

REQUEST FOR PROPOSAL
RFP # 26-165

FOR

CONTINUOUS PATIENT MONITORING
SYSTEM

**DATE OF ISSUANCE: THURSDAY, OCTOBER 01,
2026**

**PROPOSAL DUE DATE AND TIME: FRIDAY,
OCTOBER 23, 2026 BY 2:00 P.M. EST**



Roswell Park Cancer Institute Corporation
d/b/a Roswell Park Comprehensive Cancer Center
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SECTION I – GENERAL

1.1 Defined Terms

All defined terms in this Request for Proposal (this “**RFP**”) in the singular form will be construed to include the plural and vice versa.

1.2 About Roswell Park

Roswell Park Cancer Institute Corporation d/b/a Roswell Park Comprehensive Cancer Center (“**Roswell Park**”), located in Buffalo, New York, was founded in 1898 by Dr. Roswell Park, one of the nation’s preeminent surgeons. Roswell Park provides a comprehensive array of inpatient and outpatient cancer treatment services, as well as a wide variety of cancer research, education, and prevention activities, on a local, national, and international scale. From its inception, Roswell Park’s mission – to understand, prevent and cure cancer – has remained consistent with the vision of its founder.

Roswell Park was among the first to be designated a “Comprehensive Cancer Center” by the National Cancer Institute in 1974 and has held that designation ever since. Roswell Park is also a charter member of the prestigious National Comprehensive Cancer Network (“**NCCN**”), an alliance of the nation’s leading cancer centers. Many Roswell Park faculty members serve on the NCCN panels that create the Clinical Practice Guidelines in Oncology – the internationally recognized standards for clinical policy in oncology and the most comprehensive, most frequently updated, clinical practice guidelines available in any area of medicine.

1.3 Summary of Request

Roswell Park is seeking proposals, in accordance with the criteria set forth in Section 3.1 of this RFP (each a “**Proposal**”), from qualified firms (each a “**Respondent**”) to provide a comprehensive telemetry and patient monitoring solution that supports continuous physiologic monitoring across inpatient care settings and integrates seamlessly with the EMR and clinical communication platforms. Bidders are advised to carefully review and consider the RFP requirements before submitting their proposal responses; all as further set forth in Section IV of this RFP.

1.4 Notices of Intent to Submit

After receiving a copy of the RFP documents, all Respondents planning to submit a Proposal shall send an email stating their intent to: Heather Titanic at heather.titanic@roswellpark.org.

1.5 Questions

Roswell Park will accept questions from Respondents regarding this RFP until **Wednesday, October 14, 2026 at 2:00 p.m. EST**. Questions must be submitted via email to: Heather Titanic at heather.titanic@roswellpark.org. Respondents must reference the RFP number and title in the subject line of each such email. As part of Roswell Park’s response to questions, ALL Respondents’ questions and the associated answers will be shared collectively with all Respondents.

1.6 Addenda

If it becomes necessary to clarify and/or modify any portions of this RFP, as determined by Roswell Park, in its sole discretion, then Roswell Park will issue individually numbered addenda to the Respondents which shall contain such clarifications and/or modifications (each an “**Addendum**”). Each Addendum must be listed in Section 1.0 of the Respondents’ Proposal Forms (as defined in Section 3.1.0 of this RFP).

1.7 Validity of Proposals

Proposals must remain open and valid for a period of at least one hundred and eighty (180) days from the due date of the Proposals as indicated in this RFP (the “**Proposal Validity Period**”). During the Proposal Validity Period, the price quoted and the proposed offering in each Proposal must remain unchanged unless otherwise directed, in writing, by Roswell Park. If a Respondent is selected as a successful Respondent by Roswell Park (the “**Successful Respondent**”) and awarded a resultant agreement by Roswell Park (the “**Resultant Agreement**”) within the Proposal Validity Period, then, once accepted, the price quoted and the proposed offering in the Successful Respondent’s Proposal must remain unchanged and in effect and will be stated as such in the Resultant Agreement.

1.8 Term of Resultant Agreement

The Resultant Agreement will be effective as of the effective date stated therein and will continue for an initial term of five (5) years (the “Initial Term”). Upon expiration of the Initial Term, the Resultant Agreement shall automatically renew for up to five (5), successive one (1) year terms, unless either Party notifies the other Party of its intent not to renew this Agreement at least one hundred eighty (180) days prior to the end of the Initial Term or then-current Renewal Term, as applicable. The Initial Term and all Renewal Term are collectively referred to in this RFP as the “Term”.

