

# University of New Mexico Hospitals

Request for Proposals  
**Project Number:**  
**RFP P435-21 Revised**

## *Healthcare Staffing and Technology*



**ADDENDUM NO. 1 to Amended and Restated RFP P435-21 as of  
June 18, 2021**

**THE UNIVERSITY OF NEW MEXICO  
HOSPITALS  
Purchasing Department**

The purpose of this Addendum is to answer questions regarding the RFP. Based on the questions received and set forth below, the original RFP was substantially amended and posted as the Amended and Restated RFP. The answers provided herein supplement the Amended and Restated RFP. Therefore, at this time, the RFP documents include the Amended and Restated RFP and this Addendum No. 1 Q&A which is incorporated into the RFP.

1. **Question:** Exhibit D – Do bidders need to fill anything out on this Exhibit D form if it is not applicable?

**Response:** Check if NA please.

2. **Question.** On Standard Terms and Conditions #28 Indemnification & Insurance – Will UNMH allow the indemnification language to be modified so that it is made clear that the bidder will only indemnify to the extent and in proportion to the negligent acts or omissions of the respective supplier's travelers on assignment?

As a follow up to this topic/question, are bidders required to submit alternative Indemnification language with our proposal or will we have the opportunity to do this at a later stage?

**Response.** *At this early time, UNMH will not engage UNMH's counsel to assist with negotiation with of risk terms.* Generally, UNMH expects to be indemnified against harm arising from the negligence of contracted staff and their wrongful disclosure of protected health information. UNMH intends for its standard liability text to be inserted into any resulting agreement. The text is provided below and at least partially is responsive to the question above. If an Offer or if negotiations yield demands for business or liability text that are not acceptable to UNMH, UNMH reserves the right to terminate negotiations with that Offeror and commence negotiations with alternate Offerors. UNMH's receipt and acceptance of an Offer shall not constitute acceptance of any proposed terms contained therein.

**Liability.** As between the parties, each party acknowledges that it will be responsible for claims or damages arising from personal injury or damage to persons or property to the extent they result from negligence of that party's employees. The liability of UNMH will be subject in all cases to the immunities and limitations of the New Mexico Tort Claims Act, Sections 41-4-1 et. Seq. NMSA 1978, as amended. Vendor understands that UNMH, as a governmental entity, cannot and will not indemnify Vendor.

Additionally, it is expected that the contracted vendor will provide coverage or ensure that coverage is provided with respect to each Contingent Staff retained by UNMH. This obligation may be satisfied where the contracted vendor carries professional liability coverage, commercial general liability coverage, and other coverages as set forth in the RFP, and will "flow down" that coverage to any subcontractors with whom it engages to provide contingent staff. In the alternative the contracted vendor must have a satisfactory process for ensuring that each contingent staff is covered by required insurance during all times while performing services at UNMH. **IT IS EXPECTED THAT OFFERORS WILL FULLY ADDRESS AND DESCRIBE THEIR INSURANCE COVERAGES AND PROCESSES IN THEIR PROPOSAL.**

3. **Question.** Please describe the drivers that led to releasing the RFP.

**Response.** UNMH seeks a robust, yet easy to use platform, with platform functionalities such as those set forth in the RFP SOW B, as well as a contingent labor solution as set forth in SOW A.

4. **Question.** How would UNMH describe your satisfaction with your current solution?

**Response.** UNMH's current vendor relationship is not relevant to an Offeror's proposal in response to this RFP.

5. **Question.** Is there executive support to mandate the implementation and usage of the program?

**Response.** Please see the response to question 3 above. UNMH makes no responses to the inquiry relating to mandating of usage.

7. **Question.** Please provide system-wide annual contingent labor spend, inclusive of all in-scope skill categories (e.g. nursing, allied, etc.).

**Response.** The question requests business information and detail which UNMH will not disclose at this time. As set forth in other responses, UNMH's requirements and spend in this area can vary depending on circumstances.

8. **Question.** Does UNMH have anticipated decision and program launch dates?

**Response.** UNMH expects that it will work diligently with the successful offeror(s) on implementation. UNMH does not have a proposed timeline for this project, but would like to have its staffing solution implemented sooner rather than later.

