Request For Proposal

Medical Records Retrieval and Electronic Delivery Services

UCDAVIS
HEALTH

Request for Proposal #17-686377-cs

Date Issued: Aug. 30, 2017
Due Date: Wednesday, Sept. 27, 2017 by 3:00 PDT

Submitted by the University of California
Davis Health

This RFP is also available at: http://www.ucdmc.ucdavis.edu/supplychain/

All questions regarding this RFP should be directed to:
Connie Stewart, C.P.M.
UCDHS Purchasing Department
Email: cjstewart@ucdavis.edu
Phone: (916) 734-4364

Questions should not be directed to any other University departments or staff. Material or substantive information provided to any bidder, as a result of questions received, will be provided to all bidders via an addendum to this RFP.
**GENERAL INFORMATION**

**Vendor Inquiries**

Inquiries regarding this RFP must be received by **3:00 p.m. PDT on Sept. 6, 2017**. The UCDH contact person is listed below. Questions via email are preferred.

Connie Stewart, C.P.M.  
UCDHS Purchasing Department  
E-mail: cjstewart@ucdavis.edu  
Phone: (916) 734-4364

**Proposal Submittal Instructions**

Each Bidder is required to submit in electronic PDF format the RFP Response and all supporting materials information as requested. Proposals must be sent by email to:

Connie Stewart  
Email: cjstewart@ucdavis.edu  
RFP #17-686377-cs Medical Records Retrieval and Electronic Delivery Services

All proposals submitted must be received in the UCDH Purchasing Department no later than **3:00 p.m. PDT on Sept. 27, 2017**. UCDH Purchasing Department will not accept proposals received after the due date and time.

**Schedule of Events**

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<thead>
<tr>
<th>Event</th>
<th>Date *</th>
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<tr>
<td>Release of Request for Proposals</td>
<td>Aug. 30, 2017</td>
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<tr>
<td>Receipt of Bidders' Written Questions</td>
<td>Sept. 6, 2017</td>
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<tr>
<td>Written Responses to Bidders' Questions</td>
<td>Sept. 13, 2017</td>
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<tr>
<td>Receipt of Bidders' Proposals</td>
<td>Sept. 27, 2017</td>
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<tr>
<td><strong>On-site demos (may be requested)</strong></td>
<td>N/A</td>
</tr>
<tr>
<td>Award of Contract</td>
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* Approximate
Project Summary – UCDHS Record Retrieval and Electronic Delivery Services

Purpose
Patient satisfaction is of prime importance to the mission of the UC Davis Health (UCDH). Patients who are newly diagnosed with a disease spend considerable time gathering the necessary medical records along with the assistance of New Patient Referral staff in order to get their first appointment scheduled. Approximately 65% of Cancer Center patients are referred from outside of Patient Care Network (PCN) making health information retrieval a manual, time consuming and inefficient process. The clinic staffs spend their time retrieving documents or relying on patients to gather the information for their first appointment. This takes on average 2-3 weeks which delays the patient's time to schedule an appointment and worse, medical records are not available by the patient's first visit.

As an example on average, the UCDH Cancer Center receives 45-60 pages of documents in addition to one or more pathology slides per patient. On average, the Cancer Center schedules 400 patients per month creating approximately 294,120 pieces of paper per year that needs to be indexed and scanned into the EMR. These records are never scanned into the hospital EMR prior to the patient's first appointment, which makes it difficult for physicians to review the patient's records prior to their appointment. In addition to paper records, pathology slides are often requested for second opinion or rereads. When requested the slides must be received and sent to the Pathology Department for a reread prior to the patients appointment. A Record Retrieval Service retrieves external medical records and images and supplies them directly to the hospital. These retrievals come electronically and can be sent directly into the UCDH EMR system. Deploying this system will provide UCDH patients a valuable service. It will speed the time of appointment and will allow UCDH to identify patients for clinical trials by having their medical records in the EMR within three to five working days, currently it take 2-3 weeks to retrieve this information from referring physicians.

Goals and Timing
Respondents (those vendors choosing to respond to this solicitation) are invited to offer services, and pricing for medical record retrieval, delivery and storage services.

It is UCDH desire to establish through the bidding process, a long-term contractual relationship with the Contractor (successful bidder) that will set the stage for future requirements. This contract may be a blanket agreement for a period of three (3) initial years with UCDH options to extend for an additional three (3) one (1) year periods, to be based upon Contractor’s performance, market changes, availability, and negotiation. Also, other UC Healths (UCLA, UCI, UCSF and UCSD) reserve the right to take advantage of the contract pricing resulting from this RFP.

Overview

Medical Record Retrieval Services Requirements

Once a vendor / supplier are chosen via this RFP, UCDH may purchase one or more of the elements over time. UCDHS reserves the right to choose and invest in one or more of the services offered by respondents to this RFP.

