Request for Information

Home Infusion Services: Design, planning, implementation and continued supportive services

UCDAVIS
HEALTH SYSTEM

Request for Information #16-644634-cs

Date Issued: September 28, 2016
Due Date: October 25, 2016; by 3:00 PDT

Submitted by the University of California
Davis Health System

This RFI is also available at: http://www.ucdmc.ucdavis.edu/supplychain/

All questions regarding this RFI should be directed to:
Connie Stewart, C.P.M.
UCDHS Purchasing Department
Email: cjstewart@ucdavis.edu

Questions should not be directed to any other University departments or staff. Material or substantive information provided to any bidder, as a result of questions received, will be provided to all bidders via an addendum to this RFI.
Schedule of Events

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Vendor Inquiries

Inquiries regarding this RFI must be received by 3:00 p.m. Pacific Time on 10/03/16. The UCDHS contact person is listed below. Questions must be via email.

Connie Stewart, C.P.M.
UCDHS Purchasing Department
4800 2nd Avenue, Suite 3010
Sacramento, CA 95817
E-mail: cjstewart@ucdavis.edu

Proposal Submittal Instructions

Submit by email only. Include RFI #16-644634-cs in Subject Line of your email.

All proposals submitted must be received in the UCDHS Purchasing Department no later than 3:00 p.m. Pacific Time on 10/25/16. UCDHS Purchasing Department will not accept proposals received after the due date and time.
BACKGROUND

University of California at Davis Health System Profile

The UC Davis Health System (UCDHS) provides an organizational framework that enables UC Davis to fulfill its teaching, research, patient-care and public service missions. UCDHS delivers primary, secondary and tertiary care throughout inland Northern California; and, from both a medical and a financial standpoint, UCDHS has a wide-ranging impact on the Sacramento area and the region. UCDHS consists of the UC Davis School of Medicine, the UC Davis School of Nursing, the UC Davis Medical Center and Children’s Hospital and the UC Davis Medical Group. The organization has over 7,700 faculty and staff, including over 1,300 physicians and 1,500 registered nurses.

UC Davis Medical Center (UCDMC) is located on 140 acres in central Sacramento, just three miles from the State Capitol, and was established in 1973 by the Regents of the University of California. It is inland Northern California’s only academic medical center and Level I trauma center. It includes a 530-bed, fully accredited hospital that serves as the main clinical educational site for the UCDSOM and is the main tertiary care referral center for a 33-county area of more than six million residents. Each year, UCDMC admits more than 30,000 patients, while its emergency room and 100-plus specialty and primary care clinics log more than 800,000 outpatient visits.

The UC Davis Medical Group (UCDMG) is the clinical/medical staff component of the UC Davis Health System. The Medical Group began as a primary care extension of the Medical Center’s hospital-based clinics in 1994. It now includes all medical staff, consisting of approximately 114 primary care physicians and more than 500 specialists serving patients in 13 communities throughout northern California. As the only provider of many specialty and sub-specialty services in inland northern California, UCDMG serves a diverse patient population. Just over one half of our outpatient population is classified as Caucasian, the balance being largely Hispanic, African American, southeast Asian and Russian. On-site interpreters provide interpreting services in approximately 20 languages.

The UC Davis School of Medicine (UCDSOM) is located seventeen miles west of UCDMC and was founded in 1966. The school now accepts ninety-three entering students each year and also provides advanced postgraduate training in numerous medical and surgical specialties through its twenty-four accredited residency and internship programs. Research is a major emphasis of the UCDSOM, with scientists and physicians conducting more than three hundred research and development projects at any given time. Faculty physicians provide patient care at UCDMC and several other affiliated hospitals and clinics in addition to conducting their teaching and research activities.

