Request for Information
RFI-214-10-052
Waiting Room Education

University Health System (UHS) is requesting procurement related information pertaining to Waiting Room Education Services. If interested, this information is required no later than Monday, December 31, 2014 at 2:00 p.m. Information Packages may be submitted via electronic media (email), however, due to file size limits, the Information Package response may be submitted via mail carrier services. In the event the Information Package is too large to submit via electronic media, submit one original copy and one thumb drive. Please provide one original copy and one thumb drive of the prescribed information below to the attention of:

<table>
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<th>University Health System</th>
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<tr>
<td>Purchasing Department</td>
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<tr>
<td>355-2 Spencer Lane</td>
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<tr>
<td>San Antonio, TX 78201</td>
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<td>Solicitation: RFI-214-10-052</td>
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<td>Waiting Room Education</td>
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<td>Attn: Tracy Haven, Contract Specialist</td>
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**Project Information/Expectations:**

University Health System (UHS) – Patient Education Department is seeking information on how to supply and stream education content and programs in multiple facilities with multiple waiting areas in each facility.

UHS provides healthcare for families close to home at our clinic locations, including the Robert B. Green Campus, Southwest Family Health Center, Southeast Family Health Center, North Family Health Center, Northwest Family Health Center, Texas Diabetes Institute, 13 neighborhood clinics across the community, and five urgent-care clinics (ExpressMed).

The goal of UHS is to obtain an interactive system with full functionality of educational content and medical information delivered to each patient through clinic waiting areas and patient education portals. The content will focus on treatment and prevention of various alignments and disease states such as diabetes, chronic obstructive pulmonary disease, heart failure, hypertension, exercise, asthma, COPD, obesity and healthy living. The program must allow for promotion and marketing of UHS sponsored education services, healthcare services, provider profiles, clinic hours, and other material as required.

The interactive system will need to support multiple languages, with an emphasis on English and Spanish. Closed captioning is also required. Please provide a complete list of library education content that includes the titles, length of video, and language and captioning availability.

Content will need to be evidence-based and reviewed periodically by accredited medical professionals. Please provide details on the process of reviewing and updating content, and the frequency in which this occurs. Content needs to be engaging and easy to understand. What is the reading comprehension level that your videos target?

Please provide a detailed synopsis of your system from the time of system design, through purchase (to include equipment, software/hardware, and supplies) and installation, and ending with training/support/warranty/upgrades.

Provide technical specifications of your system. For example, does it allow for the following:

- Other system integrations
- Programmable banner for internal marketing
- Customizable interface
- System alerts
- Data security
- In the event of technical issues, will UHS staff assistance be required?

Please describe your system’s reporting capabilities and how your system can meet future needs. How do you partner with client to make sure that the integration is successful? What techniques do you use with current clients to ensure the level of success? What future, expanded capabilities do you currently offer, such as access to patient portal by using smart phones, tablets, and kiosks?
What types of systems do you offer to meet the needs above (turnkey, hands-off, varying degrees, etc.)? What are you doing for other clients our size? Please provide an estimated cost of your system. Please note the cost if done as a turnkey operation or any variation of participation.

In the event UHS has questions or requests further explanation, please provide the contact information of the person authorized to discuss information pertaining to the Information Package submittal. Include the person’s name, title, phone number and email address.

State in your submission whether or not your company, if contacted, would be interested in providing a presentation to UHS stakeholders.

UHS uses the Request for Information only as an “expression of interest”. As such, this announcement conveys no commitment on the part of either the UHS or the Vendor. The aforementioned information may be used to develop a competitive formal procurement process once actual requirements have been identified.

Pertaining to this RFI, no information or questions and answers gathered will be released as an addendum to prospective vendors.

If you have any questions regarding this document please feel free to contact Tracy Haven at Tracy.Haven@uhs-sa.com or via phone at 210-358-9168.

NOTE: Any and all costs incurred during the development, preparation, submission, and presentation of Information Package Responses shall be borne solely by the respondent. This includes but not limited to any time, materials, travel, overhead cost, or other fees.