

Date: December 16, 2011

OKLAHOMA STATE UNIVERSITY
PURCHASING DEPARTMENT
FOR OSU AND THE OKLAHOMA
A&M INSTITUTIONS
STILLWATER, OKLAHOMA 74078

INVITATION TO BID
THIS IS NOT
AN ORDER

Competitive Bid No: W049185-LKJ No Bid Received After: January 12, 2012 @ 3:00PM CST

Buyer: Leigh James C.P.O., CPM

DAYS REQUIRED FOR DELIVERY: _____ RETURN SEALED BIDS TO: _____
TERMS: _____

PURCHASING DEPARTMENT
OKLAHOMA STATE UNIVERSITY
1224 N. BOOMER ROAD
STILLWATER, OKLAHOMA 74078

F.O.B. OSU - Stillwater, Oklahoma

BIDDER AGREES TO COMPLY WITH ALL TERMS AND CONDITIONS.

ITEM NO.	QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
		<p align="center">***** REQUEST FOR PROPOSAL *****</p> <p>Provide a Laboratory Information System for Oklahoma State University per attached Terms & Conditions (2 pages), General Conditions (1 page) and Specifications (16 pages).</p> <p>The University will be closed from December 23, 2011 through January 2, 2012.</p> <p>All inquiries during the bid and bid evaluation process must be directed to Leigh James with the OSU Purchasing Department by phone at 405-744-5984, fax at 405-744-5187 or e-mail at leigh.james@okstate.edu. Contact with the end user during the bid and bid evaluation process may disqualify bid.</p> <p>PLEASE MARK OUTER ENVELOPE: SEALED BID: W049185-LKJ January 12, 2012 @ 3:00PM CST</p>		

THIS BID INVALID IF NOT SIGNED

NON-COLLUSION AFFIDAVIT:

STATE OF _____ COUNTY OF _____ of lawful age, being first duly sworn, on oath says that:

1. (s)he is the duly authorized agent of _____, the bidder and/or contractor submitting the competitive bid and/or procuring the contract which is attached to this statement, for the purpose of certifying the facts pertaining to the existence of collusion among bidders and between bidders and state officials or employees, as well as, facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to the bid to which this statement is attached: 2. (s)he is fully aware of the facts and circumstances surrounding the making of the bid and/or the procurement of the contract to a. to any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding, b. to any collusion with any state official or employee as to quantity, quality or price in the prospective contract, or as to any other terms of such prospective contract, nor c. in any discussions between bidders and any state official concerning exchange of money or other thing of value for special consideration in the letting of a contract, d. to paying, giving or donating or agreeing to pay, give or donate to any officer or employee of the State of Oklahoma, any money or other thing of value, either directly or indirectly, in procuring the contract to which his statement is attached.

IMPORTANT

COMPANY _____ DATE _____

BIDDER

SIGNED BY _____ PLEASE PRINT NAME _____

Name & Title

ADDRESS _____ VENDOR FEI OR SS Number: _____

CITY, STATE & ZIP _____

PHONE _____ FAX _____ EMAIL _____

This is submitted as a legal offer and acceptance by the Oklahoma State University Purchasing Department constitutes a binding contract.

BIDS MUST BE RETURNED ON THIS FORM AND/OR ATTACHED PAGES. RE-COPIED LISTS WILL NOT BE ACCEPTED.