10. **Question.** Does UNMH prefer a master supplier model, in which the MSP would fulfill most orders, or a vendor neutral one, in which orders would be distributed among suppliers based on business requirements?

**Response.** Scoring preference will be provided to firms that establish in their proposal that their business model will yield superior service, performance and price. For example, if an Offeror's proposal credibly and persuasively supports the benefits of the "MSP" model or the vendor neutral model, that information would be of interest to the RFP scoring team. But, there are many factors set forth in the RFP and SOW 1 and 2 that are relevant to any award under this RFP.

11. **Question.** What percentage of orders are currently filled by the incumbent versus their subcontractors?

**Response.** We do not see this question as being relevant to the RFP or the scoring process.

12. **Question.** How many suppliers currently provide staff today? Please provide a breakdown with volume if possible.

**Response.** We have estimated 90 staffing agencies.

13. **Question.** Which supplier partnerships do you want to continue in the proposed solution? Do you have a tiered system with suppliers today?

**Response.** We are satisfied with the current sources of contingent labor sources, and are hopeful that many existing contingent labor sources will be able to continue as contingent labor sources. We welcome additional labor sources as well.

14. **Question.** Do any suppliers maintain more than 20% of UNMH's spend?

**Response.** Certainly some suppliers have provided more staffing than others and UNMH is hopeful that current suppliers will be able to continue providing contingent labor. UNMH is more concerned with the overall program than whether particular suppliers are in the network.

15. **Question.** Please detail the timekeeping, HRIS, and payroll systems currently used by UNMH. Are these systems centralized across the system? If decentralized, are there plans to adopt a centralized approach?

**Response.** The system uses Kronos, which is evolving to UKG Dimensions in July 2021. All payroll reports are generated via this system and provided to the vendors.

16. **Question.** Can you please clarify what UNMH's holiday pay policy is for candidates?

**Response.** Currently, but subject to change, Time and one half for working the UNMH approved holiday.

17. **Question.** Does the orientation policy identified in this section also apply to traveler candidates? If not, what is UNMH's orientation policy for travelers?

**Response.** Currently, Standard is two eight hour days onboarding and completing paperwork, badging and on-line learning. This can be adjusted if needed, on an individual basis. See # 45

18. **Question.** Can you please clarify how long orientation typically is and whether it is onsite or virtual?

**Response.** See number 17 above. There is a combination on onsite and virtual.

19. **Question.** What features in a VMS tool does UNMH believe are the highest priority or most needed for your contingent labor needs? Are there features you have seen demoed or researched that you would expect the bidders to offer?

**Response.** UNMH seeks a one stop shop. High priority functionality includes, but is not limited to screening candidates prior to submission, notifying the agency of the offer, obtaining the completed compliance packet and submit same, and in addition it is hoped that the system will process all invoicing-meaning the vendor pays the subcontractors and provides consolidated invoicing to UNMH.

20. **Question.** Can you please clarify what you mean by converting travelers in-house and with future contracts?

**Response.** UNMH does not know whether Offerors will be able to onboard existing agencies and existing contingent staff working at UNMH. If that can be done at no additional implementation cost, that would be UNMH's preference. In other words, if an Offeror could provide its technology/functionality with respect to currently contracted contingent labor, that would be preferred, but not if there is implementation cost. UNMH is hopeful that the awarded offeror will become responsible for the travelers that are currently on assignment and those that have an assigned onboarding date. UNMH has not specifically identified these agencies because UNMH will not demand or require its vendors to subcontract with or utilize any particular staffing agencies.

21. **Question.** For the hypothetical staffing requirement, is the \$150 per hour rate the pay rate to the workers or hourly billable rate that UNMH will pay to the selected vendor?

**Response.** It is the worker's pay rate. If the Candidate with whom UNMH would be working would have charged through the respective agency \$150, what is the Offeror's percentage or take or add-on fee which we have assumed can be identified as a percentage of that number or as an hourly number. Our objective is to have a baseline with which all Offerors can be evaluated. All amounts earned by the Offeror should be disclosed, as UNMH considers these amounts the cost that Offeror charges for its system and services.

22. **Question.** Should the "Offeror total annual fee/receipts based on market basket" comprise the markup on the \$150 hourly rate plus our vendor add-on/reimbursed fee calculated out to an annual amount?

