Request for Proposal

Trinity Muscatine

Request for Proposal for Anesthesia Services and Pain Clinic Services

RFP #2014-05-01

May 30, 2014
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1 Statement of Work

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply Hospital Anesthesia Services and Pain Clinic services to Trinity Muscatine Hospital. The RFP provides prospective vendors with the relevant operational, performance, application, and architectural requirements of the system.

1.2 Coverage & Participation

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of all departments at Trinity Muscatine along with any satellite offices. Trinity Muscatine reserves the right not to enter into any contract, to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

2 General Information

2.1 Original RFP Document

Trinity Muscatine shall retain the RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor’s submission, is grounds for immediate disqualification.

2.2 The Hospital

Trinity Muscatine is a rural hospital with 80 licensed beds, 6 Operating Rooms and 1 Endoscopic Procedure Room. We are located on the banks of the Mississippi River in Muscatine, Iowa, with a population of 22,924. Trinity Muscatine is a full service hospital with Emergency, Obstetrical/Nursery, Medical/Surgical, Intensive Care, Surgery, Radiology, Laboratory, Occupational Medicine, and Substance Abuse departments. Trinity Muscatine is part of the Trinity Regional Health System, headquartered in Rock Island, Illinois and a member of UnityPoint Health, headquartered in Des Moines, Iowa.

2.3 Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization’s needs or unforeseen circumstances. Changes will be communicated by e-mail to all invited bidders.

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issuance of RFP</td>
<td>May 30, 2014</td>
</tr>
<tr>
<td>Technical Questions/Inquiries Due</td>
<td>June 6, 2014</td>
</tr>
<tr>
<td>RFP Closes</td>
<td>June 18, 2014, 5:00 pm CDT</td>
</tr>
<tr>
<td>Complete Initial Evaluation</td>
<td>June 24, 2014</td>
</tr>
<tr>
<td>Final Award Notification</td>
<td>June 30, 2014</td>
</tr>
</tbody>
</table>
3 Proposal Preparation Instructions

3.1 Vendor’s Understanding of the RFP

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to Trinity Muscatine as necessary to gain such understanding. Trinity Muscatine reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, Trinity Muscatine reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to Trinity Muscatine.

3.2 Good Faith Statement

All information provided by Trinity Muscatine in this RFP is offered in good faith. Individual items are subject to change at any time. Trinity Muscatine makes no certification that any item is without error. Trinity Muscatine is not responsible or liable for any use of the information or for any claims asserted there from.

3.3 Communication

Verbal communication shall not be effective unless formally confirmed in writing by a specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

3.3.1 Vendors’ Inquiries. Applicable terms and conditions herein shall govern communications and inquiries between Trinity Muscatine and vendors as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to:

Trinity Muscatine
Attn: Pam Askew and Jamie Bosten
1518 Mulberry Avenue
Muscatine, IA 52761

Telephone: 563-264-9100
Fax: 563-264-9484
pam.askew@unitypoint.org
jamie.bosten@unitypoint.org

3.3.2 Informal Communications shall include, but are not limited to: requests from/to vendors or vendors’ representatives in any kind of capacity, to/from any Trinity Muscatine employee or representative of any kind or capacity with the exception of Pam Askew or Jamie Bosten for information, comments, speculation, etc. Inquiries for clarifications and
information that will not require addenda may be submitted verbally to the named above at any time.

3.3.3 **Formal Communications** shall include, but are not limited to:

- Questions concerning this RFP must be submitted in writing and be received prior to June 6, 2014, 12:00 noon, CDT.

- Errors and omissions in this RFP and enhancements. Vendors shall recommend to Trinity Muscatine any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to Trinity Muscatine any enhancements, which might be in Trinity Muscatine's best interests. These must be submitted in writing and be received prior to June 6, 2014, 12:00 noon, CDT.

3.3.4 **Addenda**: Trinity Muscatine will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within 1 business day. All questions, answers, and addenda will be shared with all recipients.