Multiple UCDH departments may choose one or more elements from the selected vendor/supplier. Respondents must clarify the time frame that offered pricing is good for.
Medical Record Retrieval and Electronic Delivery Services

Solution Overview
Please provide an overview of the proposed solution and why it meets UCDH needs, addressing the following item in your response:

- Details on all existing medical record retrieval services they offer and what services they have under development or plan to create in the future. Include average record turnaround time.
- Enough detail about the medical record retrieval services for UCDHS staff to assess their relevance and value to UCDHS.
- The medical record service workflow in step by step detail.
- Types of medical record retrieval service you currently manage for other clients using the proposed or a similar solution.
- What types of medical records are retrieved by your service?
- Describe the implementation service process and how they customize the service for the clients.
- All methods, processes and procedures in which they use to collect patient records.
- Details on how retrieved medical records are converted into client’s specified format and delivered to UCDHS in electronic format.

Account Management
Please provide an overview of your organization’s customer account management practices, addressing the following items in your response:

- Whether or not a dedicated account team or representative would be assigned to UCDHS.
- The individuals and groups that would interact with the UCDHS.
- Standard times during which UCDHS may contact you for support as part of the contracted rate.
- Off-hour/non-standard contact times, if any, and any associated costs associated with off-hour support.
- The process and escalation path for issue resolution.
- Customer service metrics and the way they are used to shape the customer experience.
- Transition plan, including but not limited to electronic transfer of data, in the event that UCDHS elects not to renew the contract.

Implementation
Please describe the implementation process, addressing the following items in your response:

- Implementation timeline.
- Ability for customization during implementation.
- Resources, including individuals from your organization and their respective roles, which will be available to the UCDHS during implementation.
- Tasks, information, resources, and time required of UCDHS to complete implementation.
- The method by which you plan to collect data from UCDHS during the implementation process.
- The proposed processes for training UCDHS personnel so they are ready to use the system immediately post-implementation.
- Respondent should define what installation and implementation assistance in the service price, and what costs extra; and if extra exactly the options and prices of the extra cost support.
Security
Please provide an overview of the security features of the proposed solution, addressing the following items in your response:

- SAS-70 or SSAE 16 reports.
- Background checks performed on employees who have access to data and related systems.
- System security policies in place to protect customer data from loss, theft, unauthorized access, etc including HIPAA security guidelines.
- Incident response/handling processes and breach notification processes.
- Backup procedures and disaster recovery plans. Include security of backup media/data (offsite, encrypted, etc.)
- Describe the security architecture in place (specific to this application and our data).
- Malicious code protection controls.
- Where servers with the UCDH data are hosted, and if they are hosted by another organization.
- Controls used to secure the data to protect customer information and to prevent unauthorized access, loss, or theft. Include who authorizes, controls, or grants access to this location.
- Levels of access, permissions, and system administration including access rights and password administration.
- Proposed authentication technology, processes, and ability to integrate with UCDHS authentication system (i.e. Federated authentication).
- Data retention policies, historical archiving processes, and retrieval of archived data.
- Audit capabilities i.e.: system audit logs and reports.
- Disposition of data following contract termination.
- Sale or sharing of data to external entities.
- Data and application transmission security.
- Data-at-rest encryption on systems/databases.
- Any requirements for VPN, SSH, RDP/Remote Desktop, or other remote access.
- If wireless networks are in use describe wireless security controls in place.
- Has a formal vulnerability analysis been performed on the source code (software or third-party)?

Network
Please provide an overview of the network features of the proposed solution, addressing the following items in your response:

- The minimum bandwidth requirements to run the application.
- Any special connectivity requirements for use through and enterprise firewall.

Reporting
Please describe the reporting capabilities included with your solution, addressing the following items in your response:

- Standard reports included with the solution.
- Ad hoc querying or reporting capabilities.
- Ability to extract data and export it from the system.
- Local printing capabilities.
System
Please describe the system/technology itself used in the proposed solution, addressing the following items in your response:

- The system platform and architecture, including client-side technical requirements for implementation. The desktop implications and requirements to run the application? (Admin rights, ActiveX plug-ins, client/server fat clients, Citrix).
- System components accessible to the University.
- System access rights, system availability schedule, and maintenance windows.
- System upgrades methodology, frequency, and impact to users.
- Include the capabilities for downloading any and all UCDH record data.
- Include the ability for the proposed solution to interface with UCSH systems for medical record processing and storage.
- Include if the system encrypts data before sending it over an open network or internet and report on the method of encryption.
- Include if the system can be interfaced with the following: Electronic Health Record systems – EPIC (EMR). Report the industry standard interface protocols that are supported.
- Include if the vendor’s software encrypts data prior to storage on portable media (E.g. – Tapes, CDs, DVDs, flash drives, laptops, tablets, computer workstations, or hard disk drives).

