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Emergency Medical Services (**EMS)**

Patient Care Mobile Application

Request for Proposal (**RFP**)

Version 2.0

October 27, 2022

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**RFP Additional Documents**

**Enclosures**

1. **Technical Specification**
2. **NDA**

**ATTACHMENTS**

Included with this RFP are the following attachments:

1. ATTACHMENT 1 – No Proposal Reply Form
2. ATTACHMENT 2 – Exceptions Form
3. ATTACHMENT 3 – Business Profile & Capabilities Form
4. ATTACHMENT 4 – Business References Form
5. ATTACHMENT 5 – Subcontractor Information Form
6. ATTACHMENT 6 – Additional Materials Form

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# **Introduction**

## **Overview**

Inspira Health is a charitable nonprofit health care organization comprising of three hospitals, two comprehensive cancer centers, eight multi-specialty health centers, and more than 200 access points. These include urgent care; outpatient imaging and rehabilitation; sleep medicine labs; cardiac testing facilities; behavioral health, digestive health, wound care centers; home care and hospice; and more than 35 primary and specialty physician practices in Gloucester, Cumberland, Salem, Camden and Atlantic counties.

Inspira's 1,300-member medical staff and 6,800 employees provide an unwavering commitment to delivering a superior patient experience at every point of the journey. Technology and innovation investments provide a robust provider directory and a range of services including online scheduling and virtual visits for both primary and specialty care providers. With a commitment to multi-channel digital access, Inspira is able to meet consumer demand for self-service and personalized care options.

### Inspira Health Mission

Our Mission is to provide a safe and compassionate experience that improves the health and well-being of our community by placing the safety of our patients and support of our employees at the center of all we do.

### 1.1.2 Inspira Health Vision

Our Vision is for Inspira Health to inspire and empower healthier communities by creating the highest quality and most desirable patient experience in the region.

### 1.1.3 Inspira Health Values

Our Values are I.C.R.E.A.T.E.: Innovation, Compassion, Reliability, Empathy, Access, Teamwork, Empowerment

Innovation: We strive to employ ingenuity and new standards of care to improve our work every day.

Compassion: We treat everyone equally with kindness and respect.

Reliability: We put the safety of our patients, compliance and best practice at the forefront of all we do.

Empathy: We listen and genuinely relate to others in order to make them feel seen and appreciated.

Access: We provide a high-quality patient experience to all people.

Teamwork: We collaborate and utilize the full breadth of the Inspira network to improve the experience of our patients.

Empowerment: We educate and inspire positive change and healthier long-term outcomes

## **1.2 Purpose**

The purpose of this RFP is to select a system/software business partner that will provide Inspira with a new solution and the professional services required for implementation, maintenance, support, and further development or enhancements. This solution, at minimum, must meet or exceed our current process or product capabilities.

We would ask that if you are not interested in submitting a proposal, please complete the No Proposal Reply Form (ATTACHMENT 1)and email it to the RFP contact with your intent to decline.

# **Project Objective & Background**

## **2.1 Project Objective**

*Inspira Emergency Medical Services (EMS) is looking to obtain a mobile phone application program that will provide employees of the Emergency Medical Services Department with a powerful resource to better allow these employees to meet the health care mission of the Emergency Medical Services Department of Inspira Health.*

### Project Goals

*Inspira Health Emergency Medical Services is aiming to identify an application that:*

* *Reduces the likelihood of emergency care providers making a medication dose error in the field*
* *Provides staff with the ability to view department policies and procedures*
* *Provides staff with a resource to perform medical calculations, reducing the errors associated with mathematical mistakes*

### Project Background

The Emergency Medical Services (EMS) department consists of nearly 500 employees that support, dispatch and respond to emergency calls for medical help and provide routine ground-based transportation. Departmental providers consist of Mobility Assistance Vehicle Operators (MAV) that operate transportation vans, Emergency Medical Technicians providing Basic Life Support (BLS) transportation, Paramedics providing Advanced Life Support (ALS) intercept vehicles, Flight Paramedics staffing a helicopter, and Registered Nurses staffing Specialty Care Transport Units (SCTU). At any given time, there are on average 5 MAV units, 15 BLS units, 8 ALS units, 4 SCTUs and 1 medical transport helicopter.

In addition to the regularly staffed response and transport vehicles, the department provides support for an EMS Task Force, Regional Urban Search Team support, Tactical EMS support, Rescue Task Force support and Hazardous Materials Medical support.

The EMS Department does not currently have standardized, readily available resources to assist the care providers with easy access to Department Protocols, Policies, and Procedures. Field crews do not have any available means to assist them with medication dose calculations or other help to perform complex medical mathematical computations. Care providers do not have an easy and accurate method of performing calculations to ensure that their results are consistent. Currently employees perform complex calculations using memory or paper and pencil mathematics, allowing the risk for calculation or memory errors to occur.

