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##### Erlanger Health, Inc

**Chattanooga, TN 37403**

##### Request for Information (RFI)

# Teleradiology Services

**RFI Reference #0005-2425**

**RFI Due Date & Time: Wednesday, May 14, 2025, at 2:00 EST**

# Intent to Quote and Physician Ownership Question due May 5,2025

*RFI Name:*Teleradiology Services

*RFI Ref #*0005-2425

Does your company have physician ownership? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If yes, please provide detailed information as to the ownership. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**By signing below, you are certifying that the above is accurate and true.**

**Please email this document to the Attention of:**

**Stephanie Newman**

**Erlanger Health, Inc.**

**Stephanie.Newman2@erlanger.org**

### Contact Person Company

### Address City State Zip Code

### Telephone Email Address

1. **GENERAL INFORMATION**
2. **Health Care Organization Background and Overview**

Erlanger Health is the leading provider of healthcare services in the quad-state region of Tennessee, North Carolina, Georgia, and Alabama. Erlanger Health is a multi-facilitated teaching organization that provides extensive healthcare services across the southeast region. Our Residency program is affiliated with the University of Tennessee Health Science Center College of Medicine and the facility currently has 200 residents in 9 specialties and 8 fellowships spanning over 9 specialties. Erlanger Health includes the Baroness Erlanger Hospital main campus which is the only accredited Level 1 Trauma Service provider for our region, six helicopters regionally positioned, Children’s Hospital, Erlanger East, Erlanger North, Southside/Dodson Avenue Health Centers, Erlanger Western Carolina, and Erlanger Bledsoe. We also operate approximately 60 physician practices with 493 employed physicians.

Major Service lines at Erlanger include Emergency, Trauma, Obstetrics/Gynecology, Neurosurgery, Orthopedics, Urology, Cardiology, General Surgery, Oncology, Gastroenterology, Neonatal, Prenatal, and Pediatrics.

1. **Purpose of Request for Information (RFI)**

**Scope of Service**

**Erlanger Health, Inc. (herein called “Erlanger”) desires to engage the services of a Teleradiology Services provider for overnight hours (hereinafter, “Vendor”) to provide services as described herein and as attached in the Evaluation Considerations and Exhibits. Erlanger wishes to contract with a management firm to provide the required leadership and skill to result in outstanding quality, customer satisfaction, operational effectiveness, fiscal responsibility and employee performance in the desired service areas. All interested parties must be able to demonstrate technical expertise with applicable qualifications with similar experience in other comparable locations. The required services will be performed between the hours of 10pm to 7am, 7 days per week, 365 days per year. The service will support the Emergency Department and STAT services as needed.**

**The applicable volumes are noted below for consideration in preparing your Submission:**

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AI-generated content may be incorrect.

**GOALS**

**1. Provide high quality final teleradiology interpretations of imaging services as requested between 10:00 PM and 7: 00 AM Eastern Standard Time, seven (7) days per week.**

**2. Provide professional and technical teleradiology services for Erlanger Health, Inc.**

**3. Maintain and enhance referring physician satisfaction with high quality final teleradiology reports and excellent, timely communication of findings from radiology procedures.**

**4. Provide effective interface with the various Erlanger and Medical Staff.**

**5. Provide all services in a manner consistent with the mission, vision and values of Erlanger Health, Inc.**

**PRINCIPAL RESPONSIBILITIES**

**1. Perform professional final interpretation of imaging procedures upon request from 10:00 PM through 7:00 AM seven (7) days per week.**

**2. Provide accurate and timely written final reports to the requesting physician with telephone communication as warranted.**

**3. Provide teleradiology technical and medical support to accomplish effective teleradiology services to Erlanger Health, Inc.**

**4. Vendor provides hardware and internet access with the capability to interface with Erlanger systems via standard telecommunications process with security protocols to be determined by Erlanger**

**5. Provide Reading Site and interpretations that meet American College of Radiology standards.**

**6. Provide interpretations by Board certified radiologists, licensed to practice in Tennessee and North Carolina with medical privileges to practice at Erlanger Health, Inc. and Erlanger’s hospital in Murphy, North Carolina.**

