**University of New Mexico Hospitals**

Request for Proposals

**Addendum No. 2**

**Project Number:**

**RFP 455-22**

# Bad Debt Collections



**Due Date: May 27, 2022 2:00 p.m. MST**

The time and date proposals are due shall be strictly observed.

**RFP 455-22 Bad Debt Collections**

**ADDENDUM NO. 2**

**THE UNIVERSITY OF NEW MEXICO**

**HOSPITALS**

**Purchasing Department**

The purpose of this Addendum is to notify all potential respondents of any changes to the original RFP and to answer questions regarding the RFP. The answers provided in this Addendum hereby amend and/or modify the original RFP Document and Specifications. All offerors are subject to the provisions of this addendum.

RFP Formatting Questions Received and   
associated answers/supplemental information

* What is the date by which you will answer these questions?
* RFP Formatting questions will be answered by April 22, 2022.
* SOW Technical Questions will be answered by April 29, 2022.
* v. References: q1: Will Exhibit R be provided separately? We did not locate it within the package provided or online.
* Please see the updated and re-written RFP posted to the HSC Bids and Proposals website.
* 2.2.2 Proposal Content and Organization p6. – this list contradicts the order in which the Evaluation Criteria (beginning on page 15) is listed (different count and labeled categories) – should our tabs for organization follow the Evaluation Criteria IE: the Evaluation Criteria Summary on page 25?
  + Please follow the evaluation criteria guidelines. Uniform organization according to the bid criteria will allow our evaluation committee members to easily contrast and compare the bid proposals.
* E. IT Security Requirements: qi: Exhibit J referenced is a ‘Info Security Plan Information’ document but the actual Exhibit J within the package provided is a ‘Cost Proposal’ page – will this be provided separately or in an addendum?
  + Exhibit J has been posted for questions pertaining to the IT Security Plan referenced in the RFP SOW
* Section II: q2.2.1: This section calls for specific font type and size – please confirm it is desired for responders to adjust the questions as well as the responses – just confirming as sometimes adjusting the formatting of the questions can be considered a disqualifying action.
  + As long as the font type and size are consistent throughout your proposal and it is clear and easy to read (i.e. Times New Roman or Calibri) that will be acceptable.
* This section states that are required to complete Exhibit J – Information Security Plan, yet this Security Plan was not provided in the RFP. Please advise if this is applicable.
  + Exhibit J has been posted for questions pertaining to the IT Security Plan referenced in the RFP SOW
* (xxi) This question asks us to “Provide ‘contractual’ guarantee to ‘provide updates, software releases and upgrades’ to ‘ensure HIPAA/HITECH compliance and/or other regulations at no cost’. This is not applicable as we are not providing systems/hardware or software to UNMH, so no obligation to provide updates/patches, etc., and at no cost to UNMH is relevant. Please clarify how this is applicable to a bad debt service contract.
  + Exhibit J has been posted for questions pertaining to the IT Security Plan referenced in the RFP SOW. If your solution presented in your proposal doesn’t require software updates or upgrades, simply state that in your proposal. There is valuable information in the security plan section that explains why our IT department is performing due diligence in asking the question; The SOW in this solicitation will require adherence to HIPAA and HITECH, as PHI will be shared between UNMH and the vendor in order to perform the SOW.
* v. References: q1: Will Exhibit R be provided separately? We did not locate it within the package provided or online.
  + Please see the updated and re-written RFP posted to the HSC Bids and Proposals website. Exhibit R has been replaced within Exhibit L.
* Page 5, Section II, Item 2.1 “Proposal Copies”: The last sentence in this paragraph states “each portion of the proposal must be submitted in separate binders”. This conflicts with other proposal formation and submission instructions in this RFP (such as section 2.2.1(d)) stating TABS should delineate each portion/section. Please clarify which one is correct.
  + Please see the updated and re-written RFP posted to the HSC Bids and Proposals website. In the event that this doesn’t clarify the answer for your question, please organize your proposal tabs so that they delineate each portion/section.