The Betty Irene Moore School of Nursing (BIMSON) was launched in 2010 with an unprecedented $100 million commitment from the Gordon and Betty Moore Foundation to establish a new school of nursing at UC Davis. The $100 million grant, announced in 2007, is the largest grant to any school of nursing in the country. BIMSON aims to foster nursing excellence through a comprehensive educational model that incorporates scientific rigor and immersive, inter-professional education for its students.
The UC Davis Health System Department of Pharmacy:

Pharmaceutical Services

The Pharmacy Department is responsible for the procurement, control and distribution of medications throughout the UC Davis Health System. It also guides, monitors and quality assures the use of medications under the auspices of the UC Davis Medical Center Pharmacy and Therapeutics Committee.

Mission

Pharmacy's mission is to provide the highest quality and most cost-effective pharmaceutical care in an environment that fosters efficient patient-focused care, education and research. Pharmaceutical care services are designed to meet the needs of our customers (primarily patients, nurses and physicians) in a way that constructively impacts all aspects of the medication use process (assessing, prescribing, dispensing, administering and monitoring). We will be flexible and proactive in our responsiveness to opportunities and challenges in the dynamic health-care field.

Inpatient Services

Pharmacists in this 24-hour pharmacy screen medication orders for appropriateness and enter them into patient-specific medication profiles in the Pharmacy Information System. These profiles interface with the Pyxis Profiling MedStation System located in every inpatient care area which makes authorized doses available for administration by the nurse. As needed, first dose unit-of-use medications and aseptically prepared IV admixtures are provided for inpatients. Pharmacists intervene with physicians and nurses to ensure that medication orders are appropriate for the patient and consistent with UC Davis Medical Center medication use guidelines. Pharmacists provide specialized expertise in intensive care.

We also provide services daily with an emphasis on Oncology and Pediatric needs. Injectable chemotherapy doses are prepared using the vertical laminar air flow hood to protect the sterility of the product and the safety of the operator. Pharmacists provide specialized expertise in oncology and pediatrics.

Central IV and unit dose pharmacies

Central IV admixture area prepares and distributes total parenteral nutrition solutions, hospital-wide batch IV admixtures and special sterile preparations. Central Unit Dose area fills patients’ 24-hour non-IV admixture medication drawers.

Nutrition Support Pharmacist
The Nutrition Support Pharmacist, as an active member of the Nutrition Subcommittee of the Pharmacy and Therapeutics Committee, is charged with providing safe, up-to-date nutrition-related therapies based on the latest ASPEN (American Society of Parenteral and Enteral Nutrition) Guidelines. Daily activities include assessment of patients for appropriateness of parenteral nutrition, setting goals for energy, amino acids, lipids, dextrose, micronutrients, electrolytes, and fluids taking into account the impact of concurrent disease states, monitoring for tolerance and response, anticipating drug-nutrient interactions, minimizing PN related adverse events and transitioning patients safely to home. Pharmacists work closely with physicians, dietitians, nurses and serve as a resource in both formal and informal teaching settings. Pharmacists are responsible for policy and guideline creation, management of drug shortages related to nutrition therapy, and ongoing CQI projects.

**Investigational drug service**

This area maintains a central inventory of investigational drugs, provides investigational drug information and inventory management of all investigational drugs at UC Davis Medical Center.

**Infectious Disease Pharmacist Services / Antibiotic Stewardship Program (ASP)**

The Infectious Disease pharmacists work with the Infectious Diseases medical services to optimize antibiotic use throughout the health system. The ASP is a multidisciplinary service that meets weekdays to review prescribing of targeted antibiotics, and also to review the treatment of inpatients with high risk infections or therapies. The ASP works with other hospital committees to ensure that evidence-based treatment protocols and guidelines are created and implemented. The ID pharmacists also coordinate a long established, highly effective Outpatient Parenteral Antimicrobial Therapy (OPAT) transition of care program, working closely with case managers and ID physicians to ensure safe and effective use of parenteral therapy outside the acute care setting. Education is a large component of the ID pharmacist activities, with a PGY2 infectious diseases pharmacist residency, and ID and ASP rotations offered to other pharmacy residents and students. Medical/ surgical house staff and faculty consistently rely on ID pharmacist services for assistance with antimicrobial therapy.

