The Rector and Visitors of the University of Virginia
On behalf of its Medical Center

Request for Information
Service Coverage of all Imaging Systems By One Vendor

April 1, 2016

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Medical Center Procurement
Division of Supply Chain Management
University of Virginia Medical Center
Charlottesville, Virginia
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Multi-Vendor Service

Request for Information

I. RFI Overview

The Rector and Visitors of the University of Virginia, a Virginia public corporation, on behalf of its Medical Center (hereinafter “Medical Center”, “UVaMC” or “University”) is seeking information from firms regarding their provision of a Multi-Vendor Service agreement for radiology equipment as further described below.

This RFI is for information-gathering purposes only and does not constitute a procurement process or obligate the Medical Center to issue a Request for Proposal (RFP). However the RFI is contemplated to precede a potential successor RFP, by which the Medical Center may procure such a service. For ease of reference, each firm receiving this RFI is referred to as a “firm”.

Below is the tentative schedule for this RFI, specifying the important dates and milestones:

- Issue Date of RFI: April 1, 2016
- Pre-submission Conference: April 29, 2016
- Deadline for Receipt of Vendor Responses: May 6, 2016
- Additional Discussions and Information Exchange: Mid-May to Early June

Optional Pre-submission Conference: An optional Pre-submission Conference will be held on Friday, 4/29/16 @ 10:00 a.m. EST at location, Charlottesville, Virginia (map may be viewed at this web site: http://www.virginia.edu/Map/). The purpose of the Pre-submission Conference is to allow potential interested parties an opportunity to present questions and obtain clarification relative to any facet of this RFI. While attendance at this conference will not be a prerequisite to submitting a response, interested parties who intend to submit a response are strongly encouraged to attend. Vendors may bring a maximum of two (2) attendees to the conference. Bring a copy of the solicitation with you.

Firms planning to attend the Pre-submission Conference should notify SCN either by email (SAH3VC@virginia.edu) or telephone (434-982-3883), no later than COB 5:00 p.m. EST on Thursday, April 20, 2016, all of the names, titles, and phone numbers of the individuals who will attend.

Any and all preparation costs incurred by a firm in developing and providing responses, demonstrations, or any other activity associated with responding to this RFI are the sole responsibility of the firm and will not be reimbursed by the Medical Center. All firms’ responses and associated supporting materials shall become the property of the Medical Center.

In addition to the information in this RFI, we have attached additional information included in the following Attachments that specify the Medical Center’s System Configuration.

II. Overview of the Medical Center

The Medical Center operates a fully accredited 661-bed hospital, serving as tertiary referral facility for central and western Virginia and parts of North Carolina and West Virginia. The hospital experiences approximately 28,750 admissions and 60,000 emergency room visits annually. The Medical Center’s clinics experience approximately 700,000 outpatient visits annually. The Medical Center employs approximately 6,800 employees and has over 1,000 volunteers.

The Medical Center has been repeatedly named one of the nation’s Top 100 Hospitals in the nation by Solucient. In addition, UVa’s clinical departments are consistently ranked in the annual listings published by U.S. News & World Report.
The Medical Center is seeking information regarding a Service Agreement for all imaging equipment in use at the University of Virginia Health System.

**SCOPE OF GOODS AND SERVICES**

**A. Purpose:**

Create a 5-year strategic relationship to manage risks, reduce costs and build internal capabilities for repair and maintenance of all imaging system modalities.

**Background:**

Currently UVA Medical Center utilizes various types of coverage for the imaging equipment. We have OEM agreements, insurance agreements, partnership agreements and parts agreements.

