**University of New Mexico Hospitals**

Request for Proposals

**Addendum No. 2**

**Project Number:**

**RFP 468-22**

# Ophthalmology EMR/PACS



**Due Date: September 26, 2022, 2:00 p.m. MST**

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

**RFP 456-22 Extended Business Office**

**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.

**This addendum to RFP 456-22 – Extended Business Office is issued to address the questions received from vendor(s) during the RFP Process.**

1. Whether companies from Outside USA can apply for this? (like,from India or Canada)

I don't have any objection to companies outside of the US submitting proposals. However, patient information security including transport and storage would have to be compliant with all US laws/regulations.

1. Whether we need to come over there for meetings?

We would almost certainly have some amount of in-person meetings as well as the expectation of in-person support during the implementation phase.

1. Can we perform the tasks (related to RFP) outside USA?(like, from India or Canada)

The expectation for any EMR/PACS vendor would be easily accessible and prompt support during our local business hours. This may involve remote meetings or in-person as needed.

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| **Ophth Proposal / Training Scope Questions** | **Answers** |
| # of full-time Ophthalmologists | 7 |
| # part-time Ophthalmologists (working 2 days or less per week) | 6 |
| # of full-time ODs, NPs or PAs | 3 |
| # of part-time ODs, NPs or PAs (working 2 days or less per week) | 0 |
| # of clinical staff (not including physicians) to be trained on EHR | ~25 |
| # of billing staff to be trained on Practice Management |  |
| # of front office / scheduling staff to be trained on Practice Management | ~10 |
| # of administrative/mgmt staff to be trained on Practice Management | 5 |
| # of locations | 2 |
| Are any locations open only part-time? (If yes, please provide detail) | 0 |
| Will all locations being going live at the same time? (If not, please provide detail.) | yes |
| Do you have a centralized billing office? | yes |
| If yes to above, is CBO a separate location or onsite at practice? | separate |
| Do you have a centralized scheduling office? | yes |
| If yes to above, is CSO a separate location or onsite at practice? | separate |
| # of imaging devices to connect (i.e. OCT, Visual Field: please also provide list of make/model to verify connectivity) | See RFP Appendix A |
| Estimated monthly e-faxing page volume? (inbound + outbound) |  |
| Are you interested in clinical and operational data analytics reporting? | Yes |
| Are you interested in our premier patient engagement solution? (automated appointment/recall reminders, automated patient surveys, patient phone app, patient self check-in on portal or via ModMed Kiosk) | No |
| Are you interested in our patient self-scheduling? | No |
| Are you interested in our patient secure messaging? | No |
| Are you interested in our MIPS 1:1 Advisory Consulting Services, which is a concierge service? | No |
| If yes to above, how many subspecialties do you have? |  |
| # of providers who will want dragon nuance powered speech to text enabled in EMA's iPad or provider phone app? | Already have dragon license at UNMH |
| # of providers who will e-prescribe controlled substances? | <5 |
| Are you interested in our integrated payment processing with text to pay, online bill pay via portal or web? | No |
| Are you interested in outsourcing your billing with our BOOST revenue cycle management services? | No |
| Any Third Party interfaces needed to connect your instance of ModMed to another system? | Yes - See RFP |

Questions regarding the above information are to be submitted to:

*Kari Generous*

*Procurement Specialist, UNM Hospitals*

[*kgenerous@salud.unm.edu*](mailto:kgenerous@salud.unm.edu)

*505-508-8646*