. Offerors shall include a detailed overview of the Solution’s security and access protocols demonstrating the security of the Solution. The successful contractor will be required to agree to agree to the HHSC Business Associate Agreement as PHI will be transmitted through the Solution.

Initial and ongoing training will be provided to WHR staff for the solution. Training is to be in-person during the implementation, but can be on-line as needed for new employees.

**SYSTEM IMPLEMENTATION**

At the time of proposal submittal, the Contractor shall provide a detailed implementation schedule and plan with an April 2024 implementation start date for a go-live date June 1, 2024. This shall include resources required from WHR and their vendors for implementation. Lastly, taking into best practices for implementation, identify areas or concerns that could affect the successful implementation.

WHR requires a site Project Manager on-site during the software implementation and for a period of two (2) months (not on-site) after the go-live date to ensure a seamless transition.

The Contractor shall hold regular implementation meetings with WHR throughout the implementation. Contractor shall provide meeting minute and update implementation schedule as mutually agreed.

The acceptance of the System shall be upon successful implementation of the Software in accordance with these Scope of Services and WHR acceptance, which will not be unreasonably withheld.

The Contractor and Contractor’s staff shall adhere to WHR’s safety, quality, and security policies, including but not limited to:

A. HHSC Remote Access ITD 0005A Policy attached herein as Attachment 3

B. Contractors’ Guidelines Handbook, attached herein as Attachment 4

1. Any Contractor staff who will be on-site more than ten hours per week must adhere to the Guidelines.

**TECHNICAL REPRESENTATIVE**

The Technical Representative has the right to oversee the successful completion of contract requirements, including monitoring, coordinating, and assessing Contractor’s performance; placing requests for services; and, approving completed work/services with verification of same for Contractor’s invoices. The Technical Representative will also serve as points of contact for “technical” matters throughout the term of the contract. The Technical Representative for this agreement is:

Craig Davis (or his designee)

Imaging Director

Kona Community Hospital

79-1019 Haukapila Street

Kealakekua, HI 96750

[cdavis@hhsc.org](mailto:cdavis@hhsc.org)

(808)322-9311

**TERM**

The software license will be procured upon execution of the Agreement.

The Term of both the software support / maintenance agreements shall be for a period of three

(3) years effective upon its full execution. The Agreement may be extended for two (2), two (2) year periods at the sole discretion of WHR upon execution of a Supplemental Agreement signed by both parties.

As an entity of the State of Hawaii, WHR will require the agreement to include a Termination for Convenience section for EHR, with a sixty (60) day termination clause.

**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.

**Virtual demonstrations are mandatory in order to submit a response to this RFQ.**

**QUOTATION**

Pricing **must** be listed using the table in Attachment 2. OFFEROR may attached its standard quote sheet in addition to Attachment 2 if desired, as long as it is clear and concise. 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.

**ATTACHMENT 2**

Compensation and Fee Schedule

Vendor Name:

# PRICING SCHEDULE

In accordance with the attached Scope of Services, General Conditions, Special Conditions and all information contained within this proposal, the Offeror submits the following pricing **inclusive of taxes**:

# ITEM AMOUNT

1. Purchase of Software License (In accordance with the $ Requirements Listed in the RFQ Document)
2. Software Implementation (In accordance with the $ Requirements Listed in the RFQ Document)
3. Three (3) Years Software Maintenance and Support $

(In accordance with the Requirements Listed in the RFQ

Document)

1. TOTAL PROPOSAL AMOUNT $

(Amount to Include Sections 1, 2 and 3 above)

**\*\* Offeror shall submit a detailed pricing proposal based on the requested Scope of Services broken down by the categories listed above. \*\***

HHSC shall pay Offeror for services performed, as designated by the Pricing Quote submitted with the Offer, for equipment furnished and services rendered pursuant to this agreement, inclusive, all-in arrears, subject to the prior receipt of the following written documentation, which must be included in the invoice for services:

1. the date(s) of the service(s) performed;
2. a description of the tasks performed with such detail as the Technical Representative may reasonably request;
3. the dollar amount of work completed; and
4. signed and dated by the Offeror’s delegated signatory.

The Offeror's invoice is due to that facility by the tenth (10th) day of the month immediately following the month in which the services were provided. HHSC shall pay sums due THIRTY (30) days after receipt of Offeror’s invoice or the last day of the month immediately following the month in which the services were provided, whichever is later.

The Offeror agrees to accept such amounts as payment in full for all services rendered in accordance with the terms of this Agreement.

**ATTACHMENT 3**

HHSC Remote Access ITD 0005A Policy

(Immediately following this page)

**ATTACHMENT 4**

Contractors’ Guidelines Handbook

(Immediately following this page)