

**University of Massachusetts, Amherst
RFB# AA12-RH-4381**

**Consulting Services for the Installation of Electronic Medical Records
Addendum # 1 – Dated 9-26-11**

Below is a listing of a vendor question that was submitted on RFB # AA12-RH-4381– Consulting Services for the Installation of Electronic Medical Records

Due to the nature of this question the bid opening date will remain as originally scheduled:
Friday, September 30, 2011 @ 1:00 DST.

Question # 1: What is the current environment? Are you replacing an existing system or moving from a manual paper system for medical records?

Answer # 1:

UHS is moving from a manual paper medical records system.

Question # 2: What is the openness of the staff to new systems and initiatives?

Answer # 2:

As with any change to process & systems there will always be a number of staff that are not receptive, which is mainly due to fear of the unknown. UHS has been preparing staff for the upcoming EMR in a variety of ways. Committees have been formed and most staff have seen the new GE EMR screen shots over the past several months. Among the physician staff two champions have been identified who are eager to move forward with EMR. UHS will be looking for a consultant who has experience from prior EMR installations and the ability to engage staff in the process.

Question # 3: We are planning on breaking our pricing into phases I, II and III and also breaking out specific components. An example of this would be to break out what the technical installation from the rest of the proposal pricing. Will this work with the selection criteria?

Answer # 3:

Yes

Question # 4: What if any, is your interaction with UMass Medical Center in Worcester from a systems and solutions perspective?

Answer # 4:

There is no interaction.

Question # 5: Who are the other vendors responding to this RFP?

Answer # 5: The University of Massachusetts engages in the open bid process and we post all of our bids on to the Procurement Web-site. This means that the bid is open to all vendors to bid upon who meet the criteria specified in the RFB. All bids that are received are sealed and placed in the bid folder and are

opened at the date and time that is specified in the request for bid. There is no way for us to determine who will actually respond to this RFB until the actual bid opening.

Question # 6:

Can this RFP response be delivered electronically via E-mail, or are faxing and in hard copy by 1:00 pm on September 30th the only delivery methods.

Answer # 6: The bid response delivery methods are clearly stated in the request for bid.

No electronic bids will be accepted.

Please see below the details that are shown on page 9 of the request for bid.

Submission of a Bid:

Submission of a bid indicates that the bidder has read, completely understands and agrees with this Request for Bid document. If the bidder takes exception to any of the contract terms and conditions contained herein, the bidder shall so note it as an exception in this Bid Response, referencing the section and item number and giving a complete explanation for the exception. The University reserves the right to use any such exception as grounds for rejection of the bid.

Bid Opening Time and Date: Bidders shall deliver **two (2) copies** of their bid response in its entirety including all requested samples and/or supporting documentation as required in the bid specifications to the following address by **Friday, September 30, 2011 at 1:00 pm, DST at which time the bids will be opened and publicly read.** Bids shall be clearly marked and addressed to:

**University of Massachusetts
Procurement Department
407 Goodell Building ~ 140 Hicks Way
Amherst, MA 01003
Fax 413-545-1643
*Attention: RFB AA11-RH-4381***

The University is not responsible for any expenses that may be incurred by any bidder to prepare or submit bids.

Each bidder is solely responsible for the accuracy and completeness of its bid. Errors or omissions may be grounds for rejection, or may be interpreted in favor of the University. The University will not increase the purchase order to the successful vendor for omissions or oversights not due to the fault of the University or its agents. All changes must be approved in writing.

It is the sole responsibility of the bidder to insure that its bid is delivered to the Procurement Department in its entirety by the due date and time. Late bids will not be considered, and will be placed, unopened, in the bid file.

Faxed bids will be accepted, provided the original is received within 5 working days after bid deadline submission date.