**Response.** UNMH has provided additional detail on its amended and restated RFP.

23. **Question.** Please clarify if we should fill out Exhibit B (Resident Veterans Preference Certification) and Exhibit D (Small and Disadvantaged Business Certification) if they do not apply to us.

**Response.** See bottom of Exhibit B. Check if it is not applicable to you. If you do not complete Exhibits B and D, it will be assumed they do not apply to you.

24. **Question.** Please confirm that Exhibit J (Service and Support Criteria) is for informational purposes only and does not need to be included as part of our proposal response at this time.

**Response.** You should complete and submit Exhibit J to the extent it is applicable or relevant to your proposal. For example, if your proposed solution has no parts or no on-site technology installation, that portion of the exhibit would be not applicable. UNMH acknowledges a number of questions in the RFP may not be relevant to many proposals, but UNMH is just trying to ensure we obtain all relevant information regardless of how an Offeror's solution may be installed, implemented updated, etc....

25. **Question.** What is the proposed timeline of the bidding process?

**Response.** UNMH does not have an anticipated timeline for the bidding process.

26. **Question.** How long is the review process?

**Response.** UNMH does not have an anticipated timeline for the review process.

27. **Question.** When is UNMH expecting to sign an agreement with the selected firm?

**Response.** UNMH does not have an anticipated timeline for contract signing. UNMH will take such time as needed to successfully complete the RFP.

28. **Question.** When is UNMH expected to "go live" date with this solution?

**Response.** UNMH does not have an anticipated date for "go live", although UNMH hopes that the system will be available sooner rather than later.

29. **Question.** Can UNMH supply historical utilization of temporary clinical staff?

**Response.** UNMH will not provide historical utilization of temporary staff. However, historically for RNs we have generally used ED, Dialysis, Behavioral Health UR and RN Case Managers. We also utilized PT/OT, ECHO techs and endoscopy RNs. We had many of these types of positions in house daily prior to the Covid 19 pandemic.

30. **Question.** Does UNMH utilize both contract and per diem (day-to-day) clinical staff?

**Response.** In the past, UNMH has utilized both contract and per diem clinical staff.

31. **Question.** If so (see Q 30), does this RFP require use of both?

**Response.** Offerors may include UAP (unlicensed assisted personnel) staffing into their Proposal and this can be included in a resulting agreement, but this is considered secondary or ancillary by UNMH and will have nominal impact on scoring.

32. **Question.** Will there be non-clinical positions as well included in the program?

**Response.** No.

33. **Question.** Section 4, H. Is UNMH in need of a full-time onsite resource for the duration of the agreement or just during the implementation phase?

**Response.** UNMH is not "in need" of a full-time onsite resource. However, if such resources are available, whether as temporary, or to support implementation or training, or full time, they may be included in an Offeror's proposal, if provided at no additional charge, or as an optional add-on charge, or

service that may be provided at a later date as needed by UNMH to successfully operate its staffing program. As a general matter, UNMH is not seeking to “outsource” its staffing department and is not entertaining offers to do so in connection with this RFP.

**34. Question.** Will UNMH accept redlines to their agreement?

**Response.** UNMH will consider any redlines as offers, but will not be obligated to accept such redlines following its receipt and scoring of a proposal. Any definitive agreement resulting from this RFP must be on terms acceptable to UNMH in its sole discretion, with such acceptance indicated solely by its signature on the definitive written agreement.

**35. Question.** If so, would we submit those (see question 34) with our proposal?

**Response.** Proposed redlines may be submitted with your proposal.

**36. Question.** Is the company that is selected to manage the VMS process also the company that will become the primary provider of service?

**Response.** It depends on what is meant by service. This company will be responsible for all pre-hire documents, testing, etc, will also be responsible for all invoicing, billing disputes etc. We have no expectation that this company will provide the bulk of the staffing needs. See also, UNMH’s response to question 10.

**37. Question.** For pricing, are you also looking for bill rates associated with section 5.C.? A.

**Response.** UNMH has not specifically requested bill rates for potential Candidates, because UNMH understands that the market is fluid, consistently changing. However, it is anticipated that rates for any Candidates will be competitive rates generated by the system, and Offerors are encouraged to provide information and detail to support their assertion that their system will deliver qualified Candidates at competitive staffing rates relative to the market at the time of such placement. Therefore, an Offeror’s use of rates could be relevant support for an Offeror’s assertion that its system can deliver competitive rates.

