

ADDENDUM NUMBER TWO

THE UNIVERSITY OF NEW MEXICO HOSPITALS

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

Date: November 3, 2020

Proposal Number: RFP 431-21

Name of Procurement Specialist: Jennifer Sanchez

Due Date: November 10, 2020 @ 2:00 pm MST/MDT

Revised Due Date: November 17, 2020 @ 2:00 pm MST/MDT

Notice to all respondents:

Amend the Proposal: **RFP 431-21 TEXT MESSAGING FOR PATIENTS 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:

1. The new Offer Due Date/Time is Tuesday, November 17, 2020, @ 2:00 pm MST/MDT.

WRITTEN RESPONES – QUESTIONS AND ANSWERS

QUESTION 1: Reference to “III. Scope of Work A1: 1. Develop, pilot and fully implement the Text Messaging for Patients Software and Support System (the “System”), specifically an application for appointment reminders)” Question – We would like to get clarification on the scope of the ‘System’ requested under this RFP. Our understanding is that UNM Medical is looking to procure text messaging system (SMS) with integration with Cerner Millennium, Cerner Surginet and Cerner Scheduling. We want to ensure that under this ‘System’, there is no other systems such as patient software or other support software that is required. Our understanding is that the Cerner packages as mentioned are the Software and System providing the “Patients Software and Support System”.

RESPONSE: [Correct these systems constitute the EHR system to be supported.](#)

QUESTION 2: Could you made available Cerner interface documentation to evaluate scope of integration and messaging use cases to be supported? For example, we would like to understand if the text

messages appointment reminder content will be created within the Cerner Scheduling system and the Text Messaging “System” will only be required to deliver these messages to the patients via an API integration. The other scenario is that Cerner Scheduling only perform the patient scheduling and the “System” will be required to have some text content creator and campaign portal/interface for the UNM users to create the text messaging content and then the ‘System’ deliver the messages to the patients.

RESPONSE: The UNMHSC anticipate that content will be developed by the text messaging system with appropriate information (location, time, etc.) provided by the Cerner scheduling interface.

QUESTION 3: Is UNM using an existing text messaging system currently? If so, may we know the current supplier?

RESPONSE: Not at this time.

QUESTION 4: Expected number of total volume of text messages daily?

RESPONSE: Approximately 79,000 texts a month

QUESTION 5: v. References 1. Each offeror must provide a reference list of at least three (3) clients for whom similar services of size, technology and complexity as a UNMHSC have been performed preferably within the past three (3) years. Offerors are required to submit Exhibit R, Organization Reference Questionnaire, to the business references they list. Question: Can you clarify if the expectation is to submit Exhibit R to the reference and have it completed so that it can be submitted as part of the RFP response? Or to just submit to the reference so they will have it available, in the event UNMHSC contacts them?

RESPONSE: It is the Offeror responsibility to have its references complete the form and submit the completed Exhibit R with tis proposals response.

QUESTION 6: Delivery. 1. Delivery Plan. The Offerors shall submit a delivery plan detailing the dates and times for the shipment and receipt of software (modules) and required hardware for each type of proposed software (modules) and required hardware included in the Proposal. Question: Are we correct in assuming that this section is not applicable, since we offer a SAAS based solution and there is no hardware required or physical delivery of software?

RESPONSE: Your response should be in alignment with your SAAS based solution.

QUESTION 7: Exhibit N – Warranty and Exhibit O – Service and Support Question: Since we are a SAAS based solution, is Exhibit N become N/A?

RESPONSE: Your response should be in alignment with your SAAS based solution.

QUESTION 8: Exhibit O – Service and Support Question: This exhibit seems to be geared toward a hardware/on-premise solution. Since we are SAAS based, would this be Exhibit be N/A?

RESPONSE: This section applies to all possible submissions. Your response should be in alignment with your SAAS based solution.

QUESTION 9: Exhibit P - MANUALS, BULLETINS AND DOCUMENTATION Question: This exhibit seems to be geared toward a hardware/on-premise solution. Since we are SAAS based, would this be Exhibit be N/A?

RESPONSE: This section applies to all possible submissions. Your response should be in alignment with your SAAS based solution.

QUESTION 10: p. 19, Exhibit A generally, Will UNMHSC consider a Software as a Service solution?

RESPONSE: Yes

QUESTION 11: p. 11, Exhibit A, Section I.D, What CRM is UNM HSC using?

RESPONSE: None

QUESTION 12: p. 11, Exhibit A, Section I.D, Are there any specific telephony integration requirements for UNM HSC?

RESPONSE: No, please present your requirements.

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.