UNT | SYSTEM™

RFP #: RFP763-19-137232-DB   **SUBMITTAL DUE DATE:** May 1, 2019, 2:00 pm, local time
TITLE: Healthcare Quality and Credentialing Services
DATE: April 18, 2019

Addendum #1

Please note the aforementioned RFP has been extended. The new submittal due date is May 1, 2019.

Please note the following clarifications are hereby made to the aforementioned RFP.

Questions and Answers

Question 1: Will you please provide a breakdown of provider count and type, # of facilities/locations, and # of TINs associates with this request?

Answer 1: 2 locations – 855 Montgomery St. Fort Worth, 1305 E. Seminary, Fort Worth, TX, TIN 75-6064033
190 providers, physicians, physician assistants, Medical assistants, RN, LVN, Pharmacists, Physical Therapists, Podiatrist, psychologists, sonographers, social workers

Question 2: Please explain the context in which you require DocuSign capabilities.

Answer 2: Would like to be able to upload and download documents routed for signature using Docusign service.

Question 3: Our offerings comprise of cloud-based software-enabled credentialing and enrollment services and stand-alone software. Will you please confirm that you are soliciting bids for stand-alone software or are you looking for services support as well?

Answer 3: Standalone software, we will not be delegating any credentialing. If services support means tech support then yes we will need that.

Question 4: In section 2.1.6 – Because our form mapping team needs to have the ability to scale up/down based on demand, we have some select individuals that work as contractors on that team (vs FTE/W2). Would these individuals be considered "sub-contractors"? If so, is there any reason they cannot be added to the agreement?

Answer 4: UNT enters into an agreement with a vendor and not the contractors or sub-contractors.

Question 5: In section 2, Execution of Offer 2.1.7 – Can you clarify the insurance coverage you are requiring?

Answer 5: See UNT Terms and Conditions at https://www.untsystem.edu/sites/default/files/bsc_po_terms_12.19.2017.pdf

Question 6: Questions regarding sample service agreement: Item 12, Indemnity – Is there any problem with this being mutual indemnity?

Answer 6: Yes. UNT does not mutually indemnify vendors.

Question 7: In addition to our credentialing software and services, we have integrated, robust contract management capabilities. Is that something that you are interested in us including within our scope of work and in the quote?

Answer 7: Not at this time yet potentially in the future.

Question 8:   Roughly how many users will be expected?   E.g. 10 central credentialing/administrative users, 100 practice administrator users at clinics, 4000 provider users, etc.

Answer 8:   Less than 10 credentialing/administrative users, less than 15 departmental support staff with limited capabilities to their assigned providers, potential access 190 provider users. Level of their access will be based on the provider type (i.e. prison contractor vs. employee).

Question 9:   5.2.12 "Client customer service available via phone, email and chat" -For the "Chat" component, would something like Slack meet your requirement? Or do you have specific requirements for the chat functionality?

Answer 9:   I am not familiar with Slack so it is hard to say. We would like to be able to chat with our other employees as well as, the vendor within the software system and not have to exit into another program to communicate.

Question 10:   5.2.1 "Transition information from Vistar into new software product" -Can you give us any details about the form the Vistar data will take that we will be migrating?   E.g. Direct database access required? CSV files? Spreadsheets and reports exported from Vistar?

Answer 10:   Vista is a standalone database, not cloud based. It uses crystal reports and .pdf format attachments. I It can export reports into Excel format.   I have reached out to our IT team for a reply.

Question 11:   5.2.6 "Coordinate transition w/ UNTHSC IT security form mapping" -What does this entail?

Answer 11:   I have reached out to our IT team for a reply

Question 12:   The title of the RFP is "Healthcare Quality and Credentialing Services." Does the UNT System only require a credentialing software to fulfill this need, or will the Contractor also perform the credentialing services such as primary source verifications and confirmation of the providers' qualifications?

Answer 12:   We only need the credentialing software. We will not be outsourcing any primary source verifications.

Question 13:   Section 1.1 states that "the three independent universities of the UNT System have combined enrollment of just over 42,000 students." What is the average number of providers/individuals that will require credentialing per year? What is the average number of providers/individuals that will require credentialing per month?

Answer 13:   We credential a total of about 200 providers. Some on a one year cycle, some two year and some three year. The monthly average is less than 15.

Question 14:   Section 1.2 states that "the system must interface with NPDB, Docusign…" Does this mean that Docusign is the only acceptable vendor for electronic signatures, or is a comparable electronic signature vendor also an option, such as OneSpan?
https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.onespan.com%2F&data=02%7C01%7CDeborah.Brennan%40untsystem.edu%7C9a62e1d3caf4421624b408d6c1e4c4d7%7C70de199207c6480fa318a1afcba03983%7C0%7C0%7C636909585623249191&sdata=wxuuMeEbOIRmTtBPUGp%2FiVw00tRXeIhDTZW6VZm5lx8%3D&reserved=0

Answer 14:   I am not familiar with OneSpan so it is hard to say. We currently have a license with Docusign so that is our preference.

Question 15: Section 1.2 states that "Additional interfacing with...PECOS...would be desirable." If no direct integration with PECOS is available, will the UNT System accept third-party access to the verification of PECOS identification numbers?

Answer 15: We use PECOS for enrollment applications not verification of numbers.

Question 16: If credentialing services are included in this contract, will the UNT System be responsible for verification fees, if any, or should the Proposer include these fees in pricing?

Answer 16: UNT System will be responsible for the verification fees.

Question 17: Section 5.2.1 details "Transition information from Vistar into a new software product" as a requirement. In what format will this data be delivered to the Contractor? Does Vistar allow for exportation of provider data? Will the Contractor be responsible for the development or maintenance of an FTP server for the transfer of data?

Answer 17: I have reached out to our IT team for a reply. Additional clarification to follow.

Question 18: If a proposed solution involves a Provider Platform that allows for the self-management of credentials, is the UNT System willing to give providers access to their profiles to allow for self-management?

Answer 18: Yes

Question 19: Regarding pricing, is the UNT System requesting a "per file" price that fluctuates monthly depending on the number of completed credentialing files or is a standard subscription fee that remains consistent the preferred pricing model?

Answer 19: A standard subscription fee that remains consistent.

Question 20: If credentialing services are included in this purchase, will these all be considered "Initial Appointments" or will "Reappointments/Renewals" also be included?

Answer 20: We don't have a need for outside "credentialing services". We will perform them ourselves. We just need the software to do it.

Question 20: Does the UNT System adhere to NCQA, Joint Commission, or URAC accreditation standards?

Answer 20: We are not accredited however we use the NCQA accreditation standards as a guideline. The two BOP contracts we manage follow JC standards.

Deborah Brennan

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Date

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-End of Addendum-

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