

November 11, 2024

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REQUEST FOR PROPOSAL PREFACE
Nurse Call Support, RFP 24 31164
or Emailed Proposals Accepted Unt I

1.0 GENERAL INFORMATION FOR RESPONDENTS

Missouri Health Care”.

Respondent

Supplier” shall mean the successful Respondent(s) awarded a Contract as a result of this

Solicitation

1.1 Solicitation Document:

or otherwise advise MUHC

n. MUHC will be the sole judge of equality and

"or equal" do not follow, it shall be deemed that the words "or equal" follow unless the context
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MUHC reserves the right to return, at

MUHC reserves the

Except as otherwise specifically provided herein:

- x " " shall refer to "The Curators of the University of Missouri on behalf of University of Missouri Health Care".
- x " " refers to the person or entity that is responding to this Solicitation.
- x " " shall mean the successful Respondent(s) awarded a Contract as a result of this Solicitation.
- x " " shall mean the Request for Quotation, Request for Qualification, Request for Bids, Request for Proposal, or other competitive procurement process for which Respondent is submitting a response.
- x " " shall mean the contract awarded pursuant to this Solicitation.

Respondents are expected to examine the complete Solicitation document and all attachments including, but not limited to, drawings, specifications, and instructions. Failure to do so is at Respondents' risk. It is Respondents' responsibility to ask questions, request changes or clarifications, or otherwise advise MUHC



The preferred settlement method is using Electronic Accounts Payable solutions. Payment terms associated with these forms of payment will be issued as net 30 after the date of invoice. Payment terms associated with settlement by check will be net 30 days. Cash discounts for prompt payment may



and health care professionals at MUHC. With initiatives such as the Culture of Yes and healthy lifestyle challenges, MUHC



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- x " " refers to the person or entity that is responding to this Solicitation.
- x " " shall mean the successful Respondent(s) awarded a Contract as a result of this Solicitation.
- x " " shall mean the Request for Quotation, Request for Qualification, Request for Bids, Request for Proposal, or other competitive procurement process for which Respondent is submitting a response.
- x " " shall mean the contract awarded pursuant to this Solicitation.

Any Contract issued as a result of this Solicitation shall be governed by the laws of the State of Missouri without giving effect to the conflict of laws principles. Any action arising out of or in connection with a Contract issued as a result of this Solicitation shall be brought in the courts of the State of Missouri in the proper venue in the State of Missouri. Additionally, the Supreme Court of Missouri shall have jurisdiction over the Contract. Federal laws, ordinances and regulations related to the performance of the Contract shall apply to the extent that the same may be applicable.

The Curators of the University of Missouri is a public corporation and, as such, cannot create indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in 172.250, RSMo. Therefore, if MUHC determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of the awarded Contract, MUHC reserves the right to cancel the Contract with 30 days' notice.

In connection with the furnishing of equipment, supplies, and/or services as a result of this Solicitation, the Supplier and all subcontractors shall not discriminate against any recipients of services, or employees or applicants for employment on the basis of race, color, national origin, ancestry, religion, sex, pregnancy, sexual orientation, gender identity, gender expression, age, disability, protected veteran status, or any other status protected by applicable state or federal law. The Supplier shall comply with federal laws, rules, and regulations applicable to subcontractors of government contracts including those relating to equal employment of minorities, women, persons

The Supplier expressly warrants that all equipment, supplies, and/or services provided shall: (1) conform to each and every specification, drawing, sample or other description which was furnished or adopted by MUHC, (2) be fit and sufficient for the purpose expressed in the Solicitation, (3) be merchantable, (4) be of good materials and workmanship, (5) be free from defect. Such a warranty shall survive delivery and shall not be deemed waived either by reason of MUHC's acceptance of or payment for such equipment, supplies, and/or services.