1.9 Procurement Lobbying

Pursuant to Chapter 1 of the Laws of 2005, as amended by Chapter 596 of the Laws of 2005, as of the date this RFP is issued by Roswell Park, any direct and/or indirect contacts, communications, lobbying, and/or other attempts of any kind by any Respondent in an effort to influence the RFP award process are prohibited by NYS law.

1.10 Restrictions on Contacts During the Procurement Process

Pursuant to State Finance Law §139-j, as amended by Chapters 56 and 395 of the Laws of 2006, Chapter 501 of the Laws of 2007, Chapter 169 of the Laws of 2009 and Chapter 4 of the Laws of 2010, this RFP includes and imposes certain restrictions on communications between Roswell Park and any Respondent during the procurement process. All Respondents are restricted from making contacts from the earliest notice of this RFP through the final award and approval of the Resultant Agreement by Roswell Park to any other person at Roswell Park other than Heather Titanic, Strategic Sourcing Manager, unless it is a contact that is included among certain statutory exceptions set forth in State Finance Law §139-j(3)(a).

1.11 Equal Employment Opportunities

Roswell Park is required to implement the provisions of NYS Executive Law Article 15-A regarding equal employment opportunities (“**EEO**”) for minority group members and women (the “**EEO Requirements**”) for all contracts with a value in excess of: (i) \$25,000.00 for labor, services (including legal, financial, and other professional services), travel, supplies, equipment, materials, and/or any combination of the foregoing, with the exception of the acquisition, construction, demolition, replacement, major repair, and/or renovation of real property and/or improvements thereon; and (ii) \$100,000.00 for the acquisition, construction, demolition, replacement, major repair, and/or renovation of real property and/or improvements thereon (each an “**EEO Requirement Threshold**”). If the value of any Respondent’s Proposal and Resultant Agreement, if awarded by Roswell Park, will meet an EEO Requirement Threshold, then each such Respondent and Successful Respondent shall comply with the requirements set forth in Section II of this RFP, and shall complete the documentation set forth in Section 3.1.3 and in Section 3.1.4 of this RFP which shall be included as part of each such Respondent’s Proposal. If the value of any Respondent’s Proposal and Resultant Agreement, if awarded by Roswell Park, will not meet an EEO Requirement Threshold, then the requirements set forth in Section II of this RFP shall not apply to any such Respondent, and each such Respondent shall not be required to complete the documentation set forth in Section 3.1.3 or in Section 3.1.4 of this RFP.

1.12 Roswell Park’s Rights

This RFP is a request for proposal and does not constitute an offer by Roswell Park. Roswell Park reserves the right, in its sole discretion, to: (i) award a Resultant Agreement to a single Respondent, to multiple Respondents, or to not award a Resultant Agreement at all; (ii) reject any or all Proposals; (iii) award only a portion of the RFP to any Respondent; (iv) adjust and/or correct any arithmetical error in any Proposal following notification to the applicable Respondent; (v) waive minor irregularities in any Proposal following notification to the applicable Respondent; (vi) adopt, as Roswell Park property, all submitted Proposals and corresponding attachments, and to use any portions thereof which are not specifically noted as proprietary by a Respondent; (vii) change any portion of this RFP following issuance of an Addendum to the Respondents; (viii) cancel and/or limit the scope of this RFP; (ix) consider and accept modifications in any Proposal at any time before the RFP award is made, if such action is in the best interest of Roswell Park, as determined by Roswell Park, in its sole discretion; (x) negotiate with any Respondent to serve the best interests of Roswell Park; and/or (xi) award a Resultant Agreement to any Respondent based on Roswell Park’s RFP evaluation criteria listed in Section V of this RFP, and not simply based on lowest bid.

1.13 Insurance Requirements

The Successful Respondent will maintain, at a minimum, at all times during the Term, the primary insurance coverages and corresponding limits that are outlined in Appendix B.

1.14 Costs to Prepare Bid Responses

Roswell Park is not responsible, and will not reimburse any Respondent, for any costs incurred by any Respondent in preparing and/or submitting a Proposal, in making any presentations to Roswell Park in relation to this RFP, in providing any demonstrations to Roswell Park in relation to this RFP, and/or in performing any other activities relative to this RFP prior to award of a Resultant

Agreement. Furthermore, unless otherwise specified in writing by Roswell Park, Roswell Park is not liable for any costs incurred by the Successful Respondent following award of the RFP until a Resultant Agreement is fully executed, and all required approvals have been obtained by the Successful Respondent from Roswell Park.

1.15 Modifications

Except as otherwise provided in this RFP and/or in any bid form and/or attachment hereto, Respondents shall not modify this RFP and/or any RFP forms and/or attachments without the express written approval of Roswell Park.