Revised 12/09/09

**BOARD OF REGENTS
FOR OSU AND THE
OKLAHOMA A&M COLLEGES**

**TERMS
AND
CONDITIONS**

1. Sealed bids will be opened by the Oklahoma State University Purchasing Department at the office of the Director of Purchasing or designee, 1224 N. Boomer Rd., Stillwater, Oklahoma, at the time and date shown on this bid. Bids received after the time shown will not be considered.
2. Bids are to be submitted in a sealed envelope containing only one bid. Envelopes are to be clearly marked with bidder name and address in the upper left corner and with **COMPETITIVE BID NUMBER AND CLOSING DATE AND TIME** in the lower left hand corner. The Purchasing Department reserves the right to reject any or all bids or parts of bids.
3. This contract may be bid and awarded on an **ALL OR NONE** basis, by individual line item or groups of items, whichever is in the best interest of the University.
4. The bid shall be submitted on this approved form. Alternate forms will not be accepted. Quotations must be typewritten or written in ink, and corrections must be initialed. Penciled bids will not be accepted. Any bid award and subsequent payment will be made on the basis of bidder's name as shown on the Invitation to Bid.
5. Bidders shall submit only **ONE** bid per item and guarantee unit price to be correct.
6. Firm prices shall be bid **F.O.B.** requesting agency and include packaging, handling, shipping, and delivery charges fully prepaid by the vendor.
7. The vendor shall deliver merchandise as bid. **NO** deviations shall be made.
8. No interpretation of the meaning of the plans, specifications or other contract documents will be considered valid unless such request for interpretation is addressed to the Office of the Director of Purchasing and is received at least five (5) days prior to bid due date fixed for the opening of bids. Any and all such interpretations and supplemental instructions will be in the form of written addenda to the specifications and will be mailed to all prospective bidders if the competitive nature of the bidding is affected.
9. **MANUFACTURERS' NAMES AND APPROVED EQUIVALENTS:** Any manufacturers' name, trade names, brand names, information and/or catalog numbers listed in a specification are for information and not intended to limit competition. The bidder may offer any brand for which he is an authorized representative, which meets or exceeds the specification for any item(s). If bids are based on equivalent products, indicate on the bid form the manufacturer's name and product number. Bidder shall submit with this proposal, sketches, and descriptive literature, and/or complete specifications. Reference to literature submitted with a previous bid will not satisfy this provision. The bidder shall also explain in detail the reason(s) why the proposed equivalent will meet the specifications and not be considered an exception thereto. Bids which do not comply with these requirements are subject to rejection. Bids lacking any written indication of intent to quote an alternate brand will be received and considered in complete compliance with the specifications as listed on the bid form.
10. All bids submitted are subject to Oklahoma State University Purchasing Department and/or Board of Regents Purchasing Policies and Procedures and these General or any Special Conditions and specification listed herein-all of which are made a part of this bid invitation by reference.
11. This bid is submitted as a legal offer and any bid when accepted by the Oklahoma State University Purchasing Department constitutes a firm contract.
12. This form must be made out in the corporate name of the bidder and must be fully and properly executed by an authorized person and signed in ink with full knowledge and acceptance of all its provisions.
13. Oklahoma laws require each bidder submitting a competitive bid to an agency of the State of Oklahoma for goods or services to furnish a signed statement of non-collusion, therefore, this bid is invalid if not signed.

**BOARD OF REGENTS
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14. Cash and other discounts may be considered and evaluated in the bid award. However, cash discounts may be considered only if for a period of twenty (20) days or more.

15. All bids must be submitted exclusive of Federal Excise Tax and Oklahoma State Tax. In all cases where a federal tax exemption is required, please make such notation on your bid and an Exemption Certificate will be furnished to the vendor with the Purchase Order.

16. If bidding "all or none", either by groups of line items or by total of line items this must be clearly stated on the Invitation to Bid response.

17. **REQUIRED DELIVERY DATE:** In the event a required delivery date is specified on this bid the successful bidder will be expected to meet this date. Failure to meet the required delivery date during the performance of the resulting contract could be cause for termination.

18. If not submitting a quotation on this Invitation to Bid, please return noted "No Bid". Any bidder who fails to return the third (3rd) consecutive Invitation to Bid may be removed from the bid list at the discretion of the Oklahoma State University Purchasing Office.

19. Bidder acknowledges and approves the Terms and Conditions contained herein and attached hereto and by submission of this bid agrees these Terms and Conditions shall supersede any Terms and Conditions offered by the bidder.

20. In entering into any contract resulting from this bid the bidder agrees to comply with Equal Employment Opportunity requirements as stipulated in Executive Order 11246 and Executive Order 11375 and all subsequent amendments thereto and superseding orders.

21. Bids may be rejected unless the above procedures are followed. The University reserves the right to reject any and all bids if it is in the best interest of the University to do so.

22. If services include the use or disclosure of Patient Health Information (PHI) then a HIPAA Business Associates Agreement will be required prior to the beginning of services.

23. If this purchase involves information technology products or services, they must be in compliance with the accessibility to information technology standard of Section 508 of the Workforce Investment Act of 1998.

TYPE OF BUSINESS: PLEASE CHECK ALL THAT APPLY.

Large Business _____

Small Business _____

- 1. Small Disadvantaged-Owned _____
 - 2. HUBZone Business _____
 - 3. Women-Owned _____
 - 4. Veteran-Owned _____
 - 5. Service Disabled Veteran-Owned _____
 - 6. Sheltered Workshop _____
 - 7. Historically Black Colleges & Universities _____
 - 8. Registered in Central Contractor Registration _____
- _____ Yes/ _____ No



OKLAHOMA STATE UNIVERSITY

STILLWATER, OKLAHOMA

CONTINUATION SHEET
To Accompany Requisition No.

