

STATE OF CONNECTICUT
UNIVERSITY OF CONNECTICUT HEALTH CENTER



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RFP NUMBER	PROPOSAL DUE DATE:	PROPOSAL DUE TIME:
1-2478	January 30, 2012	3:30 PM EST
RFP TITLE:	TECHICAL SERVICES – SLEEP DISORDERS CENTER	

QUESTIONS & ANSWERS:

QUESTION #1: Section IV, Page 5, number 3: Vendor shall be solely responsible for costs associated with fitting up the facility to be in compliance with AASM standards.

Please clarify what you mean by “fitting up the facility” by describing the current modifications required to achieve AASM compliance

UCHC RESPONSE: Vendor shall fit up the facility by supplying all necessary equipment to be in compliance with AASM standards for Sleep Disorder Centers.

UCHC Facility will supply space and a centralized technician work-control room. Each room is equipped with hard wired and wireless internet connectivity, direct dial room to room service, flat screen tv, night stand, electrical outlets, light switches, blackout sheer and decorative drapes. Technician work control room has small refrigerator, microwave and private bathroom.

QUESTION #2 and RESPONSE: Section V, Page 6, UCHC responsibilities. (UCHC responses in red)

- a. Please clarify whether you or the vendor will be responsible for the following:
 - i. Scheduling of Patient studies UCHC staff will schedule Patient studies. Vendor will provide precertification and clear patients upon approval.
 - ii. IT, network access for vendor to Hospital network UCHC will provide
 - iii. Electricity UCHC Facility will provide
 - iv. Phone UCHC Facility will provide
 - v. Fax UCHC Facility will provide

- vi. Housekeeping UCHC Facility will provide
- vii. Linen and laundry service UCHC Facility will provide
- viii. Security UCHC Facility will provide
- ix. Patient access to the sleep center during hours of operation. ie: will patients be escorted to the sleep center or will the vendor be responsible for escorting the patient. Plan is for vendor staff to meet patient in lobby and escort to Center.

QUESTION #3: Section VI, Page 7, C1. Criterion A.2. - If vendor's Press Ganey results are below the top quartile of service excellence for two (2) consecutive survey reporting periods (or as otherwise designated by UCHC), vendor shall pay or refund to UCHC one percent (1%) of the total amount invoiced by vendor to UCHC for services performed during those survey reporting periods.

Will vendor only be accountable for that portion of the Press Ganey that pertains to the service that the vendor provides and not for those services or environmental conditions that are the responsibility of UCHC?

UCHC RESPONSE: This is to insure that the vendor's staff is responsive, professional and behaves in a patient centered manner as they will be a representative of UCHC. The environmental conditions are the responsibility of the UCHC Facility.

QUESTION #4: Section VI, Page 7, C3, C4. Criterion E.1 - If study scoring compliance falls below 95% per month (or as otherwise designated by UCHC), vendor shall pay or refund to UCHC one percent (1%) of the total amount invoiced by vendor to UCHC for services performed during that period. Moreover, Exhibit A /Criteria #7 refers to "Scoring correlation between all scoring techs and medical director is 90% or better on monthly basis."

- a. Question: It appears that E.1 and E.2 are the same statement only the criteria is different referencing 95% and 100%. Was this an error?
- b. Question: The AASM standard is 85% for scoring compliance. Is UCHC policy to maintain a 95% threshold or conform to the AASM guideline? Question: If yes, what would that percent number be?

UCHC RESPONSE:

- a. Criterion for E.1 and E.2 please refer to Exhibit A:
 - E. 1. Ensure 95% of scoring is completed and available for interpretation 48 hrs after completion of study.
 - E. 2. Ensure 100% of scoring is completed and available for interpretation 96 hrs after completion of study.

b. It is UCHC policy to maintain scoring correlation between all scoring techs and medical director 90% or better on monthly basis.

QUESTION #5: Section VII, Page 7, Subcontractors cannot be used to meet specified requirements.