Enterprise Image Viewer & Share Solution
Please describe the enterprise image solution itself used in the proposed solution, addressing the following items in your response

- Describe your enterprise image viewer and enterprise image share solution. Does it require any software to be downloaded or installed on a user's PC.
- What are the security and privacy provisions that you have taken into account in allowing access to images across a network, whether they are images from our health system or those from organizations in the community.
- Does your image sharing solution provide the capability to “edit” the data as it is received from disparate/external PACS?
- Features/functionality that we should be aware of.
- Do you have experience integrating your solution with EPIC? If so, how?
- Provide a high-level design for the technical architecture and the hosting considerations.
- Strengths and weaknesses of the technical architecture in terms of scalability, interoperability/integration with various HIT systems/data sources, privacy/security, and conformance with national HIE/HIT standards and interoperability specifications.
- A mechanism for providing and managing identity and credentials of all users of the exchange.
- A mechanism for cross-enterprise patient identity management based on the IHE Patient Identity and Cross Referencing (PIX) and related integration profiles.
- How the architecture will comply with existing and evolving security and privacy standards and policies, including HITSP TN900.
- How the architecture uses service-oriented principles.
- How the architecture will provide the highest level of security and privacy.
- How the architecture conforms to the evolving national HIT/HIE standards, frameworks, specifications, and best practices, including CCHIT and HITSP standards and specifications.
- How the architecture will bridge and interoperate with the Nationwide Health Information Network (NHIN).
Licensing and Pricing Options
Please describe the licensing and pricing options, addressing the following items in your response:

- UCDH would like to seek the ability to use the RFP for UCDH departments that require medical retrieval and deliver services.
- Detail any and all licensing and pricing options.
- Make it clear in response and offerings exactly what license options and rules are
- Flexibility and clarity in licensing is important

Annual User License Fee
- For 3,000 or less patients
- For 3,001 to 6,000 patients
- For 6,001 to 10,000 patients
- For over 10,000 patients

Transactions Fees:
Requests – cost per request:
Expedited Requests – cost per request:
Additional Locations – cost per location:

Indexing: 1-100 pages
Indexing: 101-200 pages:
Indexing: 201-300 pages:
Indexing: 301-400 pages:
Indexing: 401-500 pages
Indexing: 501-600 pages
Indexing: 601-700 pages
Indexing: 701-800 pages
Indexing: 801-900 pages:
Indexing: 901+ pages

DICOM Integration Image Transfer Fee:
Shipping Charges: (if you will charge shipping fees, please specify how these are calculated)
Medical Record Release Fees charged by 3rd parties:

Annual Maintenance:

Professional Services rate per hour:

Ongoing Vendor Maintenance and Support
For medical record retrieval and deliver service, UCDH seeks to acquire ongoing support and maintenance

Respondents should include details of product support and maintenance offerings, including
- All types of support offered
- Times of day and day of week offered
- Details of new product versions and releases
- Pricing for all types of service and maintenance.
- Report if the system requires downtime to run back-ups.
- Report if at the time of data purges, a site can receive a CD ROM with all of their data for archiving purposes.
• Report how much data can be lost in the worst case scenario.
Basis of Award

Proposals will be evaluated on the basis of cost per quality points. A UCDH evaluation committee will review, evaluate, and score each responsive proposal received and will award points to each Quality Section as listed below.

Minimum requirements must be met in order for Bidder's submittal to be considered. Vendor must also respond to and acknowledge each Quality Section and document their compliance with each.

During the evaluation of bids, UCDH will assign a score to each item. Total points (sum) will be used to determine the vendor's evaluation quality. The total cost will be divided by this quality value to determine the cost per point. These will then be ranked and the lowest cost per point will be awarded the contract.

All contractors working on-site must comply with our requirements as to health clearance and background investigations. It is the vendor's responsibility to ensure that both the background investigation and the health clearance are completed. The vendor should retain this paperwork for us and be able to provide it to us should we require it in the future.

UCDH reserves the right to negotiate with the Bidder(s) having the lowest cost per quality point scores prior to awarding a contract.

Following evaluation of this RFP and Bidder selection, UCDH expects to negotiate a contract with the selected Bidder and, at UCDH's discretion, standard software contractual terms and conditions, cost and/or value added features. UCDH reserves the right to award this RFP in part or in full.

To be considered responsive and to continue in the scoring process, the Bidder must:

- Provide all documentation as requested by the requested due date:
  - Signed HIPAA
  - Completed Vendor Qualification Statement
  - Unit pricing as requested in “Pricing Options”
- Provide a proposal that is complete and complies with the instructions and requirements as stated herein.