W049185-LKJ

QUANTITY	UNIT	DETAILED DESCRIPTION - DOUBLE SPACE BETWEEN ITEMS	UNIT PRICE	AMOUNT
		<p style="text-align: center;"><u>GENERAL CONDITIONS</u></p> <p>Proposals for the work called for in these specifications are to be delivered to the Office of the Director of Purchasing, 1224 North Boomer Road, Oklahoma State University, Stillwater, Oklahoma.</p> <p>The owner does not obligate himself to award the contract to the low bidder, but reserves the right to make the award to the best interests of the owner and may make such investigation, as he deems necessary to determine the ability of the bidder to perform the work. The owner reserves the right to reject any bid if the evidence submitted by or investigation of such bidder fails to satisfactorily convince the owner that such bidder is properly qualified by experience to carry out the obligations of the contract and to satisfactorily complete this work according to the specifications.</p> <p>The owner reserves the rights to waive any informalities and to reject any and all bids.</p> <p>The University reserves the right to award the proposal that, in the opinion of the University, represents the best value.</p> <p>The University reserves the rights to observe the work being performed and to terminate the purchase order if, in the department's judgment, satisfactory progress is not being made.</p> <p style="text-align: center;"><u>INSURANCE</u></p> <p>The successful bidder will be required to maintain such insurance as will protect him as well as the owner from its contingent liability from claims for damage as public liability from operations under this contract, whether such operations are by himself or any subcontractor or anyone directly or indirectly employed by them. Certificates of such insurance shall be filed with the owner before a purchase order can be issued, and shall be subject to the owner's approval for adequacy of protection. An Independent Contractor and Hold Harmless Declaration may be executed in lieu of a certificate of insurance.</p>		

REQUEST FOR PROPOSAL
for
Laboratory Information System (LIS)

RFP #W049185-LKJ

Due Date: January 12, 2012
3:00pm CST

1.0 INTRODUCTION

- 1.1 Oklahoma State University Health Services (UHS) is seeking proposals for a Laboratory Information System (LIS) that will interface with existing lab analyzers, outside reference labs, and the current practice management system.

2.0 DEFINITIONS

- 2.1 To aid in understanding this RFP, the following definitions will apply to terminology, acronyms, or abbreviations used throughout this document.

2.1.1 Standard Definitions

- 2.1.1.1 *OSU* - Oklahoma State University
- 2.1.1.2 *The University* - Oklahoma State University
- 2.1.1.3 *Request for Proposal (RFP)* – A competitive negotiation process. It is not to be confused with an Invitation to Bid (ITB), in which goods or services are precisely specified and price is substantially the only competitive factor. This RFP provides the University the flexibility to negotiate to arrive at a mutually agreeable relationship. Price will be considered, but will not be the only factor of evaluation.
- 2.1.1.4 *Proposal* - The entirety of the vendor's responses to each point of this RFP, including any and all supplemental offers or information not explicitly requested within this RFP.
- 2.1.1.5 *Bidder, Supplier, Provider or Vendor* – Any entity responding to the RFP with the intention of winning the resulting award of contract, performing the work, and/or delivering the goods or services as specified.
- 2.1.1.6 *Successful Bidder* – Any vendor selected by the University to receive a notice of award as a result of this RFP and to enter into a contract to provide the University with the products or services sought by this RFP
- 2.1.1.7 *Owner* - Oklahoma State University
- 2.1.1.8 *May* – Denotes that which is permissible, not mandatory

- 2.1.1.9 *Should* – Denotes that which is recommended, not mandatory
- 2.1.1.10 *Shall or Must* – Denotes that which is a mandatory requirement
- 2.1.1.11 *CST* – Central Standard Time

2.1.2 Contract Specific Definitions

- 2.1.2.1 *UHS* – Oklahoma State University Health Services
- 2.1.2.2 *LIS* – Laboratory Information System

3.0 CONTRACT PERIOD

- 3.1 The term of the contract resulting from this RFP will be for one year starting from bid award with the option to renew annually for four (4) additional one year periods.

4.0 TERMINATION

- 4.1 Either party may terminate this agreement for convenience by giving the other party sixty (60) days prior written notice.

5.0 ASSUMPTIONS

- 5.1 Oklahoma State University makes the following assumptions about this RFP and the evaluation of proposals received:
 - 5.1.1 Proposal pricing must be valid for a minimum of 180 days.
 - 5.1.2 OSU will be the sole judge as to the appropriateness, value, and completeness of any and all proposals submitted in response to this RFP. All documents become the property of Oklahoma State University.
 - 5.1.3 The University reserves the right to award the proposal which, in the opinion of OSU, represents the best value to the University.

