



**TO:** All Bidders:  
Legacy Account Receivables Work-Down Services  
and Data Warehousing  
For University Hospital of Newark, New Jersey  
RFP# UH-P24-013

**DATE:** May 6, 2024

**FROM:** Giovanna DiGuglielmo  
Senior Buyer  
Purchasing Services

**SUBJECT:** Addendum # 1

---

**ADDENDUM # 1**

The following constitutes Addendum #1 to the above referenced solicitation. This addendum includes the following parts:

Part 2: Answers to questions asked by prospective bidders. Duplicate questions are responded to only one time in the addendum.

**NOTE: Major revisions are included, please review carefully.**

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

## **ADDENDUM # 1 INTRODUCTION**

This addendum is intended to answer questions that were asked during the question period. **Duplicate questions are responded to only one time in the addendum.**

### **PART 2**

#### **Answers to Questions**

Note: Some questions have been paraphrased in the interest of readability and clarity. Each question is referenced by the appropriate RFP page number(s) and section, where applicable. The answers provided are to the best of our knowledge.

<b>Number</b>	<b>Page #</b>	<b>RFP Section Reference</b>	<b>Question</b>	<b>Answer</b>
1.	N/A	General	Does UHNJ have proof of timely filing in Health Quest to pass to the vendor with billing system transmission verification/acknowledgment?	This information is located in EDI billing system.
2.	N/A	General	Is UHNJ willing to allow vendors to bid on the individual inventory buckets? >120 day Placement, >90 day placement, Post Conversion Inventory and Data Warehousing	University Hospital intends to award this contract to one firm.
3.	N/A	General	Please provide a detailed ATB for the purpose pricing to include the aging buckets.	A full aged trial balance report (ATB) will be provided upon award of contract.
4.	N/A	General	Please provide historical liquidation by payor category for the inventory in scope.	Information will be provided at time of contract award.
5.	N/A	General	Will the post conversion placement, require the vendor to work the self-pay balances, post insurance balance recovery?	Self-pay and Self Pay after insurance (post insurance balance), No-fault, Workers comp and bad debt will be assigned to current vendors.
6.	N/A	General	Is the selected vendor who is managing the Data Warehouse required to	No, must grant access to other vendors as required.

			manage the excluded financial classes (i.e., Work Comp and Self Pay)?	
7.	N/A	General	Will the post conversion inventory include the processing of payment, transaction, closure and reconciliation files between the excluded Work Comp and Self Pay, Bad Debt vendors?	Yes.
8.	N/A	General	What system are medical records stored in?	EPIC / HIM will retrieve all medical records requests.
9.	N/A	General	What is the anticipated average age of the accounts in the post conversion final placement file?	Legacy data to be allocated Initial allocation: 120 days and greater Second allocation: 90 days and greater Final allocation: Day 1 and greater. The Age Trial Balance will be given to awarded contractor.
10.	N/A	General	Could you clarify if the AR is for insurance claims from Commercial payors, Medicare etc. as in the chart provided in the RFP? If so, could you provide the average age in which these claims would be turned over, average size balance and number of claims?	Refer to Question #9.
11.	N/A	General	What is the total number of documents, record types, etc., in Health Quest Legacy billing system? Total Patient count: 1,971,007,024 (Inpatient + Outpatient) - Is it possible to break this down by system (Allscripts, HealthQuest)?	Size for Health quest / Allscripts data base size approx. 500GB Total patient count will be provided to awarded contractor.
12.	N/A	General	Will there be a need for patient clinical data to be archived, or just patient financial?	Only patient financial.

