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ADDENDUM NO. 2

February 19, 2019

Title: Enterprise Secure Messaging and Mobile Communications Solution

RFP # H20-0010

1. General

This addendum revises RFP documents. This addendum is issued to respondents of record prior to execution of contract, and forms a part of contract documents and modifies previously issued documents. Insofar as previously issued contract documents are inconsistent with modifications indicated by this addendum, modifications indicated by this addendum shall govern. Where any part of the contract documents are modified by this addendum, all unaltered provisions shall remain in effect.

2. Addendum Acknowledgement Form

Acknowledge receipt of this addendum in the space provided on the Addendum Acknowledgement Form. Proposers must include the signed form with their response. Failure to do so will subject Proposers to disqualification.

3. Changes and Clarifications

- a. **RFP# H20-0010 Response due date has been changed from February 28, by 2:00 p.m. CT to March 13, 2020 by 2:00 P.M. CT.**

- b. Responses to Vendor Questions are provided below.

4. Attachments – Price Schedule excel spreadsheet H20-0010- Secure Messaging Mobile-Fee Schedule

	Section of the RFP	Question	Response
1	5.3.1 General Requirements o., #5	Can Cook County Health explain what it is looking for with respect to incoming alarms and automatic arrangement of calls by priority and time of placement? How does CCH envision using this?	We envision the ability to assign level(s) of priority to messages. Higher priority messages should be at the top of the list, regardless of when they were placed. Messages of equal priority should be arranged chronologically within the priority category
2	6.12 Pricing Proposal	We were unable to locate the pricing spreadsheet format referenced in section 6.12 which was supposed to be included in the RFP PDF according to the instructions within section 6.12. We went to Cook County's website and did not see the spreadsheet format uploaded there as well. Can CCH release the required pricing spreadsheet format to responders and let responders know if there are additional documents for submission?	Procurement has provided the form (Excel) as requested. See Attached Excel Spreadsheet in this Addendum.
3	5.3.2.f	Does Cook County Health have a preferred hardware supplier/ distributor (eg- CDW, etc)?	NO. The RFP specifies equipment is to be provided by the vendor (see section 5.3.1)
4	5.3.2.f	How many devices is Cook County Health going to purchase as part of this project?	See answers to #8, 9, 10
5	6.9 Contract	This section mentions we should redline your General Terms and Conditions if necessary but only a PDF is available on the website. Please provide a WORD version that can be redlined.	https://cookcountyhealth.org/about/doing-business-with-cook-county-health/
6	5.3.2 - Section d.	"CCH requires integration with Office 365 calendars" - please elaborate on what you would like to accomplish with this type of integration	Ability to integrate with a calendar where "out of office" or other unavailability is set to identify a user as available / not available to accept messages. Other calendaring tools may be considered if those work with your system
7	5.3.3 - Section c.	What type of Device Middleware do you currently use?	None
8	5.3.2	How many total users do you expect to license?	Estimated Total: Refer to section 5.2.1, we currently have 3,000 pagers in use. We start and expect to grow from there. Provide tiered pricing if applicable
9	5.3.1 - Section a.	How many devices (phones) are you expecting to purchase as part of this RFP?	Estimated Total: Will purchase for "shared device users", estimate 500
10	5.3.1 - Section a.	Are there any devices (phones, tablets, etc) already in use? If so, what type?	CCH have a small number of county-owned iOS phones/tablets in use

	Section of the RFP	Question	Response
11	5.3.1 - Section a.	How many users will be BYOD vs company provisioned devices?	Estimated BYOD: 2,500 Estimated company-provided: 500
12	5.3.1 - Section a.	Will there be any users who only access the solution from a desktop/laptop? If so, how many?	We would expect any licensed user may have need to access messaging from a traditional computer. Those who will never use a mobile device are estimated to be less than 500
13	5.7.2 - Requirement d.	"Cell phones are not permitted to be used in patient areas due to possible interference with medical equipment." - This seems at odds with what you are looking to purchase, is this policy going to be updated to remove this requirement?	This section refers to vendor conduct while on premises. CCH may amend the policy at a later date.
14	4. Schedule	Is there a desired date to begin the project or be live in production with the proposed system?	CCH does not have a particular timeline, however, CCH seeks to go live within 12 months after contract execution.
15	5.2.1 Current Operations	Will pagers be replaced 1:1 with the selected smart handheld device? If not, how many smart handheld devices are estimated to be needed?	See answer to #8 and 9
16	5.2.1 Current Operations	Besides the ~3,000 pagers what other devices are targeted for consolidation through this project (e.g. legacy Cisco handheld phones)?	Other devices are not specifically targeted through this project
17	5.2.1 Current Operations	Will scope for Enterprise Secure Messaging extend to personal device (e.g. physicians) or Desktop use (e.g. unit secretaries)? If so approximately how many users would be in scope for only needing secure messaging?	Personal device (BYOD) estimate: See answer to #11 Desktop user estimate: See answer to #12
18	5.3.2, b. Alert Integration	What nurse call vendors(s) are in scope for alert integration and what version of their platform is currently deployed? Are alerts from these systems already interfaced with the CareAware iBus platform?	CCH are currently developing an RFP for Nurse Call system replacement, and integration will be with the eventual replacement system, not our current system(s). Provide vendor names and example locations of any nurse call systems you have already integrated with your solution
19	5.3.2, b. Alert Integration	Will staff shift assignment syncing back to a nurse call vendor(s) system be in scope and if so, which vendor(s)?	Not part of this scope. See also answer to #18
20	5.3.2, b. Alert Integration	What patient monitoring device vendor(s) are in scope for alert integration and what version of their platform is currently deployed? Are alerts from these systems already interfaced with the CareAware iBus platform?	We currently have patient monitors from GE integrated with iBus version 6.2.1
21	5.3.2, d. Scheduling Integration, 1.	What information/workflows from Office 365 calendars would be desired?	See answer to #6

