



To: All Potential Offerors
From: Gary Proski, Procurement Specialist
Date: October 4, 2022
Subject: RFP 472-22, Revenue Cycle Analysis Services

Please add this Addendum #1 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 #1.

The following changes are being made to the RFP document:

The RFP closing date has been extended to 10/11/2022 @ 4:00 P.M. MT.

Page 1, first paragraph, change Issuance Date from December 2, 2021 to September 19, 2022.

The following questions, and our responses, received as of 9/30/2022, shall be made a part of the procurement file:

Question: The portion highlighted below appears to be additional scope beyond the revenue cycle and there are no associated activities or deliverables related to that scope in the subsequent sections. Can you confirm that is intended to be part of the RFP? If so, what activities and deliverables is UNMH expecting for this scope?

“UNMH is seeking qualified firms to conduct a refresh assessment to its current revenue cycle model, support the development of a new model aligned with overall institutional goals and industry-leading practices, and advise on related productivity and/or compensation structure for clinical, administrative, research, and teaching services. This includes all providers and faculty across the health system, including the University of New Mexico School of Medicine (SOM).”

Response: The highlighted section shall be omitted.

Question: Will an electronic/email submission of our response suffice, or are hard copies required?

Response: We require both hard copies, and a USB/CD copy.

Question: Can you confirm the scope includes the University, UNM Sandoval Regional MC, and the UNM Medical Group?

Response: Confirmed.

Question: When does UNMH plan to make an award decision following the proposal submission?

Response: One to two months.

Question: How soon is UNMH planning to start this project?

Response: As soon as possible.

Question: Does UNMH prefer a fully remote assessment or a hybrid assessment that includes onsite time?

Response: fully remote is acceptable

Question: Can you please share the schedule for transitioning clinics from paper/ticket-based to electronic charge submission

Response: End user is in process of creating, however there is not a definitive timeline at this point.

Question: Will the included Exhibits and Terms and Conditions count towards the 30-page limit?

Response: No.

Question: Section 2.2.2.C.2.b mentions a "Facility Support" requirement, but no related questions are included under the Evaluation Criteria. Can you please clarify what you are looking for regarding this section?

Response: Omitted. No requirement necessary.

Question: Our standard proposal font is Montserrat size 10. Is this font style and size acceptable? If not, would Montserrat size 12 be acceptable?

Response: Either acceptable here.

Question: The portion highlighted below appears to be additional scope beyond the revenue cycle and there are no associated activities or deliverables related to that scope in the subsequent sections. Can you confirm it is intended to be part of this RFP? If so, what activities and deliverables is UNMH expecting for this scope? If not, should we eliminate this question, or should it be modified to match the rest of the RFP scope?

Identification and authority of project manager; project team members; their project work experience, and the amount of time team members have worked together on fund flow analysis services.

Response: Section revised to read as follows:

Identification and authority of project manager; project team members; their project work experience, and the amount of time team members have worked together on Revenue Cycle analysis services.

Question: Is Cerner utilized as the sole EHR and billing system for all professional and institutional services at UNMHSC entities?

Response: Cerner Millenium is the EHR. Cerner Soarian is used for hospital billing and GE IDX is used for UNM Medical group professional billing.

Question: Page 16 of RFP - Nothing listed for A, ii, #3. Was this intentional?

Response: Disregard.

Question: Page 18 of RFP – AMCs not defined. The term Academic Medical Centers is used earlier in the RFP. Please confirm the acronym AMCs refers to Academic Medical Centers.

Response: AMC is Academic Medical Centers

Question: Page 31 Please confirm the UNMHSC invoicing address or provide information for uploading vendor invoices to a UNMHSC accounts payable portal.

Response: This information will be included in draft agreement.

Question: Page 32 of RFP – “Self-Assessment Questionnaire, attached hereto as Exhibit __,” Self-Assessment Questionnaire was not attached. McBee understands that the Security Plan and Audit Self-Assessment Questionnaire is due within 30 days if an executed agreement. However, McBee would like to begin the completion of the Self-Assessment Questionnaire as soon as possible. If possible, please provide the Self-Assessment Questionnaire.

Response: Disregard clause VII from sample agreement. Not necessary due to scope.

Question: Will the vendor who secures the UNMHSC Revenue Cycle Analysis project be given access to the 2018 UNMHSC Revenue Cycle Assessment report so that comparative reporting on the recommendations can be reported?

Response: This will be discussed as some information may be proprietary to the prior vendor.

Question: Can you clarify if the following (from the “Purpose” section of Exhibit A – Scope of Work on page 14) is included in the expected SOW?

a. *“...advise on related productivity and/or compensation structure for clinical, administrative, research, and teaching services. This includes all providers and faculty across the health system, including the University of New Mexico School of Medicine (SOM)”*

Response: Section revised as follows:

UNMH is seeking qualified firms to conduct a refresh assessment to its current revenue cycle model, support the development of a new model aligned with overall institutional goals and industry-leading practices. This includes all providers across the health system, including the University of New Mexico School of Medicine (SOM).

Question: Section 2.2.2 – Proposal Content and Organization (pages 6-7) mentions Scope of Work Requirements 1.B.i through 1.B.iv and Facility Support as part of the Technical Approach. The Technical Approach section (page 17) includes mention of 1.B.i only (no reference to 1.B.ii through 1.B.iv or Facility Support). Can you please provide clarification?

Response: Section 2.2.2.C deleted in its entirety, and replace with the following:

C. Proposal Summary (Optional)

- 1. Organizational Experience, quality and stability (Exhibit B, Section 1.A) a. Company Ownership & Management b. Company Organization and Staff c. Management Approach d. Company Experience*
- 2. Technical Approach (Exhibit B, Section 1.B) a. Scope of Work Requirements (1 through 5)*

The Facility support requirement has been omitted.

Question: What information is expected to be provided as part of “*Exhibit J - Sample Agreement*” when responding to the RFP?

Response: None.

Question: Can you share a list of items that have been implemented/improvements made since the prior assessment conducted in 2018?

Response: These will be provided to the vendor that is awarded the contract for this RFP.

Question: Will this issuance of any addenda affect the RFP response deadline of 4:00 PM MOUNTAIN STANDARD TIME on October 7, 2022?

Response: See change above.

Question: When can we expect an addendum to be issued to answer the questions above?

Response: 10/4/22.