



**Competitive Sealed Proposal for
Electronic Shelf Label (ESL) Solution**

**Event # 1059
Bid Specifications**

The MetroHealth System

OPEN DATE: 09/04/2026 at 8:00am ET

CLOSE DATE: 09/18/2026 at 1:00pm ET

I. INTRODUCTION & STATEMENT OF PURPOSE

About The MetroHealth System

The MetroHealth System (“MetroHealth”) is redefining health care by going beyond medical treatment to improve the foundations of community health and well-being: affordable housing, a cleaner environment, economic opportunity and access to fresh food, convenient transportation, legal help and other services. The system strives to become as good at preventing disease as it is at treating it.

The system’s more than 600 doctors, 1,700 nurses and 7,800 employees go to work each day with a mission of service, to their patients and to the community. As Cuyahoga County’s safety-net health system, MetroHealth plays an essential role in the region, caring for anyone and everyone, regardless of an ability to pay.

Founded in 1837, MetroHealth operates four hospitals, four emergency departments and more than 20 health centers and 40 additional sites throughout Cuyahoga County. The system serves more than 300,000 patients, two-thirds of whom are uninsured or covered by Medicare or Medicaid.

MetroHealth is home to Cuyahoga County’s most experienced Level I Adult Trauma Center, verified since 1992, and Ohio’s only adult and pediatric trauma and burn center.

As an academic medical center, MetroHealth is committed to research and to teaching and training tomorrow’s caregivers. Each active staff physician holds a faculty appointment at Case Western Reserve University School of Medicine. Its main campus hospital houses the Cleveland Metropolitan School District’s Lincoln-West School of Science & Health, the only high school in America located inside a hospital.

Knowing that good health is about much more than good medical care, MetroHealth has launched the **Institute for H.O.P.E.**™ (Health, Opportunity, Partnership, Empowerment), which uses a coordinated, collaborative and strategic approach to help patients with non-medical needs such as healthy food, stable housing and job training.

The MetroHealth Glick Center, a new 11-floor hospital, on the system’s main campus in Cleveland welcomed its first patients in October 2022. The billion-dollar project is the cornerstone of a wider neighborhood revitalization effort led by the system and its partners in the community.

For more information, visit metrohealth.org.

Statement of Purpose & Engagement Objective

MetroHealth is seeking proposals for a comprehensive Electronic Shelf Label (ESL) solution to support clinical supply management, inventory control, and supply chain operations across hospitals, ambulatory locations, procedural areas, clinics, and distribution points throughout MetroHealth.

The proposed solution should provide a real-time, digitally connected platform that inventory visibility, streamlines supply replenishment, reduces manual inventory management, and supports supply standardization initiatives. The ESL solution must integrate with MetroHealth's existing and future Enterprise Resource Planning (ERP), inventory management, and procurement systems to ensure accurate and automated synchronization of item information, pricing, par levels, inventory status, and replenishment data.

MetroHealth requires a solution that:

- Improves inventory accuracy and visibility
- Reduces manual inventory management activities
- Decreases stockouts and excess inventory
- Supports clinician efficiency by reducing time spent locating supplies
- Enhances supply chain operational performance and data-driven decision making
- Provides a scalable platform capable of supporting future growth across the MetroHealth system

II. BID SPECIFICATIONS

Relevant Experience:

Provide evidence of your organization's proven success delivering ESL solutions in healthcare settings.

The required solution should include, at a minimum, the following capabilities:

Inventory Management

- Real-time display of item descriptions, item numbers, manufacturer information, unit of measure, lot numbers (where applicable), and replenishment data.
- Support for par-level inventory management and visual indication of stock status.
- Automated updates of product information, item substitutions, and inventory changes.
- Ability to monitor inventory levels and generate alerts for, recalls, and expired inventory.
- Visual management indicators such as red, yellow, and green indicators for cost.

Clinical and Supply Chain Operations

- Support inventory locations including supply rooms, nursing units, procedural areas, operating rooms, ambulatory clinics, laboratories, and off-site facilities.
- Facilitate efficient replenishment workflows utilizing handheld devices, mobile applications, barcode scanning, RFID integration, or other automated technologies.
- Single-bin and two-bin Kanban, exchange cart, and other inventory management methodologies.

- Enable inventory usage tracking and analytics to support demand planning and product standardization efforts.

