

THE UNIVERSITY OF NEW MEXICO HOSPITALS

REQUEST FOR PROPOSALS (RFP)

GLYCEMIC MANAGEMENT SOFTWARE SUPPORT SYSTEM



RFP# P353-16

ISSUANCE DATE: July 18, 2016
PROPOSAL DUE DATE: August 15, 2016

**THE UNIVERSITY OF NEW MEXICO HOSPITALS
PURCHASING DEPARTMENT
933 Bradbury Dr. SE, Suite 3165
ALBUQUERQUE, NM 87106**

RFP Number: P353-16

TITLE: GLYCEMIC MANAGEMENT SOFTWARE SUPPORT

1. **Offer Due Date/Time:** ALL OFFEROR PROPOSALS MUST BE RECEIVED FOR REVIEW AND EVALUATION BY THE PROCUREMENT SPECIALIST OR DESIGNEE NO LATER THAN **2:00 PM MOUNTAIN STANDARD TIME/DAYLIGHT TIME ON AUGUST 15, 2016**. Proposals received after this deadline will not be accepted. The date and time of receipt will be recorded on each proposal.
2. The University of New Mexico Hospitals (UNMH) invites you (“Offeror”) to submit an offer for material(s) and/or services set forth in this Request for Proposal (RFP). Please read carefully the instructions, specifications, and Standard Terms and Conditions, because failure to comply therewith may result in an offer being classified as unresponsive and disqualified. New Mexico civil and criminal law prohibits bribes, gratuities and kickbacks. (13-1-191 NMSA 1978)
3. **UNMH Procurement Specialist Contact Information:** The UNMH has assigned a Procurement Specialist who is responsible for the conduct of this procurement whose name, address, telephone number and e-mail address are listed below:

Name: Jennifer Sanchez
Title: Procurement Specialist
Address: 933 Bradbury Dr. SE, Suite 3165
Albuquerque, NM 87106
Telephone: (505) 272-3831
E-mail: jedsanchez@salud.unm.edu

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SECTION I. INTRODUCTION

1.1 Purpose of this RFP

The purpose of this Request of Proposals (RFP) is to solicit sealed proposals to establish contract(s) through competitive negotiations for the procurement of procurement of a glycemic management software system for the UNMH Diabetes program which will actively manage insulin doses for glycemic control through automated protocols for patients on IV and subcutaneous insulin, and allows providers, nurses, and managers to monitor glucose levels providing outstanding quality care for its patients.

1.2 Background

The UNMH is New Mexico's only academic medical center and the State's only Level One Trauma Center, treating over 80,000 emergency patients and seeing more than 500,000 outpatient visits annually. UNMH is also the largest clinical component of the University of New Mexico Health Sciences Center (UNMHSC). There are five hospitals included within the UNM Hospital System: UNM Hospital (UNMH), UNM Children's Hospital, Carrie Tingley Children's Hospital (CTH), Children's Psychiatric Center (CPC), and UNM Psychiatric Center (UNMPC). UNM Hospitals (UNMH, CTH, CPC, UNMPC) are located as part of the Main UNMH campus.

UNMH currently has 629 beds and is recognized for clinical excellence in many specialties including Trauma and Emergency Medicine, Pediatrics, Orthopedics, Cancer Research and Treatment, Transplantation and many others. The Hospital and its components provide primary, secondary, tertiary and quaternary care and receive referrals from counties throughout New Mexico and the entire Southwest. Inpatient discharges are approximately 27,650 per year. UNMH has 36 hospital-based clinics located at the main facility as well as various off-site locations. There are approximately 553,000 outpatient visits/encounters per year. UNMH has six retail pharmacy locations located within off-site clinic. UNMH qualifies for 340B drug pricing.

UNMH Statistics for the year ending June 30, 2015:

a. Emergency Room Visits	-	80,020
b. Outpatient Visits	-	552,841
c. Inpatient Days	-	179,739
d. Outpatient Operations	-	11,090
e. Inpatient Operations	-	8,370
f. Births	-	2,979

SECTION II. SCOPE OF PROCUREMENT

2.1 It is intended that this RFP will result with UNMH entering into a contractual agreement with successful Offeror. The initial contract shall begin on the date of fully executed contract. The term of the contract shall not exceed eight (8) years in duration, as provided for in NMSA 13-1-150 (Multi-Term Contract).

2.2 The scope of the procurement will result in a contract for the purchase of a software license that will accommodate up to three hundred seven (307) bed licenses. The proposed prices for services may only be adjusted by mutual agreement. The contract may be amended by mutual agreement of the parties upon written notice by either party to the other. Continuation of the contract(s) is contingent upon satisfactory contract compliance by the Contractor, as determined by UNMH. The UNMH, must approve all renewals/amendments and adjustments.

SECTION III. CONDITIONS GOVERNING THE PROCUREMENT

3.1 Forms and Exhibits. The RFP Submission Forms and Exhibits and the other documents requiring execution by the Offeror, shall be completed and signed by a duly authorized signing representative of the Offeror. Proposals should be completed without delineations, alterations, or erasures. Should there be any discrepancy between the original and any of the copies, the original shall prevail.

3.2 Requirements. For the purposes of the requirements stated in this RFP

3.2.1 “must” and “shall” indicate that the requirement is mandatory, subject to provisions of this RFP; and

3.2.2 “should”, “could” and “may” indicate that the requirement is discretionary.

3.3 Notice. The Offerors are put on notice that from the date of issue of the RFP through any award notification of the Agreement:

3.3.1 Only the Procurement Specialist is authorized by the UNMH to amend or waive the requirements of the RFP pursuant to the terms of this RFP;

3.3.2 Offerors should not contact any of the staff at UNMH, (except for the Procurement Specialist) in regards to this RFP, unless instructed to in writing by the Procurement Specialist;

3.3.3 Under no circumstances shall the Offeror rely upon any information or instructions from the Procurement Specialist, UNMH employees or their agents unless the information or instructions is provided in writing by the Procurement Specialist in the form of an addendum; and

3.3.4 UNMH, their employees, nor their agents shall be responsible for any information or instructions provided to the Offeror, with the exception of information or instructions provided in an addendum by the Procurement Specialist.

3.4 Information

3.4.1 Offeror to Review. The Offeror must carefully review this RFP and ensure that the Offeror has no reason to believe that there are any uncertainties, inconsistencies, errors, omissions, or ambiguities in any part of this RFP. Each Offeror is responsible for conducting its own investigations and due diligence necessary for the preparation of its Proposal.

3.4.2 Offeror to Notify. If the Offeror discovers any uncertainty, inconsistency, error, omission or ambiguity in this RFP, the Offeror must notify the Procurement Specialist in writing prior to submitting the Offeror’s Proposal.

3.4.3 Offerors shall not: Claim after submission of a Proposal that there was any misunderstanding or that any of the conditions set out in Section 3.4.1 Offeror to Review were present with respect to this RFP;

3.4.4 or Hold any staff of UNMH liable for any uncertainty, inconsistency, error, omission, or ambiguity in any part of this RFP.

3.5 Clarification and Questions

3.5.1 Submission. **Offerors may request clarification of this RFP by:**

3.5.1.1 Submitting all requests for clarification by email to the Procurement Specialist at jedsanchez@salud.unm.edu or as otherwise directed by the Procurement Specialist;

- 3.5.1.2 Including the Offeror's address, telephone number, facsimile number and email address;
- 3.5.1.3 If the question pertains to a specific section of this RFP, reference should be made to the specific section number and page; and
- 3.5.1.4 Submitting all requests for clarification no later **than 2:00 PM MST/MDT, August 5, 2016.**

3.5.2 Questions and Answers. The UNMH will provide Offerors with written responses in the form of addenda to questions that are submitted in accordance with Section 3.5.1. All addenda shall form part of this RFP. Questions and answers will be distributed in numbered addenda. In answering the Offeror's questions, the Procurement Specialist will include in all addenda the questions asked but will not attribute the questions to any Offeror. Notwithstanding the foregoing, the Procurement Specialist may in its sole discretion answer similar questions from various Offerors only once, edit the questions for clarity, and elect not to respond to questions that are either inappropriate or not comprehensible.

3.6 Issued Addenda. Each Offeror shall be responsible for verifying before submitting its Proposal that it has received all addenda that have been issued. All addenda will be posted on the UNMH proposal website visit <http://hospitals.unm.edu/about/proposals.shtml>. Instructions, clarifications or amendments which affect this RFP may only be made by addendum.

3.7 Amendments to the RFP. UNMH shall have the right to amend or supplement this RFP in writing prior to the Closing Time. No other statement, whether written, oral or inferred, will amend this RFP. The Offerors are responsible to ensure they received all addenda, if any. The addenda shall be binding on each Offeror.

3.8 Clarification of Offeror's Proposal

- 3.8.1 The UNMH shall have the right at any time after Proposal submission, to seek clarification from any Offeror in respect of such Offeror's Proposal, without contacting other Offerors. The UNMH is not obliged to seek clarification of any aspect of a Proposal.
- 3.8.2 Any clarifications sought shall not be an opportunity to either correct errors or to change the Offeror's Proposal in any substantive manner. In the clarification process, no change in the substance of the Proposal shall be offered or permitted. Subject to the qualification in this Section, any written information received by UNMH from an Offeror in response to a request for clarification from UNMH shall be considered part of the Offeror's Proposal.

3.9 Verification of Information. The UNMH shall have the right to:

- 3.9.1 Verify any Offeror statement or claim by whatever means the UNMH deems appropriate, including contacting persons in addition to those offered as references, and to reject any Offeror statement or claim, if the statement or claim or its Proposal is patently unwarranted or is questionable; or
- 3.9.2 Access the Offeror's premises where any part of the work is to be carried out to confirm Proposal information, quality of processes, and to obtain assurances of viability; and

- 3.9.3 The Offeror shall cooperate in the verification of information and is deemed to consent to UNMH verifying such information.

SECTION IV. ORGANIZATION OF PROPOSAL

4.1 Number of Responses and Copies

Offerors shall submit only one (1) proposal in response to this RFP.

Offeror's proposal must be clearly labeled and numbered and indexed as outlined in **Section 4.2. Proposal Format**. Proposals must be submitted as outlined below. The original copy shall be clearly marked as such on the front of the binder. Each portion of the proposal (technical/cost) must be submitted in separate binders and must be prominently displayed on the front cover.