**B. Definitions:**

1. Full-Service Agreement
2. Original Equipment Manufacturer (OEM)
3. Partnership Agreement
4. Parts Agreement
5. PM Agreement
6. Primary Coverage Period (PCP)
7. Telephone Response Time
8. On-site Response Time
9. Glassware Coverage
10. Probe Coverage
11. Up-Time
12. Escalation
13. Down-time
14. Performance Indicators
15. Life Cycle
16. Risk based Management

**C. Scope of Services:**

1. The Respondent shall provide one point of contact for all calls concerning the maintenance and repair of the equipment systems listed on the attached spreadsheet. The services shall include:
   - Preventative maintenance
   - Parts
   - Clinical support
   - Repair services
   - Regulatory compliance management
   - Documentation of all services in the customers CMMS

2. The Respondent shall provide a plan with goals for reducing the dependence on OEM’s and external suppliers related to the maintenance and management of imaging modalities.

3. The Respondent shall provide a plan for building capacity of Clinical Engineering personnel by training UVA’s CE technicians and recruiting an Imaging Specialist as necessary to meet maintenance and management needs of imaging modalities.

4. Provide a timeline and summary of proposed approach to implementation of services
III. SCOPE OF REQUESTED INFORMATION
The Medical Center requires the responding firm to detail their organization’s ability to maintain all modalities of imaging equipment while reducing costs; and training UVA Biomed Technicians to minimize system downtime and increase efficiencies.

Quality
- Describe your quality assurance process
- Describe your process for ensuring image quality for covered systems.
- Describe your penalty process for not meeting response time, uptime and satisfaction thresholds
- Describe your process for ensuring that equipment updates and upgrades are completed to ensure equipment operates at the highest level of functionality.
- Describe your firm’s ability to access original equipment manufacturers parts, software, and glassware.

Client Satisfaction
- Describe your remote diagnostics/remote fix capability on high end imaging equipment
- Describe how you will provide clinical applications support for imaging technologists
- Describe onsite applications training
- List and describe service performance reporting/contract compliance with specific benchmarks and penalties
- Describe how you will develop Key Performance Metrics
- Describe how you will share performance against key performance indicators
- Describe the escalation path to coordinate OEM service during a critical service event
- Describe the organization’s complaint handling process

Financial
- Describe your process for lowering the current cost of service coverage
- Describe your plan for decreasing cost year over year

Operational
- Describe your maintenance strategy
- Describe your training plan for UVA
- Describe how you will manage all of the imaging systems
- Describe how you will ensure service coverage levels are optimized
- Describe your up-time commitment
- Describe how you will maximize productivity of Imaging Technicians
- Describe your phone response time and your onsite response time
- Describe how you will support equipment for which your staff have no training
- Describe your process for sourcing multi-vendor parts and services
- Describe your process for hardware and software upgrades and their costs provided in your program
- Describe your process for adding and removing equipment from coverage.
- Describe your access to diagnostic tools and software to support the equipment covered in this RFI

Asset Management
- Describe how you will support the Medical Center with asset utilization
- Describe how you will advise the Medical Center with workflows around assets
- Describe how you will report asset utilization for high end imaging equipment
- Describe your organization’s recall process for defective equipment
- Describe your process for ensuring compliance with JCAHO, the Commonwealth of Virginia
IV. VENDOR INFORMATION
A. The Medical Center requires the responding firm to detail their organization’s ability to meet proposed service models. The information required will allow us to survey the marketplace of potential providers. Provide the following information relevant to the experience of the responding firm:

1. Evidence of the Company’s organizational ability to implement the prescribed services.
2. Description of Company’s experience in providing prescribed services.
3. Please provide three (3) (preferably educational healthcare facilities of comparable size & scope) references from other organizations in which you are the default or preferred vendor.
4. Summarize your firm’s resources dedicated to the delivery of services matching the needs of UVA in this RFI
5. Tell us how you have achieved this model at other healthcare facilities
   a. What were your successes/failures
   b. How much did you save
   c. Describe your outcomes
6. Describe your organization’s ability to meet proposed service models as outlined in Section III above.
   a. Name and Address of Submitter
   b. Type of organization
   c. Contact person (Name, address, telephone number and Fax number & email address)
   d. Federal payee Identification number

V. VENDOR RESPONSE REQUIREMENTS
All vendor responses and copies thereof shall be sent directly to the Issuing Office as stipulated in section VI.B. Responses shall be provided in accordance with the following order and format.