Quality Points

Each Bidder will receive a total point score known as quality points. Quality points will be assigned as follows:

RFP Quality Points Scoring Matrix

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<th>RFP Quality Points Scoring Matrix</th>
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<tr>
<td>1</td>
<td>Vendor qualification statement, including references</td>
</tr>
<tr>
<td>2</td>
<td>Partnerships / relationships</td>
</tr>
<tr>
<td>3</td>
<td>Medical Record Retrieval and Electronic Delivery Requirements</td>
</tr>
<tr>
<td>5</td>
<td>Technical Requirements</td>
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</tbody>
</table>
The total cost for each proposal will be divided by the proposal's total quality points to determine the cost per quality point ratio. The cost per quality point ratio for each Bidder will be ranked in order of magnitude. UCDHS reserves the right to purchase any recommended hardware from a third-party vendor. Therefore, cost will be determined in the following manner.

Total cost for each Bidder's services, including software, interface customization, installation and implementation, maintenance and support or upgrade costs, consumables, training, operational costs, and other costs excluding hardware.

UCDH's decision as to how the resulting Agreement(s) will be awarded will be based on the following.

1. Calculate total Evaluation Quality Points earned by each Bidder.
2. Divide total cost by the number of total quality points earned to determine cost per quality point.

After scoring is complete, the cost per quality point will be calculated. UCDH reserves the right to negotiate with the Bidder(s) having the lowest cost per quality point scores prior to awarding a contract.

Following evaluation of this RFP and Bidder selection, UCDH expects to negotiate a contract with the selected Bidder and, at UCDH's discretion, standard software contractual terms and conditions, cost and/or value added features. UCDH reserves the right to award this RFP in part or in full.
Proposal Conditions

1. Notwithstanding any other provision of the RFP, Bidders are hereby advised that this RFP is a solicitation of proposals only and is not to be construed as an offer to enter into any contract or agreement. Thus, UCDH reserves the unqualified right to reject any or all proposals for any reason.

2. UCDH shall have the unconditional and unqualified right to withdraw, cancel, or amend this RFP at any time. Bidders shall bear all costs associated with the preparation and furnishing of responses to this RFP. UCDH, in its sole discretion, reserves the right to determine whether any Bidder meets the minimum qualification standards, to determine whether a proposal is responsive, and to select a proposal which best serves its programmatic objectives. UCDH reserves the right to negotiate a binding contract with the selected Bidder.

3. All proposals shall be firm for a period of 180 days following the proposal submission due date.

4. Responses to this RFP should be made according to the instructions contained herein. Failure to adhere to RFP instructions may be cause for rejection of the proposal. A proposal which contains conditions or limitations set up by the Bidder may be deemed irregular and subsequently rejected by UCDH.

5. False, incomplete, or unresponsive statements in the proposal response may be cause for its rejection. The evaluation and determination of the fulfillment of the RFP requirements will be UCDH’s responsibility and its judgment shall be final.

6. UCDH reserves the right to interpret or change any provision of this RFP at any time prior to the proposal submission date. Such interpretation or change shall be in the form of a written addendum to this RFP. Such addendum will become part of this RFP and any resultant contract. Such addendum shall be made available to each company that has received an RFP. Should such addendum require additional information not previously requested, a Bidder’s failure to address the requirements of such addendum in the proposal response might result in the proposal not being considered.

7. UCDH has, at its sole discretion, the unconditional and unqualified right to determine that a time extension is required for submission of proposals, in which case, a written RFP addendum issued by UCDH shall indicate the new submission date for proposals.

8. Prior to the final submission date, any Bidder may retrieve its proposal to make additions or alterations. Such retrieval, however, shall not extend the final submission date.

9. Bidders wishing to submit proposals in response to this request do so entirely at their own expense, and submission of a proposal indicates acceptance of the conditions contained in the RFP unless clearly and specifically noted otherwise.
10. PUBLIC INFORMATION AND TRADE SECRETS--The California Public Records Act limits UCDH’s ability to withhold pre-qualification and bid data to trade secrets or records, the disclosure of which is exempt or prohibited pursuant to federal or state law. If a submittal contains any trade secrets that Bidder does not want disclosed to the public or used by UCDH for any purpose other than evaluation of the Bidder’s eligibility, each sheet of such information must be marked with the designation “Confidential.” UCDH will notify the Bidder any request, by another party, to inspect such confidential information. Bidder will have an opportunity to establish that such information is exempt from inspection in any proceeding to compel inspection.

11. All computer programs and data made available by UCDH to Bidders hereunder shall remain the property of the UCDH and shall be maintained, used, and disseminated in accordance with the California Information Practices Act of 1911, Civil code Sections 1798 through 1798.76, and the California Public Records Act, Government Code Section 6250 through 6260. All listings and all copies of listings that reveal names or identification numbers of individuals, (i.e., employees, patients, etc.) shall be destroyed or returned to UCDH.

Contract Terms and Conditions

1. The University’s Terms and Conditions of Purchase shall apply to any contract for hardware or hardware-related services awarded from this solicitation for proposals. The selected Bidder will be required to comply with all the terms and conditions as specified therein. A Bidder’s inability to comply with, or exceptions and modifications to, the terms and conditions incorporated must be stated in its proposal and may disqualify Bidder from further consideration.