- a. Proposals must be sealed and labeled on the outside of the package to clearly indicate that they are in response to the **RFP P353-16 Glycemic Management Software Support System**.
- b. **Proposal** - One (1) ORIGINAL, nine (9) HARD COPIES, and one (1) ELECTRONIC COPY of the proposal containing ONLY the Technical Proposal; ORIGINAL and COPY shall be in separate labeled binders. **The electronic version/copy can NOT be emailed.**
 - i. Proposals containing confidential information **must** be submitted as two separate binders:
 - **Unredacted** version for evaluation purposes
 - **Redacted** version (information blacked out and not omitted or removed) for the public file
 - c. **Electronic Copies** - The electronic version/copy of the proposal **must** mirror the physical binders submitted (i.e. One (1) **unredacted cd/usb**, one (1) **redacted cd/usb**). **The electronic version can NOT be emailed.** The original, hard copy and electronic copy information **must** be identical. In the event of a conflict between versions of the submitted proposal, the Original hard copy shall govern.

Any proposal that does not adhere to the requirements of this Section and **Section 4.2 Response Format and Organization**, may be deemed non-responsive and rejected on that basis.

4.2 Proposal Format

4.2.1 All proposals must be submitted as follows:

- a. Hard copies must be typewritten on standard 8 ½ x 11 inch paper (larger paper is permissible for charts, spreadsheets, etc.)
- b. Pages must be one-sided, one and one-half spaced and numbered.
- c. Typeface must be easily readable such as Time Roman and type size must be 12-point.
- d. Each Proposal must be placed within a binder with tabs delineating each section.

4.2.2 Proposal Content and Organization

Direct reference to pre-prepared or promotional material may be used if referenced and clearly marked. Promotional material should be minimal. The proposal must be

organized and indexed in the following format and must contain, at a minimum, all listed items in the sequence indicated.

4.2.3 Technical Proposal (Binder 1):

- A. Table of Contents
- B. Signed Authorized Signature Page (Appendix B)
- C. Proposal Summary (Optional)
- D. Response to Contract Terms and Conditions (Exhibit F) (Section VIII), (if applicable)
- E. Offeror's Additional Terms and Conditions (if applicable)
- F. Response to Technical Specifications/Evaluation Criteria
 - 1. Organizational Experience, quality and stability (Section 6.1)
 - 2. Organizational Reference (Section 6.2) (Exhibit I)
 - 3. Product Functionalities (Section 6.3)
 - 4. Integration/Implementation Work Plan (Section 6.4)
 - 5. Services, Ongoing Support Model (Section 6.5)
 - 6. IT Security Requirements (Section 6.6)
 - 7. Total Project Cost (Section 6.7) (Exhibit P)
- G. Exhibits
 - 1. Resident Veterans Certificate (Exhibit A)
 - 2. Small & Small Disadvantaged Business Certification (Exhibit C)
 - 3. Conflict of Interest and Debarment/Suspension Certificate Form (Exhibit D)
 - 4. Certification and Disclosure regarding Payments to Influence certain Federal Transactions (April 19910) (Exhibit H)
- H. Other Supporting Material (If applicable)

Within each section of the proposal, Offerors must address the items in the order indicated above. All forms provided in this RFP must be thoroughly completed and included in the appropriate section of the proposal.

The proposal summary may be included by potential Offerors to provide the Evaluation Committee with an overview of the proposal; however, this material will not be used in the evaluation process unless specifically referenced from other portions of the Offeror's proposal.

SECTION V. SCOPE OF WORK

The Scope of work for the resulting contract(s), which will accommodate up to three hundred seven (307) bed licenses. The successful Contractor shall:

- 5.1** Install, configure and customize a Glycemic Software system (System);
- 5.2** Work with staff to properly configure settings and workflows in the new system;
- 5.3** Train UNMH admissions and staff on the use of the new systems;
- 5.4** Create a user manual for all user functions; and
- 5.5** Provide technical and logistic support for a defined period after Ssystem installation is finished.
- 5.6** System Capabilities
 - 5.6.1** System must have the ability to actively manage all patients at UNMH with hyperglycemia through a protocol driven application that will manage IV insulin, transition from IV to subcutaneous insulin, subcutaneous insulin, and should make recommendations for home regimens on discharge.
 - 5.6.2** System must have the ability to be integrated into Cerner Powerchart, able to pull CBG data automatically, and should be able to be viewed product interface within the Electronic

Health Record (EHR) without a separate login, and should be able to document back to the EHR.

- 5.6.3 System must have the ability to provide real time reports on both nursing processes (delays in insulin administration), ideally down to individual nurses, as well as outcomes data with percent of hypo and hyperglycemic rates for units and institution as a whole. Real time surveillance offerings including patients that are not on the software protocol to identify missed opportunities for active management.
- 5.6.4 System must have the ability to support both IV Insulin and subcutaneous basal/bolus insulin regimens, and should include carbohydrate to insulin ratios.
- 5.6.5 System should have the ability to be customizable to allow for our selection of insulins, protocols, insulin factors.
- 5.6.6 System should have the ability to have flexibility around subcutaneous bolus insulin administration to match workflow of different nursing units.
- 5.6.7 System must have the ability to allow override options.
- 5.6.8 System must be FDA approved for IV and subcutaneous insulin ages 2-85 (in case we add pediatric component at later date).

SECTION VI. EVALUATION CRITERIA

This section describes the criteria to be used for analyzing and evaluating the various proposals. Cost will be a factor in the proposal evaluation with negotiable expectations; however, it is specifically a consideration of secondary importance to the need for competent and high-quality skilled Offeror(s).

UNMH reserves the right to award contracts based directly on the proposals or to negotiate with one or more Offerors or reject all proposals. The Offeror(s) selected for a contract will be chosen on the basis of the greatest benefit to UNMH. All responses to this Request for Proposals become the property of UNMH and will become public information upon completion of UNMH contract negotiation process.

An evaluation committee shall evaluate proposals based on the weighted criteria listed below. Submittals should completely address each of the following evaluation criteria in the order presented, elaborating on all responses where possible. UNMH reserves the right to judge the presentation of the Offerors submitting proposals in the evaluation and selection of the successful proposal. **Finalist may be invited for oral presentations and demonstrations at UNMH's sole discretion at a date and time to be determined.**

6.1 Organizational Experience, quality and stability (10 Points Possible)

Offerors must provide a response in the form of a narrative (10 Page Limit):

- 6.1.1 Provide a brief narrative of the Offeror's proven experience, capabilities and resources, at both organizational and individuals levels as a provider of Glycemic support system software implementations.
- 6.1.2 How many years have you provided a Glycemic system solution and implementation service?
- 6.1.3 Indicate how many application systems have been installed in the last two years and what percentage of business revenue is derived software deployment engagements;
- 6.1.4 Describe at least two project successes and failures of software deployment engagements. Include how each experience improved the Offeror's services.
- 6.1.5 How many clients have uninstalled the proposed solution(s).
- 6.1.6 What is your company's required certification/licensure? What current certifications does your company currently possess?
- 6.1.7 What experience do you have with academic medical centers and academic medical groups using your solution(s)? Please describe the results your academic clients have documented.

Please specify how many of these sites utilize the solution for an integrated health system similar to UNMH?

- 6.1.8 What unique capabilities and client experiences differentiate you from your competitors?
- 6.1.9 Has your company ever failed to meet Federal, State, local or industry requirements for your type of Software and required equipment? If yes, explain. If not, explain what you are doing to prevent it from occurring?
- 6.1.10 Has the firm ever filed bankruptcy, been in loan default, or are there any pending liens, claims or lawsuits against the firm. If so, please explain in detail.

6.2 Organizational Reference (5 points possible)

Offerors shall provide a minimum of three (3) references from similar projects performed within the last three years. **Offerors are required to submit Exhibit I, Organization Reference Questionnaire, to the business references they list. The business references must submit the Reference Form directly to the Procurement Specialist.** It is the Offeror's responsibility to ensure the completed forms are received on or before **August 12, 2016** for inclusion in the evaluation process.

Organizational References that are not received, or are not complete, may adversely affect the vendor's score in the evaluation process. The Evaluation Committee may contact any or all business references for validation of information submitted. If this step is taken, the Procurement Specialist and the Evaluation Committee must all be together on a conference call with the submitted reference so that the Procurement Specialist and all members of the Evaluation Committee receive the same information. Additionally, the Agency reserves the right to consider any and all information available to it (outside of the Business Reference information required herein), in its evaluation of Offeror responsibility.

Offerors shall submit the following Business Reference information as part of Offer:

- a) Client name;
- b) Project description;
- c) Project dates (starting and ending);
- d) Technical environment (i.e., Software applications, Internet capabilities, Data communications, Network, Hardware);
- e) Staff assigned to reference engagement that will be designated for work per this RFP; and
- f) Client project manager name, telephone number, fax number and e-mail address.

Points will be awarded based upon an evaluation of the responses to a series of questions as per **Exhibit I**. Points will be awarded for each individual response up to 1/3 of the total points for this category. Lack of a response will be awarded zero (0) points.

6.3 Product Functionalities: (20 Points Possible) Your product, at a minimum, must meet the required functionalities outlined below. Clearly and in detail explain on a point by point basis for

6.3.1 Proposed Glycemic System Approach

- 6.3.1.1 Give a brief overview of the proposed solution(s). Be sure to note its competitive advantages.
- 6.3.1.2 The system must have the ability to actively manage all patients at UNMH with hyperglycemia through a protocol driven application that will manage IV insulin, transition from IV to subcutaneous insulin, subcutaneous insulin, and make recommendations for home regimens on discharge.

- 6.3.1.3 The system must have the ability to be integrated into the Cerner Powerchart and its ability to pull CBG data and ability to be viewed product interface within the Electronic Health Record (EHR) without a separate login, and able to document back to the EHR.
- 6.3.1.4 The system must have the ability for real time surveillance offerings, including patients that are not on the software protocol to identify missed opportunities for active management.
- 6.3.1.5 The system must have the ability to support both IV insulin and basal/bolus insulin regimens as well should have carb to insulin ratios, its ability to be customizable to allow for selection of insulin's, protocols, insulin factors and its flexibility around subcutaneous bolus insulin administration to match workflow of different nursing units and its override options.
- 6.3.1.6 The system must have the ability to allow and manage for meal time boluses while on IV insulin.
- 6.3.1.7 Describe if your system has proven rates of low hypoglycemia, easy interfaces with high usability, and positive references from other Cerner and academic sites.