**38. Question.** In section 5.E, it states that UNMH will evaluate based on a market basket approach, assuming a hypothetical staffing requirement of 60,000 hours in a given year at \$150 per hour for a total annual spend of \$9,000,000. Is the offeror required to adhere to pre-determined UNMH bill rates if awarded the MSP contract? If so, what are those rates?

**Response.** UNMH spend in this area has been several million per year, so the 60,000 hours and \$150/hour were selected just to get to a number several million in amount. It could have been 50,000 or 40,000 or some other number of hours or some other rate. Those numbers just provide a baseline for evaluating proposals. In performing under any resulting agreement, Offerors are not required to adhere to pre-determined bill rates. Offerors are required to provide a competitive environment where competitive rates may be obtained.

**Question.** ...or should the offeror include an exhibit stating what our standard bill rates will be using the same format?

**Response.** The pricing worksheet should be completed using the UNM benchmark/baseline numbers of 60,000 and \$150 in an effort to have continuity among offers and to facilitate ease of scoring. It is anticipated that the staffing solution will generate competitive rates and that the successful offeror will demonstrate in its proposal how and why its solution will generate competitive or even superior rates to UNMH. UNMH will use reasonable efforts to score, however, offers which deviate from this standard will be more difficult to score and the Offeror assumes all risk relative to submitting proposals which deviate from use of the UNMH benchmark/baseline numbers.

**40. Question.** Can you please provide an example of how you want the pricing exhibit laid out?

**Response.** Please see the amended and restated RFP document.

41. **Question.** Section K, 3 Cancellations. Does UNMH currently have a cancellation policy that includes billing language in place for temporary clinical staff? If so, what is the policy?

**Response.** UNMH may cancel once in a two week pay period without pay.

42. **Question.** Does UNMH have a policy as it pertains to guaranteed hours for temporary clinical staff/candidates? If so, what is the policy?

**Response.** UNMH offers guaranteed hours based on the clinical needs of the organization.

43. **Question.** Does UNMH have a policy regarding how often UNMH can cancel a candidate shift or put a candidate on call in lieu of paying their regular scheduled billable shift hours? If so, what is the policy?

**Response.** UNH may cancel once in a two week pay period for non-guaranteed hour contracts. We will usually attempt to float the staff to a same or lower level of care prior to this.

44. **Holiday** – It does not specify the amount. What is the current UNMH Holiday pay rate?

**Response.** Time and a half

45. **Question.** Section K, 2. States that orientation will be billable for per diem candidates. Is orientation also billable for all approved 3<sup>rd</sup> party candidates, including FT contracted candidates?

**Response.** Yes, at this time, the first two days (two 8 hour shifts, is Hospital orientation, and the next two days (two 12 hour shifts) is unit orientation.

46. **Question.** Does UNMH have a Clinical Team that addresses clinical and/or professional performance issues?

**Response.** UNMH utilizes its Unit Based Educators and RN Supervisors to address concerns.

47. **Question.** Will UNMH communicate its concerns about a working candidate prior to termination (as applicable) to provide an opportunity for the Offeror to remediate/resolve performance issues in attempt to correct prior to a termination?

**Response.** UNMH will endeavor to communicate such concerns but reserves all rights where candidate conduct may implicate the health, safety or welfare of patients or staff, implicate UNMH compliance or licensure, or is otherwise of such significance to warrant or require termination under UNMH policy if the Candidate were employed by UNMH.

48. **Question.** Cancellations: When census requires, is there a determined time frame in which UNMH will give notice to the candidate, such as two hours prior to shift start?

**Response.** A. We give 2-hour notice.

49. **Question.** Does UNMH require offeror to use specific UNMH clinical skills checklist(s), unit and medication competency exams?

**Response.** No, we accept the skills and medication check list from the agencies. We use our own tools to as part of orientation to the units.

50. **Question.** Can you list – by specialty, any other certifications UNMH requires? Does Pediatric require a PALS certification?

**Response.** At this time, PALS, NRP for women's and children's areas, fetal monitoring for L&D  
Does ED require a TNCC, NIH Stroke, CPI etc.?