2. To facilitate timely award of this contract, each Bidder must certify its ability to comply with the insurance requirements outlined. The University will require the selected Bidder to furnish a certificate of insurance naming The Regents of the University of California as an additional insured. Such certificate of insurance shall be in a form as issued by an insurer approved by the University and shall contain an endorsement requiring not less than thirty (30) days’ written notice to the University prior to any cancellation or modification thereof. Thereafter, a certificate evidencing the renewal of each such policy shall be furnished to the University at least ten (10) days prior to the expiration of the term of said policy. Failure to comply with this requirement may result in cancellation of any contract resulting from this Request for Proposal.

3. The University reserves the right to adjust the minimum insurance limits, based on the overall risk assessment of the project. Each Bidder must provide evidence of its current coverage with its proposal.

4. The final contract(s) with the selected Bidder(s) will be prepared by the UCDH Purchasing Department and will incorporate this Request for Proposal, including attachments.

5. The University reserves the right to cancel any contracts resulting from this RFP, for cause, at any time or at the end of any fiscal year (June 30), should insufficient funds be budgeted in the following year to continue the contract, by giving 120 days’ written notice and upon payment of costs actually incurred by the Bidder prior to the notice of cancellation.

6. Records developed by the Bidder and related to the project costs will be maintained for a period of five years following the completion of the project.
7. The Bidder or Bidders awarded a contract as a result of this RFP may not assign or sublet the whole or any part of the contract without the prior written consent of the University.

8. The Bidder must warrant that, for a minimum of one (1) year from final acceptance of each hardware component and software package included in the proposed system, the hardware and software shall meet all of the specifications set forth in Bidder's proposal and in the operational manuals current as of the date of University's final acceptance of such hardware and software products and will be free of defects. In the event of the Bidder's breach of its warranty hereunder, the University shall have the option to repair or replace the hardware and/or software, and the Bidder will be liable for excess costs incurred by University therefore.

9. No form of the University's name shall be used in promotional materials, signs, announcements, or other forms of communication or advertising originated by Bidder unless the University's express written permission for such use has been obtained in advance.

10. Under existing campus policy (P & P Manual #260-15) a gift or donation to the University may not be coupled with the expectation of tangible compensation or with the imposition of contract or grant requirements. Each purchasing transaction, business contract, research contract, affiliation agreement, and grant shall be considered as separate and whole in itself. As such, it is the policy of the University of California Medical Center and Health System that no gift or donation to neither the University, nor any of its business contracts, purchasing transactions, research contracts, affiliation agreements, or grants shall be used as partial consideration for any other transaction, contract, agreement, grant or gift/donation.

11. Until the expiration of four years after the furnishing of the services provided under the contract, vendor will make available to the Secretary, U.S. Department of Health and Human Services, the U.S. Controller General, and their representatives, the contract and all books, documents and records necessary to certify the nature and extent of the costs of those services. If vendor carries out the duties of the contract through a subcontract worth $10,000 of more over a 12-month period with a related organization, the subcontract will also contain a clause to permit access by the Secretary, Controller General, and their representatives to the related organization's books and records.

12. Copyright. The Parties agree that any copyrightable work(s) developed under this agreement constitute work(s) made for hire under the United States copyright laws and that all right, title and interest therein, including copyright, shall vest with the University. In the event that any such work does not qualify as a work made for hire under the United States copyright laws, or for any other reason does not constitute a work made for hire, the independent Contractor signing below, by this agreement, hereby assigns all right, title and interest, including copyright in the work(s) to the University, in perpetuity.

13. Deliverables, Methodologies and Standards: Deliverables include: feasibility studies; functional specifications; technical specifications; code and specifications evaluations; unit test plans; integration test plans; systems test plans; unit test; integration tests; application programs, systems programs, data modes; and process models. Contractor's employees shall adhere to University application methodology and standards of quality while producing deliverables.

14. Contract Revisions: University may make revisions within the general scope of this contract in task descriptions for services by giving notice to Contractor and subsequently confirming such revisions in writing in the form of an addendum or change order to the contract issued by the University.
Contracting Services Office. If such changes affect the cost of services for this contract, an equitable adjustment in the rates shall be made according to the rates listed in this contract, or both parties shall negotiate additional rates to the contract. No revisions by Contractor shall be allowed without written approval of University. Any claim of Contractor for an adjustment under this Section must be made in writing within thirty (30) days from the date of receipt by Contractor of notification of such revision request unless University waives this condition in writing. Contractor shall bear the burden of proof for additional rates or rate revisions required by any University request. Nothing in this Section shall excuse Contractor from proceeding with performance of the contract as revised hereunder.

15. Waiver or Modification of Terms: No waiver, amendment or other modifications of the terms of this contract shall be binding upon either party unless expressed in writing and signed by both parties hereto.

