



Laboratory Services

Request for Proposal (RFP)

Version 3.0

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CONFIDENTIAL INFORMATION

This document and the information contained within this document and all attachments listed below are confidential. It has been distributed for your express use for the purpose of responding to this specific "Request for Proposal" (RFP) only and may not be duplicated or distributed to any third party without written consent from Inspira Health (hereinafter referred to as "Inspira"). Any other use is strictly prohibited.

1. Introduction

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit proposals to provide laboratory services at Inspira Health

If you are not interested in submitting a proposal, please notify the RFP contact at your earliest convenience.

1.2 Acceptance or Rejection of Proposals

Inspira reserves the right to reject any and all proposals for any reason. Inspira reserves the right to decide not to enter into any contract, or to add, modify and/or delete elements of the scope of work in this RFP at any time without prior notification and without any liability or obligation of any kind or amount. Inspira reserves the right to waive any minor irregularities and to accept the proposal determined most responsive and responsible and best meeting its needs. Inspira also reserves the right to either, or both, cancel this RFP at any time and solicit and advertise for other proposals.

2. General Information

2.1 Inspira Health

Inspira Health is a charitable nonprofit health care organization comprising of four medical centers, two health centers, 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 40 primary and specialty physician practices in Gloucester, Cumberland, Salem, Camden and Atlantic counties.

Inspira's 1,300-member medical staff and 7,000+ 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.

2.2 On-Site Visits, Interviews, and Presentations

Inspira requires respondents to schedule a visit to the hospitals and select ambulatory locations in order to conduct an on-site inspection of the facility, participate in interviews, make oral presentations, or provide an opportunity to clarify their proposal.

2.3 Schedule of Events

The following is a tentative schedule that will apply to this RFP. Inspira reserves the right to change or modify the schedule at Inspira’s sole discretion, for any reason. Changes will be communicated by email to all vendors that have indicated an intent to participate.

Activity	Date
Issuance of RFP	<i>February 22, 2024</i>
Deadline for Submitting Questions	<i>March 15, 2024</i>
Proposal Due Date	<i>April 12, 2024</i>
Inspira Decision	<i>May 1, 2024</i>
Professional Services Start Date	<i>January 1, 2025</i>

3. Proposal Preparation Instructions

3.1 Communication

Verbal communication shall not be effective unless formally confirmed in writing. In no case shall verbal communication supersede written communication.

3.1.1 **Vendor Inquiries.** Inquiries, questions, and requests for clarification are to be directed in writing via email to:

Sarah DeAngelo
Project Manager
DeAngeloS1@ihn.org

3.1.2 **Inquiries and Other Comments.** Questions concerning this RFP must be submitted in writing and received prior to March 15, 2024.

3.1.3 **Addenda.** Inspira will make a good-faith effort to provide a written response to each question or request for clarification that it believes, in its sole discretion, requires an addendum. All addenda will be shared with those who have acknowledged interest to participate in this RFP.

3.2 Proposal Submission

Final proposals must be delivered electronically to:

Sarah DeAngelo
Project Manager
DeAngeloS1@ihn.org

on or prior to the April 12, 2024 deadline.

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.

3.3 Selection Criteria

The evaluation of each response to this RFP will be based on the vendor’s demonstrated competence, compliance, format, and organization. The goal is to identify a vendor that has the interest, capability, and resources to supply Inspira with all laboratory services identified in the Scope of Work.

The selection of the winning proposal 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 proposal most qualified based on the following criteria:

Criteria	Percentage
Implementation Plan including proposed solution, requirements delivery, and proposed timeline	35%
Company Qualifications including company profile, relevant experience	15%
Cost	15%
Proposed Training, Support, Service, and Warranties	10%
Implementation Management and Collaborative Approach	10%
References	10%
Clarity and Completeness of submitted proposal	5%
	100%

3.4 Selection Notification

Vendors determined by Inspira to possess the capacity to compete for a contract to provide laboratory services to Inspira will be selected to move into the negotiation phase of this process. Written notification will be sent to these vendors. Those not selected for the negotiation phase may not be notified.