**Response.** Yes

51. **Question.** Will UNMH require proof of COVID vaccination?

**Response.** Not at this time. UNMH reserves the right to require proof of COVID vaccination.

52. **Question.** Does UNMH provide fit testing of the UNMH required mask or respirator on site during orientation?

**Response.** UNMH prefers that Candidates arrive with a previous fit test completed. We can and will fit test in the moment as needed. Candidate will need to comply with policy. For example, facial hair is not a reason for not wearing a N95.

53. **Question.** In section 4, E – it mentions “New Mexico requires fingerprints with the Department of Health along with criminal background check” - for candidates that are out of state, are their locations across the US where the prints can be captured?

**Response.** To UNMH’s knowledge without having performed inquiry, NM DOH will not accept out-of-state generated fingerprints. Offerors are required to comply with NM DOH requirements with respect to provision of fingerprints.

54. **Question.** If so (see Q 53 above), can you provide the list of agencies providing that service and the cost that associated with it?

**Response.** We have this built into our onboarding process.

55. **Question.** Does UNMH do any additional testing of the candidates during the orientation that could disqualify them from final approval before starting on the unit?

**Response.** No, but UNMH will test if we suspect the person to be impaired at work.

56. **Question.** Does UNMH currently utilize a technology for its clinical contingent staff?

**Response.** It is not clear that this question relates to the RFP Scope of Work and preparation of a Proposal. UNMH seeks proposals that relate to the Offeror and not proposals that compare and contrast relative to an incumbent.

57. **Question.** B.2., page 16 – In the table it states “Cost of technical needs solution.” Please provide context.

**Response.** The text has been deleted from the RFP.

58. **Question.** 5.B.2., page 16 – In the table it states “Compatibility with UNMH current IT infrastructure...” What are these systems exactly and what is UNM looking to integrate specifically? What are UNM greatest concerns with systems compatibility?

**Response.** That text has been deleted from the RFP.

59. **Question.** Technology Solution, page 11 – re: scheduling. How does UNM envision using a web-based platform to support its scheduling requirements? Please define what UNM considers “scheduling.”

**Response.** The scheduling would be only for start and end date of the contract perhaps documenting the approve RTO. The day to day scheduling is done in a completely different system managed by the individual UNMH clinical units.

60. **Question.** Acceptance Testing, page 17 – Will acceptance testing be conducted by UNM or by a third party? Has UNM run acceptance testing on previous web-based platforms? If yes and UNM encountered unsuccessful acceptance testing, describe how the testing identified deficiencies and what those deficiencies were.

**Response.** Acceptance testing will be conducted by UNMH.



61. **Question.** Is UNM giving preference to vendors that work with certified MWBE/Veteran owned subvendors?

**Response.** Preferences points in scoring will be awarded to Offerors in accordance with the NM Procurement Code and where the required Offeror information/certification is included with the Offeror's Proposal, as required by the NM Procurement Code.

62. **Question.** Page 1- J4- Overtime. This lists that OT is 1.5x the regular rate. If the Candidate is confirmed for Incentive or Elevated rate on the assignment will the OT be at 1.5x the non-standard rate?

**Response.** It will be calculated off the agreed bill rate.

63. **Question.** Page 10 -K2- Orientation. This section details that all orientation is billable for "Per Diem Candidates" but is silent on travel Candidates. Can you please confirm that all orientation is billable for travelers as well?

**Response.** It is billable for the travelers as well.

64. **Question.** Page 10-K3-Cancellations. Are cancellations billable? If not, will UNMH limit this to 2 unbillable cancellations per 13 week assignment? Please confirm that on-call hours do not count toward guaranteed hours.

**Response.** The hours are billable if the traveler has guaranteed hours. We attempt to cancel no more than once every two weeks.

65. **Question.** Is UNMH seeking to have an on-site representative from the selected Offeror?

**Response.** UNMH anticipates that some firms may place on site and others may not. UNMH does not have a preference. However UNMH will score all offerors based on their ability to meet the objectives of the RFP. An offeror may be able to describe in its Proposal the benefits of on-site support, for example, with respect to implementation, training, or system updates. However, UNMH is not intending to budget for or incur additional payable amounts for on-site support, ongoing or otherwise. See also UNMH's response to question 33.

