



**DEPARTMENT OF CORRECTIONS AND REHABILITATION
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES
STATE OF CALIFORNIA**

TELEMEDICINE (REFRESH) GLOBALMED FIRST EXAM STATIONS

STATEMENT OF WORK

This Statement of Work (SOW) includes the goods and service(s) requirements for procurement of fourteen (14) Telemedicine GlobalMed First Exam Stations (i.e., thirteen [13] for adult institutions and one [1] for CCHCS' Office of Telemedicine Services, located in Elk Grove, CA).

In 2001, a federal class-action lawsuit alleged that the dire state of medical care in California state prisons violated the eighth (8th) amendment of the U.S. Constitution, which prohibits cruel and unusual punishment. In 2002, the State settled the lawsuit by agreeing to reform the system. After several years of little progress, the federal court removed control of prison medical care from the State and appointed a federal Receiver to oversee the reform process. The Receiver's job is to bring the level of medical care in California prisons to a standard, which no longer violates the U.S. Constitution.

All activities of the Receivership have one common purpose: to create a collaborative environment where custody and health care staff improve upon the quality of medical services in California prisons in order to meet constitutional standards while reducing avoidable morbidity and mortality. The Receiver has adopted six goals that are necessary for the California Department of Corrections and Rehabilitation's (CDCR) health care program to rise to constitutionally acceptable and sustainable levels. The goals are: 1) ensure timely access to health care services; 2) establish a prison medical program addressing the full continuum of health care services; 3) recruit, train and retain a professional quality medical workforce; 4) implement a quality assurance and continuous improvement program; 5) establish medical support infrastructure; and 6) provide for necessary clinical, administrative, and housing facilities.

The above goals encompass key aspects of the CDCR's health care delivery system and the Receiver has initiated organizational changes to improve medical, nursing, mental health, and dental programs. One organizational strategy to improve CDCR's overall health care program is to increase patient access to care via a telemedicine program. Telemedicine is a critical component of the Receiver's plan to bring the State's prison healthcare system to a constitutional standard. The Receiver has direct oversight of telemedicine program, which consists of a technology component to deploy telemedicine equipment and a process improvement component to expand use of telemedicine in the areas of primary care, specialty referrals, and mental health.

To support continued improvement of telemedicine services, the California Correctional Health Care Services (CCHCS) is requesting quotes to acquire fourteen (14) telemedicine GlobalMed First Exam Stations (FES) including all hardware, software, and support services.

The awarded bidder shall deliver the hardware, configure software for each FES, integrate the Codec, camera, and Cisco wireless access point onto for each FES, and provide a minimum of three (3) years warranty and support (i.e., maintenance) agreement for all fourteen (14) GlobalMed FES'.

Bidder's quote must not include labor for installing the 14-FES' because CCHCS staff will perform this service.

The 14-GlobalMed FES' must be able to integrate with CDCR's existing Wide Area Network (WAN). CDCR/CCHCS has a statewide Multiprotocol Label Switching (MPLS) WAN that connects all institutions (i.e., including the CCHCF and Dewitt-Nelson Annex) to the Federated Data Center (FDC). In addition, most institutions utilize Local Area Networks (LAN) that connect to the statewide WAN. These specifications establish CDCR/CCHCS' current and future hardware and software standards, and allows CDCR/CCHCS to upgrade or replace workstations as well as maintain uniformity and supportability of various solutions.

The 14-GlobalMed FES' should function on Microsoft Windows 7 operating system (OS) 64 bit, which has not been modified. Windows 7 base install must remain out of the box and unmodified. The application that installs the solution onto the base OS must use generally accepted industry best practices and must be installable from either an installer compact disk (CD) or executable file. It must also be installable via Microsoft's System Center Configuration Model (SCCM) across CDCR/CCHCS' WAN.

As hardware ages or fails, the 14-GlobalMed FES' must also function on new hardware approved by CDCR/CCHCF standards, which typically models standards that are available to the public without modification to the base OS install.

