University of Missouri Health Care
REQUEST FOR INFORMATION # 22142
ENTERPRISE COMMUNICATION PLATFORM
DATED: JUNE 1, 2022
DUE DATE: June 24, 2022 @ 12:00 PM CDT

Introduction

The Curators of the University of Missouri on behalf of The University of Missouri Health Care is requesting information to aid in the understanding and determining needs for an enterprise communications platform. The purpose of this RFI is to identify vendors and products capable of supplying an enterprise level communications platform.

These services can be used for all University of Missouri System offices and affiliates as determined by department needs. No contract award will be made as a result of this request.

Submit responses to Kyla Rogers @ rogersk@umsystem.edu no later than 12 PM CDT on June 24, 2022.

Company Experience and References

1. Provide a general overview of your company's experience in providing an enterprise communications platform to Academic Medical Centers that are similar in size and scope to the University of Missouri.

2. Please provide an overview of your company's experience in providing an enterprise communications platform to hospitals.

3. What do you consider your market differentiator(s) for your company's? What features/functions set your product apart from other vendors.

4. Provide a list of existing clients that you have implemented an enterprise communications platform and provide support/maintenance.

5. Please provide any ROI documentation that will help in determining the advantages to moving to your proposed enterprise communications platform.

Features and Integrations

1. Describe any reference capabilities to include but not limited to:
   a. Web pages
      i. Ability to load 3rd party references
   b. Drug references
   c. Medical calculator
   d. Medical literature

2. Describe how you integrate with our EHR (Cerner Powerchart) and any experiences with Cerner Powerchart you have with other clients.

3. Have you successfully integrated with Cerner and if so, provide client examples?

4. What EHR services can you provide (i.e. documentation of visit in clinical note, placement of orders for approval, updating problem list, etc)

4. Describe EHR capabilities as they relate to data entry and review that your organization provides.

5. Describe EHR capabilities as they relate to camera (capture), sound recording, and barcode scanning (NDC capture).

6. Describe any customizations for paging groups that are available for users (i.e. ED pods) within your solution.

7. Describe any capabilities with your solution for dedicated extensions for individual staff and their associated roles.

8. Provide and describe a complete list of all interfaces including mobile devices and browsers that interact with your solution if applicable.

9. Describe any BYOD (bring your own device) capabilities and integrations that your company can offer.

10. Describe your company's ability to provide a full wireless assessment at all facilities in scope for this project and provide infrastructure recommendations to facilitate a successful implementation and reliable VOIP device connectivity.

11. Describe your solutions time management capabilities as they relate to record call schedule.
    a. I.E. Amtelco, Qgenda, etc…

12. Please describe (if applicable) Telecom Operator functionality including Integration capabilities with Amtelco.

13. MUHC uses Clairvia for staff scheduling. Describe any experience or integrations with Clairvia.

12. Please describe reporting functionality and platform, including any additional infrastructure requirements needed for reporting.

13. Describe what hardware is required, and who provides hardware and maintains the hardware.

14. Describe any warranty and support agreements available as they relate to hardware.

15. Please describe in detail any connection, network, backup, and upgrades that would apply or would be required.

16. Please describe any required operating systems and the client's ability to manage applications on mobile computers / phones.

17. Describe any communication capabilities to include but not limited to:
    a. Voice calling
    b. Video conferencing (zoom)
    c. Text (among users)
    d. Securetext(HIPAA Compliant)
    e. Email
    f. Hands free voice
    g. Panic alert
    h. GPS tracking of device/asset
    i. Language access services
        i. MARTI carts, video interpretation, etc
    j. Inbound SMTP alerting capability
    k. Downtime calling capability
    l. Adhoc messaging capability. I.E. desktop application that interacts with the staff's mobile devices.

18. Describe any patient monitoring capabilities to include but not limited to:
    a. Alarm integration
        i. Cerner IBUS, Care Aware integration capabilities
    b. Nurse call integration
        i. Rauland Responder R5
    c. Waveform viewing
        i. Management capabilities

Implementation and Training
1. Describe the implementation and set up process if we were to contract with your company for clinical communication devices.

2. Describe any internal staff resources that are required for implementation of your organization's solution.

3. Provide an example implementation timeline with set up process, implementation, and estimated deliverables.

4. Describe training and deployment assistance during implementation through Go Live.

Support

1. Describe any capabilities for hardware that need to be considered, to include but not limited to:
    a. Clips/holders
    b. Waterproof/water resistant
    c. Battery life
    d. Battery types (rechargeable,removable,etc)
    e. Hot swappable
    f. Weight
    g. Drop-test height

2. Provide standard support and maintenance agreement options and example terms of each.

3. Describe any SLA's (Service level agreement) commitments as they relate but not limited to a clinical communication device to include uptime, downtime, scheduled upgrades etc.

4. Provide your solution's standard service level agreement.

5. Describe or include your product's foreseeable enhancement roadmap.

6. Describe any future functionality within your organization as it relates to the scope of this RFI not currently on your roadmap.

Costs

1. Provide a budgetary estimate for a Clinical Communication device solution ion to include:
    a. Hardware required including any costs for accessories that will need to be replaced
    b. Support/maintenance agreements or any ongoing use costs
    c. Warranty costs if applicable
    d. Training and implementation
    e. Travel costs if applicable
    f. Tier base pricing for volume discounts
    g. Any additional costs not specifically listed

Questions and Contact Information
If you have questions about this RFI please contact Kyla Rogers @ rogersk@umsystem.edu.

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Enterprise Communications Platform