**RFP 26-85126**

**TECHNICAL PROPOSAL**

**ATTACHMENT F**

**Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.**

**General Requirements and Definitions**

1. Please list any additional terms and definitions used by your company or industry that you would like the State to consider incorporating in the contract. The State will not accept terms and definitions introduced after award during contract finalization and implementation.

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1. Please confirm you have carefully reviewed all requirements listed in RFP Section 1.4. Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

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1. Review the State’s [Information Security Framework](https://www.in.gov/iot/iot-vendor-engagement/) at <https://www.in.gov/iot/iot-vendor-engagement/> and either confirm that your company conforms to the policy or provide explanation to the areas for which your company does not conform. Please be advised that Respondents will be required to sign a Non-Disclosure Agreement (NDA) to access the IOT Information Security Framework.

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**Hours of Availability and Ordering**

1. Describe how your company will meet the following service requirements. NOTE: Times specified are local to the facility where services are being provided.

* Contractor must have an Account Manager available to each facility’s administrative office from Monday through Friday, 8:00 a.m. to 4:00 p.m., excluding State holidays. View State Holiday Schedule online, <https://www.in.gov/spd/benefits/state-holidays/>.
* Standard X-ray Services
  + Available Monday through Friday, 8:00 a.m. to 10:00 p.m., excluding State holidays.
  + Available Saturdays, 8:00 a.m. to 12:00 p.m.
  + Same day service on weekdays if ordered by 4:00 p.m. Next-day service if ordered after 4:00 p.m.
* STAT X-ray Services
  + Available Saturdays, 12:00 p.m. to 10:00 p.m.
  + Available Sundays and State Holidays, 8:00 a.m. to 10:00 p.m.
  + Arrival must occur within two (2) hours of order during designated STAT hours.
* Standard Echocardiogram, EKG, Ultrasound, and Doppler Services
  + Available Monday through Friday, 8:00 a.m. to 4:00 p.m.
  + Services must be provided within one (1) business day of order.
  + STAT Services are not applicable for Echocardiogram, EKG, Ultrasound and Doppler services.

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**Turnaround/Delivery Times**

1. Describe how your company will meet the following minimum standards for report turnaround/delivery.

* Standard X-ray Final Report: Available in the online portal within eight (8) service hours of exam completion.
* STAT X-ray Final Report: Available in the online portal within four (4) hours of exam completion.
* Critical Results: Must be communicated by telephone to the ordering provider within ninety (90) minutes of identification.

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**Ordering Process**

1. Describe how your company will meet the following Order Process specifications.
   * Provide an online portal that allows facilities to place patient imaging orders electronically.
   * Accept imaging orders by telephone at no additional charge.
   * Contact the facility within one (1) hour of receiving an order using the facility-designated communication process to confirm an appointment time.
   * Complete orders placed by 4:00 p.m. on the same day; orders received after 4:00 p.m. must be completed the following morning.
   * Any changes to this process must be communicated to and approved by the ISPHN and may not negatively impact service times or quality.

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**Quality Standards**

1. Describe how your company will meet the Quality Standards requiring that all images shall meet American College of Radiology (ACR) or equivalent diagnostic quality standards. Studies rejected due to quality concerns, must be repeated within the original turnaround timeframe at no additional cost to the ISPHN

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**Equipment and Safety**

1. Describe how your company will meet the following Equipment and Safety specifications:
   * Be FDA-cleared and maintained according to manufacturer specifications.
   * Undergo annual physics quality-control testing.
   * Comply with all Joint Commission Standards and the Contractor’s infection prevention policies and protocols.

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**Staffing and Credentials**

1. Describe how your company will ensure that all technologists performing services will meet the following requirements, and how you will also ensure all personnel have appropriate clinical privileges, have passed required background checks performed by and at the Contractor’s expense, and maintain current vaccinations in compliance with the Contractor’s policies, Indiana State law, and The Joint Commission Standards.

* Be appropriately trained in accordance with The Joint Commission requirements.
* Hold current registration and be in good standing with the relevant certifying body:
  + American Registry of Radiologic Technologists in radiography (ARRT[R])
  + American Registry for Diagnostic Medical Sonography (ARDMS) for sonography, or RDCS/RDMS-AE for echocardiography, as applicable.

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**Records Retention**

1. Describe how your company will retain all imaging records and associated reports for the retention period required by State law and upon request, export and deliver this data to the ISPHN at no additional cost.
2. The Contractor’s solution must support the State’s standard API and file transfer methods to facilitate secure data transmission. The State’s standardized data transmission technologies are the MuleSoft API Management and GoAnywhere Managed File Transfer (MFT) services. See <https://www.in.gov/iot/policies-procedures-and-standards/applications-standards/>. Elaborate on how your company’s solution will accommodate the utilization of the identified technologies. If the proposed solution does not support these technologies, explain in detail why and outline the proposed alternative.

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**Contractor Responsibilities**

1. Describe how your company will meet the following service requirements.

* Any results meeting the Critical threshold must be communicated to the ordering facility staff within ninety (90) minutes of identification.
* Contractor shall maintain a Critical Results Listing and provide an updated version annually to each facility.
* The Contractor and each facility will conduct a Business Review at least twice per year.  
  Required Business Review participants involve: Facility-designated executive authority, Facility-designated clinical authority, personnel designated by the Facility to manage financial operations, and a Contractor-designated executive authority. Additional Business Reviews may be scheduled as needed.

The Business Review should include reporting and discussion surrounding:

* + Financial analysis of expenditures and usage
  + Contract compliance
  + Identification and consideration of any potential changes to the scope of work
  + Contractor involvement in Incident Reports
  + Status and outcomes of any corrective actions
  + Contractor shall submit quarterly reports to ISPHN detailing, at a minimum, the number of each type of service provided at each facility.

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