The required GlobalMed FES equipment (i.e., hardware) shall meet all of the following minimum specifications:

Computer Hardware Specifications

- Dell Mobile Precision M6700 (i.e., part #225-3508);
- 3rd Gen Intel Core i7-3520M (2.9GHz, 4M cache, Upgradable to Intel vPro technology), Dell Mobile Precision M67 (319-0641);
- 8.0GB, DDR3-1600 SDRAM, 2 DIMM, Dell Mobile Precision MX700 (319-1240);
- Internal English Dual Point Keyboard, Mobile Precision (332-1238);
- Documentation (English/French), Dell Latitude E-Family/Mobile Precision (331-2169);
- Tech Setup Guide, English, Dell Mobile Precision M4700/M6700 (331-7894);
- AMD FirePro M6000 Mobility Pro Graphics with 2GB GDDR5, Dell Mobile Precision M6700 (320-3724);
- 320GB 2.5" 7200rpm Hard Drive, Dell Mobile Precision M4700/M6700 (342-4780);
- No USH, No Fingerprint Reader and No Contactless Smartcard Reader Mobile Precision M6700 (331-8103);
- 17.3" HD+ (1600x900) Anti-Glare, Premium Panel Guarantee, Mobile Precision M6700 (320-3745);
- Windows 7 Professional, 64-bit, with Media, Mobile Precision, English (421-8100);
- Windows 7 Label, License Code, Latitude, Vostro and Mobile Precision Notebooks (330-6322);

- Software, DDPA (Dell Data Protection Access), version 2.3, Mobile Precision MX700 (421-9493);
- 240W 3P, A/C Adapter, Mobile Precision M6700 (331-8109);
- 6-Foot, 3-Pin Power Cord, Mobile Precision, US (330-1838);
- Slot Load DVD+/-RW Drive, Dell Mobile Precision (318-0352);
- Bracket, Optical Drive, Dell Mobile Precision M4700/M6700 (331-7942);
- Integrated noise reducing array microphones, Dell Mobile Precision M6700 (318-2347);
- Dell Wireless 1504 802.11g/n Single Band Wi-Fi Half Mini-card, Dell Latitude E4/Mobile Precision (430-4639);
- No Intel vPro Technology Advanced Management Features, Dell Mobile Precision M6700 (331-8122);
- No RAID, Dell Mobile Precision M4700/M6700 (331-7944);
- 9-cell (97Wh) Primary Lithium Ion Battery, (3.0Ah) ExpressCharge Capable, Dell Mobile Precision P4 (312-1348); and
- Bluetooth module.

Bidder shall provide a detailed quote for the quantity of each item listed below:

QUANTITY	PART NUMBER	PRODUCT	DESCRIPTION
14	GMDFES7LWHDS3 OC2	First Exam Station (FES)	Global Med First Exam Station (FES) ¹ <ul style="list-style-type: none"> • Base Cart • 27" Monitor • 17" HD Capable Laptop • Cisco Wireless Bridge • 20ft Retractable Power • 18ft Retractable Cat5 • Medical Grade Battery • TotalExamHD • Stethoscope (3M Littman 3200 Burgundy) <ul style="list-style-type: none"> • 3m Littman TeleSteth Software, Hosted Client License • 3m Littman TeleSteth, Hosted Client Annual maintenance • OtoCam • CapSure2 software • Integrated <u>Customer Supplied Codec</u>²
14	XXXX	HuntLeigh D900 Probe Doppler	HuntLeigh D900 with EZ8 Probe Doppler Includes: Carry Pouch, Headphones, Gel, and Battery Stock Code Not Assigned
14	GMD12080060	OtoCam Otoscope Specula (Box)	OtoCam Otoscope Specula (Box of 204)
14	GMD55100002	TotalExam™ Camera Derm	TotalExam™ Camera Derm Collars Box of 300

¹ Bidder shall submit a quote for three years (3) of warranty and maintenance services on all FES equipment.

² Bidder shall submit a quote for integrating the Codec and camera equipment on all 14-FES'.

Professional Services:

Contractor shall perform all of the following:

1. Configure software for each FES;
2. Integrate the Codec and camera for each FES;
3. Integrate Cisco wireless bridge onto each FES;
4. Provide support services and maintenance for a minimum of three (3) years for each FES (including laptop, monitor, and FES battery); and
 - Support services and maintenance shall include, but is not limited to, software support.
5. Provide maintenance for a minimum of three (3) years on all FES peripherals (i.e., total exam HD, 3m Littman Stethoscope, Otocam, and Huntleigh Doppler D900 [with EZ8 probe]).