6.0 RFP INSTRUCTIONS

- 6.1 Direct all inquires regarding these specifications, in writing to:
 - 6.1.1 Leigh James, C.P.M., CPO
Assistant Director of Purchasing
Purchasing Department
1224 N. Boomer Road
Stillwater, OK 74078
405-744-5984 (phone)
405-744-5187 (fax)

leigh.james@okstate.edu

- 6.1.2 Any attempt to contact any department other than the OSU Purchasing Department during the solicitation and evaluation process may result in the disqualification of your bid.
- 6.1.3 **Bidder should address in writing all items in sections 14 through 22 of this RFP, numbered and in order.** Responses that only say "See Attached" may not be acceptable. Describe in detail how your organization will meet the University's needs as specified.
- 6.1.4 All questions regarding this RFP are to be submitted in writing no later than **January 5, 2012**.
- 6.1.5 Any proposed agreement must be submitted with proposal and will be subject to review and approval by OSU Legal Counsel.

7.0 GENERAL CONDITIONS

- 7.1 Proposals for the work called for in these specifications are to be delivered to the Office of the Director of Purchasing, 1224 North Boomer Road, Oklahoma State University, Stillwater, Oklahoma.
- 7.2 The owner does not obligate himself to award the contract to the low bidder, but reserves the right to make the award in the best interest of the owner and may make such investigation, as he deems necessary to determine the ability of the bidder to perform the work.
- 7.3 The owner reserves the right to reject any bid if the evidence submitted by or investigation of such bidder fails to satisfactorily convince the owner that such bidder is properly qualified by experience to carry out the obligations of the contract and to satisfactorily complete this work according to the specifications.
- 7.4 The owner reserves the right to waive any informality and to reject any and all bids.
- 7.5 The University reserves the rights to observe the work being performed and to terminate the purchase order if, in the department's judgment, satisfactory progress is not being made.

8.0 INSURANCE

- 8.1 The successful bidder will be required to maintain such insurance as will protect him as well as the owner from its contingent liability from claims for damage as public liability from operations under this contract, whether such operations are by himself or any subcontractor or anyone directly or indirectly employed by them. Certificates of such insurance shall be filed with the owner before a

purchase order can be issued, and shall be subject to the owner's approval for adequacy of protection. An Independent Contractor and Hold Harmless Declaration may be executed in lieu of a certificate of insurance.

9.0 LIMITATIONS OF LIABILITY

- 9.1 The Oklahoma Constitution prohibits the inclusion of clauses in any State contract which limit the liability of the vendor. Bids containing Limitation of Liability clauses may be rejected as non-responsive.

10.0 HOW TO SUBMIT A PROPOSAL

- 10.1 Providers should submit one original, one copy, and two CDs of all proposal documents. Copies should be three-hole punched and bound in three-ring binders.
- 10.2 Providers should address all requested items in response to this proposal, numbered and in the order as presented within this RFP.
- 10.3 Provider shall submit their proposals with written responses to the OSU Purchasing Department no later than the bid due date and time.

11.0 RFP EVALUATION CRITERIA

- 11.1 The evaluation of this RFP will be based on the following criteria. The University at its sole discretion shall determine whether particular providers have the basic qualifications to provide the required products and/or services. Among the factors to be considered by the University in determining whether a provider possess the basic qualifications include the following:
- 11.1.1 Cost / Pricing of products and services to be provided
 - 11.1.2 Ability of supplier to meet the requirements specified in this RFP
 - 11.1.3 References for similar projects at institutions similar to OSU

12.0 PRE-AWARD PRESENTATION

- 12.1 As part of the evaluation process, the University may require on-site presentations from the highest ranked respondents. During these presentations, suppliers may be asked to provide additional data including product demonstration and detailed description of their proposal.
- 12.2 If the University requires such a presentation, the OSU Purchasing Department will schedule the time and place of such an event. Each firm should be prepared to discuss and substantiate any of the areas of the proposal.

13.0 REGULATORY REQUIREMENTS

- 13.1 System shall comply with all aspects of the Family Education Rights and Privacy Act (FERPA) as implemented at OSU as specified at:
<http://www.okstate.edu/registrar/FERPA/FERPA.html>
- 13.2 Vendor shall provide a statement of compliance or non compliance with State of Oklahoma Information Technology Accessibility Standards as specified at:
http://www.ok.gov/OSF/documents/isd_itas.doc