6.3.2 Reporting and Analytics

- 6.3.2.1 Describe your products analytic and reporting capabilities. Include the tools necessary and provided.
- 6.3.2.2 Describe your products ability to provide real time reports on both nursing processes (delays in insulin administration) down to individual nurses, as well as outcomes data with percent of hypo and hyperglycemic rates for units and institution as a whole.
- 6.3.2.3 Does your system allow direct connection to the database by users with full inquiry for extracting and reporting purposes?
- 6.3.2.4 Describe how your product allows for the capability to compare performance against standard measures and benchmarks.
- 6.3.2.5 Describe any Management dashboard and reporting capabilities.
- 6.3.2.6 Does any dashboard or reporting tool allow on-screen drill-down to additional levels of data detail?
- 6.3.2.7 Can user create custom reports independent of IT or vendor support? Can access to data elements be restricted by user or user role? What type of training is required for report building and generation?
- 6.3.2.8 Describe your systems capability to acquire and import information from external data sources. Does your system have functionality to link this data to internally generated data?

6.4 Integration/Implementation Work Plan. (15 Points Possible)

- 6.4.1 The Offeror should complete and submit an Implementation Plan. In preparing the Implementation Plan, Offerors are directed to provide sufficient detail (example, separate line items for separate pieces of software (modules) and required hardware) to enable the UNMH to fully understand the intentions of the Offeror should some or all of its Proposal be accepted for negotiations by UNMH.
- 6.4.2 Define and describe a successful implementation at an Academic Health Center of comparable patient volume to UNMH.
- 6.4.3 **Content of Implementation Plan.** The Implementation Plan submitted by the Offeror should provide a detailed work plan for the fulfillment of its proposed scope and software (modules) and required hardware and/or services. Such work plan should identify the Offeror's plan for the UNMH, including all tasks, milestones, and time frames involving

completion of the scope. Offerors may employ Gantt charts, graphics or other scheduling tools, preferably in electronic media. Manpower loading shall be included. For greater certainty, it is the intention of the UNMH that the Implementation Plan covers and details at least the following:

- 6.4.3.1 An overview of the implementation process.
- 6.4.3.2 What is the average duration of implementation?
- 6.4.3.3 Qualifications of the implementation team?
- 6.4.3.4 Software (modules) and required hardware and/or product manufacture
- 6.4.3.5 Delivery. Dates and times for the shipment and receipt of software (modules) and required hardware
- 6.4.3.6 Dates, times, durations and personnel commitment required by UNMH for all activities required for the installation and implementation of the software (modules) and required hardware

6.4.4 Delivery.

6.4.4.1 **Delivery Plan.** The Offerors shall submit a delivery plan detailing the dates and times for the shipment and receipt of software (modules) and required hardware for each type of proposed software (modules) and required hardware included in the Proposal.

6.4.4.2 **Coordination of Delivery with the UNMH.** The delivery plan disclosed shall be subject to the approval of the Hospital to ensure conformity with hospital rules and regulations, all applicable laws and associated regulations and patient needs.

6.4.5 **Installation.** Installation must conform to **Exhibit J**.

6.4.6 **Acceptance Test.** The Offerors shall complete and submit **Exhibit K – Acceptance Testing**.

6.4.7 **Training Plan.** The Offerors shall provide training samples for the types of training as specified in **Exhibit L**.

6.5 Services, Ongoing Support Model. (15 Points Possible)

6.5.1 The Offerors shall complete and submit the Warranty **Exhibit M**. Offerors are instructed to submit a warranty proposal which is software (modules) and required hardware specific, not generic.

6.5.2 The Offerors shall complete and submit Service and Support **Exhibit N**.

6.5.3 The Offerors shall comply with **Exhibit O: Manuals, Bulletins and Documentation**

6.5.4 Have you ever provided software (modules) and required hardware that is still in service that you no longer deliver and or no longer support? If so, please explain and provide customer name and location.

6.5.5 Has a customer ever rejected or returned your software (modules) and required hardware? If yes, please explain and provide customer name and location.

6.5.6 How will your product help UNMH reduce time spent collecting, analyzing and presenting data.

6.5.7 Tell us how your company will work with UNMH to ensure the UNMH-specific customizations/configurations are met.

6.5.8 What is your customer service approach and philosophy?

6.5.9 What ongoing support do you provide for coding issues, software problems, questions, and concerns?

6.5.10 Do you provide 24/7 support?

- 6.5.11 What is the average problem response time?
- 6.5.12 What is the escalation process for issues?
- 6.5.13 What is the process for quality improvement?
- 6.5.14 How do you measure client satisfaction?

6.6 IT Security Requirements (15 Points Possible)

- 6.6.1 The Offerors shall complete and submit **Exhibit G – Information Security Plan Information.**
- 6.6.2 Vendor must provide workflow diagram of application/system for security control point understanding.
- 6.6.3 Describe access controls at all points.
- 6.6.4 Describe your remote access requirements.
- 6.6.5 Provide remote support capabilities for UNMH personnel.
- 6.6.6 Describe the systems processes for Separation of duty, data integrity checks, if this system creates error reports, where and how are they logged?
- 6.6.7 Describe: business continuity, backup and general DR abilities.
- 6.6.8 Does your system provide controls to limit access to unauthorized users? Please explain:
- 6.6.9 Does your product provide access to individual system functions through a hierarchy of privileges defined by the data owner?
- 6.6.10 Provide controls, logging capability and audits of user access to patient information based on user ID?
- 6.6.11 Explain your capabilities to provide automatic logoff after a defined amount of time.
- 6.6.12 Does your system have the ability to prevent the download of patient information to hard drives, other media and printers? Please Explain
- 6.6.13 Does your system have an electronic audit trail of access to all users who have accessed or updated a patient record, including date and time stamps, and location of access?
- 6.6.14 Provide exactly how your system/application stores log off of the system and how access to security system logs is controlled.
- 6.6.15 Does your system provide security checks/controls based on roles (e.g. Physician vs. Users)
- 6.6.16 Provide information on how your system provides single sign-on capabilities and password complexity or synchronize with enterprise active directory or LDAP?
- 6.6.17 Provide security training capabilities or offerings.
- 6.6.18 Provide web-based or other monitoring tool information.
- 6.6.19 Provide web or networking dependencies.
- 6.6.20 Provide information on the biometric or other two factor authentication of your system.
- 6.6.21 Provide contractual guarantee to provide updates, software releases and upgrades to ensure HIPAA/HITECH compliance and/or other regulations with no cost?
- 6.6.22 Provide information on how the system is patched, updated and does it support AV?
- 6.6.23 Provide incident response processes including breach reporting priorities and, response and reporting times.
- 6.6.24 Please provide IT application/system supports operating system, application and antiviral updates. Specifically, what is the guaranteed turnaround for applying the above patches or mitigation of security vulnerabilities found by vendors, experts and UNMH security staff?
- 6.6.25 Tell us how your system complies with HITECH NIST transport layer security and data at rest encryption protocols?
- 6.6.26 Provide information on how your system provides: Support data level access controls that allow assignment of security data level in files?
- 6.6.27 Does your system have the ability to assign specific access levels by profession or ID?
- 6.6.28 Does you client-server (data security) allow browser-based access from anywhere inside or outside hospital?

6.6.29 Date when your first and most recent commercial system was installed, e.g. is this a beta version or has it been in use for a while without problems.

6.7 Provide a Price Proposal (20 Points Possible)

6.7.1 Offerors must complete the Cost Response Form in **APPENDIX P**. All charges listed on **APPENDIX P** must be justified and evidence of need documented in the proposal. **Prices** – All prices/discounts shall be F.O.B. destination and shall include all parts, labor, materials, software, surcharges, supplies, freight, administrative costs, etc., to fulfill the terms, conditions, and scope of work as called for in this RFP and must be based upon percent (%) discount off your current Published List Price.

6.7.2 Total Project Cost – In **Exhibit P** provide the total project price for all software (modules) and required hardware, services, implementation, including conversion or customization charges from our existing application and/or forms and formats. All related expenses necessary to accomplish each project as listed herein must be included. Price submitted by vendor must include estimates for travel, lodging, meals, and any other associated costs.

6.7.3 Licensing – What is the licensing structure for your product? (By concurrent users, server installations, perpetual, month to month etc.). Do you offer various licensing models, hosted solutions, etc.? If you provide a hosted solution, may UNMH elect, at a future point in time, to operate the software on its own servers at no additional licensing charge? In your pricing please indicate if the License fees are month to month or perpetual.

6.7.4 Year one costs, and Subsequent Annual Costs - What are the initial or year one costs including yearly maintenance, support, and any other items or are they included in the Total Project Cost? What are the year two, three, and subsequent year’s annual costs? What goods and services are provided in such years?

6.7.5 Future Enhancements – Provide details or estimates on cost structure for any enhancements to basic functionality requested or anticipated expansion of the product in future years. Please describe the product roadmap via a white paper or other documentation or text. For example, do you typically release new versions of the software every 6 months, 9 months, 18 months, etc.... Assuming UNMH purchases your product in the **Fall, 2016**, where is that in the product cycle?

Evaluation Criteria Summary: The following is a summary of the evaluation factors and the weighted value assigned to each.