**Anticoagulation Pharmacist Services (CLOT)**

The UC Davis Medical Center inpatient Anti-thrombosis and Hemostasis management program is a pharmacist-run process involved with the use of agents that prevent or treat thrombosis or acute hemorrhagic events. The program involves both clinical and specialty pharmacists who work together to coordinate management plans with either the use of anticoagulants or hemostatic agents. The service is broadly accepted by the medical staff and continuously sought out for management advice in all areas of patient care, including patients in the OR, ED, ICU or wards. Additional activities have included mentoring medical, pharmacy and nursing staff, residents and students. Pharmacists, pharmacy residents and students involved with this service have also contributed to advancing care by collaborating on projects which have resulted in dozens of published articles. The service has also been recognized by several organizations including The Joint Commission as a model program.
Pain Management Pharmacist

Pain Management and Palliative Care is a strong, well-established and progressive center of excellence at the University of California, Davis Medical Center (UCDMC). The UC Davis Center for Pain Medicine was named a Clinical Center of Excellence by the American Pain Society. Clinical Pharmacy Pain Management Services at UCDMC are provided in the following areas: Acute Pain Service, Inpatient Pharmacist Pain Management Service, Palliative Care, and Home Hospice. Daily activities include providing pain management consultations, participating in palliative care and hospice rounds, providing drug information to physicians, nurses and patients, medication reconciliation and coordination of home and discharge medications including preparation of opioid tapering instructions when needed.

Outpatient Services

The Outpatient Pharmacies review prescriptions to ensure appropriateness, dispense prescriptions and provide patient consultation. There are five outpatient pharmacy locations with four on the medical center campus in Sacramento and one located in UC Davis Medical Group clinic in the city of Davis.

UC Davis Specialty Pharmacy

- Specializing in oral and self-injectable medications
- Shipping available at no additional cost
- Conveniently located at the UC Davis Medical Center
- Confidential counseling and education about your medication
- Convenient refill reminder service
- Most major insurance plans accepted including Medicare Part B and D
- Interpreting services available

The UC Davis Home Health Services

The UC Davis Home Health program is a full service agency offering the best in home health services. Listed below are the Home Health clinical disciplines available and some examples of the services they offer.

The members of the multidisciplinary team include:

- Registered Nursing
- Infusion service
- Advanced wound management
- Medication management
- Disease management
- Pain management
- Post-Operative care
- Post-Transplant care
- Post trauma care
- Complex oncology care and management
OVERVIEW / PROJECT GOALS

UC Davis Health System will be implementing New Home Infusion Services. The organization is soliciting proposals from qualified bidders to provide organizational and business process design, service implementation and continued Home Infusion supportive services.

The Bidders' proposal should describe services they provide to implement home infusion services and provide ongoing home infusion services within a health system setting.

Vendor shall provide biographies and relevant experience for all proposed full-time, on-site staff (not typical or representative staff profiles). The vendor shall also provide case studies of other similar projects including reference contact information.

SCOPE OF WORK

UC Davis Health System wishes to engage in the services of a consulting/services firm with significant expertise and experience in Home Infusion services design, planning, implementation and continued supportive services.

The scope includes the following within the Department of Pharmacy and Home Health Services.

Pre-Opening Services

1) Comprehensive Business Plan and Proforma
   - Development of a Comprehensive Business.
     - To encompass all aspects needed to develop an entirely new line of Home Infusion and Home Health services.
   - Develop a five year economic forecast of revenue and expenses taking into consideration specific data from UCDHS.
   - Creation of new business entity or a subsidiary of UCD with a DBA.
   - Identification of needed licensure and assistance in application for needed licensure.
   - Identification of needed accreditation.
   - Identification of proper staffing levels throughout the first 5 years. Ability to advise on needed personal to have on staff or needed contracted personnel to operate infusion and home health services.
   - Identification of needed facility including sterile requirements, equipment and software over the first 5 years of business.
   - Identify best model for billing, intake, debt management and 24/7 clinical services.
- Identify recommended contracted services and service providers.
- Identify needed training to staff.
- Development of operations to meet regulations needed to realize savings from 340b drug program.

