



REQUEST FOR INFORMATION

The Detroit Medical Center, hereinafter referred to as ("DMC"), represented by its Procurement Department as the Purchasing Agent for the parent entity and all subsidiaries, hereby invites you to submit a formal proposal for a Patient Education/ Entertainment System for certain voluntary, nonprofit hospitals principally located in southeastern Michigan.

The Request for Information is a four-part package consisting of the following:

- A. The General Cover letter
- B. Standard Terms and Conditions
- C. Vendor Letter of Intent
- D. Proposal Request

Please respond to each question and submit your responses with two (2) hardcopies and one (1) electronic copy to the DMC Contract Administration offices located at 3663 Woodward, Suite 200, Detroit MI 48201, no later than

Friday, February 3, 2012 at 4:00 P.M. to be considered.

If you have any questions or concerns regarding the attached, please do not hesitate to call me at (313) 578-2662.

Sincerely,

Ed Wagner
DMC Procurement

The Detroit Medical Center
STANDARD TERMS AND CONDITIONS

1. Incorporation into Agreements. These DMC Standard Terms and Conditions (the “Standard Terms”) are attached to and incorporated by reference into the agreement and/or are incorporated into any arrangement (any arrangement or agreement between the DMC and Vendor is referenced herein as an “agreement”) entered into between the recipient of these Standard Terms (the “Vendor”) and The Detroit Medical Center, or its subsidiaries and affiliates (“DMC”). Vendor is hereby notified that by performing services for the DMC, Vendor accepts and is bound by the Standard Terms, compliance with which is an express condition of the obligation of the DMC to pay Vendor or otherwise perform under any agreement with Vendor. The Standard Terms are supplemental to any agreement between Vendor and the DMC, and to the extent of any inconsistency or express conflict, the Standard Terms control. The Standard Terms shall apply without regard to the manner in which the Vendor or the DMC is identified in any agreement between the parties.
2. New Participants. Any new participants joining the DMC after initiation of this contract shall automatically be accorded the rights of this contract.
3. Vendor Selection. The DMC reserves the right to reject any and all proposals and to waive any or all formalities in connection with bidding and selection of a Vendor.
4. Pricing. All prices and discounts are to be quoted firm against increase for the above period, on a F.O.B. hospital (delivered) basis. Any industry price decreases during the term of this contract are to be passed along to participating hospitals immediately. If, at any time during the contract period, the vendor quotes a member institution a lower price, that price automatically becomes the contract price.
5. Contract Award. The DMC reserves the right to award this contract in whole or in part, subject to paragraphs 3 and 12 of these Terms and Conditions. In case of a low tied proposal, the contract will be awarded according to established policy.
6. Contract Term. Submission of a quotation is construed as willingness on your part to enter into a proposal contract with the DMC for this business.
7. Billing. The vendor agrees herewith to invoice the DMC Accounts Payable Dept., at P.O. Box 02789, Detroit Michigan 48202. In addition, the vendor agrees to submit quarterly recaps, indicating the per-line, per-item usage, both in dollars and volume per hospital, of all business transacted under this contract, to the DMC.
8. OSHA Standards. Vendor warrants that the product sold or service rendered conforms to the OSHA Standards and/or regulations promulgated by the U.S. Department of Labor under the Occupational Safety and Health Act of 1970 (29 U.S.C. 651, 91-596). Products sold by the Vendor which do not conform to the OSHA Standards and/or regulations must be replaced or corrected by the seller at the Vendor’s expense or by the buyer at the Vendor’s expense in the event the Vendor fails to make the appropriate replacement or correction within a reasonable amount of time.