* Page 6, Section II, Item #2.2.2(D) “Exhibits”: This section excludes Exhibit G (Insurance Cert) yet Section III, Item #1.5 requires that the Offeror submit an Insurance Certificate. Please advise if we should submit Exhibit G Cert and where it should be placed in our proposal response.
  + Please see the updated and re-written RFP and submit according to Exhibit G
* Page 11, Exhibit A, Item 2 “Purpose”: This section states that “Components must be broken down in the cost section of the RFP proposal to bid on all components of this RFP or select portion of this RFP”. Please define what ‘components’ UNMH is referencing here. As we understand it, there is only 1 service/component to bid on and that is all bad debt collections. If there are separate components that require separate prices, then please define those components.
  + Components simply refers to how your break down the costs of services pertaining to your proposal. Do you lump sum charge for all services or do you break it down into components? Is there a physical link between your organization and your clients? This section is where you would provide more information about that.
* Page 11, Exhibit A, Item #3 “Scope of Work”: Please confirm that responses to the items listed in the scope of work should be placed with responses in Exhibit B, Item 1(B)(i). If not, then advise where the responses should be placed in our proposal response.
  + The questions within the SOW of can be incorporated in your proposal under Exhibit K – Cost Proposal. The questions and your answers to those questions should be addressed within your proposal for review by the evaluation committee.
* Exhibit B “Evaluation Criteria”: This section requires that we submit responses, in order to each of the items listed herein; however, UNMH already provided formatting/proposal organization instructions (response order) on Page 6, Section 2.2.2. Where in the outline listed on Page 6 should we place our detailed responses to all items (in order) listed Exhibit B? Should these responses be included in Section II, 2.2 ©(2a) “Scope of Work
  + The questions within the SOW of can be incorporated in your proposal under Exhibit K – Cost Proposal. The questions and your answers to those questions should be addressed within your proposal for review by the evaluation committee.
* Requirements”? These two formatting instructions contradict one another or are not clear on exactly where to place these Evaluation criteria responses and still comply with the Section II proposal formatting requirements. Please clarify.
  + The questions within the SOW of can be incorporated in your proposal under Exhibit K – Cost Proposal. The questions and your answers to those questions should be addressed within your proposal for review by the evaluation committee.
* My team has also identified that Exhibit J– Information Security Plan Information isn’t showing the RFP but is it showing and titled as the “Cost Proposal” which does not seem to be correct based on Page 25.  Can you please advise?
  + Exhibit J has been posted for questions pertaining to the IT Security Plan referenced in the RFP SOW
* Section 1.5.1.4 on Page 4 states “Submitting all requests for clarification up to 2:00 PM MST/MDT Friday, April 7 21, 2022”. Are questions due by Thursday, April 7, 2022 or some other date?
  + Questions were accepted by COB April 7, 2022.
* Section 2.2.1 on Page 6 requests pages be one and one-half spaced. Is it acceptable for our repetition of your questions/requirements to be single-spaced with our responses one and one-half spaced?
  + Yes, this is acceptable.
* Section 2.2.2 on Page 6 describes how the proposals must be organized. We have the following questions regarding this section:
  + 2.2.2, C Proposal Summary states “required” here but at the bottom of Page 6 it indicates the summary MAY be included but will not be evaluated. Can you please clarify?
    1. Please see the updated and re-written RFP and submit according to Exhibit G
  + 2.2.2, C Proposal Summary includes much of the requirements in Exhibit B, Evaluation Criteria but not all of it. If this section is not to be evaluated, where are we to include answers to Exhibit B? Should there be an additional section for Exhibit B response in addition to the Proposal Summary?
    1. The questions within the SOW of can be incorporated in your proposal under Exhibit K – Cost Proposal. The questions and your answers to those questions should be addressed within your proposal for review by the evaluation committee.