14.0 SPECIFICATIONS, ADDITIONAL INFORMATION, & OTHER REQUIREMENTS

- 14.1 The selected LIS will allow information to be shared among the health professionals of UHS in a timely and efficient manner. This system should increase laboratory productivity and accuracy through effective instrument interfaces and automated reporting. This system must be fully functional with the existing practice management system, Pyramed Health versions P4 and P5. Only vendors with current, working, installed interfaces with Pyramed Health versions P4 and P5 in the college health setting will be considered.
- 14.2 The Successful Vendor will have
 - 14.2.1 Existing installations that are interfaced with Pyramed Health P4 of P5
 - 14.2.2 Windows based applications and backups that reside on servers located in secure location(s) chosen by Oklahoma State University, (OSU)
 - 14.2.3 Agreed to sign a Business Associate Agreement as required by HIPAA including HITECH compliance
 - 14.2.4 Agreed to comply with appropriate FERPA privacy standards.
- 14.3 Additional Information
 - 14.3.1 UHS is committed to implementation of a fully functional electronic medical record over the next 18 months. The current practice management system imports OSU student demographic data on an active and ongoing basis.
 - 14.3.2 It is our intent that the LIS will receive patient demographic information and lab orders from the practice management system.

14.3.3 It is anticipated that UHS will migrate from Pyramed Health P4 to version P5 in the second quarter of 2013.

14.3.4 OSU IT Security will oversee and approve the proposed security solutions for this installation.

14.4 Service Statistics

14.4.1 OSU Stillwater enrollment is greater than 22,000 full time equivalents.

14.4.2 40% of enrolled students make over 1 visit per year.

14.4.3 UHS codes over 20,000 E & M encounters annually, over 32,000 prescriptions and 1,200 radiology procedures.

14.4.4 Medical staff: 6 physicians, (1 FTE currently vacant), 1 PA.

14.4.5 Total LIS users: 3 medical technologists, one clerical support, one applications support technician.

14.5 Laboratory Statistics

14.5.1 Analyzers in use: Bayer Cliniteck 500, Vitros DT 60II and Beckman Coulter AcT Diff5 Autoloader

14.5.2 Number of tests per year: 15,000 – 20,000

14.5.3 Reference laboratories that the LIS should interface: Stillwater Medical Center, Stillwater, Oklahoma, RML (Regional Medical Laboratory), Tulsa, Oklahoma and LabCorp (Laboratory Corporation of America).

14.5.4 Other reference laboratories not interfaced: Oxford Diagnostics, Aegis Laboratory, Kansas State University Diagnostic Laboratory and Oklahoma State Department of Health Laboratory.

15.0 **VENDOR PROFILE** – *Describe in detail:*

15.1 Name of Company

15.2 Address of Company & Company website URL

15.3 Name, email and phone # of Company Contact

15.4 Please provide detailed profiles on the management team as well as personnel who would be supporting UHS

- 15.5 Number of current clients using Pyramed (college health)
- 15.6 Is there a "users' group" that is supported by the company? If so, please describe how this group communicates with each other and with the company. Also, explain how you take the group's ideas for improvements and incorporate those into your plans.
- 15.7 Do your clients have a "designated account manager"?
- 15.8 How many years has your company been in business, as it is presently organized?
- 15.9 How many fully implemented LIS systems have you installed in college health facilities that are comparable to our UHS.
- 15.10 What is your projected time period for our implementation?
- 15.11 Do you have experience interfacing with the lab equipment we want to interface?
- 15.12 Do you have experience with clients who use Pyramed P5 EMR? If so, please provide a list of those clients with contact information.
- 15.13 How many NEW customers acquired and installed the LIS system last year? In the year before that?
- 15.14 List any reference labs with which you have developed interfaces, other than the ones listed under the Service Statistics section.
- 15.15 Provide documentation that your product is HIPAA compliant. Map your products functionality/configurations to HIPAA's Security Requirements.

16.0 SYSTEM SECURITY- Describe in detail:

- 16.1 Describe your preferred method of gaining remote access to the LIS server for ongoing support, updates, etc. Supply any diagrams you feel would be helpful.
- 16.2 Describe how you protect clients from unauthorized access to their systems, such as when company support personnel leave your employment. Are passwords immediately changed? Explain.
- 16.3 Confirm that you are NOT proposing to maintain any backups or copies of UHS data stored remotely on your systems or systems under your control.
- 16.4 Confirm that your company does NOT intend to reserve the right to harvest or "mine" any UHS data for any purpose.
- 16.5 Explain the configuration controls provided to ensure "strong passwords" by users. And describe the flexibility of these controls to adapt to OSU's requirements if need-be.

