

# **Request for Proposal**



## **Laboratory Services**

**PRE-BID MUST BE RECEIVED BY 11:00 a.m., July 30, 2018**

## **NOTICE TO VENDORS**

CHA is seeking proposals for laboratory testing services. These services are to be performed by the vendor and its staff both at CHA's facility at 300 Mooresville Rd., Kannapolis, NC; and at its reference laboratory or laboratories. Vendors should submit detailed proposals in response to this RFP, including any alternatives the Vendor feels would enhance the services provided. Vendors should include the costs for all items necessary to perform laboratory testing, including but not limited to: phlebotomy, courier services, testing, personnel, equipment, equipment maintenance, and electronic interface to CHA's Electronic Health Record system. Vendors are encouraged to provide separate pricing for any optional items, so that CHA may determine their value in order to decide which components to include or exclude from a vendor contract.

### **About Cabarrus Health Alliance**

Cabarrus Health Alliance's main facility is located at 300 Mooresville Rd. in Kannapolis, NC. All of our clinical services operate at this facility. We offer women's health services and family planning; pediatric primary care, immunizations, communicable disease and STD treatment.

Our women's health and maternity clinic provides obstetrical care for women in our community during pregnancy, delivery, and the postpartum period. Services offered include: pregnancy testing and counseling, routine maternity care, high risk maternity care, nutritional counseling, mental health counseling, health screenings (breast and pelvic examinations), HIV & STD testing, basic gynecological care, and PAP smears.

CHA's pediatric clinic offers a full range of medical care for all developmental stages of a child's life from birth to 21 years of age. Care consists of well child check-ups, immunizations, and sick visit. Services offered include well child care, sick care, and ADHD treatment.

Our communicable disease clinic offers immunizations and international travel services, tuberculosis testing and treatment, sexually transmitted disease testing and treatment, PrEP for HIV prevention, and communicable disease investigation.

### **Current CHA Laboratory Services**

CHA operates a laboratory within the Kannapolis clinic which serves the above mentioned programs. About half of the tests by volume are performed on site (in-house). These in-house tests consist of a small number of tests for which expedited results are required. The full list of in-house tests can be found on page 4 below. The CHA laboratory is also responsible for phlebotomy and specimen handling for tests sent to reference laboratories.

We are seeking a single laboratory services vendor to perform tests in house and at its reference laboratory or laboratories. For some tests, the vendor may choose where to perform the test based on its preference and ability to return results quickly from its reference lab facilities.

### **On Site Laboratory Facility**

The CHA laboratory space consists of two rooms. In addition to these dedicated laboratory

rooms, there is an adjacent sub-waiting area and two restrooms. The outer laboratory room is approximately 12' wide by 19' long. It is open on one side to the sub-waiting area. The inner laboratory room is approximately 11' wide by 20' long.

### **On Site laboratory Equipment**

CHA owns the following equipment:

<b>Equipment</b>	<b>Serial Number</b>	<b>Manufacturer</b>
Centrifuge	550113-12	Drucker Horizon Elite
Centrifuge	150855AA132	Drucker Horizon Elite (unopened in box)
Urine Analyzer	UX09639504	Urisys 1100 Urine Analyzer
Urine Analyzer	UX09639502	Urisys 1100 Urine Analyzer
HGB HemoCue	822013159	HemoCue Hg201+
HGB HemoCue	451012045	HemoCue Hg201+
HGB HemoCue	451012626	HemoCue Hg201+
HGB HemoCue	451012628	HemoCue Hg201+
HGB HemoCue	451012630	HemoCue Hg201+
HGB HemoCue	504012194	HemoCue Hg201+
Glucose HemoCue	1015118246	HemoCue Glucose 201
Glucose HemoCue	1009118379	HemoCue Glucose 201
Glucose HemoCue	1015118266	HemoCue Glucose 201
Glucose HemoCue	1015118236	HemoCue Glucose 201
Hood	708404	Labconco Purifier Class II Biosafety Cabinet
Incubator	BSL-9	Napco Model 320
Incubator	5608	Baxter
Microscope	IL15314	Olympus BX41
Microscope	4J12320	Olympus BX41
Microscope	2D10574	Olympus BX41
Refrigerator	K191994418	Follett
Freezer	K18863418	Follett

This equipment will not be used by CHA if laboratory services are taken-over by an outside vendor. Vendors may propose transfer of this equipment from CHA's ownership to that of the vendor. If they do so, vendors should include consideration for the fair market value of this equipment.