66. **Question.** Page 19 – Cost: Is the "Vendor add-on/reimbursed fee" a discount or rebate fee that UNMH is seeking? Can you please clarify the pricing matrix? Do you desire to see a rate card by position? If we are making assumptions of 60,000 hours a breakdown of specialties would be needed to determine the percentages of pricing discounts reduced from the \$150 rate.

**Response.** No, the "Vendor add-on reimbursed fee" is not a discount or rebate that UNMH is seeking. UNMH is simply trying to provide a method of comparing the cost of one vendor against another. See responses to other questions relating to submittal of rates.

67. **Question.** Will this be a sole award contract/How many providers will be awarded?

**Response.** UNMH hopes that one Offeror will be able to provide the technology and staffing solution required to meet all UNMH needs. The purpose of this RFP is not to put in place many agency contracts directly with UNMH, and UNMH has expressly stated in the SOWs that it is not soliciting proposals from agencies who cannot Offer the SOW 2 technology solution. Additionally, it is not clear how UNMH could successfully make multiple awards because that would require UNMH to implement two or more technology systems for management of staffing and processing of invoices. Nevertheless, UNMH will award one or more contracts to the vendors as necessary to achieve UNMH objectives.

68. **Question.** Who is your current provider(s) and can they re-bid?

**Response.** The RFP is open to the public.

69. **Question.** What are your current bill rates per hour for each position you may request?

**Response.** Current rates are determined by market analysis of the surrounding areas. These are reviewed monthly and updated as necessary.

70. **Question.** Is there any performance clause/non-performance penalty?

**Response.** The vendor will be expected to perform pursuant to the terms of any agreement between hospital and vendor. If a vendor is not able to perform the contract would be terminated. If vendors offer a performance clause or guaranty, that would be relevant information to the RFP process.

71. **Question.** Is there a minimum pay rate (wage determination) that must be observed? If so, what is the minimum and is this minimum an “All-In” rate (hourly pay + benefits) or just hourly pay?

**Response.** UNMH does not have a minimum pay rate. We use the current market analysis for our area to determine the bill rate. Hourly pay.

72. **Question.** What are the current bill rates per hour for each position you may request.

**Response.** The current bill rates are based on market analysis for this area and the individual position. These rates are reviewed frequently and are subject to change. All changes are shared with the agencies prior to any rate changes.

73. **Question.** Forms – do you require Exhibit B (Veteran Preference) and Exhibit D (Small & Disadvantaged Businesses) to be signed and returned even if they don’t apply to our company?

**Response.** There is a Check if NA on both exhibits that you can check if not applicable

74. **Question.** What facilities are included for staffing in this RFP?

**Response.** All UNMH hospitals and clinical facilities supported by UNMH now and as UNMH may be expanded fall within the scope of this RFP. Additionally it is intended that any resulting agreement may be utilized as a Price Agreement in accordance with the NM Procurement Code, and as such, third parties such as UNM Health System participants UNM Sandoval Regional Medical Center or UNM Medical Group may look to contract with the successful Offeror based on this RFP and the Offeror’s proposal.

75. **Question.** Exhibit C Authorization Page - Please confirm that a New Mexico Gross Receipts Tax (number) is not required for this RFP response.

**Response.** UNMH does not render tax advice. Generally, UNMH will reimburse NMGRT incurred and paid by vendors with respect to provision of services.

76. **Question.** Is participation in the voluntary New Mexico Patient Compensation fund going to be required?

**Response.** UNMH does not render compliance advice regarding an Offeror’s potential obligations under New Mexico Law.

77. **Question.** Exhibit F pg 26 - For insurance, what lines of coverage is Additional Insurance status going to be required?

**Response.** See other questions and responses relating to insurance.

78. **Question.** “The proposal summary may be included by potential Offerors to provide the Evaluation Committee with an overview of the proposal; however, this material will not be used in the evaluation process unless specifically referenced from other portions of the Offeror’s proposal.” UNMH has received questions 1 or more questions relating to sec 2.2.2 and response format.

**Response.** UNMH has provided a recommend structure but it is not required. Do your best to organize your proposal in a manner that clearly articulates your firms Proposal.