- 16.6 Since our servers are to be housed and maintained in the university's Computer Center, describe your system's safeguards for protecting the security and integrity of data flow to & from UHS. For example, does your system support the encryption of data between the analyzers and LIS server? Please explain.
- 16.7 Can a password expiration period be set?
- 16.8 Is two-factor authentication supported? If so, do you have a recommended solution for user and administrative management access?
- 16.9 Is encryption used to stratify HIPAA's data integrity requirement?
- 16.10 Do you allow for authentication to LDAP or Active Directory?
- 16.11 How is emergency access handled?

17.0 SYSTEM SUPPORT & IMPLEMENTATION – *Describe in detail:*

- 17.1 Describe your process for updating software. Do you send staff onsite for this? Or is this done by remote access? How far in advance do you notify clients of these updates?
- 17.2 Is telephone software support available at least for the hours UHS is open? (See UHS website for hours of operation.)
- 17.3 Do you have a toll free support number?
- 17.4 Do you have a guaranteed response time for answering customer problem calls? If yes, what is it?
- 17.5 How and when are known software problems resolved? (e.g. "bugs" errors, etc.)
- 17.6 Do you have a scheduled frequency of updates, e.g., once per quarter?
- 17.7 What documentation and training is provided to explain releases (upgrades, updates, and patches)? Is any part of this separately billable?
- 17.8 If you perform the upgrades remotely, are you willing to perform those outside the hours of our operation? (see our website for hours) If so, explain any related restriction & charges.
- 17.9 Describe the training program you propose for system users, i.e. typical amount of your staff and hours on-site, etc.
- 17.10 Describe a typical implementation plan.
- 17.11 Describe the experience/qualifications of your installment team.

18.0 SYSTEM ADMINISTRATION/I.T. – Describe in detail:

- 18.1 Describe the amount of data and the duration the data is retained within the LIS server
- 18.2 Do you provide a utility to allow purging of patient files after a client-specified time frame, e.g. 10 years? If so, describe the criteria options available when determining what to purge.
- 18.3 What is the database type (SQL server, Oracle, etc.)?
- 18.4 Will the software accept and send HL7 messages? If so, is there anything proprietary about your systems that would prevent us from using standardized HL7 content?
- 18.5 Describe the process for establishing interfaces with the PMIS. For example, is an intermediary PC or server required to act as a translator?
- 18.6 Does your system provide a complete set of audit logs that allow for detailed study of Who did What in Which patient file and When it was done? Are there standard reports designed for these logs? Describe the flexibility provided by the system to allow ad hoc reports. Please provide sample copies of standard reports.
- 18.7 Describe the report-writer that comes with the system and how intuitive it is.
- 18.8 Is it acceptable for the LIS to receive the demographic data import via the interface from our practice management system?
- 18.9 What is the current operating system for the LIS?
- 18.10 What is the base architecture for the system? Client/Server? Web-based?
- 18.11 If applicable on desktops, can the software be run on Windows? If so, what version?
- 18.12 Does the system sanction a given browser? If so, which one and what version?
- 18.13 What are the training options for the System Admin staff?
- 18.14 What access (records, logs, etc.) and functionally is lost if UHS declines to renew the maintenance contract?

19.0 LAB MANAGEMENT - Describe in detail:

- 19.1 Can we do a word search across patients in the database for the purpose of QI studies, research, looking for trends, etc.?

- 19.2 In the rare case where we need to flag an enrolled student as being ineligible for service, describe the process your system provides to "flag" this patient's account.
- 19.3 Describe your process (if any) for updating the CPT coding dictionary within the system with changes issued by external entities. Explain any related charges for this in Pricing & Fees
- 19.4 Is it possible to enter "notes" about a particular patient such as personal preferences or other customer-related issues that arise?
- 19.5 Does the system
 - 19.5.1 Support ICD-9-CM codes? And what is the timeline for supporting ICD-10 codes once available?
 - 19.5.2 Allow the user to review specific patient's results without paging through the entire list of patient results?
 - 19.5.3 Have the ability to create completion reports by date?
 - 19.5.4 Have the ability to create billing summary reports by date?
 - 19.5.5 Have the ability to create turnaround time reports by date? By technologist?
 - 19.5.6 Provide a physician utilization report (e.g. number of tests requested by a physician)?
 - 19.5.7 Have the ability to create reports of previous day test results?
 - 19.5.8 Have the ability to create abnormal test value reports? Provide examples.
 - 19.5.9 Have the ability to create critical test value reports?
 - 19.5.10 Does the system have the ability to electronically document supervisory review of all critical values?
 - 19.5.11 Have the ability to generate patient lists (with certain demographic data) who meet specific result criteria for public health reporting?