1.16 Discrepancies

The Respondents are responsible for bringing discrepancies found in this RFP to the attention of Roswell Park.

1.17 Required Terms and Conditions

Attached to this RFP are Roswell Park's "Appendix A Required Clauses" ("**Appendix A**"), "Appendix B Standard Terms and Conditions" ("**Appendix B**"), and "Appendix C Information and System Security Requirements" ("**Appendix C**"). Appendix A, Appendix B, and Appendix C are collectively referred to in this RFP as the "**Appendices**". Notwithstanding any language to the contrary, the Appendices must be incorporated by reference into the Resultant Agreement. Any exceptions must be submitted along with Bidder's Proposal/Quote(s). Additionally, attached to this RFP is Roswell Park's "Business Associate Agreement" (the "**BAA**"). The successful Bidder will be required to sign the BAA. Any exceptions to the BAA must be submitted along with Bidder's Proposal/Quote(s). **If Bidder has existing product purchase and service terms and conditions in place with Roswell Park, please indicate your desire to have the existing T&Cs govern any purchase(s) resulting from this RFP.** Please note that using any existing T&Cs will be at the sole discretion of Roswell Park and may require amendment, to be considered.

SECTION II – EEO REQUIREMENTS

2.1 EEO Requirements Overview

The Successful Respondent and its subcontractors (each a “***Subcontractor***”) agree to, in addition to any other non-discrimination provisions set forth in the Resultant Agreement, and at no additional cost to Roswell Park, fully comply and cooperate with Roswell Park in the implementation of the EEO Requirements. These provisions will be deemed supplementary to, and not in lieu of, the non-discrimination provisions required by NYS Executive Law Article 15 (the “***Human Rights Law***”) and/or any other applicable Federal, State, and local statutory and/or constitutional non-discrimination laws.

The Successful Respondent and its Subcontractors shall: (i) comply with the provisions of the Human Rights Law, and all other Federal, State, and local statutory and constitutional non-discrimination provisions; (ii) not discriminate against any employee and/or applicant for employment because of race, religion, color, national origin, sex (including gender identity and/or expression), sexual orientation, age, disability, predisposing genetic characteristic, marital status, military status, and/or domestic violence victim status; and (iii) follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.

Separate EEO forms, plans, reports, etc., as indicated in this Section II, must be completed as instructed. Failure by any Respondent to comply with this Section II may result in such Respondent being found non-responsive, as determined by Roswell Park, in its sole discretion. Failure by any Successful Respondent and/or Subcontractor to comply with the requirements set forth in this Section II will be considered a breach of contract and may lead to the withholding of funds.

Notwithstanding any language to the contrary, the provisions set forth in this Section II must be incorporated into the Resultant Agreement. In addition, the Successful Respondent will include the provisions set forth in this Section II in every subcontract related to the Resultant Agreement in such a manner that the requirements in this Section II will be binding upon each Subcontractor in connection with the Resultant Agreement.

2.2 EEO Requirements

The Successful Respondent and its Subcontractors will undertake or continue existing EEO programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, religion, color, national origin, sex (including gender identity and/or expression), sexual orientation, age, disability, predisposing genetic characteristic, marital status, military status, and/or domestic violence victim status. For these purposes, EEO will apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, and termination, as well as rates of pay or other forms of compensation in connection with the Resultant Agreement. To ensure compliance with the EEO Requirements, the Respondents must submit an EEO policy statement as part of their Proposals which must include the following (see the following page):

1. A written statement that the Respondent and any of its proposed subcontractors (each a “***Proposed Subcontractor***”) will: (i) not discriminate against any employee and/or

applicant for employment because of race, religion, color, national origin, sex (including gender identity and/or expression), sexual orientation, age, disability, predisposing genetic characteristic, marital status, military status, and/or domestic violence victim status; (ii) undertake or continue existing EEO programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination; and (iii) make and document its conscientious and active efforts to employ and utilize minority group members and women in its work force.

2. A written statement that the Respondent, if selected as the Successful Respondent, and any of its Proposed Subcontractors, will state in all solicitations and advertisements for employees that, in the performance of the Resultant Agreement, all qualified applicants will be afforded equal employment opportunities without discrimination because of race, religion, color, national origin, sex (including gender identity and/or expression), sexual orientation, age, disability, predisposing genetic characteristic, marital status, military status, and/or domestic violence victim status.
3. A written statement from each employment agency, labor union, and/or authorized representative of workers with which the Respondent and any of its Proposed Subcontractors has/have collective bargaining agreements and/or other similar agreements and/or understandings, that such employment agency, labor union, and/or authorized representative will not discriminate on the basis of race, religion, color, national origin, sex (including gender identity and/or expression), sexual orientation, age, disability, predisposing genetic characteristic, marital status, military status, and/or domestic violence victim status, and that such employment agency, labor union, and/or authorized representative of workers will affirmatively cooperate in the implementation of the EEO Requirements under the Resultant Agreement.