## Laboratory Tests To Be Performed

<b>Required In-House Tests</b>	<b>Estimated Annual Volume</b>
Hemoglobin	2158
Urinalysis, auto, w/o scope	1983
Urine pregnancy test	1888
Glucose	1131
Vaginal Wet Mount	737
Post Dose Glucose	590
Rapid Strep A assay w/optic	257

<b>Optional In-House Tests or Reference Lab Tests</b>	<b>Estimated Annual Volume</b>	<b>Estimated Client Billed %</b>	<b>Estimated Volume client billed to CHA</b>
Syphilis test, antibody; qualitative RPR	2106	73%	1543
Single culture screening	665	95%	632
Hgb A1c Glycosylated hemoglobin	339	99%	336
Glucose; tolerance test,	114	58%	66

<b>Current Reference Lab Tests</b>	<b>Estimated Annual Volume</b>	<b>Estimated Client Billed %</b>	<b>Estimated Volume client billed to CHA</b>
HIV Antibody Screen; HIV-1 and HIV-2, single result	2131	74%	1575
Chylmd trach, dna, amp probe	985	78%	765
N.gonorrhoeae, dna, amp prob	984	78%	765
Pap IG (Image Guided)	689	57%	391
Chlamydia/GC Amplification	655	2%	10
Urine Culture, Routine	593	53%	317
Blood lead	562	24%	136
Lipid Panel	471	3%	16
Hemoglobin electrophoresis	430	43%	187
Antibody Screen	414	59%	245
Varicella-Zoster V Ab, IgG	303	55%	167
Hepatitis b surface ag, eia	261	68%	177
Rubella antibody	256	68%	174
Ct, Ng, Trich vag by NAA	235	55%	129
Alpha-fetoprotein, serum	232	62%	144
ABO Grouping and Rho(D) Typing	232	53%	122
CBC With Differential/Platelet	228	11%	26
Beta Strep Gp A Culture	192	2%	4
HBsAg Screen	150	7%	11
Rubella Antibodies, IgG	138	3%	4
Comp. Metabolic Panel (14)	130	17%	22
Physician Read Pap	127	51%	65
Hepatic Function Panel (7)	114	40%	46
Glucose tolerance test (GTT) 3 Specimen	113	58%	65
TSH	85	16%	14
GC Culture Only	81	75%	61
Sensitivity Organism #1	79	53%	42
Change IG Pap to LB Pap	74	64%	47
CBC, Platelet, No Differential	64	39%	25
Bilirubin, Total	59	81%	48
PAP cyto,thinlayer,rescr	58	100%	58
hCG,Beta Subunit, Qnt, Serum	52	56%	29
Uric Acid, Serum	51	27%	14
Syphilis test, antibody; quantitative	48	99%	47
Virus culture including Herpes	48	98%	47
Mycobacteria culture	46	100%	46

<b>Current Reference Lab Tests</b>	<b>Estimated Annual Volume</b>	<b>Estimated Client Billed %</b>	<b>Estimated Volume client billed to CHA</b>
Smear, acid fast	45	100%	45
Thyroxine (T4) Free, Direct, S	45	20%	9
Hepatitis B Surf Ab Quant	43	58%	25
HSV 1 and 2-Specific Ab, IgG	42	43%	18
88305 Surg Path-1st Site	28	54%	15
Hepatitis Panel (4)	27	63%	17
Bile Acids	26	31%	8
Hepatitis c ab test	23	100%	23
Triiodothyronine, Free, Serum	22	36%	8
HCV Antibody	21	52%	11

## **REQUIREMENTS**

### **Requirement 1 – Corporate Information**

The vendor's proposal must include sufficient information about the vendor for CHA to determine financial viability of the corporation, the corporate history, and the vendor's ability to perform the work within the scope of their proposal.

### **Requirement 2 – References**

The proposal must include at least three references that CHA may contact regarding the vendors past performance. References should be entities similar to CHA, public health agencies within North Carolina if possible.

### **Requirement 3 – Reference Laboratory Information**

The proposal must include information about all reference laboratories to which the vendor, if selected, would send specimens for testing. At a minimum, the information should include the location of the laboratory, the size, types of testing offered at the facility, the certifications maintained by that facility, speed of testing, and backup plans if tests cannot be performed at the facility for some reason.