20.0 REGISTRATION AND FUNCTIONAL REQUIREMENTS – Describe in detail:

20.1 Registration

- 20.1.1 Currently, we import the OSU-assigned 8 digit numeric identifier for student files. Will your system support this duality of mechanisms for patient number assignment?
- 20.1.2 Does your system provide tools to identify, merge and/or eliminate duplicate patient files?

- 20.1.3 Does the system provide audit trails for all cases that are merged as described above?
- 20.1.4 Does the system provide audit trails for all cases that are merged as described above?
- 20.1.5 What data fields are available for searching in order to find the correct patient account? E.g., last name, OSU ID number, date of birth, service date, text search, by provider, etc.
- 20.1.6 Does the system require the use of any part of the patient Social Security number for any reason? List any feature or function that would require a patient's social security number (NOTE: OSU has eliminated student SSN's from all systems and we have eliminated the SSN from our demographic data import from OSU's student information system.)
- 20.1.7 Does the system note the user name or initials of the Lab Tech or Office support person? If so, is it viewable within the file itself or must we run a report to identify the user? Describe how the technician is identified.
- 20.2 Order Entry – does the system:
 - 20.2.1 Allow multiple tests ordering for a single patient using a common demographic record?
 - 20.2.2 Allow the lab to develop and customize orderable items?
 - 20.2.3 Allow simple test ordering: single header linked to a single test result field? (e.g., glucose)
 - 20.2.4 Allow compound test ordering: single header linked to multiple test result field? (e.g. GHP header and CMP, CBC, TSH results)
 - 20.2.5 Allow the user to order tests by entering test codes and/or by selecting from a test menu?
 - 20.2.6 Allow the cancellation of orders for patients who do not show for appointment? Does this cancellation automatically generate a report to alert the provider that the lab test was not done?
 - 20.2.7 Provide medical necessity validation based on lab-defined valid diagnosis codes for each applicable test?
 - 20.2.8 Allow lab-defined label configuration?
 - 20.2.9 Have the ability to correct a field on a screen without having to re-enter entire order transaction?
 - 20.2.10 Allow entry of orders for future dates?
 - 20.2.11 Support cancellation of tests-logging accession #, test code, patient name, reason, date, time, and tech ID?

- 20.2.12 Provide a simple method to order additional test requests on sample already received and processed in the lab? How is the lab alerted to the add-on test?
- 20.2.13 Provide for easy free text entry of information such as critical result notification, sample rejection or culture sites?
- 20.2.14 Provide for intelligent prompting for accessioning, e.g. When a wound culture is ordered, the system prompts the user for site/location?
- 20.2.15 Provide easy access to sample requirements for laboratory users?
- 20.2.16 Allow the lab users to determine the number of labels needed?
- 20.3 Results Review and Reporting – does the system:
 - 20.3.1 Allow reporting of alpha results: single work (e.g. positive or negative) and free text (e.g. short phrase or longer paragraph)?
 - 20.3.2 Allow the user to accept, reject or re-run a test?
 - 20.3.3 Allow the user to override current test results for a patient and retain these overridden results?
 - 20.3.4 Provide identification of the verifying technologist when reporting results?
 - 20.3.5 Provide automatic fax reporting capabilities?
 - 20.3.6 Print daily detailed master log of all work performed in lab for audit purposes?
 - 20.3.7 Provide capabilities for graphic display of test results?
 - 20.3.8 Maintain a table of lab-defined panic, delta and reference result ranges based on age and sex?
 - 20.3.9 Display previous test's value, time and date if delta check limit is exceeded during result entry.?
 - 20.3.10 Include features that allow batch reporting for phlebotomy, microbiology no growths, and others?
 - 20.3.11 Provide easy to set-up and use reflex rules (e.g. if Rapid Strep negative then perform throat culture)?
 - 20.3.12 Provide a permanent log of all test results that have been edited?
 - 20.3.13 Provide for release of results after they have been reviewed and approved by technical personnel (there is no merging function)?
 - 20.3.14 Allow comments to be attached to a specific test result (e.g. "dose of 50 grams of glucose")?

