Submission of Written Questions

Instructions

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by ADH. The Vendor may add as many lines as needed. ADH would strongly prefer the Vendor to ask multi-part questions as individual questions on seperate lines. **Instructions:** Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question	Reference (page number, section number, paragraph)	Specific IFB Language	Question	Response
Example				
1	Page 10, Section 2.8, Table A	$300 for each patient not removed.	Can the performance standard language be revised/negotiated to include language that assigns fault?	If the patient cancelled within the set paramaters then the $300 will apply if patient not removed. If the patient cancelled outside of set paramaters the $300 will not apply.
2			Who does ADH currently use to automate these types of communications?	This is information is not necessary to submit a responsive bid.
3	1.4; 2.2.A	References to "Greenway Electronic Medical Records."	Section 1.4 references 'Greenway Electronic Medical Records.' Can the Department confirm the specific Greenway product and version in use (e.g., Intergy or Prime Suite), so bidders can scope the correct API integration?	Greenway Primesuite
4	2.2.A	Greenway API integration requirements.	Will the Department provision, or facilitate Greenway provisioning of, the necessary API credentials and partner/developer access for the awarded Contractor?	The vendor should currently have Greenway API and if not, all proposed pricing should include this connectivity in the cost.
5	2.2.A	Greenway API integration requirements.	Will the Department or the Contractor be responsible for any Greenway-charged API access, licensing, or partner-program fees?	This would be the contractor's responsibility and should fall under the "Implementation" fees.
6	2.2.J; Table A	Appointment cancellation/write-back requirements.	Can the Department confirm that the in-use Greenway product and its API entitlements support programmatic cancellation/removal of an existing appointment from the schedule?	Yes
7	2.2.J; Table A	Appointment cancellation/write-back requirements.	Will this cancellation/removal capability be enabled for the Contractor's integration?	This will have to be worked out between the vendor and Greenway.
8	2.2.L	Ability to "send out up to 100,000 tests and emails in less than an hour."	Please confirm whether 'tests' is intended to read 'texts' (SMS).	Yes, this should be "text" instead of "tests."
9	2.2.L	Ability to "send out up to 100,000 tests and emails in less than an hour."	Does the 100,000 figure represent a combined total across SMS, email, and voice, or a per-channel maximum?	This would be a combined total.
10	2.2.L	Ability to "send out up to 100,000 tests and emails in less than an hour."	Can the Department provide the expected frequency of these ad hoc/emergency blasts and a typical recipient count?	This would only be necessary in circumstances such as inclement weather or a campaign for a specific service provided by Arkansas Department of Health. An estimate would be 1-2 times/year. The recipient count would vary based on the reason for the mass messaging. The capability to send up to 100,000 texts and emails in less than an hour should safely cover these instances.