

**UNIVERSITY MEDICAL CENTER OF SOUTHERN NEVADA**  
**Bid No. 2012-20**  
**Document Archiving and Scanning Services**

August 8, 2012

**ADDENDUM NO. 2**

**QUESTIONS / ANSWERS**

**Q.1 What are the expected turn-around times for each Department?**

A.1 For the Business Office, since documents for scanning are to be picked-up on a daily basis, documents should be uploaded onto the Successful Bidder's web portal within 48 hours. Physical records shall be returned to UMC within 30 days.

For Human Resources (HR) and Accounts Payable (A/P), the turn-around time to burn all records in a CD(s), per batch basis, is 60 days or less with the inclusion of returning the physical documents to UMC.

**Q.2 When will UMC request the Certificate of Insurance (COI) from Successful Bidder?**

A.2 Once UMC issues the Letter of Award to Successful Bidder via email. The Letter will indicate by when Successful Bidder has to submit the COI.

**Q.3 When is the planned implementation date? Is it flexible?**

A.3 Successful Bidder must be able to provide service beginning October 1, 2012. The effective date is not flexible.

**Q.4 Where are your electronic documents stored today?**

A.4 Current Provider of service is OpenText/Global 360, which utilizes the File360 program (web portal).

**Q.5 Will UMC provide training to Successful Bidder on how UMC documents should be prepared? (referring to page 21, No. 5)**

A.5 All listed Departments will provide training to Successful Bidder.

**Q.6 What do your records look like? Are they in folders? How many tabs? How many pages? (referring to page 21, No. 5 on Medical Records/Quick Cares)**

A.6 See correction below on Technical Specifications No. 5. Medical Records/Quick Cares is removed from this Bid. However, for the following Departments:

- Business Office – documents are loose with Batch Header sheets, and documents are identified by date and document type.
- Human Resources – files are organized as one (1) folder per employee. The number of pages differs per folder. Each employee/folder has an identification number.
- Accounts Payable – documents are loose with cover sheets listing the date and Processor's name, single-sided, and each invoice is separated with a pink sheet.

**Q.7 Are the Invoices and HR documents all single page? And will they be associated with any documents already in electronic format?**

A.7 Some HR documents are double-sided but very few. A/P's documents are single-sided. HR and A/P will not provide electronic format documents.

**Q.8 Iron Mountain pricing is generally done per page for scanning. Is this method acceptable or do we need to change our pricing structure to fit the Bid?**

A.8 Pricing should be based per requirements in Bid Form.

**Q.9 In the Bid Form (page 24, numbers 6, 7 & 8) on Web Hosting, are the documents already existing electronically? If so, what format are they in and what system are they in?**

A.9 Program used with current Provider is File360 (web portal); format is stored as a TIFF but presents as a PDF; and System is a Windows server. The Business Office will require web portal access.

**Q.10 What is the expected timeframe for full implementation of the McKesson System? What is the exact service that UMC is looking for in prospective bidders to fulfill in the interim?**

A.10 Full implementation of the McKesson System cannot be determined yet due to gradual "phase-by-phase" implementation process. In the meantime, a Provider is needed to fulfill these services. Vendor must provide scanning, archiving and virtual access of documents for mentioned UMC Departments.

**Q.11 Is 300 dpi acceptable to scan all documents in this format?**

A.11 If 300 dpi is the only offered format then this is acceptable to UMC as long as pricing is competitive. Therefore, in your Bid Form (Section V):

For Line Item(s) No. 1, specify that pricing is for 300 dpi then leave blank Line Item(s) No. 5

Business Office: **Unit Price x 180,266 = Extended Total**  
(173,333 + 6,933)

Accounts Payable & Human Resources: **Unit Price x 277,703 = Extended Total**  
(276,703 + 1,000)

**Q.12 Can a vendor see any sample files to look over? If not, can a vendor stop-by to look at the files?**

A.12 Unfortunately UMC will not allow this due to PHI privacy.

#### **IV – TECHNICAL SPECIFICATIONS**

Correction on No. 5:

Successful Bidder shall index records to include the imprint of index information on the archived images as the electronic records are scanned, the affixation of labels to the archive or CDs, and the development of a Master Guide Index of all film processed or images scanned, to permit the location of a desired record without references to the archive carton or CD. The Master Guide Index must be sufficiently flexible to permit addition to it as future film or scanned images are added to the library.

The records shall be indexed and shall include the following information utilized for retrieval, which shall be provided by Owner from the master database:

Business Office

- A. Date
- B. Document Type
- C. User

Accounts Payable

- A. Vendor Name
- B. Vendor I.D. Number

Human Resources

- A. Employee's Name (Last name and First name)
- B. Social Security Number
- C. Employee Identification Number
- D. Term Date
- E. Injury Date for Worker's Compensation Files

For scanned jobs, indexing will be done on all documented records scanned to CD-Rom. The indexing must include account number, patient name, medical record number, discharge date, birth date, service code, vendor name, vendor I.D. number, invoice date, box number and CD-Rom number. Indexes must be updated in the database provided by Owner along with the CDs.

The Bid due date of **Friday, August 24, 2012 at 11:00:00 A.M.** remains the same. Should you have any questions, please contact me at (702) 383-2423 or via email at [Kristine.sy@umcsn.com](mailto:Kristine.sy@umcsn.com).

Issued by:

Kristine Sy  
Contract Management Analyst  
UMC