

UNIVERSITY MEDICAL CENTER OF SOUTHERN NEVADA
RFP No. 2013-02
Transcription Services

February 25, 2013

ADDENDUM NO. 2

QUESTIONS / ANSWERS

- Q.1 We have a cloud-based/remotely hosted solution that does not require any onsite software or hardware. As such, the statements or requirements are only appropriate for an onsite solution would not apply. Are we able to state “N/A” for those sections that would not apply to our solution (e.g. supplying Source Code)?**
- A.1 Cloud-based solution is an acceptable proposal. Therefore, if question(s) do not apply, you may state N/A.
- Q.2 UMC recently implemented the McKesson EHR, could you please clarify the likely eSig workflow? Will the clinicians dictate and once the documents are done will they sign within McKesson? Or will they sign within the transcription solution then have the signed documents sent to McKesson? If the documents are signed prior to sending to McKesson, what is acceptable if ActiveX is not?**
- A.2 The signatures will be accomplished within the McKesson system.
- Q.3 Per Exhibit H, Project Management “...24/7 onsite support for at least the first two weeks of go-live”, does this apply to solutions that are onsite vs. cloud-based in order to ensure resolution of immediate software/hardware issues? If so, can we put a “N/A” for this requirement? Or, does this mean you want someone onsite to work with clinicians as they learn the new system? And if so, does someone physically need to be in the hospital the entire time or is a hotel nearby sufficient? If the former, are there arrangements made for vendor to sleep somewhere or offered other accommodations?**
- A.3 If cloud-based solution is being offered, UMC does not need a person physically onsite. Vendor should provide a help desk number that is available 24/7 during the initial implementation/transition process in case any problems arise and need quick resolution. However, if hardware is installed onsite, vendor will have to work with UMC’s System Administrators. This may be handled in various ways either by: (1) vendor sending a representative; or (2) vendor may conduct a teleconference with UMC’s server Administrators. UMC will not provide living accommodations to vendor.
- Q.4 Per Exhibit H, Security “on Password rules”, does this apply for solutions that are onsite vs. remote?**
- A.4 Password rules should be same for both onsite and remote.
- Q.5 Per Exhibit H, Security “on Local administrative logons MAY NOT be used to install or run vendor’s software”, please expand on this a bit more.**
- A.5 Generally, UMC users do not have Local ADMIN rights to install software, etc. Some applications (both remote and local) might need ADMIN rights to install ActiveX components, etc. UMC discourages this practice. UMC will advise vendor to create a solution that can run without the need to install something as an ADMIN.

Q.6 For an out-of-state vendor, is a Nevada Business License required in order to submit a proposal?

A.6 Please note that there is a difference between a State of Nevada Business License from a Clark County Business License/Vendor Registration (CCBL). Conducting business with UMC, whether vendor is local or out-of-state, the Successful or Winning Proposer may have to apply for Clark County Business License or Vendor Registration. The determination will be made by the Clark County Business License Department. The facilitator of this RFP will inform the Successful Proposer if a CCBL is required or not once ready to award the RFP. However, if vendor is just submitting a proposal, a Clark County Business License or Vendor Registration is not yet necessary.

The RFP due date of **Monday, March 18, 2013 at 2:00:00 P.M.** remains the same. Should you have any questions, please contact me at (702) 383-2423 or via email at Kristine.sy@umcsn.com.

Issued by:

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UMC