6.1	Organizational Experience, quality and stability	10	Points Possible
6.2	Organizational Reference	5	Points Possible
6.3	Product Functionalities	20	Points Possible
6.4	Integration/Implementation Work Plan	15	Points Possible
6.5	Services, Ongoing Support Model	15	Points Possible
6.6	IT Security Requirements	15	Points Possible
6.7	Price Proposal	20	Points Possible
	TOTAL	100	Points Possible

SECTION VII. ADDITIONAL INSTRUCTIONS TO OFFERORS

7.1. VETERANS PREFERENCE. In accordance with sections 13-1-21 and 13-1-22 NMSA 1978 resident veterans businesses are to receive the following preferences:

- 7.1.1. Resident veterans businesses with annual revenues of \$1M or less are to receive a 10% preference discount on their bids and proposals.
- 7.1.2. Resident veterans businesses with annual revenues of more than \$1M but less than \$5M are to receive an 8% preference discount on their bids and proposals
- 7.1.3. Resident veterans businesses with annual revenues of more than \$5M are to receive a 7% preference discount on their bids and proposals.
- 7.1.4. This preference is separate from the current in-state preference and is not cumulative with that preference. However, veteran businesses will still receive the in-state preference once the veteran's preference cap is exceeded.
- 7.1.5. Points will be awarded based on Offerors ability to provide a copy of a current Resident Veterans Certificate (**Exhibit A**)
- 7.1.6. In addition, the Resident Veterans Preference Certification Form must accompany any RFP and any business wishing to receive a resident veteran's preference must complete and sign the form.
- 7.1.7. RFP's are to be evaluated on preference as follows:
 - 7.1.7.1. In addition to the total points on an RFP, 10% must be added for preference award. For example, an RFP has a total value of 1000 points. Five proposals are received; one from a resident business, one from a resident veterans business with an 8% preference and three non-resident businesses. The two preference businesses would receive 50 points and 80 points to their already evaluated score, making it possible for the highest score total of 1080.
- 7.1.8. The attached "Resident Veteran Preference Certification" form (**Exhibit A**) must filled out, signed and included the offeror's RFP from any business wishing to receive a resident veteran's preference.
- 7.2. AUTHORIZED SIGNATURE PAGE: Review and submit the Authorized Signature Page attached hereto as **Exhibit B**.
- 7.3. SMALL AND DISADVANTAGED BUSINESS CERTIFICATION FORM: Review and submit the Small and Small Disadvantaged Business Certification Form attached hereto as **Exhibit C**.
- 7.4. CONFLICT OF INTEREST CERTIFICATION FORM: Review and submit Conflict of Interest Certification Form attached hereto as **Exhibit D**.
- 7.5. INSURANCE REQUIRMENTS: The Offeror is required to carry insurance, meeting the requirements in the Section labeled "Insurance Requirements" or as noted in the specifications (**Exhibit E**). Offeror must submit proof of insurance in the form of a "Certificate of Insurance" with their response and prior to commencing work under the resulting contract. Offeror's insurance shall remain in effect for the entire term of the contract and must be extended to coincide with any future contract extensions. This Request for Proposal Number must appear on the Certificate of Insurance.
- 7.6. SAMPLE AGREEMENT: The successful respondent will be required to enter into the Regents of the University of New Mexico, for its public operation known as University of New Mexico Hospitals agreement hereto attached as **Exhibit F**.
- 7.7. INFORMATION SECURITY PLAN. Offeror(s) shall not install any systems software and hardware, applications, databases, information or etc. on UNMH's computing devices-assets including export/import files, custom files or etc. without prior approval from UNMH's IT division. The successful Awardee may be required to complete the UNMHs Information Security Plan Information and submit to UNMH's IT department for approval. Failure to complete form upon

UNMH's request or failing to receive IT approval may result in Offeror(s) being considered as non-responsive and/or termination of agreement.

- 7.8. TAXES.** The University is exempt from Federal Excise Taxes and from New Mexico Gross Receipts Taxes on materials. Services are not exempt. Taxes on services should be included as a separate line item and not included in the base price offer. Applicable taxes are excluded from the RFP evaluation. A non-taxable transaction certificate is available upon request by contractor.
- 7.9. CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS.** Review and submit the Certification And Disclosure Regarding Payments To Influence Certain Federal Transactions (April 1991) form attached hereto as **Exhibit H**.
- 7.10. RESIDENT BUSINESS, RESIDENT CONTRACTOR AND RESIDENT VETERAN PREFERENCE CERTIFICATION.** To receive a resident business preference pursuant to Section 13-1-21 NMSA 1978 or a resident contractor preference pursuant to 13-4-2 NMSA 1978, a business or contractor is required to submit with its bid or proposal a copy of a valid resident contractor certificate issued by the New Mexico Taxation and Revenue Department.
- 7.11. PERIOD OF CONTRACT.** The term of the resultant Price Agreement(s) arising from this proposal may be for a term of eight years (8) as provided for in NMSA 13-1-150 (Multi-Term Contract).
- 7.12. QUANTITIES.** UNMH may purchase all, some or none of the elements described in this proposal or Offerors responses. In addition, actual quantities may fluctuate up or down based on UNMH needs. The successful bidder will be required to fill all orders placed regardless of quantities ordered.
- 7.13. AGENTS/SUBCONTRACTORS.** The Offeror shall indicate whether the Offeror intends to use agents or subcontractors to perform the services outlined in the Agreement and shall provide details on who they are and the service(s) the agent/subcontractor shall perform. The successful Offeror shall remain primarily responsible for the performance of the Agreement notwithstanding its use of agents or subcontractors as approved by the Hospital. If the Offeror is not using agents or subcontractors on this RFP, the Offeror should respond by stating not applicable.

SECTION VIII. STANDARD TERMS AND CONDITIONS

The following General Terms and Conditions are an equal and integral part of this Request For Proposal (RFP). The terms, conditions and specifications contained in this RFP along with any attachments and the Offerors' response may be incorporated into any Purchase Order/ Agreement issued as a result of this RFP, including any addenda. UNMH reserves the right to negotiate with a successful Offeror (Contractor) provisions in addition to those stipulated in this RFP. The contents of this RFP, as revised and/or supplemented, and the successful Offerors' proposal may be incorporated into the Contract. Should an Offeror object to any of the UNMH Standard Terms and Conditions the Offeror must propose specific alternative language that would be acceptable to UNMH. General references to the Offerors' terms and conditions or attempts at complete substitutions are not acceptable to UNMH and will result in disqualification of the Offerors' proposal. Offerors' must provide a brief statement of the purpose and impact, if any, of each proposed change followed by the specific proposed alternate wording.

Any proposed changes to the terms and conditions attached to this RFP must be stated in Offerors' proposal in a Section marked "TERMS AND CONDITIONS". Offerors are cautioned that any changes to the terms and conditions that are NOT stated in the RFP response will not be entertained by UNMH at a later date. Any provisions in any proposal, quotation, acknowledgment or other forms or contract

documents applicable to the services that are inconsistent, or in conflict, with any provisions of this RFP or the resultant contract will be ineffective and inapplicable.

UNMH reserves the right to reject a proposal on the basis the compromising language cannot be accepted by UNMH. Any additional terms and conditions which may be the subject of negotiation will be discussed only between UNMH and the successful Offeror and shall not be deemed an opportunity to amend the Offeror's proposal.

- 8.1. ALTERNATE OFFERS.** Alternate offers will be accepted and considered provided they are "equal to" and meet all specifications of this RFP which may include all specifications of the Brand used to identify the quality of the goods and/or services requested. The University reserves the right to make the final determination as to whether or not an alternate offer is equal. It is the Offeror's responsibility to provide, as part of the offer, descriptive literature, specifications and information on all alternate products and services offered. References of current users should be included. If the item(s) or service(s) offered are not clearly identified as alternate item(s) or services, it is understood that the offer is for item(s) and service exactly as specified in this RFP.
- 8.2. ASSIGNMENT.** Any resultant Purchase Order/Agreement may be assignable by the University. Except as to any payment due hereunder, any resultant Purchase Order/Agreement shall not be assignable by Seller without written approval from the University.
- 8.3. AWARDS – MULTIPLE.** The University reserves the right to make multiple awards to primary and secondary source or to otherwise split the award of the items, projects and/or sections of this proposal.
- 8.4. BRAND NAME OR EQUAL.** The brand name(s), part and/or catalog number(s) are used to establish a level of quality and to describe the item(s) required. If offering a brand, part or catalog number other than that listed, please indicate items offered and include literature and/or technical specifications. Failure to do so may cause offer to be declared non-responsive.
- 8.5. CANCELLATION.** The University reserves the right to cancel without penalty, this RFP, any resultant Purchase Order/Agreement, or any portion thereof for convenience, unsatisfactory performance, or unavailability of funds.
- 8.6. CHANGES.** The University may make changes within the general scope of any resultant Purchase Order/Agreement by giving notice to Seller and subsequently confirming such changes in writing. If such changes affect the cost of, or the time required for performance of a resultant Purchase Order/Agreement, an appropriate equitable adjustment shall be made. No change by Seller shall be recognized without written approval of the University. Any claim of Seller for an adjustment under this Paragraph must be made in writing within thirty (30) days from the date of receipt by Seller of notification of such change. Nothing in this Paragraph shall excuse Seller from proceeding with the performance of the Purchase Order/Agreement as changed hereunder.
- 8.7. CASH DISCOUNTS.** The University will take advantage of cash discounts offered whenever possible; however, cash discounts will not be used as a means to determine the lowest cost.
- 8.8. CLEAN UP.** It is the Seller's responsibility that the job site be kept clean and free of rubble while work is performed under this contract. Upon completion of work, all areas shall be cleared of all contractors' equipment excess materials and rubble.
- 8.9. DISCLOSURE OF PROPOSAL CONTENTS.** The proposals will be kept confidential until UNMH awards a price agreement. At that time, all proposals and documents pertaining to the proposals will be open to the public, except for material that is proprietary or confidential. The Procurement Managers will not disclose or make public any pages of a proposal on which the Offeror has stamped or imprinted "proprietary" or "confidential" subject to the following requirements:

Proprietary or confidential data shall be readily separable from the proposal in order to facilitate eventual public inspection of the non-confidential portion of the proposal. Confidential data is normally restricted to confidential financial information concerning the Offeror's organization and data that qualifies as a trade secret in accordance with the Uniform Trade Secrets Act, 57-3A-1 to 57-

3A-7 NMSA 1978. The price of service offered or the cost of services proposed shall not be designated a proprietary or confidential information.

If a request is received for disclosure of data for which an Offeror has made a written request for confidentiality, UNMH shall examine the Offeror's request and make a written determination that specifies which portions of the proposal should be disclosed. Unless the Offeror takes legal action to prevent the disclosure, the proposal will be so disclosed. The proposal shall be open to public inspection subject to any continuing prohibition on the disclosure of confidential data.

- 8.10. **ECCN REPORTING REQUIREMENT.** Seller acknowledges that providing goods and services under any resultant Purchase Order/Agreement is subject to compliance with all applicable United States laws, regulations, or orders, including those that may relate to the export of technical data or equipment, such as International Traffic in Arms Regulations ("ITAR") and/or Export Administration Act/Regulations ("EAR"). Seller agrees to comply with all such laws, regulations and orders as currently in effect or hereafter amended. Seller shall not disclose any export-controlled information, or provide any export-controlled equipment or materials to UNMH without prior written notice. In the event that UNMH agrees to receive such export-controlled information, equipment or materials, Seller shall: (i) include the Export Control Classification Number (ECCN) on the packing documentation, and, (ii) send an electronic copy of the ECCN number and packing documentation to: ECCN@UNM.EDU
- 8.11. EQUIPMENT REQUIRED.** The proposer shall be responsible for supplying and maintaining all equipment and materials necessary to complete the work to be performed under this RFP except as otherwise noted in the Specifications.
- 8.12. EMPLOYEE CERTIFICATION.** The Offeror and all Offerors' employees utilized on the work to be performed under this RFP must have the proper certification(s) and license(s) to comply with State and local requirements connected to this RFP. The Offeror shall use only fully qualified and approved service technicians to perform inspections, service and/or repairs under this request.
- 8.13. GENERAL TERMS AND CONDITIONS:** UNMH's General Terms and Conditions are an equal and integral part of this request. All terms and conditions of this request will remain unchanged for the duration of the contract and will supersede and take precedence over any Offeror's agreement forms. Offeror must include a detailed description regarding any exceptions to the terms and conditions of this RFP. If exceptions or deviations are not clearly stated, it is understood that the terms and conditions of this proposal shall govern.