9. Civil Rights Act. The Vendor agrees that he is in full compliance with Title VII of the Civil Rights Act of 1964 (as amended); the Equal Pay Act of 1963 (Section 6, 7, and 12 of the Fair Labor Standards Act); the Age Discrimination in Employment Act of 1967; Executive Orders 11246 (where applicable); and such other State or Federal laws defining and prohibiting certain discriminatory employment practices as the same may be applicable to the Vendor.
10. Non-Discrimination. The Vendor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, disability or veteran status. The Vendor will take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, color, religion, sex, national origin, disability or veteran status. Reference E.O. 11256 as amended.
11. Omnibus Reconciliation Act. Vendor must comply with Section 952 of the Omnibus Reconciliation Act of 1980 (P.L. 96-499) which provides for access to the books and records of sub-Vendors of Medicare providers by the Secretary of Health and Human Services (HHS) and the Comptroller General when requested by said parties.
12. Commitment to Agreement. This proposal is solicited for all listed hospitals only, and the hospitals herein listed have committed themselves in advance to purchase under this contract, provided that the quality continues to be equal to or better than that presently being enjoyed.
13. Award Process. Any contract award will be made within thirty (30) days of the due date as specified herein or by the contract date whichever comes first.
14. Effective Date. The effective date of any contract, resulting from this proposal, shall be within thirty (30) days of award date, or date of mutual agreement.
15. Proposal Amendment. No proposal shall be altered, amended or withdrawn, after the opening date, unless the acceptance date of the proposal has expired. Negligence on the part of the vendor in preparing the proposal confers no right for the withdrawal of the proposal after it has been opened. In case of error in the extension of prices on the proposal, the unit price will govern.
16. Award Notification. The successful Vendor will be notified of both the date the contract is awarded and the effective date of the contract.
17. Year 2000 Compliance. The Vendor must guarantee that equipment and/or software provided in accordance with any resulting contract must be Year 2000 compatible as indicated in the attached Warranty document. In addition, the Vendor must provide a statement regarding the current status of Year 2000 compatibility as well as guaranteed release date of Year 2000 compliance software if not currently compatible.
18. Compliance with Laws & DMC Policy. Each party is responsible for compliance with all laws, including but not limited to anti-discrimination laws, which may be applicable to its respective activities and responsibilities under this Agreement. Vendor agrees to comply with all DMC policies as they may be modified from time to time.
19. Assignment or Subcontract. Vendor may not assign or subcontract any part of its duties, obligations, or rights without the prior written consent of the DMC.

20. Authority to Sign. Vendor representative signing any agreement or other document has the authority to sign and bind Vendor.
21. Confidentiality. Vendor agrees to maintain and keep confidential any and all information derived from its relationship with the DMC, and the information will not, without the prior written consent of the DMC, be disclosed by Vendor, its officers, directors, partners, employees, affiliates, agents or representatives, in any manner whatsoever. This provision survives the expiration or sooner termination of any agreement
22. Entire Agreement. The agreement, the Standard Terms, and any exhibits properly incorporated from time to time are the complete agreement between the parties and may be modified only by a written instrument executed by the parties. The agreement supersedes and renders void any prior agreements between the parties relating to its subject matter.
23. Choice of Law. The agreement will be governed by and construed in accordance with the laws of the State of Michigan.
24. Medicare Access to Books and Records. If the Secretary of Health and Human Services or the Comptroller General of the United States or their representatives determines this agreement is a contract described in Section 1861(v)(1) of the Social Security Act, 42, U.S.C. Section 1395x(v)(1)(I) as amended from time to time, until the expiration of four years after the furnishing of services under this Agreement, upon the request of the Secretary or Comptroller General or their duly authorized representatives, Vendor will make available to the organization requesting the materials and to the DMC such books, documents, and records as are necessary to certify the nature and extent of compensation paid by Vendor pursuant to this Agreement. Vendor will notify the DMC of such request within ten (10) business days, and will promptly provide to the DMC copies of all documents provided to the requestor.
25. Federal Law Compliance. The DMC currently may be, and in the future may become, subject to the Executive Order Program of the Office of Federal Contract Compliance applicable to employers that receive federal grants or perform services or provide goods and services pursuant to federal contracts. To the extent applicable, Vendor shall (and shall cause any authorized sub-Vendors to) comply with the nondiscrimination and affirmative action requirements of applicable law and of the requirements of the Executive Order Program.
26. Minority and Women Owned Business. The DMC is committed to supporting minority and women owned businesses. Vendor, if minority or women owned, will provide to the DMC a copy of Vendor's certification from the Michigan Minority Business Development Council (MMBDC), Majority Business Initiative (MBI) or other authoritative agency. If Vendor is not minority or women owned, Vendor agrees to provide a listing to the DMC of all sub Vendors providing services to the DMC who are minority or women owned for which the subcontractor will be performing services for the DMC. The Detroit Medical Center has pledged to increase business opportunities for local minority and women-owned businesses. As part of the proposal submission, the successful vendor will identify actions and strategies it will utilize to ensure substantial and meaningful minority business participation in your proposal to the DMC. We are requiring your proposal submittal to evaluate strategies for the work performed on our behalf and to identify opportunities for alliances with local minority and women-owned businesses. Additionally, each proposal response will include written evidence that such contact has been made with minority and women-owned businesses, and