If any Respondent and/or any of its Proposed Subcontractors does/do not have an existing EEO policy statement and/or prefer(s) to use the one Roswell Park has supplied with this RFP, then each such Respondent and/or Proposed Subcontractor may adopt the model statement “EEO Policy Statement” which is attached to this RFP, as further described in Section 3.1.3 of this RFP (the “*Roswell Park-Provided EEO Policy Statement*”).

2.3 EEO Staffing

To ensure compliance with the EEO Requirements, the Respondents, and any of their Proposed Subcontractors, must complete and submit, as part of each Proposal, an “EEO Staffing Plan”, a copy of which is attached to this RFP as further described in Section 3.1.4 of this RFP (an “*EEO Staffing Plan*”).

2.4 Quarterly EEO Compliance Reports

The Successful Respondent will be required to submit to Roswell Park by the 10th day following each end of quarter throughout the Term, workforce employment utilization report(s) detailing updates made to the Successful Respondent’s and/or Subcontractor(s)’ EEO Staffing Plan(s), and information regarding the actual workforce utilized in the performance of the Resultant Agreement by the specified categories listed. In limited instances, a Successful Respondent and/or its Subcontractor(s)’ may not be able to separate out the workforce utilized in the performance of the Resultant Agreement from its and/or its Subcontractor(s)’ total workforce. When a separation can



be made, the Successful Respondent and its Subcontractor(s) must submit to Roswell Park the required workforce employment utilization report and indicate that the information provided is related to the actual workforce utilized on the Resultant Agreement. When separation cannot be made, then the Successful Respondent and/or its Subcontractor(s) shall submit the workforce employment utilization report and indicate that the information provided is the Successful Respondent's and/or such Subcontractor's total workforce during the subject time frame, not limited to work specifically under the Resultant Agreement.

SECTION III – PROPOSAL REQUIREMENTS

3.1 Content and Format of Proposals

Each Respondent's Proposal must include the following:

The Respondents electronic proposal submitted by email to: Heather Titanic at heather.titanic@roswellpark.org in the following formats:

- 1.) All Bid Documents as separate PDF files.
- 2.) All Exceptions in an editable Microsoft Word document format.

All Proposals shall be complete and all-inclusive:

3.1.0 *Proposal Forms*

Each Proposal must include a signed, completed "Proposal Form", a copy of which is attached to this RFP (each a "***Proposal Form***"). Respondents must utilize and complete the provided Proposal Form and shall not substitute their own forms for such.

3.1.1 *Non-Collusion Affidavits*

Each Proposal must include a signed, completed "Non-Collusion Affidavit", a copy of which is attached to this RFP.

3.1.2 *Disclosure Forms*

Each Proposal must include a signed, completed "Disclosure Form", a copy of which is attached to this RFP.

3.1.3 *EEO Policy Statements*

If the value of any Respondent's Proposal and Resultant Agreement, if awarded by Roswell Park, will meet an EEO Requirement Threshold, pursuant to Section 1.12 of this RFP, then each such Respondent's Proposal must include an EEO policy statement in accordance with the requirements set forth in Section 2.2 of this RFP. As stated in Section 2.2 of this RFP, if any Respondent does not have an existing EEO policy statement and/or prefers to use the Roswell Park-Provided EEO Policy Statement, then each such Respondent shall complete and submit such as part of its Proposal.

3.1.4 *EEO Staffing Plans*

If the value of any Respondent's Proposal and Resultant Agreement, if awarded by Roswell Park, will meet an EEO Requirement Threshold, pursuant to Section 1.11 of this RFP, then each such Respondent's Proposal must include a completed EEO Staffing Plan to document the composition of the proposed workforce to be utilized in the performance of the Resultant Agreements, if awarded by Roswell Park, in accordance with the criteria set forth in Section 2.3 of this RFP.

3.1.5 Certificates of Insurance

Each Proposal must include a sample certificate of insurance evidencing its compliance with the insurance requirements set forth in Section 1.13 of this RFP. If any Respondent is unable to meet any of the insurance requirements, then such Respondent shall detail such as further indicated in Section 3.1.8 of this RFP.

