

Buyer

UNIVERSITY OF CONNECTICUT HEALTH CENTER

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Fax Number

RFP NUMBER:	PROPOSAL DUE DATE:	PROPOSAL DUE TIME:	RFP SURETY:
		EST	
RFP TITLE:			

ADDENDUM NUMBER: _____

DATE ADDENDUM ISSUED: _____

FOR: The University of Connecticut Health Center

NOTE:

This Addendum must be Signed & Returned with your proposal.

Authorized Signature of Proposer

Company Name

Approved By: _____

[_____]

Buyer

(Original Signature on Document in Procurement Files)

UConn Health - UCHC4-116949948 Patient Financial Services

Question #	UConn Health RFP Section	Supplier Question	UConn Health Response
1		<p>In reference to RFP-05 Scope and Response Spreadsheet, Instructions section, we are unable to readjust the height of rows for questions where a free text response is required. Only a limited amount of our response can be seen on screen/in a printed copy. Questions requiring only a limited text response may require an additional page in order to provide a satisfactory answer. Is UConn Health able to issue a spreadsheet which will allow us to adjust the height of rows? Also, for responses that don't specifically request additional information/pages, are we still allowed to attach pages for that response?</p>	<p>Your responses on the spreadsheet will be adjusted when we review the responses. Please enter your information and submit the spreadsheet in unprotected Excel format as requested.</p>
2		<p>If applicable, is it acceptable to return an unsigned, red-lined copy of the Business Associate Agreement with our submission (in the same manner as for the standard contract) or must it be returned signed?</p>	<p>The BAA included in the RFP is required to be returned signed and not redlined. If you have exceptions for consideration, submit these on the Word version of the T and C document.</p>
3		<p>OPM Ethics Forms 5 and 6, in the signature block area, both ask for the "Awarding State Agency". Do you know what we are supposed to enter there? Or should that be left blank?</p>	<p>Please see the instructions for completing the OPM Ethics Affidavits on the following site: https://portal.ct.gov/OPM/Fin%20PSA/Forms/Ethics%20Forms</p>
4		<p>Item 5 Payment states that "Payment terms are net 45 days from UConn Health's receipt of Contractor's invoice...." Considering the nature of the service, and the fact that we are required to pay for postage each day, will UConn consider 25 day payment terms?</p>	<p>Payment terms are net 45 days. Proposers may offer cash discounts for prompt payment and such discounts for net terms less than 45 days may be considered when evaluating bid pricing. (Exception: State of CT Small Business Set-Aside bid payment terms shall be in accordance with Connecticut General Statutes Section 4a-60j.)</p>