2) Implementation of the Business Plan
- Execute or help lead implementation team through all aspects of business plan.
- Project Management and consulting for new home infusion and home health services, in coordination with the implementation team.
- Provide tools for the organization to manage the effectiveness post implementation
- Ability to advise on needed accreditation, application process and policy and procedure development and implementation.
- Ability to work with in-house contracting department to execute needed local home infusion payer and home health contracts.
- Provide needed training to staff.
SCREENING QUESTIONS

Please respond to the following questions. Provide as much detail as necessary to highlight your prior experience with providing the services

1. Please give a general description of your history and background in home infusion services and consulting.
2. Please describe your approach for incorporating project deliverables. What strategies would you employ to ensure the successful implementation of home infusion services?
3. Describe how you would provide support for this project.
4. Case Studies - Provide two brief case studies or similar projects (at least one involving a health system) you have conducted for other organizations. Please specifically name the clients, describe the client and project scope, the services you provided, the steps taken to deliver services, and how those were met and/or were different from what was originally forecasted. Please number the number and names of all major customers/clients gained and lost during the last three years.
5. Has end-user satisfaction information been provided by other customers? If so, please share the results.
6. Please provide a brief resume of key persons that will be assigned to the hospital’s account (i.e. sales representatives, service representatives, implementation team, etc.).
7. How much time is required for a successful well planned and well executed implementation of home infusion services for a facility of our size?
8. Please provide a description of any and all regulatory or legal actions, rulings, recalls, sanctions or unresolved issues of a similar nature from the past three years.
9. Will you collaborate with the hospital’s contracting department to negotiate local payer contracts?
10. Detail any needs for nursing support from the hospital and relationship established with local companies to provide patient care. Will you assist negotiate and develop nursing contracts?
11. What support will you provide in accrediting for home infusion pharmacies?
12. How many home infusion pharmacies have you lead through successful accreditation?
   What support will you provide in creating and implementing policy and procedures for home infusion pharmacies?
13. Describe how you assess software needs and implement new software for home infusion pharmacy.
15. Ability to asses and create recommendation for desired staffing model for home infusion services. Highlight experience developing clinical support for patient monitoring of outpatient antimicrobial therapies and TPN, patient education and kinetics.
16. Other Information - Describe any other company experience you believe would be relevant or useful including specialty pharmacy and experience consulting for home infusion pharmacy in an academic medical center.
17. Provide quote for two distinct services.
   a. Create of Comprehensive Business and Implementation Plan. (see a-d below)
b. Project Management of implementing home infusion and home health services. (see e.g below)

ENGAGEMENT DELIVERABLES

1. Optimal design of UC Davis Home infusion.
   a. Assessment of the current state and identification of major gaps.
      i. Patients receiving home infusion services post discharge.
      ii. Patients requiring home infusions or alternate site of infusions outside of the hospital facility due to payer site of care optimization.
      iii. Non-specialty infusions
      iv. Specialty infusions
      v. Home health services
      vi. Enzyme Replacement Therapies
      vii. Supplying Factor to HTC
   b. Full business plan including 5 year proforma including all potential lines.
      i. Patients receiving home infusion services post discharge.
      ii. Patients requiring home infusions or alternate site of infusions outside of the hospital facility due to payer site of care optimization.
      iii. Non-specialty infusions
      iv. Specialty infusions
      v. Home health services
   c. Define future state recommendations based on best practice and a gap analysis of each of the above.
   d. Roadmap to realize the future state and achieve near and long term results with specific activities and target conditions
      i. Staffing needs
      ii. Investment capital needed
      iii. Facilities and equipment needed
   e. Direct support for execution of the plan including.
      i. Accreditation.
      ii. Training.
      iii. Creation of job descriptions, org chart and talent acquisition if needed.
   f. Post Go-Live auditing, measurement of effectiveness and corrective action plans/recommendations.
   g. Must establish CQI plan.
      i. Implementation of CQI process.
      ii. Chart review for accuracy and completion.
      iii. Incident reports analysis and resolution.
v. Plan to reduce hospital readmissions, length of stay and improve hospital throughput by establishing responsive home infusion services.
vi. Plan to improve successful completion of therapy.