UNMH reserves the right to reject any proposal that does not meet the terms and conditions of the request for proposal. It further reserves the right to accept or reject any modifications to the terms and conditions if it is in the best interest of the UNMH to do so.

- 8.14. F.O.B.** Unless stated otherwise, the price for goods is F.O.B. the place of destination, and the place of destination is the University's designated campus address.
- 8.15. GOVERNING LAW.** All resultant Purchase Order/Agreements shall be construed in accordance with the laws of the State of New Mexico as they pertain to Purchase Order/Agreements executed and fully to be performed within New Mexico, or federal law where applicable, but in either case excluding that body of law relating to choice of law.
- 8.16. HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA).** The parties agree to enter into a mutually acceptable amendment to a resultant Purchase Order/Agreement as necessary to comply with applicable federal laws and regulations governing the use and/or disclosure of individually identifiable health information. Such amendment shall be entered into on or before the date by which hospitals are required to be in compliance with the privacy regulations promulgated under the Health Insurance Portability and Accountability Act of 1996.
- 8.17. INDEMNIFICATION AND INSURANCE.** Seller assumes the entire responsibility and liability for losses, expenses, damages, demands and claims in connection with or arising out of any actual or alleged personal injury (including death) and/or damage or destruction to property sustained or

alleged to have been sustained in connection with or arising out of the goods delivered by Seller or the performance of the work by Seller its agents, employees, sub-contractors or consultants, except to the extent of liability arising out of the negligent performance of the work by or willful misconduct of the University. Seller shall indemnify, defend and hold harmless the University, its officers, agents, and employees from any and all liability for such losses, expenses, damages, demands, and claims and shall defend any suit or action brought against any or all of them based on any actual or alleged personal injury or damages and shall pay any damage costs and expenses including attorneys' fees, in connection with or resulting from such suit or action. Seller will also indemnify, defend and hold harmless the University against any joint and several liabilities imposed against the University with respect to strict products liability claims attributable to the fault of the Seller.

Seller agrees that it and its sub-contractors will maintain general liability, product liability and property damage insurance in reasonable amounts (at least equal to the New Mexico Tort Claims Act limits) covering the above obligation and will maintain workers' compensation coverage covering all employees performing under a resultant Purchase Order/Agreement on premises occupied by or under the control of the University. The liability of the University will be subject in all cases to the immunities and limitations of the New Mexico Tort Claims Act, Sections 41-4-1 et seq. NMSA 1978, as amended."

- 8.18. INSPECTION.** The University may inspect, at any reasonable time, any part of Seller's plant or place of business, which is related to performance of any resultant Purchase Order/Agreement. Final Inspection will be made at the destination upon completion of delivery of goods and services. Acceptance of delivery shall not be considered acceptance of the goods and/or services furnished. Final inspection shall include any testing or Inspection procedures required by the Specifications.
- 8.19. INSPECTIONS, SELLER.** The Seller shall be responsible for securing at Seller's expense, all required inspections to comply with Federal, State and/or Local regulations governing the work performed under this RFP.
- 8.20. INSTRUMENTALITIES:** Seller shall supply all equipment, tools, materials and supplies required for the performance of the designated tasks or requirements set forth in any resultant Purchase Order/Agreement or its attachments.
- 8.21. INSURANCE REQUIRMENTS:** The Offeror is required to carry insurance, meeting the requirements in the Section labeled "Insurance Requirements" or as noted in the specifications. Offeror must submit proof of insurance in the form of a "Certificate of Insurance" to the appropriate Buyer prior to commencing work under this contract. Offeror's insurance shall remain in effect for the entire term of the contract and must be extended to coincide with any future contract extensions. This Request for Proposal Number must appear on the Certificate of Insurance.
- 8.22. LATE SUBMISSIONS.** Late submissions of offers will not be accepted or considered unless it is determined by the University that the late receipt was due solely to mishandling by the University or the offer is the only offer received. Late submissions will be returned unopened.
- 8.23. MERGER.** The contract shall incorporate all the agreements, covenants, and understandings between the parties thereto concerning the subject matter thereof. No prior agreements or understandings, verbal or otherwise, of the parties or their agents shall be valid or enforceable unless embodied in the contract.
- 8.24. NEW MATERIALS REQUIRED.** All materials and equipment delivered and/or installed under this RFP shall be new and be the standard products of a manufacturer regularly engaged in the production of the materials and equipment. Where two or more units of the same class of materials and/or equipment are required, the units shall be the products of the same manufacturer. Any manufacturer's data supplied with the item(s) shall be submitted to UNMH's authorized representative.
- 8.25. NOTICES:** Any notice required to be given or which may be given under this RFP or a resultant contract shall be in writing and delivered in person or via first class mail.

UNMH Address:

The University of New Mexico Hospitals
Purchasing Department
933 Bradbury Dr. Se Suite 3165
Albuquerque, NM 87106

- 8.26. OPTION TO RENEW.** UNMH reserves the option to renew the RFP's resultant contract if such renewal is mutually agreed to and found to be in the best interests of UNMH. These renewal options will be exercised in increments as indicated in the RFP's specifications, or if not stated, in one-year terms.
- 8.27. OTHER APPLICABLE LAWS.** Any provision required to be included in a resultant Purchase Order/Agreement by any applicable and valid executive order, federal, state or local law, ordinance, rule or regulation shall be deemed to be incorporated herein.
- 8.28. OSHA REGULATIONS.** The Seller shall abide by Federal Occupational Safety and Health Administration (OSHA) regulations, the State of New Mexico Environmental Improvement Board's Occupational Health and Safety Regulations that apply to the work performed under this RFP. The Seller shall defend, indemnify, and hold UNMH free and harmless against any and all claims, loss, liability and expense resulting from any alleged violation(s) of said regulation(s) including but not limited to, fines or penalties, judgments, court costs and attorney's fees.
- 8.29. OWNERSHIP OF DOCUMENTS.** All documents which are prepared by the Seller or any member of the consulting team that form a part of its services under a resultant Purchase Order//Agreement are the sole property of the University of New Mexico Hospitals and such works may not be reproduced nor distributed without the express written consent of the University of New Mexico Hospitals and shall be delivered to UNMH upon termination and or completion of this Purchase Order/Agreement if UNMH so requests. The Seller shall be responsible for the protection and/or replacement of any original documents in its possession. UNMH shall receive all original drawings and the Seller shall retain a reproducible copy.

Work Made for Hire - For the consideration payable under a resultant Purchase Order/Agreement, the work product required by the Purchase Order/Agreement shall be considered a work made for hire within the meaning of that term under the copyright laws of the United States, applicable common law and corresponding laws of other countries. UNMH shall have the sole right and authority to seek statutory copyright protection and to enjoy the benefits of ownership of the work. The party performing the work hereby assigns all rights, title and interest in and to the work to UNMH and shall require all members of the consulting team to agree in writing that they assign all right, title and interest in work product required by the Purchase Order/Agreement to UNMH.

Inventions. For the consideration payable under a resultant Purchase Order/Agreement, the Seller agrees to report any invention arising out of the Work required by the Purchase Order/Agreement to UNMH. UNMH shall have sole right and authority to seek statutory patent protection under United States and foreign patent laws and to enjoy the benefits of ownership of the invention, whether or not the invention was required of the Seller or member of the consulting team as part of the performance of Work. The Seller hereby assigns all right, title and interest in and to inventions made in the course of the Work to UNMH and agrees to execute and deliver all documents and do any and all things necessary and proper to effect such assignment. Seller shall require all members of the Consulting Team to agree in writing that they will execute and deliver all documents and do any and all things necessary and proper to effect assignment of inventions arising out of the Work required by the Purchase Order/Agreement to UNMH.

Survival of Provision. This provision shall survive expiration and termination of the Purchase Order/Agreement.

- 8.30. PACKAGING.** Packaging of materials under this contract shall meet the minimum specifications indicated under Packaging Specifications. If there are no packaging specifications listed, the packaging shall be suitable to insure that the materials are received in an undamaged condition. All material returns will be at the Offeror's expense.
- 8.31. **PATENT AND COPYRIGHT INDEMNITY.** Seller shall indemnify, defend and hold harmless the University against all losses, liabilities, lawsuits, claims, expenses (including attorneys' fees), costs, and judgments incurred through third party claims of infringement of any copyright, patent, trademark or other intellectual property rights.
- 8.32. PAYMENTS FOR PURCHASING.** No warrant, check or other negotiable instrument shall be issued in payment for any purchase of services, construction, or items of tangible personal property unless the Purchasing Office or the UNMH using agency certifies that the services, construction or items of tangible personal property have been received and meet specifications.
- 8.33. PAYMENT TERMS.** Upon written request from Seller for payment, the University shall, within 30 days, issue a written certification of complete or partial acceptance or rejection, with payment to follow within 30 days after certificate of acceptance. Late payment charges shall be ½ of 1% per month.
- 8.34. PENALTIES.** The Procurement Code, Section 13-1-28 at seq. NMSA 1978, as amended imposes civil and criminal penalties for its violation. In addition, the New Mexico criminal statutes impose criminal penalties for bribes, gratuities and kickbacks.
- 8.35. PROTECTION OF CONFIDENTIAL DATA.** Service Provider agrees to abide by the limitations on re-disclosure of personally identifiable information from education records set forth in The Family Educational Rights and Privacy Act (34 CFR § 99.33 (a)(2) and with the terms set forth below. 34 CFR 99.33 (a)(2) states that the officers, employees and agents of a party that receives education record information from the Institution may use the information, but only for the purposes for which the disclosure was made.

Definition: Covered data and information (CDI) includes paper and electronic student education record information supplied by Institution, as well as any data provided by Institution's students to the Service Provider. Acknowledgment of Access to CDI: Service Provider acknowledges that the Purchase Order/Agreement allows the Service Provider access to CDI.