5		<p>item 13 Insurance states that "Contractor will carry sufficient insurance (liability and / or other) as applicable according to the nature of the goods provided or services performed....." Which specific insurance coverages and in what amounts are required for the services being sought in this RFP?</p>	<p>Insurance Requirements: 1.1 Contractor agrees that while performing under this Contract, it shall carry sufficient insurance (liability and/or other, as applicable), in at least the following amounts, so as to save the State harmless from liability for any Act that is insurable:</p> <p>1.1.1 Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. Coverage shall include Premises and Operations, Independent Contractors, Products and Completed Operations, Contractual Liability and Broad Form Property Damage coverage. If a general aggregate is used, the general aggregate limit shall apply separately to the work performed by Contractor under this Contract, or the general aggregate limit shall be twice the occurrence limit.</p> <p>1.1.2 Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury. Coverage extends to owned, hired and non-owned automobiles. If Contractor does not own an automobile, but one is used in the execution of this Contract, then only hired and non-owned coverage is required. If a vehicle is not used in the execution of this Contract then automobile coverage is not required.</p> <p>1.1.3 Professional Liability: \$1,000,000 limit of liability.</p> <p>1.1.4 Workers' Compensation and Employers Liability: Statutory coverage in compliance with the Compensation laws of the State of Connecticut, which shall include Employer's Liability with minimum limits of \$100,000 each accident, \$500,000 Disease-Policy limit, \$100,000 each employee.</p> <p>1.1.5 A following form (Excess Liability/Umbrella Policy) may be used to meet the minimum limit guidelines.</p> <p>1.2 For each applicable insurance policy:</p> <p>1.2.1 Contractor shall name "The University of Connecticut Health Center, the State of Connecticut, and their officers, officials, employees, agents, boards and commissions" as additional insureds, and shall identify the project name/number, this Contract number, or another easily-identifiable reference to Contractor's relationship to UConn Health.</p> <p>1.2.2 The coverage shall contain no special limitations on the scope of protection afforded to UConn Health or the State.</p> <p>1.2.3 Contractor shall assume any and all deductibles.</p> <p>1.2.4 Contractor's insurer shall have no right of recovery or subrogation against UConn Health or the State and the described insurance shall be primary coverage.</p> <p>1.2.5 Any failure to comply with the claim reporting provisions of the policy shall not affect coverage provided to UConn Health or the State.</p> <p>1.2.6 The insurer must send written notice to UConn Health by certified mail, at least thirty (30) Calendar Days prior to any reduction, cancellation or non-renewal of coverage.</p> <p>1.2.7 "Claims Made" coverage is unacceptable, with the exception of Professional Liability coverage.</p> <p>1.3 All applicable certificates of insurance, reflecting the above requirements, shall be provided to UConn Health prior to the effective date of this Contract, and during the Term upon UConn Health's request.</p>
6		<p>It was my understanding another RFP for patient payments (gateway/merchant processing) is forthcoming. We are very happy to be invited to the patient statement RFP but wanted to reaffirm with you that our compnay is only able to provide statement support in conjunction with the patient payment platform we provide.</p> <p>Would you like our company to provide a platform response encompassing Epic-integrated patient payments and patient statements, as we cannot respond with statements only? A coordinated response would require additional information from a payment processing standpoint.</p>	<p>Uconn Health is only bidding patient statements at this time</p>
7		<p>We are reviewing the RFP posted, UCHC4-116949948, for Patient Financial Services. In our review, the RFP seems focused on print services. our company has a bill pay solution, would UConn Health be interested in receiving a proposal outlining our online bill pay solution?</p>	<p>The scope of work for this project encompasses the taking of our file, creation of the invoices, and the mailing of the invoices. UConn Health currently has in house staff doing the collections for the first 30 days or so followed by an existing contracts for follow up and bad debt collections. UConn Health is not seeking alternative proposals at this time.</p>
8		<p>Can you confirm for me that this RFP is just for the printing of patient statements?</p> <p>The documents are not clear about whether the entire patient collections process is being sought or if it's only for the printing of the statements.</p>	<p>See reply to question 7</p>

9		The way the current RFP is structured, it appears you are looking simply for a paper statement vendor. If you think the University of Connecticut would be open to considering a different approach, please let me know. We do believe we have the best solution for the Health Center, but understand it does not line up with how the RFP is structured.	See reply to question 7
10		Is UCHC evaluating patient billing technology (online payment portals, payment plan management etc) in addition to printing/shipping payments?	Not at the current time
11		In the "Forms" PDF it states the Dempsey Hospital will provide data on 6200 BPI EBCDIC Tape. Is it possible for this data to be transferred over SFTP?	Uconn Health is open to data transfer in the most efficient means for both parties which can be discussed upon selection of a vendor
12		For all applications may second and subsequent pages be duplexed?	If you mean printed on both sides, yes.
13		Clarify the stipulation for 48 hour turnaround - typically a file received on a Thursday is mailed 2 business days later thus it would mail on the following Monday. Is this assumption correct?	This would be acceptable
14		The RFP stipulates "No Subcontracting"- can you explain what you mean by this?	The successful proposer may not subcontract with other entities to deliver the services in the RFP. If selected as a result of this RFP, Proposer agrees that it shall be: i) responsible for the entire performance under the contract award, regardless of whether the Proposer itself performs; ii) the sole point of contact concerning the management of the contract award, including performance and payment issues; and iii) solely and completely responsible for adherence to all applicable provisions of the purchase order/contract by all individuals and entities providing the goods/services described in this RFP.
15		Will guarantor information be provided with patient information to enable guarantor statements rolling multiple patients on one statement?	We currently send gaurantor level statements (hosptial and physician group). Roll-ups will not be required.
16		Is there an interest in consolidated statements?	We currently send gaurantor level statements (hosptial and physician group). Roll-ups will not be required.
17		Are you interested in alternate proposals using digital color output?	While we are open to suggestions for improvind the statements via color we are also sensitive to price. Each respondent should clearly indicate what will be provided and a cost associated with such a statement