COST PROPOSAL

The cost proposal shall describe all consulting services, resources, services and cost associated with fulfilling the scope identified in this RFI. Is your firm willing to offer firm pricing for the duration of the resultant contract and any renewal/extension options UCDHS may exercise? If not, how long would pricing remain firm? On what basis will prices increase? Is the pricing proposal being offered to the UCDHS the lowest pricing you offer to any similar federal, state, municipal, or other institutional account?

The itemized cost proposal should include:
1. Description of Services
2. Bidder Resources
3. Hourly rate of Resources
4. Duration/Effort
5. Total Cost per Service *(should include travel and expenses)*
6. Grand Total of entire engagement
PROPOSAL CONDITIONS

1. Notwithstanding any other provision of the RFI, Bidders are hereby advised that this RFI is a solicitation of proposals only and is not to be construed as an offer to enter into any contract or agreement.

2. UCDHS shall have the unconditional and unqualified right to withdraw, cancel, or amend this RFI at any time. Bidders shall bear all costs associated with the preparation and furnishing of responses to this RFI. UCDHS, in its sole discretion, reserves the right to determine whether any Bidder meets the minimum qualification standards, to determine whether a proposal is responsive, and to select a proposal which best serves its programmatic objectives. UCDHS reserves the right to negotiate a contract with the selected Bidders.

3. All proposals shall be firm for a period of 180 days following the proposal submission due date.

4. Responses to this RFI should be made according to the instructions contained herein. Failure to adhere to RFI instructions may be cause for rejection of the proposal. A proposal, which contains conditions or limitations set up by the Bidder, may be deemed irregular and subsequently rejected by UCDHS.

5. False, incomplete, or unresponsive statements in the proposal response may be cause for its rejection. The evaluation and determination of the fulfillment of the RFI requirements will be UCDHS's responsibility and its judgment shall be final.

6. UCDHS reserves the right to interpret or change any provision of this RFI at any time prior to the proposal submission date. Such interpretation or change shall be in the form of a written addendum to this RFI. Such addendum will become part of this RFI and any resultant contract. Such addendum shall be made available to each company that has received an RFI. Should such addendum require additional information not previously requested, a Bidder's failure to address the requirements of such addendum in the proposal response might result in the proposal not being considered.

UCDHS has, at its sole discretion, the unconditional and unqualified right to determine that a time extension is required for submission of proposals, in which case, a written RFI addendum issued by UCDHS shall indicate the new submission date for proposals.

Prior to the final submission date, any Bidder may retrieve their proposal to make additions or alterations. Such retrieval, however, shall not extend the final submission date.

Bidders wishing to submit proposals in response to this request do so entirely at their own expense, and submission of a proposal indicates acceptance of the conditions contained in the RFI unless clearly and specifically noted otherwise.

7. PUBLIC INFORMATION AND TRADE SECRETS--The California Public Records Act limits UCDHS's ability to withhold pre-qualification and bid data to trade secrets or records, the disclosure of which is exempt or prohibited pursuant to federal or state law. If a submittal contains any trade secrets that Bidder does not want disclosed to the public or used by UCDHS for any
purpose other than evaluation of the Bidder’s eligibility, each sheet of such information must be marked with the designation "Confidential." UCDHS will notify the Bidder any request, by another party, to inspect such confidential information. Bidder will have an opportunity to establish that such information is exempt from inspection in any proceeding to compel inspection.

8. All computer programs and data made available by UCDHS to Bidders hereunder shall remain the property of the UCDHS and shall be maintained, used, and disseminated in accordance with the California Information Practices Act of 1911, Civil code Sections 1798 through 1798.76, and the California Public Records Act, Government Code Section 6250 through 6260. All listings and all copies of listings that reveal names or identification numbers of individuals (i.e., employees, patients, etc.) shall be destroyed or returned to UCDHS.