**7. Assume responsibility for requested professional Teleradiology services to all patients of Erlanger referred for services, irrespective of their ability to pay for such services.**

**8. Achieve a consistently high level of referring physician satisfaction.**

**9. Ensure consistently high-quality Teleradiology services.**

Erlanger reserves the right to reject any or all offers, to select the “Best” offer at its sole discretion, and/or to negotiate with any or all interested parties, groups, and/or companies. Neither the submission of an offer in response to the Request for Information (“RFI”), nor any subsequent discussion or negotiation of any proposed definitive contract, is neither binding on the Company nor Erlanger until a final definitive contract is duly executed by both parties.

In evaluating companies, Erlanger is seeking a Vendor whose mission, vision and values align with, Support and enhance those of Erlanger

**Our Mission**

We compassionately care for people.

**Our Vision**

Erlanger is a nationally acclaimed health system anchored by a leading academic medical center. As such, we will deliver the highest quality to diverse populations, at the lowest cost, through personalized patient experiences across all patient access points. Through innovation and growth, we will sustain our success and spark economic development across the Chattanooga region.

**Our Core Values**

**Excellence** - We distinguish ourselves and the services we provide by our commitment to excellence, demonstrating our results in measurable ways.

**Respect** - We pay attention to others, listening carefully, and responding in ways that demonstrate our understanding and concern.

**Leadership** - We differentiate ourselves by our actions, earning respect from those we lead through innovation and performance.

**Accountability** - We are responsible for our words and our actions. We strive to fulfill all of our promises and to meet the expectations of those who trust us for their care.

Nurturing - We encourage growth and development for our staff, students, faculty and everyone we serve.

**Generosity** - We are giving people.  We give our time, talent and resources to benefit others.

Ethics - We earn trust by holding ourselves to the highest standards of integrity and professional conduct.

**Recognition**- We value achievement and acknowledge and celebrate the accomplishments of our team and recognize the contributions of those who support our mission.

1. **RFI Activity Schedule**

The Request for Information outlines the format and information required in your submission.

**Erlanger reserves the right to amend the dates in this schedule as desired at any time.**

**(All times are Eastern Standard Time)**

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| --- | --- |
| **RFI Activity Schedule** | **Due Dates** |
| **RFI distributed and posted** | **Thursday, May 1, 2025** |
| **Intent to quote submitted to Stephanie.Newman2@erlanger.org** | **Monday, May 5, 2025** |
| **Submit Questions to stephanie.newman2@erlanger.org** | **No later than Wednesday, May 7, 2025** |
| **Questions and Answers distributed to Vendors** | **Friday , May 9, 2025** |
| **RFI due date & Time** | **Wednesday, May 14, 2025, before 2:00 pm** |

**D. Questions Regarding the RFI**

If you have any questions regarding this RFI, send an e-mail to Stephanie Newman at Stephanie.Newman2@Erlanger.org no later than **4:00 p.m. Eastern Time on Wednesday May 7, 2025 .** Be sure to reference the section of the RFI in question. All questions should be submitted via e-mail. Any questions submitted (and their answers) may be distributed to all participating Vendor(s). These guidelines for communications have been established to ensure that the RFI process is fair and equitable to all Vendor(s). Stephanie Newman is the single point of contact for the RFI process. As such, all responses should be directed to her.

**E. Response Due Date and Delivery**

Submissions are to be submitted via email to [Stephanie.Newman2@erlanger.org](mailto:Stephanie.Newman2@erlanger.org) **at 2:00 p.m. Eastern Time on Wednesday, May 14, 2025.**

**F. Response Time Frame**

Submissions must be valid for at least one hundred twenty (120) days following the closing date of this RFI.

**G. Code of Ethics**

Vendor is responsible for understanding and following Erlanger’s Code of Ethics

**H. Disclaimer**

Vendor(s) must perform their own evaluation of all information and data provided by Erlanger. Erlanger makes no representation or warranty regarding any information or data provided.

