UCONN HEALTH

REQUEST FOR PROPOSAL
ADDENDUM
UCHC RFP-11 Form
Rev. 2/15

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UNIVERSITY OF CONNECTICUT HEALTH CENTER

Procurement Operations & Contracts
263 Farmington Avenue, MC4036
Farmington, CT 06032-4036

RFP NUMBER:	PROPOSAL DUE DATE:	PROPOSAL DUE TIME:	RFP SURETY:
5-2642	July 27, 2015	2:00 PM EST	NA
RFP TITLE:	UMG Patient Calls (ASP)		

ADDENDUM NUMBER: 2

DATE ADDENDUM ISSUED: July 20, 2015

FOR: The University of Connecticut Health Center

NOTE: Additional Questions and Answers

This Addendum must be *Signed & Returned* with your proposal.

Authorized Signature of Proposer *Company Name*

Approved By: Lynn Brown
Buyer
(Original Signature on Document in Procurement Files)

UCONN HEALTH

REQUEST FOR PROPOSAL
ADDENDUM Q & A
UCHC RFP-12.1 Form
Rev. 4/14

QUESTION #1:	Is this process currently outsourced?
UCONN HEALTH RESPONSE:	Yes
QUESTION #2:	Why is this processed being placed for bid?
UCONN HEALTH RESPONSE:	Contract Expired and need to do bid
QUESTION #3:	If outsourced, how is this process currently priced?
UCONN HEALTH RESPONSE:	NA
QUESTION #4:	What data elements will be provided in the patient data feed?
UCONN HEALTH RESPONSE:	Currently sending pt name/telephone #/dept/appt date/appt time/location/visit type/appt day/sched provider/dept phone #/medical record #/insurance FSC #/pt's email address.
QUESTION #5:	What is the anticipated volume of calls to be made daily/weekly/monthly?
UCONN HEALTH RESPONSE:	10,000/weekly
QUESTION #6:	Can you provide the call schedule? 24/7 or 9 to 5 Monday through Friday?
UCONN HEALTH RESPONSE:	Currently, we provide the call schedule each day by 9AM. Currently, working on getting the process automated so the call schedule can potentially be provided at any time. Also, someone is able to provide a call schedule at any time if an emergency closing need arises.
QUESTION #7:	Can we utilize proprietary registration system to track appointments and times?
UCONN HEALTH RESPONSE:	Yes - IDX
QUESTION #8:	What types of contacts are required/allowed (Automated vs. Live Voice)?
UCONN HEALTH RESPONSE:	Either
QUESTION #9:	What languages other than English will the contacts need to be made in?
UCONN HEALTH RESPONSE:	Definitely Spanish. Polish and Russian would be good

QUESTION #10:	How many attempts to reach a patient would be required for a given appointment, if there is no contact made initially?
UCONN HEALTH RESPONSE:	Two
QUESTION #11:	Will vendor be required to take inbound calls from patients with questions or changes to their appointments?
UCONN HEALTH RESPONSE:	NO
QUESTION #12:	Will vendor be required to modify or change patient appointments on the host system?
UCONN HEALTH RESPONSE:	NO
QUESTION #13:	What data upload of results back to the host system will the vendor provide (data elements)?
UCONN HEALTH RESPONSE:	Currently, we have several designated users in the clinics, get a results report from our current supplier each day. The report has several sections separated by results and each section has the list of patients that it applies to. For example, the answered-no response section. A designated report receiver can log into our current supplier at any time and view their result reports. I believe we can view all results going back 14 days and forward.
QUESTION #14:	Do you require all patient calls be recorded?
UCONN HEALTH RESPONSE:	YES
QUESTION #15:	How many days in advance of the appointment are calls placed to patients?
UCONN HEALTH RESPONSE:	Most are 3 days ahead. There are some (minimal) calls made 14 days ahead, and some 8 days ahead
QUESTION #16:	Is the vendor required to reschedule appointments when a patient asks?
UCONN HEALTH RESPONSE:	NO

QUESTION #17:	Can call outcomes and notes be fed into UConn's host stem via EDI transfer or do all call notes have to be entered in the host system?
UCONN	Currently I, along with several designated users in the clinics, get a results report from our current

HEALTH RESPONSE:	supplier each day. The report has several sections separated by results and each section has the list of patients that it applies to. For example, the answered-no response section. A designated report receiver can log into our current supplier at any time and view their result reports. I believe we can view all results going back 14 days and forward.
QUESTION #18:	Soft Copy of the Tender Document through email.
UCONN HEALTH RESPONSE:	We have provided necessary information for any qualified supplier in the industry to respond to
QUESTION #19:	Names of countries that will be eligible to participate in this tender.
UCONN HEALTH RESPONSE:	United States as supplier needs to be able present and visit our site as needed
QUESTION #20:	Information about the Tendering Procedure and Guidelines
UCONN HEALTH RESPONSE:	We have provided necessary information for any qualified supplier in the industry to respond to
QUESTION #21:	Estimated Budget for this Purchase
UCONN HEALTH RESPONSE:	We have provided necessary information for any qualified supplier in the industry to respond to
QUESTION #22:	Any Extension of Bidding Deadline?
UCONN HEALTH RESPONSE:	No extensions