Trinity Muscatine will not respond to any questions or requests for clarification that require addenda, if received by Trinity Muscatine after June 6, 2014, 12:00 noon, CDT.

All addenda will be posted to our Web site only: https://www.unitypoint.org/quadcities/trinity-muscatine.aspx

3.4 Proposal Submission

Proposals must be delivered sealed to:

Trinity Muscatine  
Attn: Pam Askew  
1518 Mulberry Avenue  
Muscatine, IA 52761

on or prior to June 18, 2014, 5:00 pm CDT. Trinity Muscatine shall not accept proposals received by fax.

Vendors are to submit one (1) original copy of their proposal marked “Original” and seven (7) copies of their proposal, marked “Copy.” Each original and copy must be individually bound. Please provide one electronic copy on a CD. Trinity Muscatine will not accept proposals delivered via e-mail.
3.5 Criteria for Selection

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and organization. The purpose of this RFP is to identify those suppliers that have the interest, capability, and financial strength to supply Trinity Muscatine with all Anesthesia and Pain Clinic Services identified in the Scope of Work.

Evaluation Criteria:

1. Provider Experience Level 15 points
2. Price 15 points
3. Apparent feasibility/sustainability of proposal 15 points
4. Additional Services proposed 10 points
5. Experience with Pain Clinic Management 10 points
6. Start-up Timeline 10 points
7. Performance Metrics Proposed 10 points
8. IT Infrastructure/EHR Experience 5 points
9. Community Presence/Participation 5 points
10. Financial Stability of Vendor 5 points

3.6 Selection and Notification

Vendors determined by Trinity Muscatine who possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to these vendors via mail. Those vendors not selected for the negotiation phase will not be notified.

4 Scope of Work, Specifications & Requirements

4.1 Anesthesia Services

4.1.1 Administration of general and regional anesthesia services together with appropriate preoperative, postoperative and recovery services to patients

4.1.2 Administration of monitored anesthesia care utilized in the performance of surgical and special procedures and assisting treating providers with administration of monitored anesthesia care where the provider has properly scheduled service.
4.1.3 Anesthesia consults performed at the request of attending and referring providers.

4.1.4 Postoperative and post-procedural pain management.

4.1.5 Provision of the following services and assistance as requested:
   a. Administration of IV Access
   b. PICC Line insertion
   c. Ultrasound Guided Vascular Access
   d. Lumbar Puncture
   e. Difficult Airway Management
   f. Emergency Airway Management
   g. Emergency Department Critical cases
   h. Supervision and mentoring of EMT, Paramedic and other allied healthcare students and practicums

4.1.6 Staffing all positions with a Certified Registered Nurse Anesthetist (CRNA) who each have a minimum of five (5) years of full time experience and/or a group average of a minimum of twenty (20) years of full time experience.

4.1.7 Provide a minimum staffing level of two (2) CRNA's available for surgeries and procedures onsite Monday through Friday from 7am to 5pm.

4.1.8 Provide a third (3rd) CRNA available for surgeries and procedures onsite, 2-3 days each week Monday through Friday from 7am to 5pm with a flexible schedule as patient volumes fluctuate.

4.1.9 Vendor to review proposed Incentive Metrics in Schedule “C” of this RFP and recommend any changes. Vendor to propose two (2) additional metrics for monitoring the quality of services provided by Vendor to Trinity Muscatine.

4.1.10 Vendor will participate in Quality Improvement committees and other hospital committees as required by the Hospital and/or Medical Staff.

4.2 On Call Services

4.2.1 Provide a minimum of one (1) CRNA from 5pm to 7am Monday through Friday and 24 hour coverage on Saturday, Sunday and Holidays who is on call for all services described in section 4.1 of this RFP. CRNA must have a response time to the hospital of twenty (20) minutes or less for obstetrical emergencies and Emergency Department calls.

4.2.2 Provide a proposal for additional on-call response in the event of unusually high volumes during weekdays or demand for multiple urgent/emergent after hours on-call responses.
4.3 Pain Clinic Services

4.3.1 Provide a minimum of six (6) Pain Clinic days per month. The Hospital will provide staff, supplies and physical facilities for the clinic.