TERMS AND CONDITIONS


2. Invoices are to be rendered only if the items and services have been furnished. Invoices must be itemized; all applicable discounts identified, and must reference the contract number.

3. A selected vendor to provide services shall carry Insurance and the policy shall name the Regents of the University of California as an additional insured, shall be in a form as issued by an insurer approved by the UCDHS, and shall contain an endorsement requiring not less than thirty (30) days written notice to UCDHS prior to any cancellation or modification thereof. Thereafter, a certificate evidencing the renewal of each such policy shall be furnished to UCDHS at least ten (10) days prior to the expiration of the term of such policy. Failure to comply with this requirement may result in cancellation of any order resulting from this request for quotation.

4. Final acceptance: UCDHS will agree to final acceptance and payment only after services are in compliance with all published and implied performance specifications, and is considered by UCDHS to be ready acceptable.

5. UCDHS retains the right to cancel any contract that results from your offer, at any time, for convenience, at the option of and without penalty to the University.

6. UCDHS is not liable for any cost incurred by Bidders prior to the issuance of an agreement, contract or purchase order.

7. It is understood and agreed by UCDHS and vendor that in the performance of this agreement, vendor shall be, and act as an independent contractor and not as an agent or employee of UCDHS. It is expressly understood and agreed that this agreement is not intended and shall not be construed to create the relationship of agent, servant, employee, partnership, joint venture or association between UCDHS and vendor. Vendor is not an employee of UCDHS and is not entitled to the benefits provided by UCDHS to its employees, including but not limited to, group
insurance, pension plans, worker's compensation or unemployment insurance. Vendor shall be solely responsible for the conduct and control of the work to be performed by vendor under this agreement. Vendor's services for UCDHS shall be performed in accordance with currently approved methods and ethical standards applicable to vendor's professional capacity.

8. Any order resulting from this RFI shall be subject to the examination and audit by the California State Auditor for a period of three years after final payment under this order. The examination and audit shall be confined to those matters connected with the performance of the contract, including, but not limited to, the cost of administering the contract.

9. Bidders may not distribute any announcement or news release regarding this project without written approval by the University of California, Davis, Health System. Any materials to be provided to regulatory agencies, other entities, or to the public shall be submitted to the UCDHS for review and distribution unless otherwise directed by a UCDHS representative.

10. Bidders shall furnish all personnel travel, accommodations, facilities and any other supplies and material which may be required to perform the services proposed within this agreement.

11. All agreements resulting from this RFI shall be construed and enforced in accordance with the laws of the State of California.
VENDOR QUALIFICATION STATEMENT

1. Please acknowledge that you can meet the terms and conditions of the UC staffing agreement (see attachment).

2. Please acknowledge that the bidder can provide personnel assigned to the project that are U.S. citizens or meet and maintain employment eligibility requirements in compliance with all INS regulations.

3. Please acknowledge that should an award of business be extended by the UCDHS, the qualified respondent will be responsible for the behavior of all of its employees and subcontractors while on the premises of any of the UCDHS campuses or premises.

4. Please acknowledge that the UCDHS reserve the right to require the removal of any particular worker or workers from the job at its sole discretion.

5. Please acknowledge that the UCDHS reserve the right of refusal and the right to request replacement of a subcontractor because of unacceptable work or conduct.

6. Please acknowledge that your company carries general liability insurance.

7. Conflict of Interest
   a. Identify by name and University position any University officer, faculty member, or other employee who holds a position of director, officer, partner, trustee, manager, or employee in the Bidder’s organization, as well as the name of any near relatives who are employed by the University.
   b. Provide a statement of the total dollar amount of work performed for the University of California in the past twelve (12) months and listing of the campus (es) served.
   c. The contract will not be awarded to any person, company, or corporation that has failed to perform in a satisfactory or faithful manner on any previous contract or purchase order with the University of California.

