<u>**ADDENDUM NUMBER FIVE**</u>

THE UNIVERSITY OF NEW MEXICO HOSPITALS
Purchasing Department
933 Bradbury Dr. SE Ste 3165
Albuquerque, New Mexico 87106

Date: November 30, 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: December 8 @ 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:

WRITTEN RESPONES – QUESTIONS AND ANSWERS

QUESTION 1: In the RFP it mentions that the medical group averages 50,000 annual appointments yet in the answer to one of the clarifying questions you mention that you will send out approximately 79,000 text messages a month. Can you please explain why this is?

RESPONSE: The UNMHSC does not want to limit ourselves to one text message per appointment. We want the ability to send multiple text messages per appointment.

QUESTION 2: Why does the medical group only have approximately 50,000 annual patient encounters? Does the hospital have 562,000 annual outpatient visits?

RESPONSE: For UNM Hospital (in-patient and out-patient), there were 801,000 encounters last FY which was lower than expected due to the pandemic. The Medical Group (10 out-patient clinics) sees 50,000 annually.

QUESTION 3:   Are you looking only for text messaging or a multi-modal approach?

RESPONSE: The UNMHSC would be interested in a multi-modal approach.

QUESTION 4:   Are APIs readily available to integrate "The System" (The proposed solution) with UNMHSC's technical and functional environment?

RESPONSE: Yes, using FHIR standards

QUESTION 5:   Request to provide the Technical details of the systems, API Type (REST / SOAP) and configurations and Databases the solution has to interface with?

RESPONSE: API connection via FHIR standard connection to Cerner system, no direct database access.

QUESTION 6:   Do you have any preference for 3rd party systems for reporting / BI like Tableau/ Qlikview etc?

RESPONSE: The UNMHSC currently uses Tableau.

QUESTION 7:   Do you have the documents on current functional flow and technical flow of data, Business rules engine from various systems concerned to "The system" –The solution as proposed in the RFP?

RESPONSE: The UNMHSC does not.

QUESTION 8:   Does "Text Messaging for Patient software & support system" include just SMS, Notifications and e-mail or even WhatsApp, wearables etc.? Kindly let us t=know what all channels of communication are you seeing for?

RESPONSE: The UNMHSC's primary goal is SMS.

QUESTION 9:   The end-users of this solution can be UNMHSC Customers, Doctors or Hospital department staff and Admin. Do they require SSO capability for Login & Authentication, if so what is the current User authentication used (Is it AD/ LDAP etc?), Is any other end-users are a part of this solution?

RESPONSE: The UNMHSC uses AD authentication.

QUESTION 10:   Are you looking for Agile based delivery?

RESPONSE: Describe your organizations delivery methodology in your proposal response.

QUESTION 11:   Do you have any preference for DevOps platforms?

RESPONSE: No

QUESTION 12:   Do you have any message oriented middleware products such as IBM MQ etc as a part of IT ecosystem?

RESPONSE: No

QUESTION 13:   Do you have any preference for solution hosting, On-Prem or Cloud? If Cloud, which?

RESPONSE: Describe your organizations hosting solution in your proposal response.

QUESTION 14:   Is it right to assume that UNMHSC provides all environments (Dev, Production, Test)?

RESPONSE: The UNMHSC has environments but would need the respondents to provide appropriate dev and test licensing.

QUESTION 15:   Is it right to assume that UNMHSC provides required "Test data from required systems" for solution development and test?

RESPONSE: The UNMHSC can provide some test data but respondents should be prepared to provide test data as well.

QUESTION 16:   Is it right to assume that UNMHSC provides all the required Third Party licenses and storage, Database, networking and compute capacity?

RESPONSE: Respondents should address their needs for these items in their proposal responses

QUESTION 17:   Is it right to assume Role (i.e, Customer, Department administrator, Admin) based User stories or Work flow will be provided by Client at Requirement Gathering Stage?

RESPONSE: The UNMHSC would be available to work with the implementation team for these items.

QUESTION 18:   Kindly provide the Third Party Products which are currently integrated or you foresee to integrate, especially for Chat Functionality, Calendar, Webinars set-up, Video Viewing etc?

RESPONSE: Integration should be with the UNMHSC Cerner system.

QUESTION 19: Request to let us know what all types of Testing to be included. We usually include Unit Test, Regression Testing, SIT and UAT by client. Is any other Tests to be included such as Performance Testing, Stress Testing and Penetration Testing?

RESPONSE: Please provide your implementation methodology plan in your proposal response.

QUESTION 20: Does the data we use for development is PCI/DSS Compliant and is it right to assume that client provided APIs provide required encryption mechanisms for us to consume PCI/DSS complaint data?

RESPONSE: The UNMHSC determine that the question does not relate to the RFP or any clarification thereof.

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.