A. Plan of Operation for requested services
Provide a plan of operation to achieve the objectives set forth in Section II: Background Discussion and Section III: Scope of Requested Information that fully addresses how the services outlined would be provided.

B. Project Budget Estimate
One of the purposes of this RFI is to plan a budget for the funding of this project. Please detail the following cost factors for an institution of our size and complexity.
1. Cost to maintain each modality of image equipment
2. Implementation if necessary to include, but not necessarily be limited to:
   a. Personnel requirements
   b. Infrastructure requirements
   c. Other services
3. Training
4. The project budget estimate shall address the roles to be performed by both internal and external sources. Specifics regarding the knowledge, skills and expertise for both the internal and external resources should be included.
5. Other project costs not addressed above.

C. Market Availability
Based on our location and the Charlottesville market, project issues that may interfere, disrupt, or prevent services from being provided.
D. The Firm and Its Operations
Responses shall include information about the Firm and its operations:
1. Describe the Firm, its size, number of employees, and annual sales. Include a brief history of the Firm, emphasizing its service experience with academic medical centers similar to UVaMC. Describe the primary type of business the firm is engaged in and any other secondary activities of engagement.
2. Provide a summary of any judgments, settlements, pending litigation or arbitrations, and any administrative complaints or investigations by any governmental agency involving your firm in the last 5 years.

E. Preparation of Vendor Responses
1. An authorized representative of the responding firm shall sign responses. All information requested shall be submitted simply and economically, providing a straightforward, concise description of capabilities to satisfy the RFI.
2. Responses shall be organized in the sequential order in which the factors are presented in the RFI. All pages of the response shall be numbered and each paragraph in the response shall reference the corresponding section of the RFI.
3. In addition to receiving 6 printed copies, Firm should also send in a single-digitized copy of the responses compiled and contained in a single volume where practical. All documentation shall be contained in that single volume that should be sent to the Issuing Office as outlined herein.
4. Ownership of all data, materials, and documentation originated and prepared for the Medical Center pursuant to this RFI shall belong exclusively to the Medical Center. Some portions of such data, materials, and documentation may be subject to public inspection in accordance with the Virginia Freedom of Information Act. However, trade secrets or proprietary information submitted by the Firm shall not be subject to public disclosure under the Virginia Freedom of Information Act provided that the Firm invokes the protections of Section 2.2-4342 F of the Code of Virginia, in writing, either before or at the time the data is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret materials submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire vendor response, line item prices, and/or total prices as proprietary or trade secrets is not acceptable.

VI. INFORMATION ABOUT THIS RFI
A. Issuance and Contact Information for the RFI
The Issuing Office for this Request for Information is:

U.S. Mail:                                      Overnight Deliveries:
Contract Negotiation & Administration            Contract Negotiation & Administration
Division of Supply Chain Management              Division of Supply Chain Management
University of Virginia Medical Center             University of Virginia Medical Center
P.O Box 800705                                   Box 800705
Charlottesville, Virginia 22908                   1300 Jefferson Park Ave. Room #1951
                                                     Charlottesville, Virginia 22903

Principal Contact:
Shelley Hawkins
Senior Contract Negotiator, Medical Center Procurement
Telephone: (434) 982-3883
Fax: (434) 244-7524
TDD: (434) 982-HEAR
B. Vendor Response Deadline
   All responses must be received at the Issuing Office by COB 5:00pm EST on May 6th, 2016

C. Presentations/Demonstrations (as needed)
   A presentation may be requested after the Medical Center receives vendor responses. If the
   Medical Center requires such a presentation, the Issuing Office will schedule a time and place.
   Each firm should be prepared to discuss and substantiate the response provided, qualifications for
   the services required and any other areas of interest relative to the response.