16. Audit: Any order resulting from this Request for Quotation shall be subject to the examination and audit of the Auditor General of the State of California for a period of three years after final payment under this order. The examination and audit shall be confined to those matters connected with the performance of the contract, including, but not limited to the cost of administering the contract.

17. Independent Contractor: It is understood and agreed by the University and Bidder that in the performance of this agreement, the Bidder shall be and act as an independent contractor and not as the agent or employee of the University. It is expressly understood and agreed that this agreement is not intended and shall not be construed to create the relationship of agent, servant, employee, partnership, joint venture or association between the University and the Bidder. The Bidder is not an employee of the University and is not entitled to the benefits provided by the University to its employees, including, but not limited to, group insurance, pension plans, workers’ compensation or unemployment insurance.

18. Contractor Responsibility: The Contractor shall be solely responsible for the conduct and control of the work to be performed by the Contractor under this Agreement. The Contractor’s services for the University shall be performed in accordance with currently approved methods and ethical standards applicable to the Contractor’s professional capacity.

19. Records About Individuals (Contractor refers to all Contractor workers): Contractor acknowledges that the creation and maintenance of records pertaining to individuals is subject to certain requirements set forth by the California Information Practices Act (Civil Code 1798, et seq.) and by University policy. Such requirements include provisions governing the collection, maintenance, accuracy, dissemination, and disclosure of information about individuals, including the right of access by the subject individuals. If Contractor creates confidential or personal records about an individual, as defined by the Information Practices Act, including notes or tape recordings, the information shall be collected to the greatest extent practicable directly from the individual who is the subject of the information. When collecting the information, Contractor shall inform the individual that the record is being made and the purpose of the record. Records containing confidential or personal information about individuals are the property of the University of California and subject to University policies and applicable federal and state laws. Contractor agrees to deliver all such records, including originals and all copies and summaries, to the University upon termination of this contract. Contractor shall not use recording devices in discussion with University employees.
20. Ethics: Supplier shall exercise extreme care and due diligence to prevent any action or conditions which could result in conflict with the best interest of the University. Throughout the term of any subsequent Agreement, Supplier shall not accept any employment or engage in any work, which creates a conflict of interest with the University or in any way compromises the work to be performed under this RFP or subsequent Agreement. Supplier and/or its employees shall not offer gifts, entertainment, payment, loans, or other gratuities or consideration to University employees, their families, other Suppliers, subcontractors or other third (3rd) parties for the purpose of influencing such persons to act contrary to the University's interest or for personal gain. Supplier shall immediately notify the University of any and all such violations of this clause upon becoming aware of such violations.

21. Vendor Debarment: Vendor/Contractor warrants that it is not excluded from participation in any governmental sponsored program, including, without limitation, the Medicare, Medicaid or Campus programs (http://exclusions.oig.hhs.gov/search.html) and the Federal Procurement and Non-procurement Programs (http://epls.amet.gov/PrivacyActProvisionsEPLS.html). This purchase order shall be subject to immediate termination in the event that Vendor/Contractor is excluded from participation in any federal healthcare or procurement program.

22. Taxpayer Identification: California Public Contract Code Section 10518 requires contractor (vendor) who enters into a contract with the University of California for $10,000 or more shall list their Taxpayer Identification Number (Federal Employer Identification Number or Social Security Number, if applicable) on each contract or PO. The number shall remain unchanged regardless of future name changes. Pursuant to the Federal Privacy Act of 1974, and the California Information Practices Act of 1977, you are hereby notified that disclosure of your social security number and/or your Employer Identification Number is required pursuant to Sections 6109, 6011 and 6051 of Subtitle F of the Internal Revenue Code and pursuant to Regulation 4, Section 404, 1256, Code of Federal Regulations, under Section 218, Title II of the Social Security Act, as amended. The social security number is used to verify your identity. The principal uses of the number shall be to report payments and income taxes withheld to Federal and State governments.

23. Rejection of Offer/Bid: University shall reject any and all non-responsive bids, and may reject a bid submitted by any party who is or has been delinquent or unfaithful in any previous agreement with University. University reserves the right to re-solicit information or proposals, and further reserves the right to issue a partial award or not to issue an award under this solicitation.

24. Legal Aliens: Contractor shall ensure that all "Workers" employed by Contractor and supplied to the University are US Citizens or legal aliens in accordance with the employment verification provisions of the Immigration and Nationality Act, according to the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA) signed on September 30, 1996 and any revisions of such Act. It is the contractor's responsibility to verify legal alien's compliance with current laws and regulations of the United States and State of California as they pertain to alien status and employment. Prior to work on University of California owned or leased property, Contractor shall have proof of work authorization for every Contractor employee assigned at the contractor's employee's initial assignment date. Proof of authorization can be provided by an "Employment Eligibility Verification Form", INS Form I-9, obtained by the Contractor for every such employee in compliance with applicable law. Contractor shall make these records available for view and/or audit by University or other governing agency upon request.
25. Examination of Records UCDH and, if the applicable contract or grant so provides, the other contracting party or grantor (and if that be the United States, or an agency or instrumentality thereof, then the Controller General of the United States) shall have access to and the right to examine any pertinent books, documents, papers and records of Agency involving transactions and work related to this Agreement until the expiration of five years after the final payment hereunder. Agency shall retain project records for a period of five years from the date of final payment.

