

**JACKSON PARISH HOSPITAL
165 Beech Springs Road
Jonesboro, LA 71251**

REQUEST FOR PROPOSALS – ER NURSE CALL SYSTEM

Closing Date: February 18, 2021 at 3:00 P.M.

Project Overview

Jackson Parish Hospital (“JPH”) hereby issues a Request for Proposals (“RFP”) for a qualified vendor to provide JPH with a nurse call system for the hospital Emergency Department.

JPH is a 25-bed Critical Access Hospital located in Jonesboro, Louisiana with a six-bed 24/7 Emergency Department. JPH is undergoing a renovation of its two inpatient hospital wings and is seeking a nurse call vendor that can assist the hospital with improving patient care throughout the remainder of the facility through the incorporation of technology and visibility. The ideal system will integrate with our West-Com nurse call system on the two patient wings in order to provide for seamless movement of staff and patients. The ideal system will also provide for expansion capability into other departments as needed, as well as allow for growth within the Emergency Department itself as JPH plans for and continues various facility renovation projects. It will provide reportable metrics and historical information access, as well as at-a-glance visual information for nurses, providers, and patients. The six-room Emergency Department consists of four rooms with no restroom, two rooms that have a shared restroom between them, and one separate restroom in a nearby hallway. There is a dedicated nurse’s station present that will require visibility into Emergency Department operations through the nurse call system. Floorplans are available upon request and will be provided to the selected nurse call vendor. JPHs Emergency Department providers also do hospitalist rounding on the inpatient wings, so location tracking of staff and acute care wing nurse call integration are critical functions.

Technical Specifications

JPH runs a heavily virtualized server infrastructure built on VMware with a Windows Server Datacenter site license. JPH seeks to leverage this infrastructure with virtual servers to manage/monitor the nurse call platform and will provide the server licensing and computing infrastructure to support the installation. JPH runs an Aruba switch environment and will provide VLAN segregation for server-to-physical plant interaction. JPH has established cable pathways to wiring closets and wiring preferences for wiring needs. The nurse call vendor will be required to follow these guidelines during both the installation and maintenance of the system.

The hospital is seeking a system that provides location-based tracking of nurse staff for alert distribution and patient notification. The system must provide a way for patients to be kept up-to-date with information relevant to their care by way of an interface with the hospital electronic

medical record platform (Cerner CommunityWorks) and patient-facing wallboards in each treatment room. The system must have a centralized nurse-facing status board for room monitoring to be located in a centralized nurse station in the Emergency Department, along with call terminals for issue response and room communication. The system must utilize location tags for nurses and indicate upon patient room entry the name and nature of the staff member entering the patient room on the room-based patient status board for patient notification. The nurse call system must utilize exterior door digital signage to indicate room status and provide quick access to request assistance, notify staff of patient transfers within the hospital, or inform hospital environment services of patient discharge and room turnover needs. Each room must also have, at-minimum, one control panel with a Code Blue button and two-way simultaneous communication with the nursing station, as well as emergency pull cords in each room restroom and other locations (as appropriate). Each room should also have a pillow-speaker with a nurse call button, two-way communication with the nursing station, and a breakaway cord for accidental damage mitigation.

Compatibility Requirements

The nurse call system must integrate with the hospital's acute care wing nurse call system (West-Com) and inform of staff movement as staff travel between the Emergency Department and Acute Care patient wings. Since the Emergency Department doctor is also the hospitalist for the floor, any emergencies (ex. Code Blue) from the patient wing should transmit and display in the Emergency Department nurse's station for faster response by the provider on duty.

The nurse call system must be able to pull and transmit relevant patient information bi-directionally from the hospital electronic medical record platform, Cerner CommunityWorks. The full scope of this data transmission can be tailored based on the nurse call system's capabilities; however, demographics are required at minimum and should not be considered to be the only type of information necessary.

Work Requirements

Jackson Parish Hospital operates a 24/7 Emergency Department that must accommodate unscheduled visits and emergency situations with patients. As such, JPH is unable to shut down the Department to allow for installation. The selected contractor must be able to work around room availability and staff movement during the installation and configuration process, however, JPH will work to accommodate installation crew to the best of our ability, including potentially shutting down 1-2 rooms at a time to allow for full access during installation.

RFP Process

Proposals must be received by JPH no later than **February 18, 2021 at 3:00 P.M.**

Proposals must be submitted by (1) United States mail; (2) commercial carrier or (3) hand delivery to the following address: Jackson Parish Hospital, 165 Beech Springs Road, Jonesboro, LA, 71251.

Each proposal must be sealed.

Proposals submitted by facsimile or e-mail will not be accepted.

JPH is not responsible for submissions sent through the U.S. Postal Service or other commercial carrier if lost in transit at any time before the due date, or if hand delivered to the incorrect address. Any proposal received by JPH after 3:00 P.M. on June 13, 2019 will be deemed unresponsive and will be returned to the submitter.

Proposals will be publicly opened at Jackson Parish Hospital, 165 Beech Springs Road, Jonesboro, LA 71251 on **February 18, 2021 at 3:00 P.M.**

Questions regarding this RFP must be submitted **in writing** to Jackson Parish Hospital, Attention: Dr. Jason A. Thomas, 165 Beech Springs Road, Jonesboro, LA 71251; or by e-mail to Dr. Jason A. Thomas at jthomas@jphmd.com.

JPH reserves the right to request additional information from vendors to clarify proposals.

Written addenda to the RFP may be issued to provide clarification, corrections, or to answer questions. Periodically checking the JPH website is highly recommended.

Contract Necessities

JPH serves as the Hospital Service District for Jackson Parish, Louisiana, and is tax-exempt. All contracts and terms must follow all applicable Louisiana laws and requirements. The hospital tax-exemption certificate is available upon request.

JPH shall have the right to reject or accept any proposal, or any part thereof, for any reason whatsoever and to accept other than the lowest offer, at its sole discretion.

JPH reserves the right to terminate this RFP at any time prior to contract execution.

Assessment Criteria

1. Cost Effectiveness (0-20 points)

The proposal shall include fees and description of all services. Cost effectiveness will be evaluated for reasonableness and the best overall value for JPH.

2. Expertise (0-20 points)

The nurse call system proposed must be able to be utilized in a critical access hospital setting and should be installed by a vendor with experience in said setting and with installing the proposed nurse call system. Comparable reference sites must be provided.

3. Proximity, Support, & Knowledge Transfer (0-20 points)

JPH is a critical access hospital in rural Louisiana and due to distance from major metro areas, JPH seeks to be as self-sufficient as possible. Proximity to the installation vendor is a major benefit, as is remote support capabilities upon request. Knowledge transfer during and after the installation is highly-preferred so that the JPH information technology and maintenance departments can function as first-line resolution for minor to moderate issues that may arise.

4. Annual Support Costs (0-20 points)

Continued annual support for the nurse call system is critical. The proposal shall include details regarding annual support, as well as full details regarding the cost of such support.

5. System Lifetime (0-20 points)

Nurse call systems are critical to the care and safety of patients and are not frequently replaced due to the complexity and integration with the building physical plant. The proposed nurse call system must be actively supported by the vendor and cannot have a scheduled retirement/end-of-life/end-of-support from the vendor within the next five years; ten years is preferred. A system that can have its individual components continually updated to keep it current is preferred. An end-of-life/support schedule/roadmap from the nurse call vendor should be included with the proposal. A system that is end-of-life/support within the next five years will not be considered.