**Date:** July 27 , 2022

**Title:** RFQ/RFP #202290067 Network Omnichannel Access Platform Solution

**Subject:** Question and Answers

1. [Coastal Cloud](https://coastalcloud.us/healthcare/) will be proposing a Salesforce-centric solution in response to this RFP.   Does JPS Health have a requirement to purchase Salesforce licenses and consulting services via the [Texas DIR program](https://dir.texas.gov/it-solutions-and-services/local-government), and therefore have a requirement to procure Salesforce licenses via Carahsoft?

**ANSWER**: No we do not have that requirement.

1. **Regarding Section II.C** – the "Respondent must offer all components" clause – Coastal Cloud will be proposing a solution where software licenses are procured through Salesforce and implementation/support services through Coastal Cloud.   Will this approach meet the requirements of this clause?

**ANSWER**: Yes

1. **Regarding Section D. Minimum Requirements**: It is understood that the District currently uses an NEC telephony system and is potentially migrating to another.  Are there features of the current/new telephony system that JPS Health intends on utilizing?   In response to this bid, Coastal Cloud will likely be proposing that the current NEC or future telephony system be used to simply route calls to the new proposed solution.   Based on the requirements, is it a fair assumption to make that the current/future telephony system will not be providing much in the way of agent functionality (e.g. workforce management, call scripting, and call management)?

**ANSWER**: Yes, the solution should be PBX agnostic

1. **Regarding Section D. Minimum Requirements** and integration with Epic:  Is the goal to facilitate improving the agent experience when using Epic (e.g. via screen pops) - or is the goal to minimize the need for the agents to utilize Epic?  As an example, through data integration and APIs, some of the functionality of Epic can be reproduced within a proposed agent desktop.

**ANSWER**: Both

1. **Regarding Section D. Minimum Requirements:** Will both external (e.g. patient) and internal (e.g. employee) calls be received by the call center?   What sort of call volume is anticipated?   Does JPS Health have any metrics available that would help us understand the types and volumes of calls received today?

**ANSWER**: See attachment

1. Aside from high level references to Epic, ServiceNow, and Kronos, the required functionality was not detailed in the RFP.   The assumption is that there are a significant number of use cases for a 150+ agent call center.  For example, will the call center be providing services such as:  physician referral, nurse triage, post discharge calling, and class/event registration?   What are the services offered by this call center?

**ANSWER:** All of the above and potentially additional services.

1. This requirement mentions migration of contact center functionality from an existing platform. What is that platform and what functionality does the existing platform perform today?

**ANSWER**: ACD routing and reporting. NEC GNAV

1. This requirement mentions migration of contact center functionality from an existing platform. Does the functionality of the new platform include CRM capabilities, such as reposoitization of records/contacts/accounts/ household demographic data/general intake data sets/etc.?

**ANSWER**: No.

1. If this RFP response does include CRM functionality how many records will be migrated to the new platform and what type of data will be migrated?

**ANSWER**: No.

1. If this RFP does include CRM functionality will the Omni channel and other telphony requirements need to be integrated with the CRM platform through a CTI connector?

**ANSWER**: No

1. If this RFP does include CRM functionality will the integration to Epic to give visibility to Medical Record data to for purposes of creating a patient 360 view for ADT messages, episodic care info, billing info etc. ?

**ANSWER**: No

1. Does the legacy phone system include a mix of PBX and VoIP systems, or will the new system be cloud based? Are the legacy systems on a single instance or multiple instances?

**ANSWER**: Single instance. It is PBX and VoIP. New system can be cloud or on premise.

1. Is JPS using the myChart functionality of Epic for purposes of self service, including messaging, scheduling, education, reference articles, etc.?

**ANSWER**: Yes

All corrections, changes, additions, revisions, and/or clarifications in this Addendum #1 to the

RFP are hereby made a part of the RFQ/RFP # 202290067 Network Omnichannel Access Platform Solution.

All Respondents to the RFQ/RFP shall acknowledge receipt and acceptance of this Addendum #1 by

signing in the space provided and submitting the signed Addendum #1 with the RFQ/RFP.

Proposals submitted without an executed copy of this Addendum #1 attached may be considered

informal and may be rejected.

Received, acknowledged, and conditions agreed to on this \_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_, 2022, by:

Respondent: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If there are questions pertaining to this addendum please contact Lizzie Harris Johnson at Bid\_submissions@jpshealth.org