26. Conflict of Interest: Agency will not hire any officer or employee of UCDH to perform any service covered by this Agreement. If the work is to be performed in connection with a federal contract or grant, Agency will not hire any employee of the United States government to perform any service covered by this agreement. Agency affirms that to the best of its knowledge there exists no actual or potential conflict between Agency’s family, business or financial interest and the services provided under this Agreement, and in the event of change in either private interests or service under this Agreement, any question regarding possible conflict of interest which may arise as a result of such change will be raised with UCDH.
VENDOR Qualification Statement

The Qualification Statement must contain a description of the Bidder's corporate qualifications, area of expertise, and prior experience with providing systems and services similar to those described in this RFP, including but not limited to the following:

1. Provide the Bidder's name, address, telephone and facsimile numbers, a contact name, a brief description of the company's history, including name and address of the parent company, and the size of the company.

2. Provide a corporate profile, service portfolio, and description of the Bidder's service philosophy and approach. What separates and distinguishes this Bidder from other applicants?

3. Identify by name and University position any University officer, faculty member or other employee who holds a position of director, officer, partner, trustee, manager or employee in the Bidder's company, as well as the name of any near relatives who are employed by the University.

4. Provide a statement of the total dollar amount of work performed by Bidder for the University of California in the past twelve (12) months and specify the campus (es) served. The contract will not be awarded to any Bidder that has failed to perform in a satisfactory or faithful manner on any previous contract or purchase order with the University of California.

5. Has your hardware or company ever been subjected to product litigation? Please explain.

6. Company Experience
   1. Describe your firm's area of expertise and prior experience with similar projects as specified in the RFP.
   2. Does your company have experience leading projects affecting clinical operations in academic medical centers? Please detail, if so.

7. Provide a reference list of three clients relevant to the software and services in this RFP, for whom the Bidder was directly responsible for providing products or services similar to those requested herein within the past two years. The references may be from current or prior clients, optimally who are similar to UCDH. The references will be used as a basis for inquiry concerning the Bidder’s quality of products and service. **Furnishing incorrect and/or incomplete reference information may lead to Bidder's elimination from consideration for award. The decision to eliminate Bidder from consideration for award for poor reference checks or for incorrect and/or incomplete reference information shall be at the sole discretion of UCDH and shall not be subject to appeal.**

8. How do you measure client satisfaction? Provide examples of tangible changes that have been implemented as a direct result of client feedback.

9. How do you provide customer service for your service?
   1. Do you provide formal Level 4 support services?
   2. Do you offer pre-defined technology response guidelines to common problems found in supporting your products?
   3. What are the days and hours you offer customer technical support?
   4. How do you manage consulting services offered to clients in association to your software products and assure value delivery and scope of work commitments are delivered to customers?
BACKGROUND

University of California Davis Health Profile

The **UC Davis Health (UCDH)** provides an organizational framework that enables UC Davis to fulfill its teaching, research, patient-care and public service missions. UCDS delivers primary, secondary and tertiary care throughout inland Northern California; and, from both a medical and a financial standpoint, UCDH has a wide-ranging impact on the Sacramento area and the region. UCDH consists of the UC Davis School of Medicine, the UC Davis School of Nursing, the UC Davis Medical Center and Children’s Hospital and the UC Davis Medical Group. The organization has over 7,700 faculty and staff, including over 7,000 physicians.

**UC Davis Cancer Center (Cancer Center)** is recognized as a regional leader in cancer care for a number of reasons: experience and expertise of collaborative teams of doctors, nurses and support staff, broad spectrum of clinical specialties for treatment of a range of cancer types, designation as one of only 65 National Cancer Institute centers and leading-edge cancer research and clinical trials programs, which contribute to more treatment options and better chances for cure. The center has unique collaborations with leaders in several disciplines that translate to clinical benefits for patients. These partnerships also have resulted in new imaging techniques that improve cancer detection, better drug therapies and more effective approaches to treating and curing cancer.

**UC Davis Medical Center (UCDMC)** is located on 140 acres in central Sacramento, just three miles from the State Capitol, and was established in 1973 by the Regents of the University of California. It is inland Northern California’s only academic medical center and Level I trauma center. It includes a 530-bed, fully accredited hospital that serves as the main clinical educational site for the UCDSOM and is the main tertiary care referral center for a 33-county area of more than six million residents. Each year, UCDMC admits more than 30,000 patients, while its emergency room and 100-plus specialty and primary care clinics log more than 800,000 outpatient visits.

