



To: All Potential Offerors  
From: Shannon Rodgers, Procurement Specialist  
Date: June 14, 2021  
Subject: RFP P443-21- Contract Management Reimbursement System

It shall be the responsibility of the interested Offerors to adhere to any changes or revision to the RFP as identified in this Addendum.

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.

**The NEW offer Due Date/Time is WEDNESDAY JUNE 30, 2021 @ 2:00 PM MST/MDT.**

**WRITTEN RESPONSES – GENERAL QUESTIONS AND ANSWERS**

1. Can companies from Outside USA apply for this? (Like, from India or Canada)

**RESPONSE:** Yes. However, UNMHSC anticipates that any successful offeror will have familiarity with local, regional and national healthcare needs, requirements and trends. Also, please see response to question three below.

2. Do we need to come over there for meetings?

**RESPONSE:** Yes, as requested and as reasonably necessary to effectively perform the tasks. For example, UNMHSC reserves the right to request an in-person presentation if that is needed to effectively convey the information

3. Can we perform the tasks (related to RFP) outside USA? (Like, from India or Canada)

**RESPONSE:** No. UNMHSC requires patient data to be maintained on US soil. Some work may be performed outside the continental US, but data storage should not be performed outside the continental US.

4. Can we submit the proposals via email?

**RESPONSE:** No. See Section II “Proposal Copies and Format” for more information.

### Hosting Option

5. Would you be open to pricing for the Contract Management to be hosted by vendor (SaaS/cloud) or deployed on your organization's server (on premise)?

**RESPONSE:** Yes, SaaS/cloud Remote Hosting.

### User Licensing

6. How many total users?

**RESPONSE:** Between 8 and 10 users

- a. How many internal users will require administrative level access? 3
- b. How many internal users will require the ability to add, edit and delete? 5
- c. How many internal users will require request only access? 8
- d. How many internal users will require read-only access? 2

7. How many internal users do you project will require access to the system at any given time?

**RESPONSE:** Between 4 and 5

### Data Import

8. Does your organization require data import services? If so, please expand upon the data migration/importing requirements for the Contract Management Software? (Such as record info, employee lists, vendor lists, etc.)

- a. How many total electronic files (PDF, MS Word, etc.) in current/legacy system into the Contract Management Software?
- b. How many total electronic files in current/legacy system? (rows in the exported spreadsheet)
- c. Where are the legacy (historic) electronic contract files currently stored? (Shared folders, SharePoint, document management system, paper, etc.)

**RESPONSE:** Yes, UNMHSC needs the ability to have expected reimbursement and contractual posted back to source system; UNMHSC is not looking for a contract write up system.

Regarding importing into Offerors system, UNMHSC will be submitting 835 and 837 data files. In regards to exporting from the offerors system, UNMHSC would like to have an interface set up to import expected and contractual information back to current source system. UNMHSC would also like to be able to export any reporting the offeror system can make available via Excel, PDF, Word, etc. In addition to have the ability to export the raw data information for the calculated accounts.

### Data Integration

9. Can you please expand upon your preferences to integrate with [specified third-party system(s)]? Please provide system details (system name and version, database used, scope of use, homegrown or commercial) if applicable.

**RESPONSE:** Interface with UNMHSC current Soarian Financials Patient Accounting System via existing interface engine. Version 2021.01

Offeror needs to clearly state whether software will integrate or whether there must be customization. This information should be included in the costs/implementation section.

10. Are there any additional systems that may require a one-time data import such as a legacy Contract Management system?

- a. If so, please provide the system name, version, scope of use, the total number of contract records and files being imported into the system and SOAP/REST API, if available.

**RESPONSE:** None.

11. What data will your organization be passing in the data integration between the Contract Management Solution and [specified third-party system(s)]?

**RESPONSE:** 835 and 837 files.

12. Are the other systems installed/deployed on your organization's server(s) or is the vendor hosting the software (cloud/SaaS)?

**RESPONSE:** Remote hosted.

13. Does [third-party system(s)] have one of the following available for integration and your organization has licensed access: SOAP API, REST API?