9. Health Care Criminal Offence Exclusion

The Bidder certifies that neither the Bidder, nor its shareholders, members, directors, officers, agents, employees or members of its workforce have been excluded or served a notice of exclusion or have been served with a notice of proposed exclusion, or have committed any acts which are cause for exclusion, from participation in, or had any sanctions, or civil or criminal penalties imposed under, any federal or state healthcare program, including but not limited to Medicare or Medicaid, or have been convicted, under federal or state law (including without limitation a plea of nolo contendere or participation in a first offender deterred adjudication or other arrangement whereby a judgment of conviction has been withheld), of a criminal offense related to (a) the neglect or abuse of a patient, (b) the delivery of an item or service, including the performance of management or administrative services related to the delivery of an item or service, under a federal or state healthcare program, (c) fraud, theft, embezzlement, breach of fiduciary responsibility, or other financial misconduct in connection with the delivery of a healthcare item or service or with respect to any act or omission in any program operated by or financed in whole or in part by an federal, state or local government agency, (d) the unlawful, manufacture, distribution, prescription or dispensing of a controlled substance or (e) interference with or obstruction of any
investigation into any criminal offense described in (a) through (d) above. Each Party further agrees to notify the other Party immediately after the Party becomes aware that any of the foregoing representation and warranties may be inaccurate or may become incorrect.

Notification Requirements. Bidder shall notify Hospital immediately in the event that (1) Bidder is convicted of a criminal offense related to health care and/or related to the provision of services paid for by Medicare, Medicaid, or another federal health care program; or (2) Bidder is excluded from participation in any federal health care program, including Medicare and Medicaid.

Termination. Hospital may terminate any Agreement immediately in the event that (1) Bidder is convicted of a criminal offense related to health care and/or related to the provision of services paid for by Medicare, Medicaid or another federal health care program; or (2) Bidder is excluded from participation in any federal health care program, including Medicare and Medicaid.
Corporate Qualifications Statement

1. The Qualification Statement must contain a description of the Bidder’s corporate qualifications, area of expertise, and prior experience with providing systems and services similar to those described in this RFI, including but not limited to the following:

2. Provide the Bidder’s name, address, telephone and facsimile numbers, a contact name, a brief description of the company’s history, including name and address of the parent company, and the size of the company.

3. Provide a corporate profile, service portfolio, and description of the Bidder’s service philosophy and approach. Do you have a written service guarantee? If so, please submit with the proposal. What separates and distinguishes this Bidder from other applicants?

4. Provide a report of the Bidder’s financial status, including the most recently audited financial statements and profit and loss statements or equivalent evidence of financial stability and include auditor’s opinion.

5. Provide gross revenue figures for 2015 and percentage growth from 2012 – for total company revenue, revenue associated with healthcare information systems, and revenue for the products included in your response.

6. Identify by name and University position any University officer, faculty member or other employee who holds a position of director, officer, partner, trustee, manager or employee in the Bidder’s company, as well as the name of any near relatives who are employed by the University.

7. Provide a statement of the total dollar amount of work performed by Bidder for the University of California in the past twelve (12) months and specify the campus(es) served.

   The contract will not be awarded to any Bidder that has failed to perform in a satisfactory or faithful manner on any previous contract or purchase order with the University of California.

8. Has your hardware, software development or company ever been subjected to product litigation? Please explain.

9. Provide a reference list of three clients located in California, if possible, for whom the Bidder was directly responsible for providing products or services similar to those requested herein within the past two years. The references may be from current or prior clients. The references will be used as a basis for inquiry concerning the Bidder’s quality of products and service.

   Furnishing incorrect and/or incomplete reference information may lead to Bidder’s elimination from consideration for award. The decision to eliminate Bidder from consideration for award for poor reference checks or for incorrect and/or incomplete reference information shall be at the sole discretion of UCDHS and shall not be subject to appeal.

10. How do you measure client satisfaction? Provide examples of tangible changes that have been implemented as a direct result of client feedback.