No equipment, supplies, and/or services received by MUHC pursuant to a Contract shall be deemed accepted until MUHC has had a reasonable opportunity to inspect said equipment, supplies and/or services. All equipment, supplies, and/or services which do not comply with specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective, or which do not conform to any warranty of the Supplier upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

The bidder hereby guarantees that no article listed herein is adulterated or misbranded within the meaning of the Federal Food, Drug and Cosmetic Act or an article which may not, under the provisions of Federal Law, be introduced into interstate commerce.

The Supplier shall maintain, during the term of the Contract, all books of accounts, reports, and records in accordance with generally accepted accounting practices and standard for records directly related to this Contract. The Supplier agrees to make available to MUHC, during normal business hours, all book of account, reports and records relating to this Contract for the duration of the Contract and retain them for a minimum period of one (1) year beyond the last day of the Contract term. In the event time and materials are a portion of this bid, MUHC reserves the right to



ATTACHMENT A
INSTRUCTIONS TO RESPONDENTS, SPECIFIC TO THE

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RFP 241164

Nurse Call Support

Request for Proposals

VOLUME

Required Submittals

(All but Financials)

Attachment B “Statement of Work with Required Responses”

Attachment C “Supplier Diversity Participation Form”

Attachment D: “Supplier Registration Information”

Attachment E: “IT Security Questionnaire”

Attachment F: “Data Breach Insurance Addendum”

Attachment G: “IdP Integration Questionnaire”

Attachment PA: “Proposal Agreement”



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f Provide details on at least three (3) Nurse Call Support systems in service for at least two (2) full years. These should be in healthcare with over 1,500 employees, over 150 beds. Discuss successes as well as challenges.

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f Discuss any tools and special knowledge or understanding of the healthcare industry pertaining to this service.

f Provide examples of special knowledge or understanding of the healthcare industry pertaining to this service.

f Describe what partnerships you have with resellers, implementers, or other ability to provide these services.

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f Financial Worksheet

f You may modify or submit an alternate Worksheet, but either way, this must be a 5-year contract with a minimal term of 3 years plus two renewable annual terms that may be non-renewable.

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f Separate at least three (3) Nurse Call Support systems in service for at least two (2) full years. These should be in healthcare with over 1,500 employees, over 150 beds. Discuss successes as well as challenges.

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Criterion 2: d Z v] o ^ μ % % } CE š ^ CE À] •

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Provided? Yes ___ No ___

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Provided? Yes ___ No ___

Response\

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Provided? Yes ___ No ___

Response\

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Provided? Yes ___ No ___

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Provided? Yes ___ No ___

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Provided? Yes ___ No ___

Response/W

Criterion 3: Equipment Maintenance Services

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- x Clinical Training – MUHC will develop a course of clinical training for the staff of the participating hospitals. The response to this item will provide a link to the course.

Provided? Yes ___ No ___

Response/W

- x Online Customer Portal – Shall provide an online repository for documents related to the drawings, reports, etc.

Provided? Yes ___ No ___

Z •%o}v• W

Desirable

- x MUHC to perform a regular review of the performance of the participating hospitals. Cases will occur at regular intervals agreed upon by the MUHC and the participating hospitals.

Criterion 6 Service Work (247-10) •

24/7

Normal Business Hours

ATTACHMENT

SUPPLIER DIVERSITY PARTICIPATION FORM

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ATTACHMENT

SUPPLIER REGISTRATION INFORMATION

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University of Missouri

The University uses a "Data Classification System" (DCS) to assign "Data Classification Levels" (DCL) (at)13.2 (0 T/(f)0 t)-1.3 C M(s)1.2 (o)-5.7 (f)4.5 if(t)-1.7 (y)-2.1 (o)-5.0 T/(w)139M(s)1.2 (2 8)a2 8-1.3 (())14(h)10.1 r8)a2 8-1.3 Myh5.1TJ HisP5.1 (sA)8.65(yA)8.66(it)h,sP5.1 (sA)8.65(y2.2 (nG).00L(t)6i8B)1.1 J TAnP5.1m (C)5(s 2)-2.5pey/2 (sT)j)-1.3 (ya)10.1J Ti (t)6.7itna-2.5 (abd)8.6m (all.9 (is)1.)10.12(iv)8.6m (9)9.6 (o)-(ab)10.2 (le)1 (.3 (t)-1.3 (h)10.2 work in good faith with the University to maintain compliance with new laws and regulations and/or to improve the security of the solution.