1. **RFI PROCESS**

**A. Submissions**

Submissions must be in accordance with the attached instructions, or they will not be considered. Erlanger reserves the right to reject any or all Submissions received, to accept any Submission which in its opinion may be in the best interest of Erlanger, and to combine Submissions into a final Submission upon which it may solicit additional pricing or best or final offers. Erlanger does not obligate itself to accept any particular Submission.

1. Submission must be completed in its entirety – Services to be priced on the included Excel sheet.
2. Only original signature on Submission will be accepted
3. All changes to Submissions must be made in writing
4. Submissions must be submitted in duplicate
5. Submission Opening - Vendors may come to the RFI opening, however, pricing and term information will not be provided at that time. The RFI opening is a public event to demonstrate that Erlanger follows all applicable laws in its process. Prices and terms will be available only after the Submission is awarded and then only by appointment.
6. Following the RFI Opening, a Vendor may not have any further contact with the Technical Contact or other Erlanger personnel or affiliated physicians about the RFI unless initiated or authorized by Erlanger. All communication must be done through a single point of contact Stephanie Newman.

**B. Evaluation Process**

1. In the event Erlanger Management determines, in its sole discretion, that additional Submissions are necessary for a competitive procurement process, Management may, with or without notice, extend the RFI opening date for a period of time as it deems necessary or appropriate. In the event the RFI opening date is extended pursuant to this paragraph, an updated copy of the RFI will be made available upon request, and any respondent that submitted a response prior to the RFI opening date extension may re-submit its Submission or rely upon its original Submission.
2. Erlanger may choose to award a contract to the Vendor who submits a Submission that demonstrates the best overall value as determined by Erlanger without regard to race, color, religion, creed, national origins, gender, age, or handicap condition.
3. **RFI Requirements**

**A. RFI Costs**

All costs associated with the preparation of this RFI will be borne by Vendor(s). Nothing in this RFI is to be construed as obligating Erlanger to pay for information solicited or obligating Erlanger in any way whatsoever.

**B. Right to Terminate RFI Process**

Erlanger may terminate this RFI process at any time and for any reason, or for no reason, and makes no commitments, express or implied that this process will result in a business transaction with any Vendor(s).

**C. Submission Validity**

All Submissions shall be considered valid for acceptance until such time an award is made, unless the Vendor provides for a different time period within its Submission response. However, Erlanger reserves the right to reject a Submission if the Vendor’s acceptance period is unacceptable and the Vendor is unwilling to extend the validity of its Submission.

**D. Errors and Omissions in Submission**

Vendor(s) must perform their own evaluation of all information and data provided by Erlanger. Erlanger makes no representation or warranty regarding any information or data provided. Erlanger will not be liable for any error in the Submission. Vendor will not be allowed to alter Submission documents after the deadline for submission unless corrections or clarifications are needed due to patent errors identified in Submissions by the State or the Vendor. Erlanger, at its option, has the right to request clarification or additional information from the Vendor.

**E. Changes, Addenda, Withdrawals**

Erlanger reserves the right to change the terms, conditions, and/or technical specifications of this RFI at any time. All Vendors expressing an interest in submitting a Submission will be given copies of any such revisions, if they become necessary.

Vendor changes to the Submission will necessitate a re-submission of the entire Submission on or before the opening.

A Vendor may withdraw a Submission that has been submitted at any time up to the bid closing date and time. To accomplish this, a written request signed by the authorized representative of the Vendor must be submitted to the Erlanger RFI contact, Stephanie Newman.

**F. Taxes**

Erlanger is a tax-exempt entity and will provide documentation upon award of the bid.

**G. Insurance Requirements**

The Company will obtain and maintain insurance coverage and supply copies of certificates of insurance to Erlanger prior to starting work under this RFI. The Company agrees to have and maintain at all times: (a) Commercial General Liability Insurance, and, if goods or merchandise are being sold by a manufacturer or a distributor, if said distributor modifies the goods or merchandise, to Erlanger hereunder, Product Liability insurance, in the minimum amounts of $1,000,000 per occurrence, with contractual liability endorsement, (b) statutory worker's compensation insurance, (c) automobile liability coverage for all owned or leased vehicles with minimum coverage of $250,000 per person, $500,000 per occurrence (required only if vehicles are to be operated by Vendor on 's premises during the contract term), and (d) professional liability insurance covering the Company and its providers in an amount of not less than $1 million for each occurrence and $3 million annual aggregate all of the above with a carrier or carriers qualified to do business in Tennessee and North Carolina. Vendor shall provide certificates of such coverage to Erlanger within five (5) days of execution of this Agreement. Vendor shall also provide or require its insurer(s) to endeavor to provide, at least thirty (30) days prior written notice of any lapse, non-renewal, and cancellation or material change of such coverage.