your method to meet this requirement for the duration of the contract. Our requirements are consistent with our commitment to the community we serve, with a minimum goal for minority participation of 25% to 30%. If your firm has successfully implemented a supplier diversity program with other clients, the DMC is interested in your firm's contributions and having you share with the DMC your experience and knowledge.

27. Stark/Fraud & Abuse. To evidence compliance with federal laws prohibiting payments for referrals, including the Stark Law, Medicare and Medicaid Anti-Fraud and Abuse laws and HIPAA, Vendor represents and warrants that any financial relationship (as defined in the Stark Law, Fraud and Abuse laws and related regulations) between a physician and Vendor, currently and during the term of this Agreement, conforms now or will conform from its inception with an exception under the Stark Law and a safe harbor under the Fraud and Abuse laws. No payments hereunder shall be for referrals of patients and no provision of this Agreement shall require or is intended to be construed to require that Vendor or physicians under the control of Vendor shall make referrals of patients to the DMC. Vendor shall permit the DMC, upon reasonable notice and during reasonable business hours, to review, audit and copy any books, documents or records necessary or appropriate to evaluate the performance of Vendor, the amounts properly paid by or to the DMC, and compliance with law and the terms of the Agreement, including the Standard Terms. The DMC shall not divulge to third parties the information reviewed in such audit, except as required by law or as necessary or appropriate to protect the interests of the DMC.
28. Not Excluded From Medicare. Vendor certifies that neither Vendor nor those individuals or entities which own or control Vendor have been excluded or otherwise prohibited from participating in, or providing goods or services for which reimbursement might be obtained from, Medicare or Medicaid.
29. Conflicts of Interest. Vendor shall refrain at all times from any action which could reasonably be construed to constitute self-dealing, a conflict of interest, or which would be in competition with the DMC's proprietary or business interests, and Vendor agrees to abide by the conflict of interest policies applicable to independent Vendors of the DMC.
30. Ownership of Intellectual Property. All reports and other data (including without limitation, written, printed, graphic, video and audio material contained in any computer data base or computer readable form) (hereinafter "Works of Authorship") developed during the term of this Agreement are the property of the DMC. Works of Authorship created during the term of this Agreement are "Works for Hire", as that term is defined in copyright law. The DMC shall own all rights to any inventions, discoveries, new uses, advances on the state of art, protocols, ideas, products or other protectable rights arising from any activities within the scope of this Agreement (hereinafter "Inventions"). Vendor shall (and cause its sub Vendors and employees to) execute all documents, provide all information, and otherwise take all actions requested by the DMC, including, without limitation, assignments of rights Vendor may have in such works, to secure for the DMC the ownership rights and available legal protections for all Works of Authorship or Inventions. Vendor expressly disclaims any droit moral rights in Works of Authorship or Inventions related to the performance of services under this Agreement.