* Can you please clarify you are requesting a summary of Scope of Work in B.i then a detailed response to Exhibit A, Scope of Work inserted in front of the detailed questions in B.ii, Account Processes?
  + The questions within the SOW of can be incorporated in your proposal under Exhibit K – Cost Proposal. The questions and your answers to those questions should be addressed within your proposal for review by the evaluation committee.
* Page 18 of the RFP, section v, References, states that offerors are required to submit Exhibit R, Organization Reference Questionnaire, to the business references they list. Please clarify where Exhibit R can be found in the RFP materials.
  + Please see the updated and re-written RFP posted to the HSC Bids and Proposals website. Exhibit R has been replaced within Exhibit L.
* We understand that we are required to submit Exhibit R, Organization Reference Questionnaire, to the business references we list, but there wasn’t such a document in the RFP. I managed to find the attached from another RFP and renamed to 455-22. If this isn’t accurate would you be able to send the correct Exhibit R so we can forward to our references for completion? Also, should references return the completed Exhibit R to us for submission or directly to the UNMH?
  + Please see the updated and re-written RFP posted to the HSC Bids and Proposals website. Exhibit R has been replaced within Exhibit L. The completed questionnaires can be returned with your proposal when you submit.
* In SECTION III. ADDITIONAL INSTRUCTIONS TO OFFERORS NM PREFERENCES it states “In accordance with NMSA 1978 § 13-1-21 (as amended), Offerors must include a copy of their preference certificate with their proposal. Certificates for preferences must be obtained through the New Mexico Department of Taxation & Revenue http://www.tax.newmexico.gov/Businesses/in-state-veteran-preference-certification.aspx. In addition, for the resident Veterans preference, the attached Resident Veteran Preference Certification” form (Exhibit C) must be completed, signed and delivered with your proposal”; however in Section 2.2.2 it stated Exhibit C is required with submission “If Applicable.” Could you confirm that if our company is not a resident business or a resident veteran business, that the preference certificate and Exhibit C are not applicable or required with our submission?
  + If your firm or organization is not pursuing the NM preference, then there is a box on the form that you can check to indicate that it is not applicable to your proposal.
* Is UNMH able to provide a copy of the Sample Agreement?
  + UNMH does not utilize boilerplates when it comes to an agreement for professional services. The selected vendor will submit an agreement to UNMH detailing the master agreement terms and UNMH will work with the vendor to negotiate terms and conditions. In essence, the agreement is crafted after the solicitation process, coordinated between UNMH and the vendor.
* What is the latest date by which you will issue any addendum related to this RFP?
  + The last addendum for this RFP is slated to be published online by April 29, 2022. This document comprises Addendum #2 and the questions and answers regarding the SOW is anticipated to be published by April 29, 2022.
* “Offerors are required to submit Exhibit R, Organization Reference Questionnaire, to the business references they list.” QUESTION: Since there is no Exhibit R included in the RFP, are we correct in assuming the “Organization Reference Questionnaire” is not required to be sent to client references?
  + Please see the updated and re-written RFP posted to the HSC Bids and Proposals website. Exhibit R has been replaced within Exhibit L.
* “i. The Offerors must complete and submit Exhibit J– Information Security Plan Information.” QUESTION: Since RFP Exhibit J is titled “Cost Proposal,” we assume the bidders are not required to complete “Information Security Plan Information”. Is that correct?
  + Exhibit J has been posted for questions pertaining to the IT Security Plan referenced in the RFP SOW
* In 2.2.2, the outline headings (items A-F) only partially align with the Evaluation Criteria categories (headings) in Exhibit B. In 2.2.2, items 1.a., “Company Ownership and Management,” through 1.d., “Company Experience,” correspond with A.i. through A.iv. in Exhibit B. Also, 2.2.2 C.2.a., “Scope of Work Requirements,” corresponds with B.i. in Exhibit B. However, after that, other evaluation categories in Exhibit B do not correspond with any of the section headings listed in 2.2.2.