4. Scope of Work, Specifications & Requirements

4.1 Scope of Laboratory Services

4.1.1 The selected vendor shall provide the following laboratory services for hospital and ambulatory settings, where required:

- a. Clinical Chemistry
- b. Hematology
- c. Microbiology
- d. Immunology
- e. Pathology & Histology
- f. Molecular Diagnostics
- g. Blood Bank & Transfusion Medicine
- h. Point-of-Care Testing (includes waived and moderate complexity testing, testing performed in the hospitals and off-site clinics)

4.1.2 **Community Outreach Program.** Inspira Health is committed to promoting health and well-being in the community. As part of this partnership, the selected vendor is required to develop and implement a robust community outreach program. The program should include, but is not limited to, the following components:

- a. Educational campaigns to raise awareness about the importance of regular health screenings and diagnostic tests.
- b. Collaborative efforts with local community organizations to organize health fairs, workshops, and seminars.
- c. Provision of resources and materials to inform the public about preventive healthcare measures.
- d. Strategies to address healthcare disparities and increase accessibility to diagnostic services in underserved populations.
- e. Secure electronic reporting of results to patients and healthcare providers through Cerner (EHR)/Inspira Patient Portal.
- f. Hospital at Home initiatives

4.1.3 **Laboratory Outreach Program.** Effective laboratory outreach programs play a crucial role in supporting health systems to achieve integration objectives, enhance the quality-of-care delivery, and ultimately improve patient outcomes. Inspira Health is seeking a partner to develop and implement such a program with a robust framework that ensures seamless coordination and efficiency in extending laboratory services to the broader community. The selected partner will need to outline how they will be able to collaborate with Inspira Health to design and develop the lab outreach program through:

- Providing expertise and guidance on best practices in logistics, billing, revenue cycle management, intake procedures, processing protocols, and other operational aspects.
- Assisting in the implementation of the program, including training staff and establishing necessary systems and processes.
- Conducting ongoing monitoring and evaluation to ensure the program's effectiveness and alignment with objectives.

4.1.4 Lab Stewardship Program. The selected vendor will be expected to foster a collaborative strategic partnership between lab leadership and medical staff, leveraging data-driven insights to inform and improve clinical decision-making. By meticulously analyzing laboratory utilization patterns and outcomes, the program will aim to provide targeted feedback to physicians and healthcare providers. This approach will not only streamline test ordering processes but also ensure that each test conducted is clinically justified and adds value to patient care. The goal is to eliminate unnecessary testing and associated costs, without compromising the quality of patient outcomes. This stewardship initiative thus represents a critical step towards more sustainable, patient-centered, and cost-effective healthcare practices.

4.1.5 Other Obligations:

- a. Point of Care Testing (POCT) equipment, supplies and personnel
- b. POCT education of Inspira staff/nursing
- c. Laboratory licensing fees (CLIA/DNV)
- d. Laboratory proficiency survey testing fees
- e. AABB Accreditation (Blood Bank)
- f. Blood products and transfusion supplies
- g. Blood gases testing equipment, supplies and personnel
- h. Anatomic Pathology professional services including transcription
- i. Management of blood products wastage
- j. Explore opportunities for additional funding through grants, partnerships, and community sponsorships.
- k. Ensure ongoing training in customer service, technical skills, and compliance with state and federal regulations, including CLIA standards
- l. Honor existing contracts to support local state and county facilities requiring laboratory and phlebotomy services
- m. Support clinical stroke and chest pain program initiatives through the collection and processing of EMS collected specimens
- n. Equipment Replacement Plan or equipment buy-out proposal, including equipment service plans.
- o. Explore automation, technology, and AI to enhance quality, TAT, cost-effectiveness

4.2 Staffing

We request that proposals include options for fully outsourced, leadership-only, and hybrid staffing solutions.

Fully Outsourced Staffing Model:

- Under this model, we are seeking proposals from vendors capable of managing all aspects of our laboratory operations, including personnel, equipment, and processes.
- Include details on your team's expertise, experience, and the range of services offered.
- Provide information on your approach to ensuring quality, compliance, and efficiency in fully outsourced laboratory operations.