3.1.6 Audited Financial Statements

If the value of any Respondent's Proposal and Resultant Agreement, if awarded by Roswell Park, will exceed \$1,000,000.00, then each such Respondent's Proposal shall include its audited financial statement, approved/certified by a certified public accountant. The audited financial statement shall not be dated more than ninety (90) days prior to the date of receipt by Roswell Park. If the audited financial statement was issued more than ninety (90) days prior to the date of receipt by Roswell Park, then such Respondent must submit its most recent audited financial statement and its most recent unaudited quarterly financial statement. The unaudited quarterly financial statement must show such Respondent's current assets and liabilities. All audited financial statements will be presented in accordance with generally accepted accounting principles.

3.1.7 Required Terms and Conditions

Attached to this RFP are Roswell Park's "Appendix A Required Clauses" ("***Appendix A***"), "Appendix A-1 EEO Requirements" ("***Appendix A-1***"), "Appendix B Standard Terms and Conditions" ("***Appendix B***"), and "Appendix C Information and System Security Requirements" ("***Appendix C***"). Appendix A, Appendix A-1, Appendix B, and Appendix C are collectively referred to in this RFP as the "***Appendices***". Notwithstanding any language to the contrary, the Appendices must be incorporated by reference into the Resultant Agreement. Any exceptions must be submitted along with Bidder's Proposal/Quote(s). Additionally, attached to this RFP is Roswell Park's "Business Associate Agreement" (the "**BAA**"). The successful Bidder will be required to sign the BAA. Any exceptions to the BAA must be submitted along with Bidder's Proposal/Quote(s). **If Bidder has existing product purchase and service terms and conditions in place with Roswell Park, please indicate your desire to have the existing T&Cs govern any purchase(s) resulting from this RFP. If Bidder holds a contract with the GSA, NYS OGS or Vizient, please include that information in your proposal.** Please note that using any existing T&Cs will be at the sole discretion of Roswell Park and may require amendment, to be considered.

3.1.8 Exceptions

If any Respondent has any exceptions to the Appendices and/or BAA, then such exceptions shall be submitted in the form of redlined changes within the document and included as part of each Respondent's Proposal. In addition, if any Respondent has any exceptions to any other terms and conditions in this RFP, then such exceptions shall be documented on a separate attachment and included as part of each Respondent's Proposal. Any and all exceptions must be included as part of each Proposal. If any Respondent does not include its exceptions as part of its Proposal, then each such Respondent shall be deemed to have accepted the Appendices, BAA and this RFP. In addition, the exceptions taken by

Respondents will be a factored in Roswell Park's evaluation and determination of award. Notwithstanding any language to the contrary, Roswell Park reserves the right to negotiate and/or reject any proposed changes submitted by any Respondent. Furthermore, Roswell Park will not negotiate changes to the Appendices, BAA or to this RFP if such were not included as part of the applicable Respondent's Proposal. These are to be submitted as a Microsoft Word document as part of respondents' electronic copy. Also, include a copy of the exceptions as part of the hard copy response, if applicable.

3.1.9 Information Technology and Security Questionnaire

Each respondent shall include a completed Information Technology and Security Questionnaire.

3.1.10 Price Sheet

Each Proposal must include a completed "Price Sheet", a copy of which is attached to this RFP, along with the corresponding Quotation.

Two Price Sheet options are provided:

- **Continuous Patient Monitoring System Price Sheet:** To be completed by Bidders proposing a solution that includes physiological bedside monitoring and telemetry monitoring.
- **Excluding Telemetry Price Sheet:** To be completed by Bidders proposing a solution that does not include telemetry capabilities.

Bidders should select and complete the Price Sheet that aligns with their proposed solution. If Bidder holds a contract with the GSA, NYS OGS or Vizient, please include that information in your proposal.

3.1.11 OEM Documentation and IFUs

Each Proposal must include the current Operator/User Manual, Instructions for Use (IFU), Service Manual, Parts Manual, and applicable schematics and technical diagrams, where available. All documentation shall be provided in its most current version.

3.2 Proposal Submission Requirements

3.2.1 Proposal Due Date and Time

Electronic Proposals must be submitted by the Respondents to Roswell Park via email to Heather Titanic at heather.titanic@roswellpark.org **no later than FRIDAY, OCTOBER 23, 2026 by 02:00 p.m. EST.**

3.2.2 Number and Format of Copies

The Respondents must submit their proposal by email to Heather Titanic @ heather.titanic@roswellpark.org

3.2.3 Late Proposals



Late Proposals will not be opened and/or evaluated by Roswell Park. Each Respondent is responsible for assuring that its Proposal is received by Roswell Park by the due date and time indicated in this RFP.