Compensating Controls and Descriptions

All statements and questions below are mandatory unless they are not applicable. The vendor must clearly explain why a given question is not applicable. For all other questions, if a requirement cannot be met, the vendor still has an opportunity to meet the requirement by the use of compensating controls. Compensating controls must be described in full in the appropriate column, including a full explanation of the compensating control detailing how the control meets the intent of the original question. In some instances, the University has requested that the vendor provide a description to accompany their response to a particular statement or question below. Descriptions are requested when a "Meets or Exceeds" answer alone could be deceptive without further detail.

When more room is needed to fully explain the compensating control or provide further detail, attachments can be included so long as such attachments are labeled and cross-referenced in the "Comments or Explanations of compensating controls" column. The University has the sole right to determine if a proposed compensating control is acceptable and if the details provided describe a solution that truly meets or exceeds the University's needs.

University of Missouri Information Security Requirements

Requirements	This is DSC Level	Meets	Does Not Meet	Comments/Compensating Control
	2	"X"	"X"	
	Please respond to all that include this DCS Level (These are Links to DCS)			
1. The vendor must immediately disable all or part of the system functionality should a security issue be identified.	All			
2. The University requires notification of actual or suspected security incidents/breaches within 24 hours of the vendor's first knowledge of such an event.	All			
3. The proposed solution must be behind a firewall to protect and limit access to the system.	DCL3 and DCL4	N/A	N/A	
4. The vendor must ensure that University of Missouri owned or provided data is segregated and protected from other customers. Please describe how this is accomplished.	All			
5. The vendor must always change vendor-supplied defaults before installing a system on the network.	All			
6. The vendor must remove or disable unnecessary default accounts before installing a system on the network.	All			
7. The vendor must prohibit group, shared, or generic accounts, passwords, or other authentication methods as follows: <ul style="list-style-type: none"> • Generic user IDs and accounts are disabled or removed; • Shared user IDs for system administration activities and other critical functions do not exist; and • Shared and generic user IDs are not used to administer any system component. 	All			
8. The vendor must configure user password parameters to require passwords meet the following: <ul style="list-style-type: none"> • Minimum password length of 8 characters • Contain both alphabetic and numeric characters 	All			
9. The application/system/environment must be monitored consistently (24x7) for integrity and availability. Data center is hosted by: _____ Vendor _____				

Data Breach Insurance Addendum

THIS AGREEMENT is made and entered into this day of _____, _____, by and between THE CURATORS OF THE UNIVERSITY OF MISSOURI, SOLE BEHALF OF UNIVERSITY OF MISSOURI HEALTH CARE Corporation of the State of Missouri, (hereinafter "MUHC") and _____ (hereinafter "Vendor")

MUHC desires to obtain from Vendor, and Vendor desires to provide to MUHC, the following product(s)/service(s):

Both parties agree that the products(s)/service(s) to be provided, either in whole or in part, affect MUHC data held electronically and/or MUHC infrastructure or services. In order to protect these assets, MUHC Vendor agrees to the following:

General Requirements

All information technology (IT) applications and systems used by the MUHC must be developed, implemented and maintained in a secure manner in accordance with either established University of Missouri policy, in the absence of a specific University of Missouri policy, in accordance with industry-standard best practices

In addition, the University of Missouri requires compliance with the Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), Gramm Leach Bliley Act (GLBA), Payment Card Industry (PCI) specifications, and all other applicable state, local, and federal laws and regulations.