System Integration

- Seamless integration with MetroHealth's ERP, procurement, inventory management, and enterprise systems. MetroHealth currently uses Infor Lawson for ERP; however, concurrently working through a 2028 implementation with Workday.
- Ability to exchange data through APIs, HL7, FHIR, web services, or other industry-standard integration methods.
- Real-time or near-real-time synchronization of item masters, locations, par levels, inventory transactions, and replenishment orders.
- Support for future integration with automated dispensing technologies, RFID systems, warehouse management applications, and clinical systems.

Hardware Requirements

- ESL displays available in multiple sizes to support a variety of storage locations and item types.
- Battery life sufficient to minimize maintenance requirements, with expected battery life of five years or greater.
- Durable construction suitable for healthcare environments, including resistance to cleaning and disinfection protocols.
- Wireless infrastructure that supports reliable communication across clinical and non-clinical areas.
- Ability to mount labels on bins, shelves, carts, cabinets, and storage racks.

User Experience and Functionality

- Intuitive web-based administration portal for managing labels, item assignments, locations, and workflows.
- Mobile device compatibility for inventory management and replenishment activities.
- Visual indicators, including color coding and flashing capabilities, to direct users to specific products or replenishment tasks.
- Support for multiple user roles and permissions.
- Configurable workflows to align with MetroHealth operational requirements.

Reporting and Analytics

- Standard and customizable reporting capabilities.
- Dashboards displaying inventory performance metrics, stockout rates, replenishment compliance, and inventory optimization opportunities.
- Historical usage and replenishment analytics.
- Export functionality for reporting and business intelligence applications.

Security and Compliance

- Compliance with applicable healthcare, cybersecurity, and data privacy standards.
- Role-based security access controls and audit trail functionality.
- Encryption of data in transit and at rest.

- Vendor must describe cybersecurity controls, software update processes, vulnerability management practices, and disaster recovery capabilities.

Scope of Work:

The selected vendor partner will provide ESL devices, gateways, software, implementation, ERP integration, training, maintenance, support, reporting and updates.

Expected Contract Term:

The expected initial term of this agreement is 3-years. After the initial term, MetroHealth desires an option to extend the term for additional one-year terms and a predetermined cost.

Implementation Plan:

Please also describe your recommended approach to implementation and any applicable alternatives.

- Selected vendor partner will provide project management, implementation services, configuration, training, and post-go-live support.
- Proposal should include recommended deployment approach, implementation timeline, resource requirements, and change management strategy.
- Ongoing technical support, software maintenance, warranty information, and service-level commitments must be included.
- Describe your organizations project governance, deployment methodology, testing, change management, go-live support and training.
- **Identify if a separate Statement of Work (SOW) is required for Workday implementation**

Training Requirements:

Administrator, supply chain and end-user training of the proposed ESL solution.

Service Level Commitments:

Vendor should detail several service level metrics, how they monitor and report on those metrics, and common industry-level commitment levels. If Vendor fails to meet any service level commitment, please detail the service level credit made available to MetroHealth.

MetroHealth's Service Level Expectations:

- ESL platform uptime: **99.9% or greater**
- Scheduled maintenance windows communicated at least 7 days in advance
- Wireless communication network availability: **99.9%**

Label Update Performance

- Item information updates reflected on ESLs within **60 seconds** of system change
- Bulk updates completed within **5 minutes** for designated areas
- Label synchronization success rate: **≥99.5%**

Incident Response

Severity	Definition	Response Time	Resolution Target
Critical	System unavailable, widespread outage	1 hour	4 hours
High	Major functionality impacted	2 hours	4 hours
Medium	Limited operational impact	4 business hours	2 business days
Low	Minor issue or enhancement request	1 business day	5 business days

Support Services

- Help desk availability: 24x7 for critical issues
- Designated account manager
- Quarterly business reviews
- Remote technical support included
- Escalation procedures documented

Hardware Performance

- ESL battery life: minimum **5 years**
- Defective label replacement within **5 business days**
- Hardware failure rate less than **2% annually**

Integration Performance

- ERP/Inventory management data synchronization success rate **≥99%**
- Integration-related issues addressed within SLA response requirements
- No manual intervention required for routine data synchronization

Ongoing Maintenance Requirements:

Software updates, hardware replacement processes, technical support and lifecycle management.

Staffing:

Please submit biography/credentials of key personnel who will be working on our engagement.

Contact:

Please provide a key contact person at your firm who will be assigned to this project and responsible for engagement success.

Proposed Fees / Pricing Proposal:

Please provide your estimated all-in fees and expenses to facilitate the solution proposed in your own format.

Subcontracts:

Do you plan to subcontract any portion of the Products or Services associated with this bid Event (including shipping)? If yes, please describe.