Timely access to critical information in Emergency Medical Services separates the winners from the losers in today’s information economy. Yet all too often emergency care providers are unable to succeed in their quest to quickly obtain the critical information they need. There are many reasons for this failure — some technical, some cultural, and some personal. No matter the cause, the amount of time wasted in a futile searching for vital information is enormous, leading to delays and added opportunities for errors on the part of the staff.

While technology will never a substitute for knowing patient treatment protocols, medications, equipment sizes or IV drip rates, Smartphone Applications can be invaluable on critical calls to help document care and verify the treatment plans, thereby improving patient care, and leaving the staff more time to spend with their most important concern, their patient. We believe that the addition of the right mobile application will enhance staff performance as well as improving the safety of the patients they encounter. Our end goal is to provide a single Emergency Medical Services reference application to all employees within the department to assist with improved staff patient care success.

## **Project Requirements**

The mobile application would promote patient and staff safety by providing quick and easy access to resources contained within the application. The resources contained within the mobile application would reduce the likelihood of errors and incorrect medication calculations.

|  |  |  |
| --- | --- | --- |
| **Category** | **Subcategory** | **Requirement** |
| *Staff Experience* | Functions | The application will contain a wide variety of accurate medical references and calculators that provide normal vital signs, drip rates, fluid and medication doses, proper equipment sizes and other useful information |
|  | Functions | The application will provide staff with Inspira specific policies, procedures and protocols and will allow EMS providers to see their protocols within in their own certification level. |
|  | Functions | The application will provides the staff with the New Jersey State Department of Health Office of Emergency Medical Services regulations. Chapters 8:40 and 8:41, which will be contained within the application itself. |
|  | Functions | The application will contain a wide variety of highly accurate medical reference tools |
|  | Functions | The application will provide information for approved medications including dosing information for adults and pediatric patients and will include a weight-based calculator. |
|  | Functions | The ability to provide turn by turn directions, in conjunction with available mapping programs installed on mobile devices, to assist with travel directions to Inspira EMS Stations or hospitals within the region when the user has cellular or internet service. |
|  | Functions | The application will allow users to dial phone numbers saved on pages within the application, when the user has cellular service |
|  | Functions | Hyperlinks embedded within the application will allow users to access frequent webpages, when they have cellular or internet service |
| *Data & Reporting* | Privacy | No personal identifiable data will be collected by the application from the user for use by the vendor or agent. |
|  | Privacy | Individual user information will not be shared by the vendor with any other parties, companies or organizations |
|  | Connectivity | A constant internet or cellular connection will not be required to utilize the information contained within the application |
|  | Function | Multiple Inspira Administrators will be able to easily add and remove users. |
| *Integration* | Usability | The application will work on Android and iOS phones and devices and have similar appearances and functions. |
|  | Usability | The application will work on a Windows based computer and will allow the application to look and function similar to the application operating on a mobile device. |
|  | Support | Technical support resources will be available to assist with the maintenance of the application during regular business hours, or the vendor will provide a response within a reasonable time frame |
| *Programming/Customization* | Enhancements | Application enhancements will be provided by the vendor on a periodic basis to improve functionality and deliver technical operating system updates |
| *Finance* | Cost effectiveness | A subscription price will be available to the department and will be payable on an annual basis |
|  | Effective | New users will be quickly and easily be added or removed from the department subscription by Inspira application administrators |
| *Patient Safety* | Functions | The application will provide medication and patient calculators that are easy to enter data and reduce the likelihood of computation errors |

Members of the selection group would need to be able to test the application for a limited period of time.

## **Scope of Services**

### 2.3.1 Implementation Services

Inspira is seeking to enter into an Implementation Service Agreement. This must include, but is not limited to:

1. Planning and Requirements
2. Design Modifications (if applicable)
3. Development Alterations (if applicable)
4. Application Building
5. Testing
6. Training (if applicable)
7. Deployment

### Managed Services

Post-implementation, Inspira seeks to enter a Managed Services agreement. This may comprise of:

1. Support (via help desk and escalation contacts)
2. Maintenance and Management of Backend POS environment and systems (if applicable)
3. System Operations and Maintenance (if applicable)
4. Bug Fixes
5. Software Updates/Patches
6. Enhancements (Major and Minor)

## **Project Timeline**

Inspira is seeking to commence implementation no later than the end of the first Quarter of 2023

# **Processes and Procedures**

## **3.1 Proposal Contents**

To be considered a complete response to the RFP, prospective business partner proposals must be submitted using the provided attachments:

1. ATTACHMENT 1 – No Proposal Reply Form
2. ATTACHMENT 2 – Exceptions Form
3. ATTACHMENT 3 – Business Profile & Capabilities Form
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6. ATTACHMENT 6 – Additional Materials Form

## **Submission Procedure**

### Submission

Please submit one copy of your proposal by the Proposal Due Date to the RFP contact via email.

