

ADDENDUM NUMBER TWO

THE UNIVERSITY OF NEW MEXICO HOSPITALS

Purchasing Department
933 Bradbury Dr. SE Ste 3165
Albuquerque, New Mexico 87106

Date: August 17, 2020

Proposal Number: P419-20

Name of Procurement Specialist: Jennifer Sanchez

Due Date: August 11, 2020 @ 2:00 pm MST/MDT

Revised Due Date: August 25, 2020 @ 2:00 pm MST/MDT

Notice to all respondents:

Amend the Proposal: **RFP 424-21 CLOUD-BASED DICTATION AND TRANSCRIPTION PLATFORM AND PLATFORM SOFTWARE SUPPORT SYSTEM**

This **addendum** becomes part of the Proposal Documents and **modifies**, as noted below, the original Bidding Documents. THE FOLLOWING PROVISIONS OF THE ABOVE-REFERENCED RFP ARE AMENDED AS FOLLOWS:

WRITTEN RESPONES – QUESTIONS AND ANSWERS

GENERAL

QUESTION 1: Is this RFP just for a Cloud-based Dictation and Transcription Platform or is this also an RFP for the outsourcing of your transcription services as well?

RESPONSE: [Cloud-based Dictation and Transcription Platform](#)

QUESTION 2: We would like to submit a proposal however we offer two types of remote scribing services (real time and non real time dictation) and the RFP specifies the need for a cloud based dictation system. Our services are compatible with Cerner, as was specified in the RFP, but would our proposal be considered given that our services involve dictation to a scribe working remotely as opposed to dictation into an automated system?

RESPONSE: All responsive proposals from responsible offerors will be scored. The RFP seeks a live, cloud-based system, and to the extent that any proposed solution or system deviates from that specification, an offeror’s score will be impacted.”

SCOPE OF WORK

Exhibit A – Scope of Work, Section I-A,B, pg 10:

QUESTION 3: Please provide the annual surgeries at all acute facilities, and # surgeons.

RESPONSE: Surgeries for 2019: UNMH: 20,397; SRMC: 3453; Cancer Center: 591 & 15 surgeons.

QUESTION 4: Please provide the annual surgeries at all ASCs, and # surgeons.

RESPONSE: UH: Total providers: 1592. Surgeons: 132. The December 2019 report is the data available at this time.

SRMC: Total providers: 604. Surgeons: UH and SRMC share the surgeons, the providers may work from both facilities. The December 2019 report is the data available at this time.

QUESTION 5: Please provide the annual admissions across all acute facilities.

RESPONSE: Annual admissions, OP visits, ED visits: For 2019:
UNMH: Annual admissions 33,971; OP visits 550,065; ED visits: 105,001
SRMC: Annual admissions 5,462; OP Visits – 21,413; ED visits, 47,954
Cancer Center – response will be forthcoming waiting for Cancer Center data

QUESTION 6: Is UNM Sandoval RMC not considered part of UNM Hospital System? It’s broken out into its own section. If its stats are not included in Section I-A, please provide the following:

- Annual admissions, OP visits, ED visits
- Annual surgeries and # surgeons

RESPONSE: Yes, SRMC is considered part of the UNM Health System.

QUESTION 7: Is UNM Comprehensive Cancer Center in scope? If it is in scope, and its stats are not included in Section I-A, please provide: Annual admissions, OP visits, ED visits, Annual surgeries and # surgeons

RESPONSE: Yes, the UNM Comprehensive Cancer Center is within the scope.

Exhibit A – Scope of Work, Section I-C, pg 10 - EHR:

QUESTION 8: Is the same instance of Cerner used at all 6 acute locations, and all ambulatory locations? If not, please list every EHR instance, vendor, and where it is used

RESPONSE: Yes, and questions pertaining to services are included in the RFP.

Exhibit A – Scope of Work, Section III Scope of Work, pg 10:

QUESTION 9: Does this RFP include Transcription Services? If so, questions pertaining to services should be documented in the RFP.

RESPONSE: Yes.

QUESTION 10: Will Transcription Services be In-house, Nuance (NTS), or other?

RESPONSE: Nuance.

QUESTION 11: If using NTS, will delivery type be domestic or Multi-Shore?

RESPONSE: Domestic.

QUESTION 12: Would pathology or radiology be included in this?