Offshoring:

Will you or any subcontractor perform any services provided under this engagement outside of the United States. If yes, please describe.

Protected Health Information (PHI):

Does your company create, store, view, maintain or transmit Protected Health Information (PHI) or Personally Identifiable Information (PII) as part of performing obligations under this engagement? How will you ensure that patient and/or personally identifiable information is appropriately safeguarded?

If yes, or as otherwise requested by MetroHealth, you will be asked to complete MetroHealth's third party risk assessment as part of this CSP evaluation.

Conflicts of Interest:

As a public entity, MetroHealth is subject to Ohio Ethics Laws. Accordingly, as part of our bid process, MetroHealth requests information about relationships and interests you or certain of your employees ("Key Individuals") have with MetroHealth so we can avoid conflicts of interest. Key Individuals include

(as applicable): owners, board members, senior leaders, clinicians and anyone involved in decision-making for the potential transaction.

Please ask anyone who qualifies as a Key Individual at your company if they or any immediate family members have either (1) a relationship with MetroHealth or a MetroHealth affiliate serving in the capacity as a Key Individual (e.g., employed as a Key Individual at MetroHealth, member of the MetroHealth Foundation Board of Trustees); or (2) any financial interest that involves MetroHealth or a MetroHealth affiliate (e.g., shared intellectual property (licenses, patents, royalty arrangements), research collaborations, ownership interests, etc.).

In your response to this CSP, please indicate whether your company or any of its Key Individuals and their respective families is a MetroHealth Key Individual or has any financial interest involving MetroHealth or one of its affiliates. If yes, please provide a list with the name and title of each Key Individual and a description of the relationship or financial interest with MetroHealth (e.g., “Jane Doe, President – Spouse, John Doe, serves as a Director on the MetroHealth Foundation”). If neither your company nor any Key Individual or Key Individual’s family member has any relationship or financial interest involving MetroHealth, please state “none.”

Business Conflicts:

Describe any potential business conflicts relevant to MetroHealth. Does your organization currently serve any other hospital, health system, or physician group in the areas that MetroHealth serves? If yes, how would your firm manage potential business conflicts over time?

References:

Please provide three (3) similar client references illustrating successfully provided services within the last five (5) years.

Master Purchase Agreement:

Please ensure that you review the Master Purchase Agreement attached to this CSP. You are asked to request any edits to the MPA as part of your RFP submission. Unless edits are requested at the time of your proposal, MetroHealth will assume the terms of the MPA are acceptable for underlying terms and conditions. Business terms and solution-specific contract language will be negotiated and agreed to between MetroHealth and the selected Vendor consistent with Vendor’s proposal.

Certificate of Insurance:

Please attach a current certificate of insurance that aligns with the insurance requirements stated within the Master Purchase Agreement.

W-9 Form:

Please confirm your W-9 Form is on file with MetroHealth.

Value Added Services:

What do you believe sets your organization's services apart from your competition and what unique value-added services could you provide to MetroHealth? Please provide any additional information that makes you particularly qualified to handle this engagement for MetroHealth.

III. EVALUATION CRITERIA

MetroHealth will include the following factors and criteria when evaluating proposals for this bid:

- Functional Compliance with ESL Requirements
- Healthcare Experience
- Integration Capabilities
- Implementation Approach
- Service and Support Model
- Reporting and Analytics
- Pricing and Total Cost of Ownership

A selection committee will review and evaluate all proposals. The decision of the selection committee will be final. All respondents will be notified of the selection, once a final decision has been made. If you are requested to make an oral presentation, key members of the company should be prepared to discuss your solution. The competitive sealed proposal ("CSP") timeframe is as follows:

- September 4, 2026: CSP opens at 8:00am ET
- September 07, 2026: Q&A opens at 8:00am ET
- September 14, 2026: Q&A closes at 5:00pm ET
- September 18, 2026: CSP closes at 1:00pm ET

Please submit questions and proposals through the MetroHealth's public bid website.

MetroHealth deeply appreciates the effort required to submit a response to this CSP. Thank you in advance for your time and consideration.

IV. ATTACHMENTS

The following list of documents are incorporated into this CSP as attachments and should be addressed within your Proposal:

- A. Bid Instructions
- B. Bid Specifications
- C. Intent to Bid
- D. MetroHealth IT Architecture and Security RFP Questionnaire (please completed)
- E. Master Purchase Agreement
- F. Business Associate Agreement
- G. Software as a Service Agreement