31. No Solicitation. During the term of this Agreement and for a period of six (6) months after termination or expiration, Vendor shall not solicit or employ any employees of the DMC or a DMC subsidiary without the express written permission of an officer of the DMC.
32. Waivers. No part of this Agreement may be waived except by the written agreement of the parties. Forbearance in any form from demanding performance is not a waiver of performance. Until complete performance under this Agreement, the party owed performance may invoke any remedy under this Agreement or under law, despite its past forbearance.
33. Term, Termination, and Non-Renewal. The term of the mutual obligations of the DMC and Vendor under the Agreement and the Standard Terms is two (2) years from the date of the Agreement. The Agreement between Vendor and the DMC may be terminated, at any time, without cause, by the DMC upon thirty (30) days written notice to vendor. In no event shall the Agreement renew for any additional term; provided, that services provided by Vendor and accepted by the DMC after the term of the Agreement has expired shall be deemed performed on a month-to-month extension basis. All such services shall be provided in compliance with the Standard Terms.
34. Indemnification. Vendor shall indemnify, defend, save and hold harmless the DMC and its officers, directors, trustees, members, affiliates, subsidiaries, employees, separate vendors and agents free from and against any and all loss, liability, penalties, lawsuits, damages, costs and expenses (including reasonable attorney's fees), actions, causes of action, claims or judgments which result from or are caused by the negligent actions, errors or omissions of Vendor, any of its sub vendors or suppliers or any employee or agent of vendor or any sub vendor or supplier of vendor while providing services under this Agreement.
35. Taxes. DMC shall not be responsible for the payment (directly or by reimbursement of Vendor) of any taxes imposed on Vendor, including, without limitation, sales and use tax and personal property tax, resulting from this Agreement or any performance under this Agreement.
36. Retain one copy of the completed quotation for your records and submit one completed copy, with the outside envelope or cover clearly marked "**RFI**" to:

DETROIT MEDICAL CENTER
ATTN: Ed Wagner , Procurement
3663 Woodward Ave.
Suite 200
Detroit, Michigan 48201

It is the sole responsibility of the vendor to ensure that information is received at the time and place specified herein; any assumption as to the dependability and/or reliability of services such as UPS or the U.S. Postal, are made the vendor's own risk. If you have any questions or require further information concerning contract language in the RFI, please contact, Ed Wagner, Detroit Medical Center, Materials Resource Management at 313-578.2662

PARTICIPATING INSTITUTIONS

The Detroit Medical Center
3663 Woodward Ave.
Detroit, MI 48201

Children's Hospital of Michigan
3901 Beaubien
Detroit, MI 48201

Detroit Receiving Hospital and
University Health Center
4201 St. Antoine Boulevard
Detroit, MI 48201

Harper University Hospital
3990 John R Street
Detroit, MI 48201

Huron Valley – Sinai Hospital
1 William Carls Drive
Commerce, MI 48382-1271

Hutzel Women's Hospital
3980 John R.
Detroit, MI 48201

DMC Surgery Hospital
30671 Stephenson Highway
Madison Heights, MI 48071

Rehabilitation Institute of Michigan
261 Mack Avenue
Detroit, MI 48201

Sinai - Grace Hospital
6071 W. Outer Drive
Detroit, MI 48235

VENDOR LETTER OF INTENT

Ed Wagner

DMC Materials Resource Management
The Detroit Medical Center
3663 Woodward Avenue – Ste 200
Detroit, MI 48201

Dear Sir:

In response to your request information, dated January 25, 2012 we are pleased to submit the following information for a Patient Education/ Entertainment System for the participating hospitals. We understand that we must meet individual hospitals' requirements.

Prices and discounts for all items are quoted firm against for the term of this agreement.

We agree to adhere to the terms and conditions stated in the entire RFI packet.

PAYMENT TERMS: _____

_____	_____
Authorized Signature	Complete Company Name
_____	_____
_____	_____
Title	Complete Company Address
_____	_____
_____	_____
Date	Telephone No. Telephone No.

SEND ORDER TO: _____

SALES REPRESENTATIVE: _____

ADDRESS: _____

TELEPHONE NO. _____

Submit two copies; retain one for your records.
Be sure proposal is signed. Late or unsigned proposals are not in compliance with the Terms and Conditions and will not be considered.