RESPONSE: No, pathology nor radiology are included in the Scope of Work for this RFP.

QUESTION 13: Please Indicate work types and TATs

RESPONSE: There are 986 different work types, too numerous to address in this question
TATs: All inpatient reports have a 4-hour turnaround. All outpatient reports have a 12-hour turnaround.

QUESTION 14: What dictations devices would be used: Phone app, standard phone line, etc.

RESPONSE: Mobile devices, dragon microphones.

Exhibit A – Scope of Work, Section IV-A-1, pg 11:

QUESTION 15: Please clarify what is meant by “full integration.”

RESPONSE: See Exhibit B, Section I.B.7, entitled “Integration/Implementation Work Plan”. Additional response from UNMHSC is forthcoming in another addendum.

Exhibit A – Scope of Work, Section IV-A-8, pg 11 - HCC:

QUESTION 16: Please provide the following data to price HCC Guidance

- Number of covered lives in Provider Owned Medicare Advantage insurance plans

RESPONSE: 0 – we do not own a health plan

- Number of covered lives Medicare Shared Savings Program insurance plans

RESPONSE: plans 0 – Medicare lives are in VBC arrangements with MA insurance companies not in MSSP. We have about 3k lives in MAPD risk arrangements.

- Number of covered lives in all Other ACO type insurance plans

RESPONSE: 0

- Number of participating providers in the plans above. Does not have to be broken out by plan, just the total is fine

RESPONSE: all of our employed providers - 1500+

- Number of locations at which to hold training sessions

RESPONSE: Not Known

QUESTION 17: III. Scope of Work: A and B. Install, configure and customize a Cloud-based Dictation and Transcription Platform System. Will you require transcription technology only, or will you want transcription labor included?

RESPONSE: The UNMHSC will require transcription labor included.

QUESTION 18: III. Scope of Work: D. Computer assisted physician documentation for operative and procedure notes. 2. Track professional billing charges. Please describe what is meant by “tracking professional billing charges”

RESPONSE: The reason for using the computer assisted documentation is to help the physician add the correct descriptions required for billing by making suggestions. Feedback on each note on how well the suggestions were followed will help us track how we are doing on professional billing charges.

QUESTION 19: 5. IV. System Capabilities General: A. General Capabilities. 8. Real time clinical documentation improvement suggestions for ICD 10 and HCCs, etc.

as part of the workflow during dictation; Will you require HCC management for Inpatient, Outpatient, or both?

RESPONSE:

HCC is for outpatient.

- HIPAA compliant and HITRUST certification 24/7 with end to end encryption.
- Uptime Guarantee > 99%. What is Recovery Time Objective and Recovery Point Objective RTO/RPO?
- Reports to monitor production, workflow, individual user, and performance.

EVALUATION CRITERIA

QUESTION 20: Exhibit B – Evaluation Criteria, A. Organizational Experience, Quality and Stability, 4. Company Experience, Item H, pg 14: Please clarify what is meant by “required certification/licensure”

RESPONSE:

This is a very broad question, please clarify.

QUESTION 21: Exhibit B – Evaluation Criteria, B. Technical Approach, Item 10. Acceptance Test, pgs 20 & 39. This requirement states, “The Offerors shall complete and submit Exhibit L, Acceptance Testing,” however, Exhibit L – Acceptance Testing appears to be a set of UNM’s terms for acceptance testing. Please detail what actions UNM is expecting respondents to perform within Exhibit L.

RESPONSE:

Offerors should acknowledge the requirements set forth in Exhibit L.

MEDICAL RECORDS

QUESTION 22: The total lines per month? Number of lines transcribed per month?

RESPONSE:

Please see attached spreadsheet for summary of year 2017, 2018 and 2019, along with spreadsheet with full details.

QUESTION 23: The total minutes per month? Total minutes of dictation per month?

RESPONSE:

Please see attached spreadsheet for summary of year 2017, 2018 and 2019, along with spreadsheet with full details.

QUESTION 24: The total number of transcriptionists (MLS – Nuance)? The number of Concurrent transcriptions?

RESPONSE: 2017 - #704, 2018 - #691, 2019 - #118

QUESTION 25: **Total number of transcriptionists utilized by UNMCC (Cancer Center):**

RESPONSE: 3 full-time, they have a PRN staff that is used as needed.