The **UC Davis Health (UCDH)** is the clinical/medical staff component of the UC Davis Health. The Medical Group began as a primary care extension of the Medical Center’s hospital-based clinics in 1994. It now includes all medical staff, consisting of approximately 114 primary care physicians and more than 500 specialists serving patients in 13 communities throughout northern California. As the only provider of many specialty and sub-specialty services in inland northern California, UCDMG serves a diverse patient population. Just over half of our outpatient population is classified as Caucasian, the balance being largely Hispanic, African American, southeast Asian and Russian. On-site interpreters provide interpreting services in approximately 20 languages.

The **UC Davis School of Medicine (UCDSOM)** is located seventeen miles west of UCDMC and was founded in 1966. The school now accepts ninety-three entering students each year and also provides advanced postgraduate training in numerous medical and surgical specialties through its twenty-four accredited residency and internship programs. Research is a major emphasis of the UCDSOM, with scientists and physicians conducting more than three hundred research and development projects at any given time. Faculty physicians provide patient care at UCDMC and several other affiliated hospitals and clinics in addition to conducting their teaching and research activities.
The Betty Irene Moore School of Nursing (BIMSON) was launched in 2010 with an unprecedented $100 million commitment from the Gordon and Betty Moore Foundation to establish a new school of nursing at UC Davis. The $100 million grant, announced in 2007, is the largest grant to any school of nursing in the country. BIMSON aims to foster nursing excellence through a comprehensive educational model that incorporates scientific rigor and immersive, inter-professional education for its students.

The UC Davis Health Information Technology (IT) Division supports fully integrated information technology services across the UC Davis Health System for all organizational missions (clinical care, research, education, and community engagement). The division has over 360 staff representing all technology competencies.

IT staff manage a large and sophisticated technology infrastructure that includes; 2 data centers, over 1,000 servers running a variety of operating systems, 12,000+ client computers, 2,500+ network attached printers, over 100 interfaces, storage area networks, and a large IP network with integrated voice and data transmissions. IT supports over 314 major software applications in production use.

IT utilizes a modern interface engine (Ensemble), multiple advanced security technologies, and the ITIL based HP OpenView system to manage IT assets, the technology service process, and technology probes & monitors.

The division provides technology customer support to UCDH via a 24 hour x 365 day modern technology operations center that receives over 6,000 customer service requests per month. In partnership with UCDH clinicians and operational staff; IT has deployed the Epic electronic health record (EHR) and the tethered personal health record (PHR) in support of all UCDH clinical encounters (inpatient, ED, ambulatory, and home health).

IT supports a growing number of research applications and databases and was among the first organizations in the country to integrate Epic EHR clinical content with the NIH funded i2b2 cohort discovery application. The division provides informatics and technology support for the UC Davis Clinical and Translational Science Center (CTSC); including almost 200 research databases supporting many types of clinical research.

The IT division is a national leader in academic healthcare IT, has deployed all federally mandated ePrescribing interfaces, achieved 94% inpatient CPOE, and supports patient clinical data exchange with other healthcare providers in the community.
UCDHS Medical Record

The UC Davis Health has emerged as a national leader in the use of modern electronic health records (EHRs). UCDH has successfully deployed the Epic EHR and other clinical applications. All UCDH clinical encounters are supported by the EHR – inpatient, ED, ambulatory, and home health. All UCHDS physicians, RNs, nurse practitioners, physicians assistants, pharmacists, therapists, and other allied health professionals actively use the EHR. UCDH has over 2,000,000 unique patients with clinical content in its Epic EHR databases. The organization has successfully deployed the Epic tethered personal health record (PHR) – with large number of patients (22,000+ patients and growing rapidly) now using the PHR to access their patient data and to communicate in a secure fashion with their care team - opening up many possibilities for high quality data collection of directly entered into the PHR patient outcomes in support of registries. The organization has over 200 EHR-based clinical documentation templates in use with more being created or improved on an ongoing basis. While all UCDH physicians use the EHR to document care encounters, a large percentage of physicians use online documentation templates to create clinical notes (many assisted by voice recognition technology) 93.4% of UCDH inpatient encounters and 86% of ambulatory encounters are created via online documentation templates in the EHR. These percentages of template use are very high and position the organization well to create registry-required content in the EHR.

Essentially all of the clinical images used by the organization are digital and being integrated within five primary PACS or content management systems:
- Philips PACS – radiology and cardiology
- Anka PACS – Ophthalmology
- nStream PACS – digital endoscopes (in process)
- OnBase CMS – JPEG, WAV, and other file types
- Aperio PACS – Pathology

ATTACHMENTS

UC Terms
Appendix – HIPAA
Appendix – Data Security and Privacy