SECTION IV – Scope of Request

4.1 Scope of Services/Specifications

Roswell Park Comprehensive Cancer Center is seeking proposals for a comprehensive telemetry and patient monitoring solution that supports physiologic monitoring across inpatient care areas and integrates with the EMR, including Altera Sunrise Clinical Manager, and clinical communication platforms. The solution should provide continuous bedside monitoring, telemetry monitoring, centralized surveillance, and mobile alarm notification.

Vendors may propose an integrated platform that combines bedside and telemetry monitoring capabilities or separate solutions that collectively meet all requirements. The proposed solution should include the following components:

Bedside Physiological Monitoring

The proposed solution will support 140 monitored beds across nine inpatient nursing units.

- For each monitored bed, vendors shall propose bedside monitors capable of continuous monitoring of Masimo SET® SpO₂, respiration rate, noninvasive blood pressure (NIBP), temperature, and 5-lead ECG. A larger display screen at the bedside is preferred.
- Available portable or patient-worn monitoring options that maintain continuity of monitoring during patient ambulation and transport.

Telemetry Monitoring

Telemetry monitoring devices, including portable telemetry transmitters, wearable monitoring devices, or other patient-worn technologies capable of monitoring ECG, heart rate, respiration, and SpO₂ for monitoring up to 32 telemetry patients.

Centralized Monitoring and Surveillance

The solution should provide centralized monitoring capabilities, including:

- Central monitoring stations for each inpatient nursing unit that support continuous surveillance, alarm management, and full-disclosure waveform review.
- A centralized telemetry monitoring station capable of monitoring up to 32 telemetry patients simultaneously across multiple nursing units.

If telemetry surveillance is provided through the same platform as bedside monitoring, the system must support a dedicated telemetry view that allows users to filter and display only patients with active telemetry orders.

Alarm Management and Mobile Notification

The solution should provide alarm management functionality, including mobile notification, alarm routing, alarm acknowledgment, escalation workflows, and support for audible alerts on designated communication devices.

System Requirements:

1. The solution should consolidate bedside monitoring, centralized telemetry surveillance, and mobile alerting into a single, interoperable platform. The primary objectives include patient safety, alarm reduction, reliability, cybersecurity, and operational efficiency.
2. Rowsell's goals are to:
 - a. Enhance clinical safety through reliable detection of physiological deterioration and rapid notification to care teams.
 - b. Reduce alarm fatigue via intelligent alarm management, prioritization, and analytics.
 - c. Provide seamless patient handoffs between bedside, telemetry, transport, and procedures with no data loss.
 - d. Integrate vitals/waveforms and alarm events with the EMR and clinical communication platforms.
 - e. Ensure high availability, cybersecurity, and regulatory compliance.
 - f. Deliver measurable outcomes in alarm reduction, response times, and throughput (discharge/transport readiness).

Deliverables:

1. Bedside monitoring hardware, modules, accessories, and related software.
2. Telemetry transmitters, receivers, packs, batteries, chargers, and licensing.
3. Central monitoring stations, including hardware and software.
4. Mobile alarm notification middleware, mobile applications, and associated licenses.
5. Integration with EMR and clinical communication platforms.
6. Implementation, project management, testing, validation, training, and go-live support.
7. Warranty, maintenance, SLA support, software upgrades, and lifecycle management.
8. Commitment to support the proposed solution for a minimum of ten (10) years.

Minimum Requirements:

1. FDA clearance for applicable devices and adherence to medical device standards.
2. The proposed solution must carry current UL and/or CSA certification for healthcare use, and the Respondent must provide supporting certification documentation upon request. The solution must also meet all applicable Joint Commission and CMS regulatory and accreditation requirements for use in a healthcare environment.
3. Ability to meet cybersecurity requirements.
4. Vendor must maintain uninterrupted availability of technical support, software updates, cybersecurity patches, replacement parts, and service coverage throughout the entire contract term, including any renewal periods, to ensure continued safe and effective operation of the equipment.

4.2 Questions for Bidders

Workflows and Analytics:

1. Describe your proposed monitoring solution across continuous bedside monitors, telemetry packs, transport monitors, and central stations.
2. Explain the end-to-end clinical workflow, beginning with patient admission and device association, transitioning through ambulation, telemetry monitoring, and transport workflows, and concluding with discharge.
3. Describe available clinical analytics and reporting capabilities used to evaluate the effectiveness of the patient monitoring program, including alarm metrics (e.g., alarm volume, missed alarms, and response times) and patient outcome measures related to clinical deterioration, such as code blues, unplanned ICU transfers, and sepsis-related mortality.
4. Describe how hardware and software updates are managed, including frequency, any associated charges, and the hospital's responsibility to accept them.
5. Detail all required and recommended disposables and accessories associated with the solution.