If the vendor intends particular tests or test types be sent to particular labs or that expedited testing be sent to particular labs, the proposal should explain those details.

### **Requirement 4 – Onsite Laboratory Certification**

The proposal must include any and all certifications, e.g. CLIA, that will be maintained by the vendor for testing performed at CHA's clinic.

### **Requirement 5 – Staffing**

The proposal must include plans for staffing at CHA’s clinic. They should detail the number and qualifications of the staff that will be on site and the hours when they will be working. CHA’s hours of operation can be found on our website: <http://www.cabarrushealth.org/300/Schedule>. Proposals should also indicate the vendor’s plans to staff the onsite lab when its staff take planned and unplanned leave.

### **Requirement 6 – Variable Fees**

The proposal must include all variable fees to be charged for reference lab and on site tests. Proposed fees for individual lab tests should not apply to tests performed for patients with insurance including Medicaid and Medicare. They should only apply to client bill patients. Exceptions to the above must be clearly noted in the proposal.

### **Requirement 7 – Fixed Fees**

The proposal must include all fixed fees to be charged to CHA for laboratory services whether they be one-time fees, monthly fees, annual fees, or some other fixed fee structure.

### **Requirement 8 – EHR Interface**

The proposal must demonstrate the vendor’s ability to interface with CHA’s electronic health record system, CureMD. The interface must support CHA's ability to send electronic lab orders to the vendor and receive electronic lab results from the vendor. CureMD currently supports HL7 2.3 for these transactions.

### **Requirement 9 – Insurance and Patient Billing**

The proposal must include vendor billing to 3rd party payers for reference lab tests for insured patients. Vendors may propose solutions where the vendor bills patients directly for reference lab tests or where the vendor bills for tests performed at CHA’s clinic. If the vendor proposes to bill CHA patients, it must include the pricing that will be offered to those patients.

### **Requirement 10 – Client Billing**

The proposal must detail how the vendor will respond and resolve issues with bills to CHA. This should include the qualifications of the account manager, the time to respond to billing inquiries and resolve billing problems, and escalation procedures when issues go unresolved.

### **Requirement 11 – Specimen Collection**

The proposal must include the collection of all specimens for CHA lab tests, whether sent to reference labs or performed on site.

## **Requirement 12 – Supplies**

The proposal must include all supplies needed to perform the duties being proposed.

## **Requirement 13 – Courier Services**

The proposal must include the handling and transportation of all specimens sent to the vendor's reference lab facilities. If the vendor needs CHA to supply anything related to courier service, equipment, facility access, etc., the proposal should include a detailed description of those requirements.

## **Requirement 14 – Equipment**

The proposal must include the provision and all maintenance for equipment to be used at CHA's on site laboratory.

## **Requirement 15 – Waste Disposal**

The proposal must include a list of the types of waste that will be generated on site at CHA and the vendor's plans for disposal of that waste.

## **Requirement 16 – Information Security**

The proposal must include details about the information security protocols and certifications that apply to the systems that will process CHA's patients' data. The proposal should include details sufficient for CHA to evaluate the security of that data.

## **Requirement 17 – Exceptions**

The proposal must clearly explain any exceptions to the specifications in this request for proposal, the reasons for the exception, and the impact on the services being offered.

## **Requirement 18 – CHA Requirements**

The proposal must detail the items and actions required to be provided/performed by CHA in order for the vendor to provide the services specified in its proposal.

## **SEALED BIDS**

Sealed bids will be received Monday through Friday 8:00 a.m. to 5:00 p.m. except holidays, until **11:00 a.m., July 30, 2018**. Bids shall be in a sealed envelope, clearly marked "Sealed Proposal – Laboratory Services" and shall have the names of the Vendor, and the time and date of the bid opening. **Do not fax bids, only sealed bids will be accepted.**

**Submit one (1) signed original paper copy and one (1) electronic copy of the entire proposal, including attachments. The electronic copy may be on USB drive, CD or DVD media.**



Bids must be sent to: Ryan McGhee  
Chief Technology Officer  
Cabarrus Health Alliance  
300 Mooresville Rd.  
Kannapolis, NC 28081

Bids not addressed and delivered to the above person will not be considered. Bids received after the above stated time and date will not be considered.

All bids submitted shall be valid for a period of 120 days following the final date for submission of bids.

CHA will not be liable for costs incurred by Vendors for proposal preparation, printing, or demonstration. All such costs shall be the responsibility of the Vendor.