Prohibition on Unauthorized Use or Disclosure of CDI: Service Provider agrees to hold CDI in strict confidence. Service Provider shall not use or disclose CDI received from or on behalf of Institution (or its students) except as permitted or required by the Purchase Order/Agreement, as required by law, or as otherwise authorized in writing by Institution. Service Provider agrees not to use CDI for any purpose other than the purpose for which the disclosure was made. If the Family Policy Compliance Office of the U.S. Department of Education determines that the Service Provider improperly disclosed personally identifiable information obtained from Institution's education records, Institution may not allow the Service Provider access to education records for at least five years.

Return or Destruction of CDI: upon termination, cancellation, expiration or other conclusion of the Purchase Order/Agreement. Service Provider shall return all CDI to Institution or, if return is not feasible, destroy any and all CDI. If the Service Provider destroys the information, the Service Provider shall provide Institution with a certificate confirming the date of destruction of the data.

Maintenance of the Security of Electronic Information: Service Provider shall develop, implement, maintain and use appropriate administrative, technical and physical security measures to preserve the confidentiality, integrity and availability of all electronically maintained or transmitted CDI received from, or on behalf of Institution or its students. These measures will be extended by contract to all sub-contractors used by Service Provider.

Reporting of Unauthorized Disclosures or Misuse of Covered Data and Information: Service Provider shall, within one day of discovery, report to Institution any use or disclosure of CDI not authorized by this Purchase Order/Agreement or in writing by Institution. Service Provider's report shall identify: (i) the nature of the unauthorized use or disclosure, (ii) the CDI used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what Service Provider has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and (v) what corrective action Service Provider has taken or shall take to prevent future similar unauthorized use or disclosure. Service Provider shall provide such other information, including a written report, as reasonably requested by Institution.

Indemnity: Service Provider shall defend and hold Institution harmless from all claims, liabilities, damages, or judgments involving a third party, including Institution's costs and attorney fees, which arise as a result of Service Provider's failure to meet any of its obligations under this Purchase Order/Agreement.

Note: Inclusion of data by students into the terms of the contract will depend upon the contract and may not be needed."

- 8.36. PUBLIC INFORMATION.** All information, except that classified as confidential, will become public information at the time that the RFP is awarded. Confidential information must be marked "CONFIDENTIAL" in red letters in the upper right hand corner of the pages containing the confidential information. Price and information concerning the specifications cannot be considered confidential. (UNMH Purchasing Regulations 11.6.3.)
- 8.37. PURCHASE ORDER/AGREEMENT.** Any resultant Purchase Order/Agreement shall be the sole and entire Purchase Order/Agreement between the parties; any documents incorporated into the Purchase Order/Agreement are listed explicitly on the front side of the Purchase Order/Agreement, or are incorporated by implication by the terms of any resultant Purchase Order/Agreement. Any terms inconsistent with or in addition to any resultant Purchase Order/Agreement proposed by Seller are deemed rejected unless agreed to in writing by an appropriate University official.
- 8.38. RELATIONSHIP OF PARTIES.** The parties and their respective employees are at all times acting as independent Offerors. Offeror will not be considered an employee of UNMH for any purpose, including, but not limited to, workers' compensation, insurance, bonding or any other benefits afforded to employees of UNMH. Neither party has any express or implied authority to assume or create any obligation or responsibility on behalf of or in the name of the other party.
- 8.39. RELEASE REGENTS.** The Contractor shall, upon final payment of the amount due under the contract release Regents of the University of New Mexico Hospitals, their officers and employees and the State of New Mexico from liabilities, claims and obligations whatsoever arising from the contract. The Contractor agrees not to purport to bind the University of New Mexico Hospitals or the State of New Mexico to any obligation not assumed in the contract by the Regents of the University of New Mexico Hospitals or the State of New Mexico unless the Contractor has express, written authority to do so, and then only within the strict limits of that authority.
- 8.40. REMOVAL OF OFFEROR'S EMPLOYEE(S).** UNMH may request that Offeror's employee(s) be removed from the work under the contract for cause. The UNMH may immediately terminate, with written notice to Offeror, the services of any Contractor employee, if the University of New Mexico's management believes in good faith that Offeror's employee is unable to perform the services with reasonable skill. Offeror's agreement may also be terminated if Offeror's liability insurance coverage is modified or terminated.
- 8.41. REQUEST AS AGREEMENT:** This Request for Proposal governs any offer and the selection process. Submission of an offer in response to this Request for Proposal constitutes acceptance of all this Request's terms and conditions. The terms and conditions of the Request may not be modified, altered, nor amended in any way by any Offer. Any such modification, alteration, or amendment shall be considered to be a request for modification, alteration or amendment, which request shall be deemed denied unless specifically accepted in writing by UNMH. Upon issuance of a Purchase Order, this Request shall be superseded, unless it is referenced on the front page of the Purchase

Order, in which case it shall be deemed to be fully incorporated and integrated into the resultant contract.

- 8.42. RETENTION OF RECORDS.** Contractor will maintain detailed records indicating the date, time and nature of services provided under the Agreement for a period of at least five years after termination of the Agreement, and will allow access for inspection by the University of New Mexico Hospitals, the Secretary for Health and Human Services, the Comptroller General and the Inspector General to such records for the purpose of verifying costs associated with provisions of services under the Agreement.
- 8.43. RIGHT TO PROTEST.** The solicitation of the award of an RFP/Invitation for Bid (IFB) may be protested as per the UNMH Purchasing Regulation 11, Protest Procedures, which may be found at the following UNMH web site: <http://www.UNMH.edu/~purch/reg11.pdf>.
- 8.44. RIGHT TO WAIVE MINOR IRREGULARITIES.** The UNMH Evaluation Committee reserves the right to waive minor irregularities. The UNMH Evaluation Committee also reserves the right to waive mandatory requirements provided that all of the otherwise responsive proposals failed to meet the same mandatory requirements and the failure to do so does not otherwise materially affect the procurement. This right is at the sole discretion of the UNMH Evaluation Committee.
- 8.45. SCHEDULE DELAYS.** If after the award, the Seller becomes aware of possible problems that could result in delay in completion of the work on the agreed-to schedule; the Seller must immediately notify the Buyer or the designated representative. The initial notification of the delay may be verbal with a written confirmation, giving the probable cause and effect, with recommendations for alternate action. Nothing in this paragraph will be interpreted as relieving the Seller of its contractual obligations; however, failure to notify UNMH promptly will be basis for determining the Seller responsibility in an otherwise excusable delay.
- 8.46. SELLER'S EMPLOYEES AND AGENTS.** Seller shall have complete charge and responsibility for persons employed by Seller and engaged in the performance of the specified work. The Seller, its agents and employees state that they are independent contractors and not employees of the University. Seller, its agents and employees shall not accrue leave, retirement, insurance, bonding or any other benefit afforded to employees of the University as a result of any resultant Purchase Order/Agreement.
- 8.47. SITE INSPECTION.** The site(s) referenced in this RFP are available for inspection. Arrangements may be made by contacting the individual listed on the cover sheet.
- 8.48. STATE AND LOCAL ORDINANCES.** The Seller shall perform work under the resultant contract in strict accordance with the latest adopted version of all State and local codes, ordinances, and regulations governing the work involved. All materials and labor necessary to comply with the rules, regulations and ordinances shall be provided by the Seller. Where the drawings and/or specifications indicate materials or construction in excess of the code requirements, the drawings and/or specifications shall govern. The Seller shall be responsible for the final execution of the work to meet these requirements. In the event of a conflict between various codes and standards, the more stringent shall apply.
- 8.49. STATE AND LOCAL ORDINANCES.** The Offeror shall perform work under this contract in strict accordance with the latest adopted version of all State and local codes, ordinances, and regulations governing the work involved.
- 8.50. TAX SEGREGATION (CONSTRUCTION RELATED PROJECTS).** In the performance of construction related services under this solicitation, the Seller agrees to work with and cooperate with the University's Tax Cost Segregation Consultant. The University's tax cost segregation consultant will be responsible for coordination, oversight and analysis of the effective application of New Mexico Gross Receipts Tax for each general Offeror involved with the construction projects at UNMH. Such services of the segregation consultant will be performed in accordance with New Mexico Statutes and relative regulations governing the application of New Mexico gross receipts tax to tangible personal property acquisition made by UNMH for various construction projects.
- 8.51. TERMINATION AND DELAYS.** The University may by written notice stating the extent and effective date, terminate any resultant Purchase Order/Agreement for convenience in whole or in part, at any time. The University shall pay Seller as full compensation for performance until such

termination: (1) the unit or pro rata order price for the delivered and accepted portion; and (2) incidental damages, not otherwise recoverable from other sources by Seller, as approved by the University, with respect to the undelivered or unaccepted portion of any resultant Purchase Order/Agreement provided compensation hereunder shall in no event exceed the total contracted price. Such amount will be limited to Seller's actual cost, and may not include anticipated profits. The University shall not be liable for consequential damages. The University may by written notice terminate any resultant Purchase Order/Agreement in whole or in part for Seller's default if Seller refuses or fails to comply with the provisions of a resultant Purchase Order/Agreement or fails to make progress so as to endanger performance and does not cure such failure within a reasonable period of time. In such event, the University may otherwise secure the materials, supplies or services ordered, and Seller shall be liable for damages suffered by the University thereby, including incidental and consequential damages. If after notice of termination, the University determines Seller was not in default, or if Seller's default is due to failure of the University, termination shall be deemed for the convenience of the University. The rights and remedies of the University provided in this paragraph shall not be exclusive and are in addition to any other rights and remedies provided by law or under a resultant Purchase Order/Agreement as used in this paragraph, the word "Seller" includes Seller and Seller's sub-suppliers at any tier.

- 8.52. TITLE AND DELIVERY.** Title to the materials and supplies passed hereunder shall pass to the University upon acceptance at the FOB point specified, subject to the right of the University to reject. For any exception to the delivery date specified, Seller shall give prior notification and obtain approval thereto from the University's Purchasing Department. Time is of the essence and the Purchase Order/Agreement is subject to termination for failure to deliver on time.
- 8.53. WAIVER.** The Contract shall contain a provision that states that no waiver of any breach of the Contract or any terms or conditions thereof shall be held to be a waiver of any other or subsequent breach; nor shall any waiver be valid, alleged or binding unless the same shall be in writing and signed by the party to have granted the waiver.
- 8.54. WARRANTIES.** Seller warrants the goods and/or services furnished to be exactly as specified in any resultant Purchase Order/Agreement, free from defects in Seller's design, labor, materials and manufacture, and to be in compliance with any drawings or specifications incorporated herein and with any samples furnished by Seller. All applicable UCC warranties express and implied are incorporated herein.
- 8.55. WARRANTY:** Please state the warranty for equipment to be supplied under this RFP. A copy of the warranty should be included in your submission.
- 8.56. WORKERS COMPENSATION.** No workers compensation insurance has been or will be obtained by UNMH on account of Seller or its employees or agents. Seller shall comply with the workers compensation laws with respect to Seller and Seller's employees and agents.
- 8.57. WORKMANSHIP/COOPERATION.** All work shall be done in a neat, workman-like manner using acceptable equipment and methods consistent with that level of care and skill ordinarily exercised by members of the profession/trade and in accordance with sound professional/trade standards and ethical practice. The Seller will cooperate with the University and other contractors and coordinate their work involving other contractors through the University's authorized representative.