**The Detroit Medical Center
REQUEST FOR INFORMATION**

BACKGROUND and UNDERSTANDING

A. DMC BUSINESS ENVIRONMENT

The Detroit Medical Center was established in 1985 as a nonprofit corporation with a mission of excellence in clinical care, research, and medical education. The DMC is a comprehensive, technologically advanced, regional health care delivery system offering a full range of services including a large number of specialty programs. The DMC operates in concert with the research and academic programs of Wayne State University's School of Medicine, and is recognized as one of the premier health care systems in the United States.

Facilities

The DMC system of care combines local regional hospital campus resources from three geographic regions, with an ambulatory network located across the system. The DMC is comprised of eight acute care hospitals and satellite locations, extended care services, ambulatory services, and the DMC corporation. Five (5) of the hospitals are located on a 110 acre main campus site in central Detroit. They are: Children's Hospital of Michigan, Detroit Receiving Hospital and University Health Center, Harper University Hospital, Hutzel Women's Hospital, and the Rehabilitation Institute of Michigan. Also located on the main campus is the Karmanos Cancer Center. The other three (3) acute care facilities in the DMC system are Sinai -Grace Hospital located in northwest Detroit, DMC Surgery Hospital in Madison Heights, Michigan and Huron Valley-Sinai Hospital located about 30 miles from Detroit in Commerce Township, Michigan. The DMC satellite locations consist of several hospital-affiliated freestanding clinics and physician offices, which provide linkages to physicians throughout the metropolitan area. In addition, the DMC serves as an academic health center for the Wayne State University School of Medicine.

Operations

Operations at the DMC are organized around three geographic regions. The goal of establishing these regions is to focus on organizing, integrating, and developing the resources of the DMC as a system to meet the needs of the population in the market communities. The Central Detroit region serves as the referral and specialty center for the total system and includes the five main Detroit campus hospitals. Sinai -Grace Hospital in the Northwest region and the Oakland region includes Huron Valley- Sinai Hospital and DMC Surgery Hospital.

REQUEST FOR INFORMATION

PATIENT EDUCATION ENTERTAINMENT SYSTEM

Introduction

The Detroit Medical Center, hereinafter referred to as ("DMC"), a regional healthcare system with eight (8) hospitals located in the Detroit Metropolitan area is currently undertaking a Request for Information process to identify and select the most appropriate vendor for a Patient Education/ Entertainment System.

The DMC is seeking proposals to upgrade the existing Patient Education/ Entertainment System with an in-room patient-education media delivery system that will enhance patient education and provide access to hospital services.

Selected vendors will be invited to make a formal presentation of their firm's products and services to an evaluation group made up of representatives from across the DMC. This group will determine if the DMC will initiate further discussions with your company to become the selected supplier.

Current State

Currently our patients view limited education content through the existing television system. The education content through the system is provided by the Nursing Education staff .

Future State: The Patient Education/ Entertainment System will complement current education tools; assist in upholding and exceeding quality of care and patient satisfaction initiatives. The Patient Education/ Entertainment System should also provide a highly flexible platform on which other services can be provided now and into the future. The selected will have customizable education material to accommodate the patient's literacy level and learning style. The system should be able to track what the patient has viewed and the length of time they have viewed the information.

PROPOSED TIMETABLE

The following tentative timetable is presented to facilitate a timely and orderly selection process: The timetable is subject to change without notice as determined by the DMC

Critical Milestone	Date Due
1. Distribute RFI to vendors	Jan. 25, 2012
2. Vendor RFI Question & Answer deadline	Jan. 31, 2012
3. Vendor responses due to DMC	February 3, 2012
4. Vendor Presentations	TBD
5. Vendor Recommendation	TBD
6. Selection and Notification	TBD

EVALUATION CRITERIA

The proposals will be evaluated on the following criteria. The criteria is not listed in any order of priority.

