**ADDENDUM 2**

DATE: November 8, 2018

PROJECT: HCPC Answering Services

RFP NO: 744-R1902

OWNER: The University of Texas Health Science Center at Houston

TO: Prospective Proposers

This Addendum forms part of and modifies Proposal Documents dated, October 8, 2018, with amendments and additions noted below.

The following questions were submitted before the deadline. The responses are in blue.

1. Whether companies from Outside USA can apply for this?

(like,from India or Canada)

Yes, but local is preferred.

1. Whether we need to come over there for meetings?

Onsite meetings will not be necessary.

1. Can we perform the tasks (related to RFP) outside USA?

(like, from India or Canada)

Yes, but local is preferred.

1. Regarding the database mentioned in item 5.3.8 - Please explain what information the database should contain.

Is it a directory of phone numbers (on call doctors) or listing of call out information (metrics)?

We would like to be able to troubleshoot if there is ever a problem. Following are examples of data elements we would like to obtain when needed:

1. Date of call,
2. Time of call,
3. Number of rings to answer call,
4. Caller information,
5. Operator information,
6. Length of wait time,
7. Total length of phone call,
8. Date and time page sent to on-call physician, and
9. Length of time on-call physician is put on hold when returning page.

These are just examples; other information may be requested if needed.

1. Are there any desired changes or additions to the service that is currently provided?

The supplier must be well equipped to handle an acute-care hospital’s call volume, specifically handling overnight calls and keeping hold times to a minimum. There cannot be delays in urgent care and emergent care response time.

6. The RFP indicates that this procurement of services may be appropriate for other entities in the UT system.  What other entities may be involved?  For instance, are the UT Physicians clinical services subject to bid or privy to this proposal?  What about the affiliated hospitals or campuses in other cities?

Any entity in the UT System may “piggyback” goods or services under the terms of an existing contract that was competitively procured by another UT System institution for its own use. This would eliminate the need of the other entity to bid on services with similar scope that will achieve best value for that institution. The UT System Academic Institutions include:

UT Arlington, UT Austin, UT Dallas, UT El Paso, UT Permian Basin, UT Rio Grande Valley, UT San Antonio, and UT Tyler. The UT System Health Institutions include UT Southwestern, UTMB Galveston, *UTHealth*, UT Health San Antonio, UT MD Anderson, and UT Health Science Center at Tyler.

UT Physicians however is not required to bid services.

1. Can we submit the proposals via email?

No, proposals cannot be emailed or faxed. Proposals can be shipped, mailed via a reliable delivery source, or hand-delivered to our office at 1851 Crosspoint Avenue, Houston, TX  77054 before the deadline.

1. Is this work outsourced today?

Yes, an outsourced vendor is currently providing the service.

1. What are you looking to accomplish by going out to RFP?

We are looking to ensure our requirement for an answering service vendor is obtained through an open and fair bid process that provides the highest degree of competition and value to UTHealth Harris County Psychiatric Center.

1. Do you have historical call volumes you can provide by day, month, year?

No; unfortunately, we currently do not have this data in a format where these statistics can be efficiently obtained.

1. What is the average call handle time (length of call)?

The average call handle time is approximately 1 minute, 16 seconds.

1. Please explain the type of “emergency response in the event of a disaster” services to be delivered or made available (Item 5.3.3).

There should be no interruption in service.

1. How often does the HCPC’s on-call roster(s) change?

This information is communicated to the answering service on a daily basis.

1. Please disclose the estimated monthly workload (inbound and outbound calls, average call length).

|  |  |  |
| --- | --- | --- |
| **Type of Call** | **Number of monthly calls** | **Average Call Length** |
| inbound | 1800 | 1 minute, 29 seconds |
| outbound | 1500 | 1 minute, 1 second |

1. What is the anticipated start date for the services? Approximately how much lead time will be given to the contractor for implementation of the project?

The anticipated start date is March 1, 2019. We expect to be able to give approximately four weeks of lead-time to the contractor for implementation of the project.

**END OF ADDENDUM 2**