



To: All Potential Offerors
From: Gary Proski, Procurement Specialist
Date: April 16, 2024
Subject: RFP 497-24 BEDSIDE NURSE/SUPPORT STAFF/CLINICAL PROCESS IMPROVEMENT CONSULTING SERVICES

Please add this Addendum #2 to the original RFP documents. It shall be the responsibility of the interested Offerors to adhere to any changes or revision to the RFP as identified in this Addendum #12

The following changes are made to the RFP document:

The due date has been changed to April 24th, 2024.

The following questions, and our responses, received as of 4/11/2024, shall be made a part of the procurement file:

Question: Regarding Section 1.a.i.6 of Exhibit B, “provide names and titles of company principals,” what is meant by “principals?”

Response: Key leadership related to requested services.

Question: Regarding Section II.2.1 “Number of Responses and Copies”, is it correct that we should submit one (1) hard copy, two (2) electronic copies on a USB – specifically, one (1) mirroring the hard copy and one (1) with ONLY the Technical proposal?

Response: Only one electronic copy file is required.

Question: Regarding Section II.2.2 “Proposal Format,” should each portion of the proposal be submitted in separate binders as indicated in Section II.2.1, or in the same binder with delineating tabs as indicated in Section II.2.2.1.d?

Response: One binder.

Question: Regarding the exhibits that require acknowledgement and signature, are original/wet signatures required? Or will copies/electronic signatures suffice?

Response: Electronic acceptable.

Question: Does UNMH have any milestones by which financial and operational impacts are expected to be achieved?

Response: The request is to follow a typical LEAN improvement process to include measurement and observation, analysis, recommendations, and assist with improvements as requested. The proposal should provide for milestones within these categories. Respondents should recommend timelines within their proposals.

Question: Other than the scarcity of nurses in New Mexico, are there any priority issues/identified pain points that are driving this evaluation request?

Response: under resources of access and providers in New Mexico (not enough beds, not enough providers, etc), along with high demand for services. Metrics that should be impacted include but are not limited to costs, quality and length of stay.

Question: Are there specific patient care units that UNMH is prioritizing for evaluation? I.e., Med Surg units typically offer a larger ROI from certain workforce modernization activities.

Response: Units are to be determined but will include critical care and med/surg units.

Question: What is the current bedside nursing model at UNMH and what is the current patient : RN ratio?

Response: Information will be provided to RFP awardee

Question Are there any restrictions on observations activities that we should be aware of?

Response: Typical HIPAA and Privacy restrictions within a healthcare environment will apply.

Question: Will we have access to outputs from UNMH's workforce management system (e.g., Workday, Kronos) and/or activity tracking technology (i.e., ambient monitoring of staff movement)?

Response: Yes, generally, but data requests will be considered and approved by management.

Question: The scope of work includes training to internal staff to continue improvement projects after completion of the engagement, what type of staff would require training (e.g., clinical staff/unit leaders, process improvement staff)?

Response: To be determined, likely leadership and process improvement staff

Question: The RFP mentions "strategic planning" in several locations throughout the document, specifically Questions 1.a.iii.3. and 1.a.iii.4. on page 12, 1.c.i.1 on page 13. Can we assume this is an error and replace "strategic planning" with "process improvement?"

Response: Yes.

Question: Do you have an executive sponsor named or planned for this effort?

Response: Joint executive sponsors between Chief Nursing Officer and Chief Financial Officer

Question: UNM asks that the partner train UNMH staff to continue the performance improvement efforts in parallel to implementation of improvements by the chosen partner? What type of staff did you have in mind to receive this training (e.g., clinical operations staff, internal continuous improvement team).

Response: To be determined, likely leadership and process improvement staff

Question: Is there a specific project timeline that you desire following the 07/01/24 project kickoff?

Response: Respondents should propose the timeline.

Question: UNM asks that the partner start with one IP unit. Did you have a unit in mind you would like to start with or would you like the proposal to recommend a unit?

Response: To be determined

Question: Does the scope include all IP units? (e.g., Behavioral Health, Pediatrics)?

Response: Likely yes, but to be determined

Question: Do you have any goals or visions you would like to align to related to digital and virtual nursing capabilities and workflows?

Response: No goals or vision identified. Open to discussion.

Question: You reference benchmarks, our firm has a wide range of benchmarking capabilities, are there any specific benchmarks or areas to benchmark you would like to make sure we highlight in our response and focus on in our delivery?

Response: No specific benchmarks identified

Question: Can you provide any information regarding current organized labor arrangements that we should be aware of as we scope out time commitments and engaging with your staff?

Response: This information will not be provided at this time.

Question: What is the current RN vacancy rate or turnover rate?

Response: This information will not be provided at this time.

Question: Please describe the current strategies and approach to improve the UNM Leapfrog Hospital Safety Grade. Where has UNMH experienced success in improving publicly reported quality and safety metric performance and what are the identified barriers to improvement?

Response: Not required for response to this RFP, can be discussed with awardee during engagement period.

Question: How involved is nursing leadership in the medical center's quality, safety, and patient experience improvement initiatives? What barriers to nursing leadership's involvement in these initiatives have been identified?

Response: Not required for response to this RFP, can be discussed with awardee during engagement period.