- 20.3.15 Do the work stations work independently of each other? Can multiple functions occur simultaneously without one party having to exit the system?
- 20.4 Flags and Data Comparison – does the system:
 - 20.4.1 Allow lab-defined age and sex related reference ranges for all test results and the ability to alter them as needed?
 - 20.4.2 Provide the ability to flag results based on criteria other than standard reference ranges?
 - 20.4.3 Highlight abnormal results on patient reports without relying solely on color test?
 - 20.4.4 Provide a means for documenting critical results and critical result documentation: generate reports regarding critical results?
- 20.5 Reference Laboratories – does the system:
 - 20.5.1 Allow testing laboratory destination routing based on patient's payer contract?
 - 20.5.2 Allow testing laboratory destination routing based on laboratory testing menu?
 - 20.5.3 Provide the ability to override specified destination for laboratory testing?
 - 20.5.4 Provide bi-directional interfaces to clinical reference laboratories?
 - 20.5.5 Provide the ability to print lab-defined reference laboratory requisition?
 - 20.5.6 Allow manual entry of reference laboratory test results (e.g. non-interfaced reference laboratories)?
- 20.6 Quality Control – does the system:
 - 20.6.1 Allow implementation of Westgard QC rules and flags?
 - 20.6.2 Allow flagging of out-of-control QC values?
 - 20.6.3 Allow entry, storage and retrieval of corrective action comments?
 - 20.6.4 Have the ability to view and print QC graphs (Levey-Jennings)?
 - 20.6.5 Have the ability to plot multiple levels of control on one graph?
 - 20.6.6 Calculate the following QC statics?
 - 20.6.6.1 Cumulative mean
 - 20.6.6.2 Observed mean over a specified date range
 - 20.6.6.3 Standard deviation
 - 20.6.6.4 Coefficient of variation

20.6.7 Have the ability to document QC review?

20.7 Rules-Based Logic

20.7.1 Ability for rules-based logic where laboratory personnel can define criteria in "if-then" statements

20.7.2 Ability for Rules program to evaluate all rule entries for tests, not just the first one, so that complex or "cascading" rules may easily be designed, where several rules can be invoked based on one scenario

20.7.3 Provide rules-based report routing

20.7.4 Provide the ability to create rules to assist in decision support

20.7.5 Must have ability to flag results based on criteria other than standard reference ranges to include testing location, drawing location, ordering provider, patient age, and priority of order

20.7.6 Charge rule capability

21.0 HARDWARE

21.1 Provide your full & complete technical specification for hardware:

21.1.1 Server(s)

21.1.2 Backup server(s)

21.1.3 Test environment

21.1.4 Interface devices (to connect with other systems)

21.1.5 Client Desktop

22.0 PRICING AND FEES

22.1 Provide complete pricing to include your fees to cover at least the following topic areas:

22.1.1 Installation:

22.1.1.1 Should include full explanation of licensing fees

22.1.1.2 Training fees for how you propose to train out staff

22.1.2 Support/Maintenance:

22.1.2.1 Annual maintenance fees (to include patches, updates & upgrades)

- 22.1.2.2 Any additional fees that need to be considered and understood, such as support for all hours we are open (see our website)
 - 22.1.2.3 To include telephone support; Do you bill the client for long distance support calls?
 - 22.1.2.4 Will the maintenance fees cover the application of updates during hours we are not open for patient care?
 - 22.1.2.5 Optional support items, if any
 - 22.1.2.6 Pricing for any third party databases that are included with the system
- 22.1.3 Standard pricing for analyzer interfaces, both uni-directional and bi-directional:



OKLAHOMA STATE UNIVERSITY

STILLWATER, OKLAHOMA

CONTINUATION SHEET
To Accompany Requisition No.

W049185-LKJ

For: Oklahoma State University

ITEM	QUANTITY	UNIT	DETAILED DESCRIPTION - DOUBLE SPACE BETWEEN ITEMS	UNIT PRICE	AMOUNT
COMPLETE THE FOLLOWING IF APPLICABLE TO BID/RFP/RFQ:					
1.			Cost of Base System License for Oklahoma State University - Stillwater, Oklahoma		\$ _____
2.			Cost of Client Software (per seat or site license) for all desktops		\$ _____
3.			Total Training of User/Computer Personnel. Bid hours for completion and cost per hour _____ hours @ \$ _____/hr		\$ _____
4.			Total Installation/Implementation. Bid hours for completion and cost per hour. _____ hours @ \$ _____/hr		\$ _____
5.			<u>Optional:</u> Hardware required to operate system which is not currently installed at OSU		\$ _____
6.			<u>Optional:</u> System 1 Database (third party). Software required to operate system which is not currently installed at OSU.		\$ _____
7.			<u>Optional:</u> Total Cost of optional Modules. Bidders to specify: a. _____ b. _____ c. _____ d. _____		\$ _____ \$ _____ \$ _____ \$ _____
8.			<u>Optional:</u> Bid cost per hour for any additional services required ie. Custom programming, modifications, etc.		\$ _____/hr
9.			Annual Software License / Maintenance Note: If year 1 is included in base bid amount, indicate "no charge" for year 1 Year 1 Year 2 Year 3 Year 4 Year 5		\$ _____ \$ _____ \$ _____ \$ _____ \$ _____