QUESTION 26: **Total number of UNMH transcriptionists in-house utilized:**

RESPONSE: 3

QUESTION 27: **Total number of call in ports on dictation system?**

RESPONSE: There are 4 PRI that route to Escribe. Capability of 46 simultaneous calls. 2 (Routes 232 and 234) are primary and receive calls on ext. 29007. There are 2 other routes (236 and 238) that are failover and receive call on ext. 26976. Primary is 1 server and failover is a 2nd server.

QUESTION 28: **The amount of days you'd like to store dictation after transcription?**

RESPONSE: The reports are archived and are never purged.

QUESTION 29: **Are the transcriptionists going to type into the vendors text solution or in standard word?**

RESPONSE: The transcriptionists type into EditScript, which does utilize Microsoft Word but is integrated into the platform transcription data. The transcriptionists are also required to utilize VDI (Virtual Desktop infrastructure) for all reports for enhanced security.

QUESTION 30: **The number of report formats we need to create? The number of routines or macros you would need copied into the new system?**

RESPONSE: There are currently 149 normal macro templates in the system. Templates are formatted in Times New Roman and the format is consistent with Account Specifics instructions, i.e., headings in all caps, subheadings in all caps in drop-down format, etc.

QUESTION 31: **The number of systems we would need to upload reports to clinic and hospital?**

RESPONSE: Cerner /Nuance.

QUESTION 32: Would you require our product for signature for regular dictation or for speech recognition? If so how many?

RESPONSE: At this time we do not require signatures for regular dictation or speech recognition. The reports are sent across the interface to Cerner and the signatures are requested there.

QUESTION 33: Would you like an interface that would keep the database up-to-date with the hospitals physician database?

RESPONSE: All changes in the database are done manually, both in Cerner and Nuance. There is not a system to auto update at this time.

QUESTION 34: Would you like the system to automatically calculate incentive pay? Please explain your incentive pay program.

RESPONSE: Payment for the transcriptionists who are employed by Nuance calculated by Nuance. UNMH has no input to pay details, nor incentive pay.

QUESTION 35: Would you like to fax out of our system? If so how many faxes you send out per day?

RESPONSE: Currently our Cerner product does not have the capability to fax. There is a program that Cerner has to fax, but it is not available to UNMH.

QUESTION 36: Would you like to print out of our system? If so would you like to be able to sort copies as they print? Would you like to batch print? How many Batches?

RESPONSE: Currently we do not have the capability to print as the dictation reports are proprietary. We can copy and paste into Cerner or Word but not allowed to print from Nuance.

QUESTION 37: Would you like the system to automatically create a bill for other departments or entities?

RESPONSE: UNMHSC does not create bills/invoices for other departments or entities.

QUESTION 38: Other than the transcriptionist how many people would need access to the management console?

RESPONSE: Nuance states only 1 – Administrator, Administrator:, however in house we have 2 staff that have access to this.

QUESTION 39: **What information do the doctors key in before they dictate over the phone?**

RESPONSE: The providers key in their provider number, FIN# and work type.

QUESTION 40: **Would you like backend speech recognition included in the solution?**

RESPONSE: eScription is used for the backend speech recognition at this time.

QUESTION 41: **What’s the number of Physicians that make up 95% of your transcription? (This number is needed to calculate the number of Back-End Speech Licenses.)**

RESPONSE: Please see attached spreadsheet, both in summary and detail for 2017, 2018 and 2019.

QUESTION 42: **How many Physicians would use Front-End Speech?**

RESPONSE: Front end speech consists of Dragon and Direct Entry. Physicians often use a combination of Dragon and Direct entry that bypasses Transcription, making it very difficult if not impossible to calculate.

QUESTION 43: **How many different EMRs or Clinical systems would you like to use speech in? What brands? There is only one EMR currently –**

RESPONSE: **Cerner.**

QUESTION 44: **How many systems will we have to pull patient demographic (ADT) interfaces will be required?**

RESPONSE: The patient demographic information is pulled from one system – Cerner.