4.3.2 In consultation and coordination with primary care and other providers, assess and treat chronic and acute pain in all patient populations. Minimum treatments to include: steroid and narcotic injections, nerve blocks, prescription management, radiofrequency ablation, physical modalities, recommendations for additional therapies and consultations and other resources as appropriate.

5 Vendor Qualifications & References

All vendors must provide the following information in order for their proposal to be considered:

1. A brief outline of the vendor company and services offered, including:
   - Full legal name of the company
   - Year business was established
   - Number of people currently employed
   - Income statement and balance sheet for each of the two most recently completed fiscal years certified by a public accountant.

2. An outline of the services they currently provide.

3. A description of their geographic reach and market penetration.

4. An outline of their partnerships and relationships to date.

5. An outline of their current and future business strategies.

6. Information on its current clients, including:
   - Total number of current clients.
   - A list of clients with similar needs receiving similar services.
   - Evidence of successful completion of a project of a similar size and complexity.

7. Evidence of professional liability coverage insuring against any all claims 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 Iowa.
8. References: Contact information for three references, if available, from projects similar in size, application, and scope and a brief description of their implementation.

6 Budget & Estimated Pricing

All vendors must submit a cost breakdown for the implementation of their proposal for Trinity Muscatine’s project as described in this RFP. Costs should be identified as either capital or non-capital in nature. The vendor must agree to keep these prices valid for 180 days as of June 18, 2014.

6.1 Anesthesia Services

Please list and explain your proposed unit of sale and price for Anesthesia Services?

6.2 On-Call Cost

Please list and explain your proposed unit of sale and price for On Call Coverage?

6.3 Pain Clinic Cost

Please list and explain your proposed unit of sale and price for Pain Clinic Services?

6.4 Other Costs

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

7 Additional Terms & Conditions

7.1 Non-Disclosure Agreement

Trinity Muscatine reserves the right to require any Respondent to enter into a non-disclosure agreement.

7.2 Costs

The RFP does not obligate Trinity Muscatine to pay for any costs, of any kind whatsoever, which may be incurred by a Respondent or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of Trinity Muscatine, subject to claims of confidentiality in respect of the Response and supporting documentation.

7.3 Intellectual Property

The Respondent should not use any intellectual property of Trinity Muscatine including, but not limited to, all logos, registered trademarks, or trade names of Trinity Muscatine, at any time without the prior written approval of Trinity Muscatine, as appropriate.
7.4 Respondent’s Responses

All accepted Responses shall become the property of Trinity Muscatine and will not be returned.

7.5 Governing Law

This RFP and the Respondent’s Response shall be governed by the laws of the State of Iowa, County of Muscatine.

7.6 No Liability

Trinity Muscatine shall not be liable to any Respondent, person, or entity for any losses, expenses, costs, claims, or damages of any kind:

- Arising out of, by reason of, or attributable to, the Respondent responding to this RFP; or
- As a result of the use of any information, error, or omission contained in this RFP document or provided during the RFP process.

7.7 Entire RFP

This RFP, any addenda to it, and any attached schedules, constitute the entire RFP.
8 Vendor Certification

This certification attests to the vendor’s awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to RFP #2014-05-01 issued by Trinity Muscatine. The undersigned is a duly authorized officer, hereby certifies that:

________________________________________
(Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of 180 calendar days as of June 18, 2014.

The undersigned further certify that their organization (check one):

☐ IS
☐ IS NOT

currently debarred, suspended, or proposed for debarment by any federal entity including the OIG and/or CMS. The undersigned agree to notify Trinity Muscatine of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person[s] authorized to negotiate on behalf of this firm for purposes of this RFP are:

Name: ___________________________ Title: ___________________________
Signature: ________________________ Date: ___________________________

Name: ___________________________ Title: ___________________________
Signature: ________________________ Date: ___________________________

Signature of Authorized Officer:

Name: ___________________________ Title: ___________________________
Signature: ________________________ Date: ___________________________
Schedule “A” Notice of Intention

RFP #2014-05-01

NOTICE OF INTENTION
REQUEST FOR PROPOSAL

From: 

[VENDOR ORGANIZATION NAME]

[AUTHORIZED REPRESENTATIVE]

[TELEPHONE NO.]