Leadership-Only Staffing Model:

- We are interested in proposals from vendors specializing in providing leadership and management personnel for laboratory settings.
- Outline the roles and responsibilities of the leadership team you would provide.
- Include information on how your leadership team ensures compliance, quality control, and effective communication within the laboratory.

Hybrid Staffing Model:

- Proposals are invited from vendors offering a hybrid model that combines aspects of both fully outsourced and leadership-only models.
- Detail how your hybrid model balances internal and external resources for optimal efficiency.
- Provide examples of successful implementations of hybrid staffing models in laboratory environments.

The proposal should include:

- a. A detailed description of the proposed staffing model.
- b. Information on your company's experience in providing similar services.
- c. Cost breakdown and pricing structure.

4.3 Hospital Data

Data will be made available upon request. Inspira reserves the right to provide data in a standard format. Specific data formatting requests will be considered but not guaranteed.

5. Vendor Qualifications & References

Responses to this RFP must contain the following information:

1. A description of the vendor company including:
 - a. Full legal name of the company;
 - b. Year business was established;
 - c. Number of people currently employed;
 - d. A summary of any litigation filed against the vendor in the past three (3) years that relates to services that vendor provides in the regular course of business. The summary shall state the nature of the litigation, a brief description of each case, and the outcomes or projected outcome of each case.
2. A description of the services the vendor company currently provides; and a description of the vendor company's geographic reach and market penetration.
3. Information on vendor company's current clients including:
 - a. Total number of current clients
 - b. A list of clients with needs similar to Inspira
 - c. Evidence of successful performance of services for another hospital of similar size
4. A detailed discussion of how the vendor proposes to provide the services described in the Statement of Work.

5. Evidence of professional liability coverage insuring against any and all claims against that may arise as a result of the services contemplated in this RFP in an amount not less than One Million Dollars (\$1,000,000) per occurrence and Three Million Dollars (\$3,000,000) aggregate per policy year through responsible insurance companies authorized to do business in New Jersey.
6. References: Contact information for three references, if available, for whom the vendor company performed or performs services similar in scope to those proposed. Also provide a brief description of their implementation.
7. All proposers must disclose with their proposal the name of any officer, director, or agent who is an elected or appointed official of, or an employee or officer of, Inspira who owns directly or indirectly, any interest in the proposer's firm.
8. Each proposal must contain the following certification: Proposer certifies that this offer has been made without prior understanding, agreement, or connection with any corporation, firm or person submitting an offer for the same services and is in all respects fair and without collusion or fraud. Proposer acknowledges that no premiums, rebates or gratitude are permitted either with, prior to, or after any provisions of services. Proposer agrees that any violation of this provision may result in contract cancellation and discontinuation of services.
9. Describe the adequacy of your ability to staff and provide the series in your proposal.
10. Vendors may recommend to Inspira in their responses to the RFP any services enhancements which they believe might be in Inspira's best interests.

6. Pricing

Proposals must contain a cost breakdown for providing the laboratory services as described in this RFP. The vendor must agree to keep these prices valid for a three-year period.

6.1 Laboratory Services

Please list the costs for compensation you propose for Laboratory Services and itemize where appropriate.

6.2 Other Costs

Please list any other costs, fees or charges Inspira would be expected to pay to you or on your behalf.

7. Additional Terms & Conditions

7.1 No Assumption of Costs by Inspira

This RFP does not obligate Inspira to pay for any costs, of any kind, which may be incurred by a respondent or any third party in connection with the response to this RFP. All responses and supporting documentation shall become the property of Inspira.

7.2 Intellectual Property

Respondents shall not use any intellectual property of Inspira including, but not limited to, logos, trademarks, or trade names of Inspira at any time without prior written approval of Inspira.

7.3 Respondent's Responses

All responses shall become the property of Inspira and will not be returned.

7.4 No Liability

Inspira shall not be liable to any respondent, person, or entity for any losses, expenses, costs, claims or damages of any kind; (a) arising out of, by reason of, or attributable to, the respondent responding to this RFP; or (b) as a result of the use of any information, error, or omission contained in this RFP document or provided by Inspira during the RFP process.

7.5 Entire RFP

This RFP, any addenda to it, and any attachments constitute the entire RFP.