The bids shall include all charges and applicable taxes, F.O.B., to new facility location at the corner of Dale Earnhardt Boulevard and Mooresville Road, Kannapolis, North Carolina.

The Public Health Authority Board of Commissioners reserves the right to reject any or all bids and to waive minor informalities.

#### **Procedures for Evaluation and Awarding Bid:**

1. Evaluation will be done by personnel from CHA. After evaluation the Purchaser will make recommendation to the Public Health Authority Board of Commissioners for award. This recommendation and pending award will be made at a public meeting of the Board of Commissioners. The Commissioners award the bid by majority vote.
2. The following factors will be used to consider the award of the bid, where applicable:
  - a. The ability of the proposed solution to optimize workflow for CHA clinical staff.
  - b. The extent to which the proposed solution is intuitive, and easy to use.
  - c. Price.
  - d. Compliance with all requirements.
  - e. The ability, capability, and skills of the Vendor to perform.
  - f. The character, integrity, reputation, experience, and efficiency of the Vendor.
  - g. The quality of previous performance.
  - h. Whether the vendor can perform within the time specified.
  - i. The previous and existing compliance of the supplier with laws.
  - j. Whether the vendor is a minority businesses, women's business enterprises, or labor surplus area firm.

#### **TERMS and CONDITIONS:**

##### **1. Information, Discussion, and Disclosures:**

- a. Any information provided by CHA or any Vendor prior to the release of this Request for Proposal (RFP), verbally or in writing, is considered preliminary and is not binding for CHA.

b. The Vendor must not make available nor discuss any cost information contained in the sealed copy of the proposal to or with any employee of CHA from the date of issuance of this RFP until the contract award has been announced, unless allowed by CHA.

c. No interpretation of the meaning of the specifications, or other bidding documents, nor correction of any ambiguity, inconsistency, or error therein will be made orally to any Vendor.

d. All questions about the bid should be emailed to [ryan.mcghee@cabarrushealth.org](mailto:ryan.mcghee@cabarrushealth.org). All questions and answers will be posted on CHA's website at the following URL: <http://www.cabarrushealth.org/FAQ.aspx?TID=17>.

2. Confidentiality of Documents: CHA considers all information, documentation and other materials requested to be submitted in response to this proposal to be of a non-confidential and/or non-proprietary nature and therefore shall be subject to public disclosure under N.C. General Statutes.

3. Non-Discrimination Clause: Vendor declares, promises, and warrants it has and will continue to comply fully with Title VI of the Civil Rights Act of 1964, as amended, (42 U.S.C.A. §1985, et seq.) in that there shall be no discrimination against any employee which is employed in the performance of this contract, or against any applicant for such employment, because of age, color, national origin, race, religion, creed, disability or sex.

4. Conflict of Interest Clause: The parties hereto declare and affirm that no officer, member, or employee of CHA, and no member of its governing body, and no other public official of the CHA who exercises any functions or responsibilities in the review or approval of the undertaking described in this contract, or the performing of services pursuant to this contract, shall participate in any decision relating to this contract which affects his or her personal interest, or any corporation, partnership, or association in which he or she is directly or indirectly interested; nor shall any employee of CHA, nor any member of its governing body, have any interest, direct or indirect, in this contract or the proceeds thereof.

5. Supplemental Terms and Conditions/Modifications: Any supplemental terms, conditions, modifications, or waiver of these terms and conditions must be in writing and signed by the CHA Board Chairman and the Vendor.

6. Subcontracting: Vendor may not subcontract the work to be performed, without prior written consent of CHA. If such consent is granted, Vendor will retain responsibility for all work associated with the contract. The Vendor must identify any subcontractors they intend to use in the execution of this contract.

7. Independent Contractor: The Vendor shall in the performance of the contract at all times be an independent contractor and not an employee or agent of the CHA. The Vendor, its officers, employees and agents shall at no time represent the Vendor to be other than an independent contractor or represent themselves to be other than employees of the Vendor.

8. Indemnity: The Vendor shall indemnify and save harmless CHA, its officers, employees and agents from all loss, claims, suits or actions of every kind and character made upon or brought against CHA, its officers, employees, agents, for or sustained by any party or parties as a result of any act, error, omission or negligence of said Vendor or its servants, agents, and subcontractors; and also from all claims of damage in fulfilling this contract.