Erlanger may terminate this Agreement immediately upon any such expiration or cancellation of coverage. Insurance coverage specified under this contract shall not be considered as relieving the Company of its responsibility to carry, at its expense, such additional insurance as deemed necessary.

**H. Contract Term and Requirements**

The term of the resultant agreement shall be for a period of one (1) year. Erlanger retains the unilateral right to terminate any contract resulting from this RFI, without cause upon providing a 30-day written notice to the provider.

The successful will be required to execute Erlanger’s Business Associate Agreement (BAA) prior to the execution of a contract.

**I. Use of Subcontractors**

Vendor will not subcontract services without the prior written consent and approval of Erlanger.

**J. Conflict of Interest**

The Vendor shall disclose any apparent business conflict of interest that may exist between the Vendor, any employee or owner of the Vendor, any member of the immediate family of the employee or owner, and/or any party the Vendor contemplates may provide services or materials under the RFI, if the Vendor is selected. Furthermore, Erlanger’s employees, affiliates and subsidiaries may not have any interest in Vendor’s business. If the Vendor has indicated that a potential conflict of interest may exist, the Vendor shall disclose all information necessary to ascertain whether a conflict of interest does in fact exist and shall cooperate fully with Erlanger in resolving the conflict expeditiously.

**K. Compliance with Laws**

The parties to the resultant agreement shall comply with the provisions of all applicable national, federal, state, county, local laws, ordinances, American’s with Disabilities Act (ADA), DNV, CMS, other regulations, and codes (including procurement of any required permits or certifications) in their respective performance thereunder including, but not limited to, the standards promulgated by the Occupational Safety and Health Act, Section 503 or the Rehabilitation Act of 1973, and Section 402 of the Vietnam Veteran Readjustment Assistance Act of 1974, and all applicable laws, orders, and regulations concerning immigrants and nondiscrimination in the employment of minorities, females, veterans, and the handicapped. Irrespective of whether a specification is furnished, if products, services, or containers furnished by the service provider are required to be constructed, packaged, labeled, or registered in a prescribed manner, service providers shall comply with the federal law, and in addition, with applicable state or local law. The Vendor will agree to indemnify Erlanger and defend Erlanger against any claims, loss, or damage sustained because of service providers noncompliance therewith.

# Signature Page

In Executing this Submission, each Vendor affirms that all of the requirements of the Submission are understood and accepted by the Vendor. The undersigned has reviewed the Submission as submitted and understands Erlanger will not be responsible for any errors or omissions on the part of the undersigned preparing this Submission.

**Signature Print**

**Company**

**Address City State Zip Code**

# Attachment 1 –Response Form (Excel Format)

Services Pricing Tab

Questions Tab

Please complete both tabs

# Appendix #1 - Facility List

Erlanger Health Inc.

Baroness Authority Hospital

975 East Third Street

Chattanooga, TN 37403

423-778-7000

Erlanger North Hospital

632 Morrison Springs Road

Red Bank, TN 37415

423-778-3300

T.C. Thompson Children’s Hospital

910 Blackford Street

Chattanooga, TN 37403

423-778-6011

Plaza Ambulatory Care Center

975 East Third Street

Chattanooga, TN 37403

423-778-3000

Erlanger East

1755 Gunbarrel Road

Chattanooga, TN 37421

423-778-8400 (Outpatient Surgery)

Erlanger Bledsoe

71 Wheeler Town

Pikeville, TN 37367

Sequatchie Valley Emergency Department

16931 Rankin Avenue

Dunlap, TN 37327

Erlanger Murphy Medical Center

3990 East US Highway 64 Alt

Murphy, N.C. 28906

828-837-8161