Vendor certifies that it has read and will comply with the University of Missouri's guidelines for application development (<https://www.umsystem.edu/ums/is/infosec/sections/sysapp>) and all applicable elements of the University of Missouri Information Security Program (<https://www.umsystem.edu/ums/is/infosec>)

Vendor agrees to protect the privacy and security of MUHC

Data Breach Insurance Addendum

with MUHC in good faith to maintain compliance with any new and applicable statutory and/or regulatory requirements imposed upon MUHC and/or to improve the security of the application(s)/system(s) in accordance with industry best practices.

In accordance with the University's Data Classification System, MUHC may assess any web page/application solely for the purpose of determining if any security vulnerabilities exist which could adversely affect the operation, integrity, privacy or security of MUHC IT assets. Vendor agrees to remediate any vulnerability identified at its own costs.

Detailed Requirements- Insurance and Indemnification

Vendor agrees to maintain Data Breach coverage to cover claims arising out of the negligent acts, errors or omissions of Vendor, Sub consultant or anyone directly or indirectly employed by them. The coverage provided shall not be less than \$2,000,000 per occurrence, \$5,000,000 aggregate. The officers, employees and agents/curators of the University of Missouri on behalf of University of Missouri Health Care are to be Additional Insured with respect to the project to which these insurance requirements apply.

The Vendor agrees to defend, indemnify, and save harmless The Curators of the University of Missouri on behalf of University of Missouri Health Care their Officers, Agents, Employees and Volunteers, from and against all loss or expense from any cause of action arising from the Vendor's operations. The Vendor agrees to investigate, handle, respond to and provide defense for and defend against any liability, claims, and demands at the sole expense of the Vendor or at the option of MUHC, MUHC agrees to pay or reimburse MUHC the Defense Costs incurred by MUHC in connection with any such liability claims, or demands.

The parties hereto understand and agree that MUHC relying on and does not waive or intend to waive by any provision of this Contract, any monetary limitations or any other rights, immunities, and protections provided by the State of Missouri, as from time to time amended, or otherwise available to MUHC officers, employees, agents or volunteers.

Failure to maintain the required insurance in force may be cause for contract termination. In the event the Vendor

UM System IdPID Providers) Integration Questionnaire

Requestor Contact Information (the University/department contact)

Requestor Name:

Requestor Email Address:

Requestor Phone Number:

Requesting Department Name:

Requesting Business Unit:

External/Third Party Contact Information

Sales Contact Name:

Technical Contact Name:

Company:

Email address:

Service Provider (SP) Information

- 1.

ATTACHMENT A
PROPOSAL AGREEMENT

By signing below:

- x We have thoroughly examined the Scope of Work, and being familiar with the requirements, hereby agree to furnish all labor, supplies, licenses and fees to offer the services as stipulated and set forth herein.
- x We agree that this Proposal may not be withdrawn for a period of ninety (90) calendar days after the scheduled closing time for the receipt of Proposals.

By signing below, the representatives of this firm hereby certify that:

- x The Proposal is genuine and is not made in the interest of or on behalf of any undisclosed person,
 - x We have carefully prepared this Proposal, and the cost of the services required is accurate.
 - x All information submitted in this Proposal is correct and it contains no falsified records.

Respectfully submitted by:

Authorized Signature

Date

Printed Name

Title

Company Name
Mailing Address

RFP 24

ATTACHMENT F
FINANCIAL WORKSHEET

RFP24-31164 Nurse Call Support

Important: This is a ~~sample~~ Pricing Worksheet. You may modify this or submit an alternate worksheet, but either way this must be comprehensive and inclusive of all expenses over the anticipated three (3) years plus two (2) optional years.

Please provide pricing detail for each of the following items

a. Total Year 1 \$ _____

Year 1 One Time Costs (Itemized):

i. _____ \$ _____

ii. _____ \$ _____

iii. _____ \$ _____

iv. _____ \$ _____

v. _____ \$ _____

Year 1 Recurring Costs (Itemized)

i. _____ \$ _____

ii. _____ \$ _____

iii. _____ \$ _____

iv. _____ \$ _____

v. _____ \$ _____

b. Year 2 (and subsequent years if applicable) _____)