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EXHIBIT A
RESIDENT VETERANS PREFERENCE CERTIFICATION

_____ (NAME OF CONTRACTOR) hereby certifies the following in regard to application of the resident veterans' preference to this procurement:

Please check one only:

_____ I declare under penalty of perjury that my business prior year revenue starting January 1 ending December 31 is less than \$1M allowing me the 10% preference discount on this solicitation. I understand that knowing giving false or misleading information about this fact constitutes a crime.

_____ I declare under penalty of perjury that my business prior year revenue starting January 1 ending December 31 is more than \$1M but less than \$5M allowing me the 8% preference discount on this bid or proposal. I understand that knowing giving false or misleading information about this fact constitutes a crime.

_____ I declare under penalty of perjury that my business prior year revenue starting January 1 ending December 31 is more than \$5M allowing me the 7% preference discount on this bid or proposal. I understand that knowing giving false or misleading information about this fact constitutes a crime.

"I agree to submit a report, or reports, to the State Purchasing Division of the General Services Department declaring under penalty of perjury that during the last calendar year starting January 1 and ending on December 31, the following to be true and accurate:

"In conjunction with this procurement and the requirements of this business' application for a Resident Veteran Business Preference/resident Veteran Contractor Preference under Section 13-1-21 or 13-1-22 NMSA 1978, when awarded a contract which was on the basis of having such veterans preference, I agree to report to the State Purchasing Division of the General Services Department the awarded amount involved. I will indicate in the report the award amount as a purchase from a public a body or as a public works contract from a public body as the case may be.

"I understand that knowingly giving false or misleading information on this report constitutes a crime"

I declare under penalty of perjury that this statement is true to the best of my knowledge. I understand that giving false or misleading statements about material fact regarding this matter constitutes a crime.

(Signature of Business Representative)*

Date:

***Must be an authorized signatory for the Business**

The representations made in checking the boxes constitutes a material representation by the business that is subject to protest and may result in denial of an award or unaware of the procurement involved if the statements are proving to be incorrect.

EXHIBIT B
AUTHORIZED SIGNATURE PAGE

THE FOLLOWING OFFEROR INFORMATION MUST BE COMPLETED AND RETURNED WITH THE RFB:

Please note that the information requested on the certification form is for reporting purposes only and will not be used in evaluating or awarding an agreement.

ACKNOWLEDGMENT OF ADDENDA

The undersigned acknowledges receipt of the following addenda:

Addenda No. _____ Dated _____ Addenda No. _____ Dated _____

Addenda No. _____ Dated _____ Addenda No. _____ Dated _____

New Mexico State Preference Number (Pursuant to Sections 13-1-1, 13-1-21.2 & 13-4-2 NMSA 1978, Offerors Claiming 5% Preference Must be Certified Prior to IFB or RFP Opening):

- Resident Business: Pref. Number _____
- Resident Manufacturer: Pref. Number _____
- Resident Offeror: Pref. Number _____
- New York state business enterprise: Yes _____ No _____

The undersigned, as an authorized representative for the Company named below, acknowledges that the Offeror has examined this RFP with its related documents and is familiar with all of the conditions surrounding the described materials, labor and/or services. Offeror hereby agrees to furnish all labor, materials and supplies necessary to comply with the specifications in accordance with the Terms and Conditions set forth in this IFP and at the prices stated within the IFP.

The undersigned further states that the company submitting this IFP is not in violation of any applicable Conflict of Interest laws or regulations or any other related clauses included in this IFB.

COMPANY NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

TELEPHONE: _____ **FAX:** _____ **EMAIL:** _____

NEW MEXICO GROSS RECEIPTS TAX NO _____

FEDERAL EMPLOYER ID NUMBER (FEIN) _____

SIGNATURE OF AUTHORIZED REPRESENTATIVE _____

PRINTED OR TYPED NAME _____

TITLE _____

DATE _____

EXHIBIT C

SMALL AND SMALL DISADVANTAGED BUSINESS CERTIFICATION

The University of New Mexico Hospitals participates in the Government's Small and Small Disadvantaged Business programs. This requires written certification from our suppliers and Offerors as to their business status. Please furnish the information requested below.

1.0 Small Business – An enterprise independently owned and operated, not dominant in its field and meets employment and/or sales standards developed by the Small Business Administration. See 13 CFR 121.201

1.a Small Disadvantaged Business – a Small Business Concern owned and controlled by socially and economically disadvantaged individuals; and

- (1) Which is at least 51% owned by one or more socially and economically disadvantaged individuals; or in the case of any publicly owned business, at least 51% of the stock of which is owned by one or more socially and economically disadvantaged individuals; and
- (2) Whose management of daily operations is controlled by one or more such individuals. The Offeror shall presume Black Americans, Hispanic Americans, Native Americans (such as American Indians, Eskimos, Aleuts and Native Hawaiians), Asian-Pacific Americans and other minorities or any other individual found to be disadvantaged by the Administration pursuant to Section 8 (a) of the Small Business Act; and
- (3) Is certified by the SBA as a Small Disadvantaged Business.

1.b Women-Owned Business Concern – A business that is at least 51% owned by a woman or women who also control and operate it. Control in this context means exercising the power to make policy decisions. Operate in this context means being actively involved in the day-to-day management.

1.c HUBZone Small Business Concern – A business that is located in historically underutilized business zones, in an effort to increase employment opportunities, investment and economic development in those areas as determined by the Small Business Administration's (SBA) List of Qualified HUBZone Small Business Concerns.

1.d Veteran-Owned Small Business Concern – A business that is at least 51% owned by one or more veterans; or in the case of any publicly owned business, at least 51% of the stock of which is owned and controlled by one or more veterans and the management and daily business operations of which are controlled by one or more veterans.

1.e Service Disabled Veteran-Owned Small Business – A business that is at least 51% owned by one or more service disabled veterans; or in the case of any publicly owned business, at least 51% of the stock of which is owned and controlled by one or more service disabled veterans and the management and daily business operations of which are controlled by one or more service disabled veterans. Service disabled veteran means a veteran as defined in 38 U.S.C. 101(2) with a disability that is service connected as defined in 13 U.S.C. 101(16).

Company Name: _____ Telephone: _____
 Street Address: _____ County: _____
 City: _____ State & Zip: _____

Is this firm a (please check): Division Subsidiary Affiliated? Primary NAICS Code: _____

If an item above is checked, please provide the name and address of the Parent Company below:

Check All Categories That Apply:

- 1. Small Business
- 2. Small Disadvantaged Business (**Must be SBA Certified**)
- 3. Woman Owned Small Business
- 4. HUBZone Small Business Concern (**Must be SBA Certified**)
- 5. Veteran Owned Small Business
- 6. Disabled Veteran Owned Small Business
- 7. Historically Black College/University or Minority Institution
- 8. Large Business

THANK YOU FOR YOUR COOPERATION

Signature and Title of Individual Completing Form:

Date _____

Please return this form to:

The University of New Mexico
 Hospitals
 Purchasing Department
 MSC01 1240
 Albuquerque, NM 87131
 505-277-2036 (voice)
 505-277-7774 (fax)

NOTE:

This certification is valid for a one year period. It is your responsibility to notify us if your size or ownership status changes during this period. After one year, you are required to re-certify with us.

Notice: In accordance with U.S.C. 645(d), any person who misrepresents a firm's proper size classification shall (1) be punished by imposition of a fine, imprisonment, or both; (2) be subject to administrative remedies; and (3) be ineligible for participation in programs conducted under the authority of the Small Business Act.

If you have difficulty determining your size status, you may contact the Small Business Administration at 1-800-U-ASK-SBA or 202-205-6618. You may also access the SBA website at www.sba.gov/size or you may contact the SBA Government Contracting Office at 817-684-5301.
 (Rev. 6/2002)

EXHIBIT D
THE UNIVERSITY OF NEW MEXICO HOSPITALS SUPPLIER CONFLICT OF INTEREST AND DEBARMENT/SUSPENSION CERTIFICATION FORM

CONFLICT OF INTEREST

The authorized Person, Firm and/or Corporation states that to the best of his/her belief and knowledge:

No employee or Regent of The University of New Mexico Hospitals (or close relative), with the exception of the person(s) identified below, has a direct or indirect financial interest in the Offeror or in the proposed transaction. Offeror neither employs, nor is negotiating to employ, any University of New Mexico Hospitals employee, Regent or close relative, with the exception of the person(s) identified below. Offeror did not participate, directly or indirectly, in the preparation of specifications upon which the IFB or offer is made. If the Offeror is a New Mexico State Legislator or if a New Mexico State Legislator holds a controlling interest in Offeror, please identify the legislator:

_____ List below the name(s) of any University or New Mexico employee, Regent or close relative who now or within the preceding 12 months (1) works for the Offeror; (2) has an ownership interest in the Offeror (other than as an owner of less than 1% of Offeror's stock, if Offeror is a publicly traded corporation); (3) is a partner, officer, director, trustee or consultant to the Offeror; (4) has received grant, travel, honoraria or other similar support from Offeror; or (5) has a right to receive royalties from the Offeror. _____

DEBARMENT/SUSPENSION STATUS

The Offeror certifies that it is not suspended, debarred or ineligible from entering into contracts with the Executive Branch of the Federal Government, or in receipt of a notice or proposed debarment from any Agency. The Offeror agrees to provide immediate notice to The University of New Mexico Hospitals Purchasing Department Buyer in the event of being suspended, debarred or declared ineligible by any department or federal agency, or upon receipt of a notice of proposed debarment that is received after the submission of the IFB or offer but prior to the award of the purchase order or contract.