3.2.2 Proposals must state that they are valid for a period of at least twelve (12) months from the closing deadline.

### Modification of Bids

Modifications to bids already submitted will be allowed if submitted in writing prior to the Proposal Due Date.

Any changes, amendments, or modifications to a submitted proposal requires that the original proposal be withdrawn, prior to the time set for the submission of the proposal, and a new proposal submitted prior to the deadline for submission of proposals.

Changes, amendments, or modifications to proposals shall not be accepted or considered after the date specified as the deadline for submission of proposals.

## **Questions**

### Process

All questions pertaining to this RFP must be submitted to the RFP Contact by email at any point of the process but the deadline for submitting questions regarding RFP content is two weeks prior to RFP Submission Deadline.

## **Pre-Proposal Conference & Presentations**

* + 1. Purpose

Inspira Health may choose to invite 2-4 prospective business partners for a pre-proposal conference and presentation with the selection committee. This presentation will be used to support prospective business partners selection.

The purpose of the meeting is to give prospective business partners the opportunity to meet with Inspira executive leadership and project team members via video conference to ask questions about the current infrastructure, project requirements, and desired end-results. Questions can be submitted prior to the Pre-Proposal Conference to the RFP Contact by email.

### Presentation

Presentations should include:

* Product demonstration(s) as it supports the requirements outlined in 2.2
* How they will support the goals of Inspira Health including any relevant healthcare experience and successes
* Proposed implementation plan & timeline

3.4.3 Meeting Structure

Pre-proposal Conferences & Presentations are to be completed prior to the deadline specified in 3.7. Prospective business partners will provide available dates and times for video conference as well as names and titles of those attending to the RFP contact by email. The meeting will be scheduled for 1-2 hours, and prospective business partners will have time to speak and ask questions of Inspira project stakeholders.

Inspira attendees may include Executive and Operational Leadership along with project team.

## **Selection Criteria**

Evaluation of functionality, customer reference checks, customer support ratings, third-party product integration, development history, cost, and prospective business partner demonstrations or discussions will be included in the selection process. Inspira reserves the right to select the business partner deemed most suitable.

The selection of the winning proposals will be based on a numerical scoring system. The proposals will be assigned a score for each item/category as outlined in the following table. Upon receipt of the proposals, an evaluation team will determine the proposals most qualified based on the following criteria:

|  |  |
| --- | --- |
| Criteria | Percentage |
| Proposed Solution and requirements delivery | 30% |
| Work Plan including proposed timeline | 10% |
| Proposed Training, Support, Service, and Warranties | 15% |
| Company Qualifications including company profile, relevant experience, and project team | 10% |
| Project Management and Collaborative Approach | 10% |
| Cost | 15% |
| References | 5% |
| Clarity and Completeness of submitted proposal | 5% |
|  | 100% |

## **Inspira RFP Contact**

|  |  |
| --- | --- |
| RFP Contact Info | |
| **Name** | Todd Rapczynski |
| **Title** | ALS Manager |
| **Address** | 600 Cedar St Millville New Jersey 08332 |
| **Phone Number** | 856-825-5063 x60788 |
| E-mail | rapczynskit@ihn.org |

## **RFP Timeline**

|  |  |
| --- | --- |
| **Activity** | **Date** |
| RFP Issued | November 1, 2022 |
| Deadline for Submitting Questions | November 30, 2022 |
| Proposal Due Date | December 15, 2022 |
| Inspira Decision | December 29, 2022 |

# **Enclosure 1: Technical Specifications**

The following system(s) will be required for prospective business partners to interact with or evaluate as part of the project requirements.

|  |  |
| --- | --- |
| **Technical Component** | **Supporting Details** |
| Operating System(s) | Windows, Android, and iOS |
| Application Capabilities | 1. The ability to interact with common mapping applications and GPS  2. The ability to interface with integrated mobile telephone applications  3. The ability to view and use reference materials when not connected to cellular data  4. The ability to use embedded medical calculators when not connected to cellular data  5. The application on a Windows device will look and operate in a way similar to the Android and iOS devices |
| Application Limitations | Some functions of the application such as navigation or the dialing of phone numbers may not properly operate if cellular phone or cellular data service is not available during the time of use. |

# **Enclosure 2: Non-Disclosure Agreement**

An NDA will be sent to Prospective Business Partners.