Experience & Product Maturity:

1. Describe the maturity of each proposed hardware and software component, including initial commercial release date, current version, major enhancements, and any components released within the past three years.
2. Provide the number of acute care hospital implementations for each major component of the proposed solution, including the number of customers currently using the proposed version.
3. Identify any proposed components that are in limited release, controlled availability, pilot deployment, or otherwise not generally available, and describe any associated limitations or risks.
4. Describe the customer experience transitioning from prior versions or platforms to the proposed solution. Include typical requirements for hardware replacement, retraining, workflow changes, downtime, integration updates, and associated costs. Provide three acute care customer references that have transitioned to the proposed platform and describe lessons learned and how disruption was minimized.

Bedside Physiological Monitoring:

1. Provide the specifications of the continuous bedside monitor, including screen sizes, modules, mounting, battery operation, ingress protection, and cleaning/disinfection guidance.
2. Describe the solution's capability for 5-lead ECG, SpO₂, respiration, non-invasive blood pressure (NIBP), and temperature across required care areas.
 - a. Include support for foley/continuous temperature monitoring, automatic population of results into the EMR, and available add-on modules such as end-tidal CO₂ monitoring.
3. Describe the proposed solution's compatibility with Masimo RD Set® sensors, including supported sensor types, any hardware or software requirements, limitations, required modifications, associated costs, and whether full pulse oximetry functionality is maintained.

Telemetry Monitoring:

1. Describe the device size, weight, cable requirements and how the device is worn or carried. Include specifications for ingress protection and cleaning/disinfection guidance.

2. Describe battery management, including the typical battery life under normal operation, alerts that are generated for low battery or device failure, and how batteries are changed and recharged.
3. Can the telemetry device continue transmitting patient data when the patient leaves the nursing unit?
4. Do telemetry strips automatically populate into the EMR? If yes, describe the workflow, format and any user actions required.
 - a. Export formats (PDF, DICOM, native), auto-attach to EMR, and manual review/attestation.
4. Describe visual and audible alerts available on the telemetry device.
5. Describe the process for pairing and unpairing telemetry devices during patient admission, transfer, and discharge.
6. Explain how waveforms and events are reviewed documented, interpreted, and stored, including retention periods, retrieval capabilities and any capacity limitations.

Central Monitoring Stations:

1. Describe the central monitoring capabilities for bedside physiologic monitoring and telemetry monitoring. Indicate whether both can be supported on a single platform and explain any differences in functionality between monitoring types.
2. Describe the central monitoring configuration, including whether centralized workstations are required, optional, or available in a hybrid deployment model.
3. How does the central monitoring station support patient surveillance, including:
 - a. Maximum number of patients displayed per screen
 - b. Multi-unit and enterprise-wide patient views
 - c. Patient grouping and filtering options
 - d. Customizable display layouts
 - e. Data retention, search, and retrieval functionality
4. What centralized surveillance workflow capabilities are available, including:
 - a. Alarm notification, acknowledgment, and escalation
 - b. Patient assignment and monitoring management
 - c. Remote alarm silencing or pause functionality
 - d. ECG strip printing, storage, and documentation
 - e. User roles, permissions, and audit tracking

Alarm Management & Mobile Alerting:

1. Can alarms be routed to mobile devices, pagers, or nurse call systems? If yes, describe the supported platforms (iOS/Android), device types (e.g., Vocera, Ascom, Zebra, iPhone), and integration capabilities.
2. Describe alarm configuration capabilities, including audible alert and threshold settings, delays, suppression rules, escalation workflows, and notification routing from a mobile device.
3. How does the system support alarm prioritization and categorization (e.g. critical, high, medium, and informational)?
4. What features are available to reduce alarm fatigue, including advanced filtering, smart alarms, secondary notification rules, and workflow optimization tools?
5. Describe any predictive analytics, early warning scores, or clinical decision support capabilities that assist in the early identification of patient deterioration.

Implementation, Training, and Support:

1. Provide a detailed implementation plan and timeline with milestones, delineating vendor and hospital roles and responsibilities.
2. Provide a comprehensive training and education plan that includes:
 - a. Training methods (e.g., instructor-led, virtual, simulation, and e-learning).
 - b. Role-based training requirements for nurses, telemetry technicians, super-users, biomedical/clinical engineering staff, and IT staff.
 - c. Recommended training schedule related to implementation and go-live.
 - d. Training duration for each user group.
 - e. Competency validation and post-go-live support.