	Section of the RFP	Question	Response
22	5.3.2, d. Scheduling Integration, 3.	Will interfacing with Cerner Clairvia's on-call scheduling be in scope?	Yes – as specified in section 5.3.2.d.3
23	5.3.2, f. Hardware	Is a need for some user groups/workflows to utilize a device without a built-in scanner, if so approximately how many devices would be needed?	Estimated number 20% of Shared device ~100
24	6.12 Pricing Proposal	Does the MS Excel pricing form need to conform to a pre-determined format?	Yes. Procurement has provided the Excel form (see answer to #2)
25		What are the 2 biggest communication challenges CCH wants to fix (e.g., Chief Complaints)?	1. Consolidate from multiple devices 2. Ability to reach the appropriate person on first try
26		What are the 2 most desirable enhancements CCH would like to add to their communication capabilities?	1. Secured messaging 2. Ability to know messages are received / acknowledged (auditable)
27		What communication methods are currently in use (e.g., VoIP, Text, Pager, Video)?	VOIP, Text, Pager, Cellular and traditional (land-line) phone call and WebEx
28		What existing mobile devices (make & model) does CCH currently use?	iOS tablets: Apple iPad 5 th generation or later iOS smartphones: Apple iPhone 7 or later
29		When fully deployed in all CCH hospitals, what is the total estimate of Shared Device Users?	See answer to #9
30		When fully deployed in all CCH hospitals, what is the total estimate of BYOD or Personal Device Users?	See answer to #11
31		What is the total # of CONCURRENT Shared Device users throughout the CCH system (Hint: how many shared devices exist now)?	Current shared device (pager) use: 75
32		Is UNIFYING all communication methods (VoIP, Text, Pager, Video) into a single app a requirement?	See section 5.2.1. It is highly desired to consolidate into one platform / app
33		Is mobile access to the patient care team a requirement?	Yes – patient care team members may be offsite and still need to be able to communicate and receive notifications
34		What version of EMR is CCH using?	Cerner Millennium 2018.01.02
35		Describe CCH's current staff assignment sources & method? Is it standardized across all hospitals?	Assignment varies by department, ranging from Excel spreadsheets to shared Outlook calendars. There is not currently a standard system for staff assignment. CCH may consider any scheduling tools which integrate into your solution, particularly if they can be easily migrated from current tools
36		What Nurse Call Vendors & Versions are installed (e.g., Rauland Responder 5, Navicare, etc.)	See answer to #18

	Section of the RFP	Question	Response
37		What Call Manager or PBX Vendors & Versions are installed (e.g., CUCM 11, Avaya Aura 7.1, etc.).	See section 5.3.2.b Cisco CUCM 11.x
38		What WLAN Vendors & Versions are installed (Cisco, Aruba, etc.)?	Cisco
39		What MDM tools are installed or planned?	CCH currently use AirWatch and Apple Business Manager
40		Is Middleware planned or currently in use for FDA regulated Secondary Alarm Management?	See answers to #7 and #18
41		What is CCH's preference for hosting? Self-hosted or 3rd Party Remote-hosted (i.e., Cloud)?	No preference. See section 5.3.1.o. Any cloud-based solution may not be hosted offshore
42		Is High-Availability with Zero Downtime a requirement?	Yes. See section 5.3.1.o.1
43		Is an Enterprise contract for the entire CCH system budgeted?	Budgeting will depend upon the proposed cost(s)
44		What are the example use cases for Office 365 and Cerner Clarvia integration into the communication platform?	Ability to integrate with a calendar where "out of office" or other unavailability is set to identify a user as available / not available to accept messages. Other calendaring tools may be considered. Clairvia associates a nurse to a particular set of patients for their shift, so that messages and alerts related to those patients should be routed to that assigned nurse.
45		What departments/units will and will not be included in the patient monitoring alarm integration?	All clinical care units (inpatient and ED) are considered to be part of alarm integration. Ambulatory (outpatient) clinics will not require alarm integration.
46		According to Section 6.12: Pricing Proposal, it mentions "the required excel file format is attached to the RFP PDF file." As noted during that preproposal conference by the Cook County Health team in attendance that excel file was not attached to the RFP PDF file.	See answer to #2

ADDENDUM ACKNOWLEDGEMENT FORM

As required by the RFP, Proposers must submit this acknowledgement form with their response. One acknowledgement form per response, listing all addenda, is appropriate.

Addendum No.: _____

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Addendum No.: _____

Company Name: _____

Representative's Name: _____

Signature: _____

Date: _____

END OF ADDENDUM