**RESPONSE:** No this is currently not available.

### **Document Templates**

14. What documents/contract types would you like to author within the system (number of templates)?

**RESPONSE:** The RFP is mainly for calculating expected reimbursement. UNMHSC will not be using it to generate written contracts. **(Apply to question 14 and 15)**

15. Do you require professional services to configure templates?

- a. If so, how many would be required for the awarded vendor to configure?

**RESPONSE:** The RFP is mainly for calculating expected reimbursement. UNMHSC will not be using it to generate written contracts. **(Apply to question 14 and 15)**

### **Workflow**

16. Do you require professional services to configure workflow processes?

- a. If so, how many would be required for the awarded vendor to configure?

**RESPONSE:** Currently the UNMHSC payment discrepancy reporting (PDR) is a manual process. There are no current system workflows. Yes, UNMHSC would like to see workflows for both payment discrepancy variance

review in addition to workflows for approving/validating/reviewing the expected calculation system setup. UNMHSC will need 8-10 PDR workflows and possibly 5-7 approving/validating/review workflows.

17. Can you please provide additional details about your organization's workflow/approval processes?  
a. Can you please provide number of steps and examples?

**RESPONSE:** Currently the UNMHSC payment discrepancy reporting (PDR) is a manual process. There are no current system workflows. Yes, UNMHSC would like to see workflows for both payment discrepancy variance review in addition to workflows for approving/validating/reviewing the expected calculation system setup. UNMHSC will need 8-10 PDR workflows and possibly 5-7 approving/validating/review workflows.

#### **Additional Questions**

18. Is your organization eligible to purchase off the GSA Schedule 70?  
a. If yes, would you like GSA pricing in the bid response or retail pricing?

**RESPONSE:** Yes.

19. Is vendor participation in United States E-Verify a requirement for award?

**RESPONSE:** No.

20. Does your organization require a full-time dedicated Project Manager for this implementation? Typically, implementations do not require a full-time dedicated project management resource for the project duration, but rather project management/coordination services hours (remote) can be included with the proposal to support the implementation project management. If a full-time dedicated project management resources is a requirement for this project, are these services expected to be provided online/remote or onsite?

**RESPONSE:** Remote project manager.

21. Does your organization require digital signature option vs an electronic signature option? *Digital* signature solutions leverage certificate-based digital identification for validation of document integrity as opposed to the more common electronic signatures. Digital signature requires additional validation services and are priced higher.

**RESPONSE:** The RFP is mainly for calculating expected reimbursement. UNMHSC will not be using it to generate written contracts. **(Apply to questions 21 and 22 below)**

22. Does your organization require an electronic signature tool?  
a. If so, are you currently utilizing a specific product and which tool are you using?

**RESPONSE:** The RFP is mainly for calculating expected reimbursement. UNMHS will not be using it to generate written contracts. **(Apply to questions 21 and 22 below)**

23. On page 13 Exhibit b, is noted with just a "?" Can you please confirm if this is a misprint and if there is an additional question now shown here?

**RESPONSE:** This text was unintentionally omitted, please see additional question "Does your firm retain a Compliance Office?"

24. Regarding page 16 section iv 'contract Calculation Capabilities. Can you please provide examples of what you would define as 'standard calculation templates'?

**RESPONSE:** A sample would be expected calculation for DRGs: base rate X DRG weight plus any additional contractual amount.

25. In Exhibit B, page thirteen of the RFP, under Staff Experience 1 (B) there is a question mark. Checking to see if anything may have been omitted?

**RESPONSE:** This text was unintentionally omitted, please see additional question "Does your firm retain a Compliance Office?"

26. Number of contracts per facility?

**RESPONSE:** Currently most of UNMHSC contracts apply to all facilities. We have around 42 contracts and around 7 of them are specific to one entity.

27. What are the different groupers utilized across the contracts?

**RESPONSE:** Medicare and Tricare groupers.

28. Will UNMH provide the billed DRG where applicable?

**RESPONSE:** Yes.