Contractor Responsibilities:

Contractor shall do all of the following:

1. Designate a representative to be responsible for ensuring that the terms, conditions, and provisions of the ensuing Agreement are met;
2. Notify CDCR/CCHCS within five (5) working days of a change in contractor representative;
3. Adhere to and follow department rules, regulations, policies, and procedures that govern contractor personnel;
4. Work with CCHCS headquarters and CCHCF IT and custody staff to ensure their complete understanding of the equipment, its capabilities, and infrastructure; and
5. Make every effort to minimize the cost of travel by utilizing the most direct route when traveling from bidder's site to CCHCS headquarters and/or CCHCF.

CCHCS Responsibilities:

CCHCS shall do all of the following:

1. Designate a CCHCS representative/liaison for the ensuing Agreement;
2. Make CDCR/CCHCS staff available, as needed, to provide support and other assistance;
3. Be responsible for reviewing, installing, and approving goods and services delivered by contractor under the Agreement;
4. Test, inspect, and install all 14-GlobalMed FES's at CCHCF once received; and
5. Notify contractor of any issues and/or problems with goods and services.

GlobalMed FES Implementation – required for CDCR Institutions and CCHCS’ Office of Telemedicine Services:

The purpose of this section is to request service quotes for the implementation of the GlobalMed FES at thirteen (13) adult institutions and one (1) at CCHCS’ Office of Telemedicine Services.

1. Bidder shall be an authorized reseller of GlobalMed and have required training certification for the FES and related peripheral equipment identified in the SOW;
2. Contractor will test the equipment prior to delivery to CCHCS’ Warehouse located at 8300 Valdez Avenue, Building 3, Sacramento, CA, to ensure that all components are functioning as specified in the Agreement; and
 - a. Once the equipment is installed, contractor and CDCR/CCHCS staff will verify that all specifications have been satisfactorily completed and a User Acceptance document (i.e., including Stock Received Report and/or Goods Receipt) will be signed.
3. Bidder must also include in their quote whether services are provided by bidder or outsourced to a third-party vendor (i.e., subcontractor).

Software Support – required for all sites:

1. Software support for three (3) years must be in the maintenance cost.

Service and Maintenance – required for all sites:

Along with all hardware requirements, bidder’s quote shall also include service repairs, replacement parts (i.e., hardware and software), for the GlobalMed FES.

The service and maintenance requirements listed below shall apply to all core and peripheral components of the system (e.g. software, hardware, etc.).

1. Services shall include, but are not limited to, all of the following:
 - a. Three (3) year term for Service and Maintenance of the Global Med FES;
 - b. The service and maintenance agreement shall also include all parts for the GlobalMed FES, repairs, configuration requests, software updates, and any other requests associated with the equipment performance;
 - Contractor shall assist CCHCS in the application of any software upgrades and/or updates to the GlobalMed FES; and
 - Contractor shall communicate with CCHCS when any upgrades and/or updates to the CapSure software become available.
 - a. The master distributable copy of the update will be made available to CCHCS via FTP.

- c. Provide access to a digital copy of the original GlobalMed FES, and peripherals, manuals, software CD/DVDs, schematic drawings, training materials, Federal Drug Administration (FDA) and Underwriters Laboratory (UL), and any additional documents (e.g., accreditation materials, etc.);
- d. For all equipment and peripheral devices that are offline or out of order, contractor shall provide next business day failed parts shipments for customer installation. Shipping and parts shall be paid by contractor and the state is in charge of installing the parts. If the state and contractor agree that a part is defective, contractor will replace the part free of charge with overnight delivery during business hours Monday-Friday 8:00 am to 5:00 pm. Contractor will not be responsible for failure by a delivery carrier. Contractor shall remotely supervise the shipping of the failed parts that are returned and the parts are to be returned at no expense to the State. Contractor may invoice the State for any materials not returned within one (1) month (i.e., within 30-calendar days).
- e. Provide customer support telephone number(s) that are currently in use and staffed during business hours (i.e., Monday through Friday 8:00 a.m. to 5:00 p.m., Mountain Standard Time), for service calls initiated by CDCR/CCHCS staff;
 - Contractor shall provide a customer service representative (CSR) who will open a trouble ticket and transfer the call to an available engineer; and
 - Contractor's engineer will contact the State within one (1) hour of receiving the trouble ticket.
- f. Provide proof of a Quality Assurance (QA) system for tracking and auditing all service calls initiated by CDCR/CCHCS staff; and
 - a. The proposed solution shall generate a tracking number to ensure that services are identified for future audit purposes.
- g. Contractor shall adhere to state requirements for all travel related expenses.

CDCR/CCHCS Contact Information:

Any questions or concerns involving this RFQ may be directed to:

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