13.	N/A	General	Is the 500gb database size all discrete data? If combined, discrete and non-discrete; do you have a break-down?	All discrete data.
14.	N/A	General	Are you wanting the data archived prior to your new system go live date, or 'aligned' with it? (phased)	Aligned, HealthQuest to be sunset in June of 2025.
15.	N/A	General	Do you need data extract services (i.e., taking your legacy data out of the legacy applications), or are you providing the extracts to us?	No. UH IST will extract our data from our legacy system and submit to the vendor to upload into the Data warehouse
16.	N/A	General	If you do not need data extraction services, who will provide the data, and in what format?	Refer to Question # 15
17.	N/A	General	Are scanned documents within the application or stored separately? If separately, will you be able to provide access to them?	Stored separately, UH will provide access.
18.	N/A	General	How do you currently search for a patient account? (MRN, name etc.)?	MRN, Name, claim number Name and date of Birth, Ins ID #.
19.	N/A	General	How many named users need access to Contractors Archive?	Approx. 20 staff members.
20.	N/A	General	For all the legacy systems can the firm receive access to the database as well as the application and reports?	Yes. will be provided to the awardee
21.	N/A	General	University Hospital will place all AR as the final placement once all new registrations are moved from the current system to Epic (in January 2025). – Can you please clarify this statement? What will be migrated to Epic and what will stay in the archive?	Current IP claims only not discharged at time of conversion will be migrated All other claims will remain in HealthQuest until sunset of system in June of 2025.

22.	N/A	General	Optional module: Is the ability to use the rules-based PURGE feature needed?	Not at this time.
23.	N/A	General	Optional module: Is the ability to access [Contractor's SW] using API needed? API is used if users wish to access Fovea using Single Sign-On (SSO) without entering a username and password. This could be from within their new EMR or from their Active Directory or similar.	Refer to Question #22. However, UH require DUO sign-on for all access to our data.
24.	N/A	General	Does the customer have a preference for the hosting model of the archive solution? i.e. Archival solution in the cloud vs on-premise	All UH's systems are in the cloud.
25.	N/A	General	Does the customer have a preference for where the work is performed? company can do the project work completely remotely from any location without coming onsite. But if the customer has specific locational preferences, firm can accommodate that as well.	Must be located in the US, on site presence is not required.
26.	N/A	General	What is the annual cost of your legacy EHR maintenance? (Please include Software annual support cost payable to the legacy vendor, the hardware maintenance cost of the legacy system, the compliance cost of a legacy system like backup, disaster recovery, and human resource cost for maintaining and	Not relevant.

			supporting the legacy system)	
27.	N/A	General	Will the customer provide bidder debriefing for this proposal?	It will be a UH's discretion to provide a debriefing.
28.	N/A	General	Does the customer allow submission of a redacted version of the RFP for the open public records act?	Please refer to the submission under Section 5.3. However, if you wish to include a soft copy of a redacted version, there is no harm. Note: price is not a redactable item.
29.	4	1.2	Please provide Fiscal Year 2024 volume data tied to the dollar amounts by payer provided.	Refer to section 1.2 of the RFP.
30.	12	3.1	What is the estimated timeline of the first placement >120 days upon award date/contract executed?	60 days from contract execution and completion of required compliance.
31.	12	3.1	What are the expected volumes and total dollars for the placements in each phase?	AR Trial Balance will be provided to the awardee.
32.	12	3.1	Can UH provide a current ATB for the assigned inventory?	Refer to Question #31.
33.	12	3.1	Will the vendor of choice in this RFP be responsible for acting as the primary and secondary debt vendor for the AR work-down? Or will the existing bad debt vendor continue to work those accounts?	Vendor awarded will be assigned primary secondary/ tertiary payors. Self-pay / WC NF / Ambulance/ and Bad debt will continue to be route to current vendors assigned.
34.	13	3.2.1	If the bidding vendor does not have current clients in New Jersey but has clients of similar size and scope in another state, can a bid still be submitted?	Yes
35.	16	3.9	Can the responding vendor provide a proposal that does not include the data warehousing request, as we cannot provide 10 years of internal data	Refer to page 4 under "Purpose" and "Intent". Data warehouse is a hard requirement.

			warehousing? Would not providing this service disqualify the responding vendor from the bidding process?	
36.	38	8.2	On the All-Inclusive Hourly Rate Price Schedule can you provide the functions for these services (i.e. payment posting, voice, non-voice) under this section?	Please refer to section 4.17 and 5.9.3 of the RFP.

**ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL SPECIFICATIONS  
REMAIN UNCHANGED.**

**END OF ADDENDUM # 1**