ADDENDUM NUMBER ONE

THE UNIVERSITY OF NEW MEXICO HOSPITALS
Purchasing Department
933 Bradbury Dr. SE Ste 3165
Albuquerque, New Mexico 87106

Date: September 20, 2019
Proposal Number: P411-20
Name of Procurement Specialist: Jennifer Sanchez
Due Date: October 7, 2019 @ 2:00 pm MST/MDT

Notice to all respondents:

Amend the Proposal: **RFP P411-20 ACCOUNTS RECEIVABLE OUTSOURCING SERVICES**

This **addendum** becomes part of the Proposal Documents and **modifies**, as noted below, the original Bidding Documents. THE FOLLOWING PROVISIONS OF THE ABOVE-REFERENCED RFP ARE AMENDED AS FOLLOWS:

I.   WRITTEN RESPONES   QUESTIONS AND ANSWERS

Question 1: Part of our service offering (non-patient contact) is done offshore so are you allowing offshoring work for this RFP in order to provide you with economies of scale? Will UNM consider offshore resources as long as all data is stored in the US and only accessed by our offshore team?

RESPONSE: The UNMHSC prohibits any offshore services for the Scope of Work under this RFP.

Question 2: I'm assuming as long as the patient data is maintained on U.S. soil, per 3.19 the work can be performed anywhere in the US?

RESPONSE: Yes, work can be performed anywhere in the US. Note, this response does not constitute the UNMHSC's acceptance.

Question 3: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Question 31: What is the average balance of accounts by category?

RESPONSE: UNMHSC does not have detailed historic data to provide. Previously, UNMH's AR vendor performed all AR services. Moving forward, UNMH will work 0-60 in-house, and outsource 60+.

Question 32: What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor by category, including any backlog?

RESPONSE: UNMHSC does not have detailed historic data to provide. Previously, UNMH's AR vendor performed all AR services. Moving forward, UNMH will work 0-60 in-house, and outsource 60+.

Question 33: What is the current agency's collection/recovery rate by month and category?

RESPONSE: UNMHSC does not have detailed historic data to provide. Previously, UNMH's AR vendor performed all AR services. Moving forward, UNMH will work 0-60 in-house, and outsource 60+.

Question 34: Will there be an initial larger placement of existing accounts from the prior collection agency or backlog? If yes, what is the volume?

RESPONSE: No.

Question 35: Why is this out for bid at this time?

RESPONSE: Offerors may submit written questions for the purpose of only clarifying information already included in the RFP. This is non-clarifying question.

Question 36: Exhibit A. Section 3. Scope of Work, page 10-11 (3.1.): Will UNMH provide charge information on the volumes and aging of the A/R by Specialty?

RESPONSE: UNMHSC does not have detailed historic data to provide. Previously, UNMH's AR vendor performed all AR services. Moving forward, UNMH will work 0-60 in-house, and outsource 60+.

Question 37: Exhibit A. Section 3. Scope of Work, page 10-11 (3.1.): What is the payer mix of the A/R by Specialty?

RESPONSE: UNMHSC does not have detailed historic data to provide. Previously, UNMH's AR vendor performed all AR services. Moving forward, UNMH will work 0-60 in-house, and outsource 60+.

Question 38: Exhibit A. Section 3. Scope of Work, page 10-11 (3.1.): Will UNMH provide us with your collection history by Specialty?

RESPONSE: UNMHSC does not have detailed historic data to provide. Previously, UNMH's AR vendor performed all AR services. Moving forward, UNMH will work 0-60 in-house, and outsource 60+.

Question 39: Exhibit A. Section 3. Scope of Work, page 10-11 (3.1): Will UNMH provide average charge by Specialty?

  RESPONSE: UNMHSC does not have detailed historic data to provide. Previously, UNMH's AR vendor performed all AR services.