18	<p>Section I Subsection A =</p>	<p>Item 1. 6200 BPI EBCDIC, Reel Block Size 2048 Variable Block 10 Characters per inch – is that a requirement to read a reel tape?</p>	<p>This is the file specification previously used. Uconn is open to exploring the most efficient method of data interchange with our selected vendor.</p>
19		<p>Item 2. Should we expect to only receive one file for John Dempsey Hospital accounts each week? To clarify, we should not expect to receive files on a nightly basis?</p>	<p>Weekly files</p>
20		<p>Item 6. Can you provide examples of the subsequent pages that would have a different format from the first page? By one color, one side, are you suggesting that extra pages will not be printed on both sides?</p>	<p>Side one would be the patient responsibility, which could travel to a second page. The last page would not be in the same format as the first or any other's outlining patient responsibility. The last page would consist or "legaleze" required for patient statements. Also, inserts would be notifications and not statements.</p>
21		<p>Item 2 states Vendor shall assume programming costs associated with printing information in correct location on statement and running column lines. Can you clarify what is meant by "running column lines"? Is this just to say that we need to line up the columns of information as shown in the attached samples, or is there something more to this?</p>	<p>Nothing more, bottom line, statement print set up fees are the responsibility of the vendor and should not be charged separately.</p>
22		<p>Item 7. When considering coding for automatic matching of multi-page statements – are there 2 separate files that need to be matched – one file of first pages and a separate file of second pages?</p>	<p>When the vendor receives our file, it will not be in statement form, it will be a data file and depending on the volume/number of lines for the patient would determine the number of statement pages required.</p>

23		<p>Item 8. Says Files are sent every Thursday or next business day. Since the USPS only operates weekdays, the 48 hour turnaround time limit seems to only allow 24 hours in reality, since items not mailed by Friday would have to wait until Monday to mail. How is the 48 hour turnaround time really measured? Are holidays and weekend days counted in the 48 hours?</p>	<p>Turnaround time will be measured by business days</p>
24		<p>Item 9. Address corrections sent back in "copy form". What is copy form – paper, picture of statement in electronic form, old and new addresses sent in file?</p>	<p>By copy form we mean that we wish to receive both the original data/image and the revised/suggested data/image returned so the revision can be evaluated in line.</p>
25		<p>Item 10. How can we be given 48 hours, but files are sent on Thursday, and the USPS does not operate on Saturday or Sunday, constraining us to less than 48 hours?</p>	<p>Turnaround time will be measured by business days</p>
26	<p><u>Section 1 Subsection B:</u></p>	<p>Item 5. perforated letter paper for first letter – is there any restriction or requirement on using plain or perforated for subsequent sheets?</p>	<p>Subsequent sheets are not to be perforated.</p>
27	<p><u>Section II Subsection A</u></p>	<p>Item 6. multiple page bills, the second and subsequent pages shall be a different format, requiring the ability to print on 2 different formats; one color, one side. Is that just variable printing rather than using preprinted stock?</p>	<p>Variable printing</p>
28		<p>Item 8. How will we be directed as to which statements receive inserts? Will we print the inserts or receive them from you?</p>	<p>Inserts would be an uncommon practice for the hospital and medical group. If there is to be an insert we would reach out to discuss at that time. Dental would need to communicate their needs.</p>
29		<p>Item 9. Are we to understand that accounts will only be sent to us on one day each month for University Dentist statements, with the possibility that in the future accounts will be sent once per week?</p>	<p>That is correct for both UD and the School of Dental Medicine. There is no plan at this time to increase the frequency.</p>