HTM - Warranty, Maintenance and Lifecycle:

1. Disclose any known product recalls, safety alerts, field safety notices, FDA actions, or other regulatory notifications involving the proposed product/model or related product line within the past five (5) years. Include the date, reason for the action, affected models/serial numbers, corrective action taken, and the current status.
2. Detail expected product lifecycle for the proposed solution, including warranty terms, preventive maintenance requirements, parts availability, and end-of-life notifications with upgrade paths.
3. Clearly identify any equipment limitations, functional constraints, unavailable features, excluded clinical capabilities, or requirements for additional hardware, software, modules, licenses, or third-party systems to achieve the stated functionality.
4. Describe your service level agreements including uptime guarantees, calculation of uptime formula, response times, resolution times, and associated penalties/service credits for non-compliance.
5. Provide your technology refresh strategy, including options for system upgrades or replacement at years 5–10 without major capital reinvestment.
6. Describe your spare parts supply chain, including local inventory availability, lead times, and contingency plans for backorders or global supply disruptions.
7. Detail the level of access provided to the Roswell Park biomedical/HTM team, including service manuals, critical parts list, diagnostic & PM/calibration tools, and permissions for in-house maintenance.
8. Explain how service data (PM, breakdowns, parts usage, uptime) will be shared and integrated with our Technology Management System-Computerized Maintenance Management System (TMS-CMMS), including reporting dashboards and analytics.
9. Provide a contingency plan to ensure uninterrupted patient monitoring during system failures, including availability of loaner units, redundancy, and failover mechanisms.
10. Provide a structured service technical training program HTM/Biomed Engineers, including initial service training, refresher cycle on system upgrades, or major software/hardware changes, associated training costs, and the credentialing/certification process. Identify all tools, specialized equipment, diagnostic software, parts, and other resources required for HTM/Biomedical Engineering staff to independently perform preventive maintenance (PM), first-level service, and, where applicable, full maintenance and repair support.
11. Provide a detailed lifecycle support plan for the proposed system, including guaranteed parts availability, software support, and obsolescence management strategy for a minimum of 10 years.
12. Define the scope of your comprehensive service agreement, explicitly listing all inclusions and exclusions (e.g., batteries, telemetry transmitters, modules, accessories, backup units, extended labor coverage hours etc.).

Interoperability & EMR Integration:

1. Identify which data elements can be exchanged between the monitoring system and the EMR.
2. Describe how patient demographics, location, and ADT information are synchronized.
3. Describe ECG strip and waveform workflows: export formats (PDF, DICOM, native), auto-attach to EMR, and manual review/attestation.
4. Explain how patient-monitor association occurs and how mismatches are prevented.
5. Prior to data being committed to the EMR, does the system allow users to review, edit, or reject device-generated data?
6. If the organization changes EMR platforms during the equipment lifecycle, describe any limitations, dependencies, required modifications, vendor support, implementation requirements, timeline, and associated costs for migrating interfaces, integrations, and data to the new EMR.

INVOICING

1. Undisputed invoices will be processed according to New York State Law.
2. Monthly invoices shall be submitted no later than fifteen (15) days after the month end and shall include the Roswell Park issued purchase order number.
3. Roswell Park is exempt from all State of New York sales and use taxes.

SECTION V – EVALUATION CRITERIA

All Proposals received by Roswell Park will be reviewed and evaluated by a committee of Roswell Park personnel. The committee will recommend the award be made to the Respondent whose Proposal receives the highest overall evaluation score based on the criteria listed in the following table (Roswell Park reserves the right to place such weight on each of such factors as it deems appropriate, in its sole discretion):

Evaluation Criteria	Weight
Financial (proposed pricing, rates, fees, expenses)	40%
Ability to Meet all requested needs	45%
Bidder's Qualifications, Experience, References	7%
IT and InfoSec Assessment	6%
Overall Bid Completeness	2%

The Evaluation Criteria will be scored based on the following methodology:

Score
5 – Excellent
4 – Good
3 – Acceptable
2 – Marginal
1 – Unacceptable
0 – No Response

After evaluation of the RFP responses, it may be necessary to complete a Phase II evaluation consisting of presentations, interviews, demonstrations, etc.

SECTION VI – RFP ATTACHMENTS

- 1. Proposal Form**
- 2. Non-Collusion Affidavit**
- 3. Disclosure Form**
- 4. EEO Policy Statement**
- 5. EEO Staffing Plan**
- 6. Appendix A Roswell Park Required Clauses**
- 7. Appendix A-1 EEO Requirements**
- 8. Appendix B Roswell Park Standard Terms and Conditions**
- 9. Appendix C Information and System Security Requirements**
- 10. Business Associate Agreement**
- 11. Information Technology and Security Questionnaire**
- 12. Price Sheet(s) (Excel file)**