**79. Question. SECTION 5E Pg 19 COST PROPOSAL SOW CONTINGENT LABOR**

Will you accept a rate card which includes varying hourly bill rates by individual clinical and non-clinical specialties as opposed to the single go to vendor and ask what this means“add-on/reimbursed fee as percent or amount” and total annual fee/receipts based market basket \$”

**Response.** UNMH has not specifically requested a rate card in connection with your proposal. UNMH will not score proposals based on specific Candidate rates. Rather UNMH anticipates Offerors will provide a competitive marketplace to obtain competitive rates, and Offerors are free to use any relevant information to provide evidence that they can provide Candidates at competitive rates.

**80. Question. EXHIBIT I Pg 37 INFORMATION SYSTEMS SECURITY PLAN**

Please confirm that this request will be asked of the awarded offerors and is not required as part of this RFP response.

**Response.** Exhibit A is not required to be completed and submitted with your Proposal. The UNMH IT Security Plan process will be completed by the successful offeror as necessary to meet UNMH security requirements

81. Question. **EXHIBIT A – ITEM 2 Pg8**

2. EVALUATION CRITERIA SUMMARY

See Paragraphs 3, 4, 5B	TECHNICAL APPROACH relating to both staffing and technology solution. Includes technical approach and each SOW.	40	Points possible
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Technical approach paragraphs 3 and 4 refer to items 2 (tech project requirement narrative and tech criteria table) and 3 (describe interaction with UNMH staff). The evaluation criteria table above excludes 5B items 4-8. Please confirm that Section 5B items 4-8 are required.

**Response.** Please see amended and restated RFP.

82. **Question.** What is the estimated annual spend of this contract?

**Response.** Utilization of any agreement will be based on need. UNMH cannot project the circumstances that may arise during the term of any resulting agreement (such as a pandemic) and therefore has not specifically projected it’s need or spend with respect to any potential contract. Spend in any year can vary based on a number of circumstances, and depending on these circumstances, spend could be a few million to tens of millions of dollars to the staffing agencies during the term of the contract.

83. **Question.** Are you requesting rates? If so, can we provide ranges?

**Response.** UNMH has not specifically requested rates and will not score rates as part of its “cost proposal” evaluation criteria (see Evaluation Criteria Summary Chart). However, with respect to its scoring of the system, UNMH expects Offerors to provide a system that will deliver competitive rates and Offerors may consider using any relevant information to show that their system can deliver competitive or superior rates for Candidates.

84. **Question.** Can you provide details as to projected volume and headcount for each discipline included in the scope of work?

**Response.** UNMH is not able to provide this data at this time.

85. **Question.** In reference to Section III. Additional Instructions to Offerors NM Preferences 3.1.1, is the New Mexico Business Preference something that can be applied for whose company is based out of UT? If it is required, would be allowed to present proof of application if we have not received a certificate at the time the RFP is due?

**Response.** Preferences will be awarded as set forth in the NM Procurement Code. It is expected that Offerors deliver with their proposal all information necessary to qualify.

**86. Question.** The VMS is a tool we purchase and they are not involved in the management of our clients. Are you still requiring we have our partner sign the RFP? We utilize several VMS platforms for our clients and the choice of who we select is based on the needs of our client. Should we choose which one we feel is the correct fit for now for UNM since you require their signature?

**Response.** As a general rule, UNMH is not able to sign contracts with 3<sup>rd</sup> parties with payable amounts in excess of \$60,000 unless they join in to the RFP. As an example, Offerors may be able to structure a Proposal with 3<sup>rd</sup> party SOW 2 technology if the Offeror arranges for access to the technology and if UNMH will have no payables or purchase order to that 3<sup>rd</sup> party. In that case the 3<sup>rd</sup> party would not join in the RFP. This is a complicated area and UNMH cannot be responsible for an Offeror's understanding of New Mexico law and how to construct a Proposal. With respect to your question on utilizing several VMS platforms, you must include a specific technology solution in your Proposal, otherwise, UNMH would have no basis for awarding points on that part of the RFP Evaluation Criteria (see Evaluation Criteria Chart). In such a case, based on the limited information provided, UNMH may award only limited points or even reject the Proposal as nonresponsive.