RADIOLOGY

QUESTION 45: **The total lines per month?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 46: **The Total number transcriptionist?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 47: **The number Concurrent transcriptionist?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 48: **The Number of days you'd like to store the voice after transcription?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 49: **The Number report formats we need to create?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 50: **The Number of routines or macros you would need copied into the new system?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 51: **The Number of systems we need to upload reports to? Please named systems.**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 52: **Are the radiologist going to use frontend speech, dictation or both?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 53: **The Number of radiologists?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 54: **The Number of concurrent radiologists?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 55: **The Number of radiology workstations?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 56: **The Number of speech mics needed?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 57: **Would you like the radiologist to sign in our product or yours?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 58: **Would you like to system to automatically calculate incentive pay?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 59: What system do you want to upload radiology reports to?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 60: What brand is you're our RIS?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 61: What brand is you're PAC'S?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 62: Would you like to fax out of our system? If so how many faxes you send out per day?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 63: Would you like to print out of our system? If so would you like to be a will sort copies as it prints? Would you like to batch print?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 64: Would You like the system to automatically create a bill for other departments are entities?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 65: Other than transcriptionist how many people would need access to the management console?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

QUESTION 66: Are there any other capabilities we should include in the quote?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Radiology department will not be included in the Scope of Work of this RFP.

PATHOLOGY

QUESTION 67: The total lines per month?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 68: The total of number transcriptionist?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 69: The number of Concurrent transcriptions?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 70: The number days you'd like to store the voice after transcription?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 71: The number report formats we would need to create?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 72: **The number of routines or macros we would need to copy to the new system?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 73: **The number systems we would need to upload reports to? Please named these systems.**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 74: **The number of pathologists?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 75: **The number of concurrent pathologists?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 76: **The number of workstations for micro?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 77: **The number of workstations for gross?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 78: **Would you like to fax out of our system? If so how many faxes do you send out per day?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 79: **Would you like you print of our system? If so, would you like to be able to sort or batch print?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 80: **Would you like the system to figure out incentive pay?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 81: **Would you like the system to create a bill for other departments or entities?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 82: **Other than transcriptionist how many people would need access to the management console?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 83: **Are there any other capabilities that you require?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 84: **How do the pathologist currently enter information before dictation?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 85: **Would they like to pick it from a PAC's list? Would they like to barcode patient information?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 86: **Would you like to take advantage of Back-End Speech so the transcriptionist only has to edit dictation, not type it all?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 87: **Does pathology want to use frontend speech, dictation or both?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 88: **What are you currently using for dictation?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 89: **What does the Pathologist use to dictate with? (Microphone, Foot Control, Wireless Headset, other?)**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 90: **Are there any other departments or clinics that dictate other than calling in to the dictation system?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

QUESTION 91: **Is anyone using Digital portables, speech microphones or smartphones for dictation? If so what brand and how many?**

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof, as the Pathology department will not be included in the Scope of Work of this RFP.

MISC

QUESTION 92: **Section II. Proposal Copies and Format, pg 5: Due to the health concerns of COVID-19, would UNM be willing to accept an electronic submission that limits physical contact points and potential transmission?**

RESPONSE: At this time, the UNM Parties are not willing to forgo paper responses. Under special circumstances please submit your request for consideration to Jennifer Sanchez at jedsanchez@salud.unm.edu.

QUESTION 93: **Multiple exhibits require a signature. Do you require them in ink or will a digital signature be acceptable? Our legal team considers the signed, scanned documents to be legal signatures.**

RESPONSE: The original proposal response should be submitted via wet ink.

QUESTION 94: **Our enterprise has adopted a policy whereby electronic distribution of confidential data or that are shared externally must be securely encrypted. This process ensures the highest level of security is achieved when data is exchanged. One of the requirements of the RFP is delivery of**

electronic copies. Instead of providing a USB, we would will deliver the RFP to you via an encrypted, secure file transfer protocol site that can be accessed by the RFP contact and downloaded for internal distribution. Please confirm if UNMH will accept this delivery method.

RESPONSE: No, the UNMHSC will not except via encrypted, secure file transfer.

QUESTION 95: **In the formatting instructions it states pages must be single-sided. Does that apply to attachments that might be referenced in the response or can they be double-sided?**

RESPONSE: Yes, all attachments should be one-sided.

QUESTION 96: **Cyber insurance requirements asked for \$10,000,000 in coverage. the cloud has to be HITRUST certified not just HIPAA compliant. Please let me know if this can be modified. Can these 2 parameters be modified?**

RESPONSE: Response is forthcoming in an additional addendum.

All other provisions of the Proposal Documents shall remain unchanged. This addendum is hereby made a part of the Proposal Documents to the same extent as those provisions contained in the original documents and all itemized listing thereof.