[FAX NO.]

[E-MAIL]

Please state your intention with regard to the Request for Proposal #2014-05-01 by selecting one of the following:

[ ] Intends to respond to Trinity Muscatine Request for Proposal

[ ] Does not intend to respond to Trinity Muscatine Request for Proposal

TO: Trinity Muscatine
    Attn: Pam Askew or Jamie Bosten
    1518 Mulberry Avenue
    Muscatine, IA  52761
    Fax: 563-264-9484
Schedule “B” Hospital Data

RFP #2014-05-01

The following is a list of information and statistics regarding historical volumes for certain services covered by this RFP.

**IV Starts:**

<table>
<thead>
<tr>
<th>YEAR</th>
<th>QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>99</td>
</tr>
<tr>
<td>2012</td>
<td>155</td>
</tr>
<tr>
<td>2011</td>
<td>198</td>
</tr>
<tr>
<td>2010</td>
<td>272</td>
</tr>
</tbody>
</table>

**Pain Clinic Visits:**

<table>
<thead>
<tr>
<th>YEAR</th>
<th>QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>677</td>
</tr>
<tr>
<td>2012</td>
<td>514</td>
</tr>
</tbody>
</table>

**PICC Lines inserted:**

<table>
<thead>
<tr>
<th>YEAR</th>
<th>QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>40 (through April 2014)</td>
</tr>
<tr>
<td>2013</td>
<td>125</td>
</tr>
<tr>
<td>2012</td>
<td>167</td>
</tr>
<tr>
<td>2011</td>
<td>164</td>
</tr>
<tr>
<td>2010</td>
<td>142</td>
</tr>
</tbody>
</table>

**Surgery Case #’s:**

<table>
<thead>
<tr>
<th>YEAR</th>
<th>QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>877 cases of which 728 were outpatient (through April 2014)</td>
</tr>
<tr>
<td>2013</td>
<td>3175 cases of which 2668 were outpatient</td>
</tr>
<tr>
<td>2012</td>
<td>3171 cases of which 2640 were outpatient</td>
</tr>
<tr>
<td>2011</td>
<td>3235 cases of which 2735 were outpatient</td>
</tr>
<tr>
<td>2010</td>
<td>3003 cases of which 2582 were outpatient</td>
</tr>
</tbody>
</table>
Schedule “C” Proposed Incentive Metrics

RFP #2014-05-01

1. Clinical Excellence: up to $36,000 per year (up to $3,000 per month)
   a. Vendor to develop and implement a process of contacting non-MAC (monitored anesthesiology care) patients prior to and/or post-surgery. Vendor will visit patients (inpatient surgical patients) prior to the surgery date. Vendor will visit all admitted surgical cases post-surgery and inquire of post-operative pain management. Vendor to document patient’s report of pain control and communicate any recommendations via chart.
   b. Target metric is 90% of patients audited through random selection. 20 patients will be audited monthly.

2. Clinical excellence: Surgical Care Improvement Projects: up to $36,000 per year (up to $3,000 per month)
   a. Vendor to work collaboratively with the surgical department to develop and implement a process to achieve 100% compliance with SCIP metric for post-operative patient temperatures.
   b. Target metric is 100% of patients audited through random selection. 20 patients will be audited monthly. Minimum threshold of 95% of patients audited for prorated incentive payment in each month.

3. OR Pyxis Accuracy: of Scheduled Medications up to $36,000 per year (up to $3,000 per month)
   a. Vendor to work collaboratively with the pharmacy and the surgical department to develop and implement a process to achieve 100% compliance with Pyxis documentation accuracy of controlled substances including removal, administration and waste.
   b. Target metric is 100% of all medications. Minimum threshold of 98% for prorated incentive payment each month.