Would UCHC consider use of a staffing subcontractor (staffing agency) provided it was for a short term resolution to immediate staffing shortage due to unforeseen circumstances to continue to meet UCHC's stated staffing needs provided that the candidate is screened by UCHC as the RFP?

UCHC RESPONSE: No. UCHC will not consider subcontractors.

QUESTION #6: Is the contractor responsible for furniture, fixtures, TV's etc. for each room or is this already in place?

UCHC RESPONSE: UCHC Facility will supply space and a centralized technician work-control room. Each room is equipped with hard wired and wireless internet connectivity, direct dial room to room service, flat screen TV, night stand, electrical outlets, light switches, blackout sheer and decorative drapes. The contractor will be responsible for the clinical outfitting of each patient room in compliance with AASM standards.

QUESTION #7: Is the contractor responsible for marketing brochures/information/advertisements etc. and patient care supplies (toiletries, etc)?

UCHC RESPONSE: UCHC Facility is responsible for all marketing, brochures, etc. The UCHC facility will also be supplied with patient toiletries. Contractor will provide clinical supplies.

QUESTION #8: What is the number of procedures for 7:30p-7:30a shift per month for the past 2yrs?

UCHC RESPONSE: Average 65 studies per month

QUESTION #9: How many MSLT's per month, 8:30a-4:30p for the past 2 yrs?

UCHC RESPONSE: Average 3 MSLTs per month

QUESTION# 10 : Are portable studies done? If so, what is the current volume?

UCHC RESPONSE: No. Presently portable studies are not done.

QUESTION #11: Must all technical staff be registered?

UCHC RESPONSE: Registered technical staff are strongly preferred.

QUESTION #12: Pertaining to the number of employees. Are you questioning the number of positions or the number of total staff? Some of our employees may fit into several categories, technician/scoring of tests, etc. Please comment.

UCHC RESPONSE: UCHC requires a ratio of 2 patients: 1 staff. Also, Scorers must be registered Polysomnographic technologists

QUESTION #13: Will all vendors receive updates about vendor selection?

UCHC RESPONSE: Vendors will receive notification after the contract has been awarded.

QUESTION #14: New site is stated for 1/1/12. Is this site replacing the current UCHC, or is it an additional site?

UCHC RESPONSE: The new site will be the main site, two beds will be maintained in the hospital for high risk patients. Utilization at the hospital site will be very low, minimal.

QUESTION #15: Is the new site in a hospital, hotel or other building?

UCHC RESPONSE: The new site will be hospital based service in a hotel.

QUESTION #16: Is this facility (and any future facilities) accredited by AASM?

UCHC RESPONSE: The current facility (hospital) is accredited by AASM. The plan is to reapply/update accreditation when the move is completed.

QUESTION #17: Who is responsible for re-accreditation process (should it occur during contractual period)?

UCHC RESPONSE: It is a joint, collaborative effort with selected vendor and Lab leadership.

QUESTION #18: How many responses are required to this proposal for the RFP to be valid?

UCHC RESPONSE: The number of responses alone does not determine the validity of the RFP.

QUESTION #19: Does UCHC currently provide DME services?

UCHC RESPONSE: The Sleep Center recommends area vendors but ultimate choice is the patients'.

QUESTION #20: Does UCHC have capability of billing for DME?

UCHC RESPONSE: UCHC does not bill DME from the Sleep Center however we would be open to that discussion.

QUESTION #21: Are telephone, fax and internet provided at no cost?

UCHC RESPONSE: UCHC Facility provides telephone, fax and internet at no cost to selected vendor.

QUESTION #22: Does UCHC participate in Home Sleep Testing?

1. If so, how many sleep tests occur each year (do you anticipate)?

UCHC RESPONSE: UCHC does not presently participate in Home Sleep Testing, UCHC would like the proposal to include that aspect if the vendor is capable of doing so.

Date Issued: 01/18/2012

END OF ADDENDUM