**87. Question.** What are the top three challenges with the current staffing program?

**Response.** Challenges faced have been set forth in the RFP with respect to UNMH needs, but to summarize, among the challenges faced, the current system only pushes profiles to us and pushes offers out. There is no centralized managing of billing/invoicing or credentials.

**88. Question.** What is the estimated total Contract Labor Spend for 2022?

**Response.** A The \$9M number provided is an estimate of recent spend, however, spend in this area can vary considerably based on circumstance and UNMH staffing strategy.

**89. Question.** Approximately how many contractors are out working at UNMH currently?

**Response.** The number of contracted agencies is approximately between 100 to 200.

**90. Question.** What are the top clinical specialties used the most at UNMH?

**Response.** In the past, this has included RN case managers, Inpt RNs, ED RNs, PT/OT

**91. Question.** What is the usage between per diem and Travel Nursing in approx. spend and hours?

**Response.** The UNMH float pool is a mix of per diem and travelers. We have a goal of 6-8 RNs per shift per day. That number fluctuates dependent on the number of hours the per diem pick up. Currently we run 4-5 travelers in the float pool per shift per day.

**92. Question.** Is UNMH looking to transition all current contractors to the New Healthcare Staffing Vendor at time of program go live?

**Response.** See responses to other related questions. UNMH is hopeful that current contractors can be transitioned as of go live, provided it can be done so in a timely manner at no additional cost to UNMH. UNMH does not intend to pay additional fees with respect to data transfer or on-boarding of current vendors or staff.

**93. Question.** What is the current on-boarding and orientation process for UNMH?

**Response.** UNMH onboarding occurs every Monday. The first two days are 8 hours, then the rest of the week is set aside for orientation to the unit/department.

**94. Question.** Is long-term-travelers orientation billable to UNMH?

**Response.** Yes

95. **Question.** What section of the RFP response would be the proper placement for the technical proposal?

**Response.** UNMH has provided a recommend structure but is not required. Offerors should do their best to present their proposal in an organized manner.

96. **Question.** Is UNMH looking for technology that will integrate with Kronos Timekeeping system?

**Response.** At this time, it is not anticipated that there will be an “integration” of systems. As time passes this could be an opportunity.

97. **Question.** Acceptance Testing – Please describe how the technology is evaluated to meet the Acceptance Criteria?

**Response.** See RFP. UNMH clinical operations IT department will implement acceptance testing process in collaboration with applicable UNMH staff.

98. **Question.** How will acceptance testing be conducted?

**Response.** See question 97.

99. **Question.** Which department will be involved in issuing the Performance Certificate?

**Response.** See question 97 above. UNMH reserves the right to modify and adapt its acceptance testing practices.

100. **Question.** What is the ideal time frame UNMH is looking for in implementing a new healthcare staffing program?

**Response.** UNMH does not have an ideal or recommended timeline for this project, but would like to have its new staffing solution implemented as soon as it is practical.

101. **Question.** 45 day notice of cancellation- your policy has a blanket 30 day notice of cancellation. Perhaps the client would accept this in lieu of the 45 day notice

**Response.** UNMH will accept 30 day cancellation in lieu of 45 day cancellation

102. **Question.** It appears that the Exhibit H is written for goods and services and there are terms that do not apply to our business. Are you ok with us omitting those from our redlines or would you prefer them listed out separately as “do not apply?”

**Response.** Offerors may propose any deletions of any terms that do not apply. UNMH is not obligated to accept those deletions and acceptance of your proposal for scoring does not constitute acceptance of your proposed deletions.

103. **Question.** Is the Proposer responsible for claims arising from the UNMH’s negligent acts or omissions?

**Response.** The purpose of this Q&A process is not to negotiate relative to potential claims. It is intended that any resulting agreement will include the following text which we believe is responsive to the question:

**Liability.** As between the parties, each party acknowledges that it will be responsible for claims or damages arising from personal injury or damage to persons or property to the extent they result from negligence of that party’s employees. The liability of UNMH will be subject in all cases to the immunities and limitations of the New Mexico Tort Claims Act, Sections 41-4-1 et. Seq. NMSA 1978, as amended. Vendor understands that UNMH, as a governmental entity, cannot and will not indemnify Vendor.

104. **Question.** Does the Proposer maintain its right of subrogation regarding Worker's Comp. claims arising from UNMH's negligence?

**Response.** See response to question 103.