30		Item 12. special billing returned to dentist via courier – please clarify what is needed here.	Any address corrections needs to be sent back so we can update our system
31	Section IV Subsection A	Item 1. sequential file format variable length maximum 512 bytes longest 512 – is this information still relevant?	See reply to question 17
32		Item 2. Refers us to see Attachment #1. None of the sample statements attached appear to be University Physician statements. Do you have a sample to share with us or clarify and direct us to?	Uconn sends combined statements, there is no separation between the hospital and the medical group.
33		Item 3. One file is Weekly statements and one is information statements. What is the relationship between the two files? Are they to be concatenated together? Do we need to match data in one file to the other?	The two files, if required, would be independent of each other.
34		Item 6. bar coding – is this just the bar code that the inserter uses to insert multiple pages?	Bar coding in this instance refers to the end of collation marker used for pagination.
35		Item 7. Vendor shall sort statements by "account status" indicator field on file within each patient account. Instructions refer to Attachment #2. We do not see the Attachment #2 statement instructions. What does sort statements mean – data within the statement or across statements?	Vendor can disregard. Any specific mailing instructions would be discussed in more detail with selected vendor.
36	UCONN HEALTH hospital statement sample –	Looking at the sample statement for UCONN Health, are we to assume that the white space area below the Customer Service section and to the left of the credit card write-in boxes, is where both the patient name and address is located as well as the UCONN return address? It would be helpful to see samples showing names and address locations and details (IMB, etc.).	Yes, once a vendor is selected and a business associate agreement signed we will be able to provide the vendor with a live invoice copy for closer comparison.
37	Scope and Response Spreadsheet	Item 1 – Confirm that files from Epic and Axiom are text files, not statement image files, correct?	Yes, the files are data/text

38		Item 3 – how do weekends and holidays, days when USPS is closed, factor into the 48 hour turn around? Are we measuring the time from file receipt to "out the door in the mail"?	48 hours during normal business days. Since the file will be sent 1x per week (Mon - Wed), it would not be on a Friday therefore weekends do not come into play. For example, if a holiday falls on a Friday, the next business day would be Monday.
39		Item 9 – Can you please clarify what specifically you are asking?	If a bill needed to be sorted out and sent back to Uconn Health (rather than mailed) based on a certain indicator, could your firm do this?
40		Item 10 – asking for returns to be sent and received in 5 business days. Is there a requirement or preference for where returned mail is directed? Should UConn address be listed on the envelope as the return address, or should the contractor's address be listed as return address?	Return Mail should be directed as follows: for EPIC (Uconn hospital and physician services): 263 Farmington Avenue Farmington CT Mailcode 6305 for Axiom (Uconn Dental) 263 Farmington Avenue Farmington CT Mailcode 2105
41		Item 12 – is it a requirement to combine Epic accounts with Axiom accounts? Will multiple accounts that go together have an identifier like Guarantor #, that can be used to group accounts?	EPIC and Axiom accounts would not be combined
42		General – will the selected contractor be required to provide PDF images of all statements back to UCONN for use in providing to patients through the Epic MyChart (or other) portal?	Yes
43		General – will the selected contractor be required to identify accounts in the Epic statement file that are designated to receive electronic (rather than printed and mailed) Statements, and know to provide the image back to UCONN but to not print and mail the statement to the patient?	No, all patient in the file should receive a statement.
44	3. Proposer Qualifications – C. Experience and Staffing Relevant to this RFP	Items 5 and 6 – are resumes and organizational charts really necessary for this RFP which is just for printing and mailing patient statements? The work will be performed in large part by computer operators, print and mail room workers, etc. that do not have professional resumes.	A copy of Proposer's organizational chart showing the hierarchical structure of functions and positions is included with Proposer's response. Resumes of each employee involved in performing services are not required, but resumes of any account manager or customer service representative who will be responsible for the account will be needed for UConn Health review.
45	5. Proposer Price Response	"University of Connecticut Health Center Patient Statements in "BLACK AND WHITE" Some of the samples in the Patient Financial Services Statement Specifications have small sections of color on them. Please clarify if UConn is requesting color statements or black and white statements and how our pricing should reflect color or black and white.	Black and white

46		<p>Is UConn open to suggestions for improving the statements by adding color, and if so, how should we reflect the addition of color in our Cost Proposal Structure in the Scope and Response Spreadsheet?</p>	<p>While we are open to suggestions for improving the statements via color we are also sensitive to price. Each respondent should clearly indicate what will be provided and a cost associated with such a statement</p>
47		<p>The pricing spreadsheet provides for us to break down pricing per page, per envelope, per return envelope, and postage. Can we offer one combined price for all of these instead of breaking it down? So our pricing would offer one "Statement" price that included first page, envelope, return envelope, and postage, and then the only itemized additional prices would be for additional pages and inserts?</p>	<p>Respondents should adhere to the provided pricing guidelines to allow for comparability of bids received</p>
48		<p>For this RFP, the title claims patient billing and statements, but it seems the RFP only refers to statements. Is this RFP for the patient billing process AND statements or just statements? If patient billing, can you refer me to the specific language in the RFP?</p>	<p>The bid is for the printing and mailing of the statements</p>