- Financial Review of programs offered to DMC
- Comprehensive nature of program/products in the proposal

General System Requirements:

- 1) Patient Education Video Library
- 2) Personalized Patient Education
- 3) Reporting Capability
- 4) Entertainment Offerings

EQUIPMENT AND IT REQUIREMENTS:

Vendor must specify the following

- Minimum hardware requirements
- Software requirements, including versions
- Licensing requirements/costs
- Technical specifications
- Process flows
- Detailed network diagrams
- Security protocols utilized
- Workstation requirements for downtime software

Additional requirement:

- Requires HL7 capability

DMC SYSTEMS CONTACT:

For any IT questions pertaining to this proposal, please contact

Mr. Dean Figlioli, DMC Information Services. Phone: 313-578-3232 E-Mail: dfiglio@dmc.org

Request for Information Patient Education & Entertainment System

PLEASE RESPOND TO THE FOLLOWING QUESTIONS

GENERAL:

1. Provide the Name, Title, and Telephone number of principal contact. Provide the main Office location for your company.
2. How do you address patient satisfaction and customer satisfaction issues?
 - a. Describe your staffing in terms of clinical and non-clinical staff by type and number of staff.
3. Please describe your current business activity with the hospitals of the DMC.
4. Describe your company's experience and background for providing this type of service.
5. Comment on your ability and experience in handling multi-location healthcare systems.
6. Please provide a brief description of the value added services your company is able to offer the DMC. and its patients
7. Provide firm names, contact person, address, telephone numbers, and positions of at least three (3) non-DMC references.
8. Is your company a Certified Women or Minority Owned Enterprise?
 - a. If yes, please provide documentation.

Education

1. Is the education library provided by your company?
2. If so is education material guaranteed to be based upon standards of care by professional medical organizations?
3. Is education material evidenced based? Is education material evidenced based?
4. Who maintains and updates the education library?
5. How often and what mechanisms are in place to ensure that material is accurate and up to date?
6. Does library include disease management?

7. Does it include medication education? Does it include medication education?
8. Does it include procedures, pre op & post op education?
9. Does it include preventive and health maintenance education?
10. If library is updated by company can DMC educational material written and audio be integrated for one educational source?
11. Is the minimum reading level of material 5th grade? Are there various educational levels available?
12. Is education material formatted for print on demand material?
Does library include digital interactive learning videos?
13. Does system support collaborative & interdisciplinary care & communication i.e. clear what educational information provided to patient by all care providers?
14. How easy it for caregivers to determine patient education competency or evaluation?
15. Can completion of education videos pre populate to EMR?
16. Can caregiver order educational material while in EMR?
17. Are digital interactive videos available in multiple languages?
18. If so, what languages ?Are multiple languages available for written educational material? If so, what languages?

19. Does completion of education material automatically notify the care giver?
20. Is the education library provided by the company?
21. If so is education material guaranteed to be based upon standards of care by professional medical organizations?
22. Can completion of education videos pre populate to EMR?
23. How easy it for caregivers to determine patient education competency or evaluation?
24. Does system support collaborative & interdisciplinary care & communication i.e. clear what educational information provided to patient by all care providers?
25. Can reports be generated, i.e. use of system by caregivers, use of system by patients, amount of education ordered by caregiver but not utilized by patient?

Technical/Support

1. Will system interface with current DMC EMR (Cerner)?
2. Does system require special software? If so, who maintains the software?
3. Does system utilize the internet?
4. Is special equipment required? If so, who maintains equipment?
5. Are there on line tutorials available for staff education prior to & during implementation?

6. Is there an on-site representative during implementation? Is there a help line or support available to staff after implementation?
7. Is there an interface available with dietary for menu selections?
8. Are there interactive services for non clinical areas, i.e. housekeeping, maintenance, etc.?
9. Are patient satisfaction surveys available for real time recovery?

Entertainment

1. Does system include entertainment module as part of package? Movies on Demand? Music Stations?
2. Is menu style packaging available? Games? Any special equipment required, i.e. Xbox, joystick, etc.
3. Describe the comprehensive packages that are offered
4. How are the charges for the use of on demand entertainment selections automated?

VENDOR QUOTE SHEET

(This form must be completed and returned with your submittal)

Quote price per outlet:

Hospital	TV Outlets	Per Outlet cost	Total/ mo	Total/Yr
Harper	457			
Hutzel	169			
Receiving	306			
Children's	347			
Rehab	105			
Sinai Grace	500			