  + Please see the updated and re-written RFP posted to the HSC Bids and Proposals website. In the event that you need further clarification on where to place this information, please include it with Section 2 of your proposal along with the other related questions regarding your organization.
* Exhibit B, section A.v. References – We assume that we should insert References as section C. 1. e. in our proposal. Is this correct? If not, please clarify.
  + Please see the updated and re-written RFP posted to the HSC Bids and Proposals website. Exhibit R has been replaced within Exhibit L.
* As far as we can see, 2.2.2 item C. 2. b., “Facility Support,” has no corresponding section or category in Exhibit B – Evaluation Criteria. Please clarify what should go in the “Facility Support” section (or should that heading not be included in section 2.2.2?).
  + You can address this question in Section 2 of your proposal response, along with the other related questions regarding your organization.
* Is it acceptable for proposers to use the same numbering and lettering system and the same heading titles as in Exhibit B – Evaluation Criteria, since proposers need to answer all the questions in Exhibit B?
  + This is acceptable.
* Page 18, section v. References, indicates that offerors must submit Exhibit R (a reference questionnaire) for each reference. Where may we find Exhibit R?
  + Please see the updated and re-written RFP posted to the HSC Bids and Proposals website. Exhibit R has been replaced within Exhibit L.
* Page 23, Section E, item I indicates that offerors must complete and submit Exhibit J, the Information Security Plan. Exhibit J on page 42 appears to be the cost proposal. Is there a separate security questionnaire with a different name?
  + Exhibit J has been posted for questions pertaining to the IT Security Plan referenced in the RFP SOW
* Page 5, section 2.1 indicates that binders are required for the physical copies. Does UNMH prefer three-ring binders, or are comb-bound volumes acceptable?
  + Either is acceptable for this solicitation.
* Regarding Section III, item 1.1, pertaining to Certificates for Preferences (resident business or resident veteran), is there anything to be submitted if Offeror does not qualify for these certificates?
  + If your firm or organization is not pursuing the NM preference, then there is a box on the form that you can check to indicate that it is not applicable to your proposal.
* Does UNM HSC have any local preference as part of their selection criteria?
  + Other than the NM Preference, there are no other local preferences that apply to this solicitation.
* Section III, 1.8 Taxes: Please clarify the New Mexico Gross Receipts Taxes. How does the vendor know what percentage to include for the service provided?
  + I would direct you to the NM Department of Revenue for more information regarding Gross Receipts Tax: <https://www.tax.newmexico.gov/governments/gross-receipts-tax/>
* Section III, 1.7 on Page 7 states “The successful Awardee may be required to complete the UNMHs Information Security Plan Information and submit it to UNMH’s IT department for approval” while Exhibit B.1.E, Subitem I states “The Offerors must complete and submit Exhibit J– Information Security Plan Information.” We have two questions regarding this:
  + Is this to be supplied with the response or only by the Awardee?
    1. If your solution to the services outlined in this solicitation requires a link, either remote or hardwired into UNMH IT, this will be required. Any possible sharing of PHI will require this plan to be completed.
  + If it is to be supplied with the proposal can you provide this Exhibit as Exhibit J in the RFP is the Cost Proposal.
    1. Exhibit J has been posted for questions pertaining to the IT Security Plan referenced in the RFP SOW
* Page 18, Exhibit B, Section (A), Item #(v)(1 and 3): This section references Exhibit R “Organization Reference Questionnaire” yet no such Exhibit or questionnaire is included. Please advise if this is applicable and if it is, then provide the proper questionnaire document needed t for submission.
  + Please see the updated and re-written RFP posted to the HSC Bids and Proposals website. Exhibit R has been replaced within Exhibit L.
* Page 23, Exhibit B, Section (E), Item #(i): This section states that we must complete and submit Exhibit J; however, Exhibit J is marked as a “Cost Proposal”
  + Exhibit J has been posted for questions pertaining to the IT Security Plan referenced in the RFP SOW