CERTIFICATION

The undersigned hereby certifies that he/she has read the above CONFLICT OF INTEREST and DEBARMENT/SUSPENSION Status requirements and that he/she understands and will comply with these requirements. The undersigned further certifies that they have the authority to certify compliance for the Offeror named **and that the information contained in this document is true and accurate to the best of their knowledge.**

Signature: _____ Title: _____ Date: _____
Name Typed: _____ Company Name: _____
Address _____ City/State/zip: _____

THE FOLLOWING MUST BE CERTIFIED IF THIS PURCHASE ORDER IS \$100,000 OR GREATER:

CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS (September, 2005)

- (a) In accordance with FAR 52.203-11, the definitions and prohibitions contained in the clause at FAR 52.203-12, Limitation on Payments to influence Certain Federal Transactions, included in this solicitation, are hereby incorporated by reference in paragraph (b) of this certification.
- (b) The Offeror, by signing its offer, hereby certifies to the best of his or her knowledge and belief that on or after; December 23, 1989:
 - 1) No Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to Influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with the awarding of any Federal contract.
 - 2) If any funds other than Federal appropriated funds (including profit or fee received under a covered Federal Transaction) have been paid, or will be paid, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, and officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with this solicitation, the Offeror shall complete and submit, with its offer, OMB standard form LLL, Disclosure of Lobbying Activities, to the Contracting Officer; and
 - 3) He or she will include the language of this certification in all subcontract awards at any tier and require that all recipients of subcontract awards in excess of \$100,000 shall certify and disclose accordingly.
- (c) Submission of this certification and disclosure is a prerequisite for making or entering into this contract imposed by section 1352, title 31, United States Code. Any person who makes expenditure prohibited under this provision or who fails to file or amend the disclosure form to be filed or amended by this provision shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT

The undersigned company agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251 et seq.)

CERTIFICATION

The undersigned hereby certifies that he/she has read the above CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTION (APR 1991) and CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT requirements and that he/she understands and will comply with these requirements. The undersigned further certifies that they have the authority to certify compliance for the Offeror named below.

Signature: _____ Title: _____ Date: _____
Name Typed: _____ Company: _____
Address: _____ City/State/zip: _____

EXHIBIT E
INSURANCE REQUIREMENTS

CERTIFICATES OF INSURANCE: The Offeror shall furnish the Owner one copy each of Certificates of insurance herein required for each copy of the Agreement showing coverage, limits of liability, covered operations, effective dates of expiration of policies of insurance carried by the Offeror. The Offeror shall furnish to the Owner copies of limits. The Certificate of Insurance shall be in the form of AIA Document G-705 or similar format acceptable to the Owner. Such certificates shall be filed with the Owner and shall also contain the following statements:

1. "The Regents of the University of New Mexico Hospitals, the University of New Mexico Hospitals, its agents, servants and employee are held as additional insured."
2. "The insurance coverage certified herein shall not be canceled or materially changed except after forty five (45) days written notice has been provided to the owner."

COMPENSATION INSURANCE:

The Offeror shall procure and shall maintain during the life of this contract Worker's Compensation as required by applicable State law for all Offeror's employees to be engaged at the site of the project under this project and in case of any such work sublet the Offeror shall require the subOfferor or sub subOfferor similarly to provide Worker's Compensation Insurance for all the subOfferor's or sub subOfferor's Workers which are covered under the Offeror's Worker's Compensation Insurance. In case any class of employee engaged in work on the project under this contract is not protected under a Worker's Compensation Status, the Offeror shall provide and shall cause each subOfferor or sub subOfferor to provide Employer's insurance in any amount of not less than \$500,000.

OFFEROR'S PUBLIC LIABILITY INSURANCE

The Offeror shall maintain liability insurance coverage "equal to the maximum liability amounts set forth in the New Mexico Tort Claims Act Section 41-4-1 Et.Seq. NMSA 1978." The insurance must remain in force for the life of the contract including all contract extensions or renewals. The limits effective July 1, 1992 are:

\$400,000 per person/\$750,000 per occurrence plus \$300,000 for medical and \$200,000 for property damage for a total maximum of \$1,250,000 per occurrence.

OFFEROR'S VEHICLE LIABILITY INSURANCE:

The Offeror shall procure and shall maintain during the life of this contract Vehicle Liability Insurance coverage "equal to the maximum liability amounts set forth in the New Mexico Tort Claims Act Section 41-4-1 Et.Seq. NMSA 1978." The insurance must remain in force for the life of the contract including all contract extensions or renewals. The limits effective July 1, 1992 are:

Bodily Injury	\$750,000 Each Occurrence
Property Damage	\$200,000 Each Occurrence

SUBOFFEROR'S AND SUB OFFEROR'S PUBLIC AND VEHICLE LIABILITY INSURANCE:

The Offeror shall either:

1. Require each subOfferor or sub Offeror to procure and maintain during the life of the subcontract or sub subcontract public Liability Insurance of the types and amounts specified above or,
2. Insure the activities of the subOfferors of sub subOfferors in the Offeror's Policy as required under this Article.

GENERAL: All Insurance policies are to be issued by companies authorized to do business under the laws of the state in which work is to be done and acceptable to owner. The Offeror shall not violate, permit to be violated, any conditions of any said policies, and shall at all times satisfy the requirements for the insurance companies writing said policies.

EXHIBIT F – SAMPLE AGREEMENT

AGREEMENT

UNMH Contract Number: XXX
RFP Number: P344-16

THIS AGREEMENT, made and entered into, in the State of New Mexico, by and between the **REGENTS OF THE UNIVERSITY OF NEW MEXICO, FOR ITS PUBLIC OPERATION KNOWN AS UNIVERSITY OF NEW MEXICO HOSPITALS**, hereinafter referred to as the “UNMH” and **Contractor Name, Address**, hereinafter referred to as the “Contractor/Offeror/Seller,” and is effective as of the date set forth below upon which it is executed by the UNMH.

RECITALS

- A. All terms and conditions of the **RFP #P353-16** and the Contractor’s response to such document(s) have met the UNMH requirements.
- B. Contractor has responded to the RFP and assures UNMH that it is qualified and willing to perform such services.
- C. This Agreement set forth the terms and conditions under which the contractor will perform the services described herein, and UNMH will reimburse Contractor for such products and services.

NOW THEREFORE, the Agency and the Contractor in consideration of mutual covenants and agreements herein contained, do hereby agree as follows:

- 1. RESPONSIBILITIES OF CONTRACTOR:** Contractor will perform those duties assigned by UNMH, as set forth in Exhibit A and in accordance with statements set forth in Contractor’s response to that RFP, copies of which are attached to and incorporated by reference in this Agreement.
- 2. PROCESS FOR AWARDED INDIVIDUAL PROJECTS**
 - 2.1.** The Awardee(s) shall designate one person to be the point of contact for daily operations that include but are not limited to meeting UNMH order demands, coordinating and responding to issues, and assure follow-up actions are identified and completed throughout the term of the agreement. UNMH may request quotes from all, some, or none of the successful Awardees as needed at its sole discretion. Individual project requests for quotes will be awarded on separate purchase order(s) (release). UNMH shall reserve the right to award individual projects based on this RFP without requesting for quotes and/or may reopen this RFP to recruit additional Offerors if through attrition, Awardees(s) are lost or projected workloads are expected to exceed their capacities or for the convenience of UNMH.
 - 2.2. Substitution.** With respect to any substitution of representative, the Contractor must inform UNMH of the necessity for the substitution. No substitute personnel are authorized to begin work until the Contractor has received written notification to proceed from the UNMH.
- 3. CONTRACTOR MUST MEET OR EXCEED THE REQUIRMENTS BELOW**
 - 3.1.** It is the Contractor responsibility to make sure that all services offered are adequately described.
 - 3.2.** Contractor must have the ability to work within the security, regulatory and internal policy requirement needs of various UNMH facilities.
 - 3.3.** Contractor should have an extensive knowledge of the company’s product roadmap, and understanding of industry best products and practices.

3.4. Depending on the nature of the work, Contractor may be required to possess specialty licensure/certification.

3.5. Must perform all work compliant with applicable industry standards and recommended practices.

4. NEW PRODUCTS, SERVICES, TECHNOLOGIES AND PRICE ADJUSTMENTS

4.1. Any and all Contractor's new service additions within the scope of work and support to be provided may be added under the terms and conditions of this agreement provided they meet the clinical acceptability and financial objectives of UNMH. Contractor must first inform UNMH of such additions or changes for obsolete items at least 60 days prior or at the earliest time possible to any changes taking effect.

4.2. Pricing on new services and technology will be commensurate with the level of discount provided on existing services in the same category. The new services and prices will not be enforceable without an addendum to this agreement.

4.3. Pricing shall be fixed for the term of the agreement as outlined in Exhibit A.

5. FINANCIAL REQUIREMENTS

5.1. **Compensation.** UNMH will pay Contractor for services rendered at the rates set forth in Attachment A.

5.2. **Billing.** Contractor will submit monthly invoices to UNMH within 30 days after product or services are provided. Invoices will be sent as set forth in UNMH's purchase order.

5.3. **Payment.** UNMH will pay Contractor at the address set forth in Attachment A within a reasonable time after receipt of invoices from Contractor. Disputed invoices will be resolved in good faith by Contractor and UNMH in a timely manner.

5.4. **Accounting.** Contractor will keep an accurate record of all work performed regarding this Agreement, and will make such records available to UNMH at all reasonable times.

5.5. **Discounts.** For the early payment discount, the discount time will not begin until the materials, supplies, or services have been received and accepted and a correct invoice received by the UNMH Accounts Payable Department. If testing is required prior to acceptance, the discount time shall begin upon completion of the tests and acceptance.

6. **QUALITY MANAGEMENT COMPLIANCE.** Contractor will comply with all quality management programs required by UNMH, The Joint Commission, the federal Centers for Medicare and Medicaid Services, and any other applicable accrediting or regulatory agencies, as well as all policies and procedures of UNMH facilities.

7. LIABILITY, INDEMNIFICATION, AND INSURANCE

7.1. **Liability.** As between the parties, each party acknowledges that it will be responsible for claims or damages arising from personal injury or damage to persons or property to the extent they result from negligence of that party's employees. Contractor understands that UNMH is not indemnifying Contractor for the acts or omissions of UNMH. The liability of UNMH will be subject in all cases to the immunities and limitations of the New Mexico Tort Claims Act, Sections 41-4-1 *et seq.* NMSA 1978, as amended.

7.2. **Indemnification.** Notwithstanding the foregoing, Contractor will indemnify and hold harmless

UNMH, its Regents, officers, agents and employees from any claims for losses, costs, damages, expenses or liability by reason of bodily injury (including death) or property damage, to the extent such damages are determined by a court of competent jurisdiction in a proceeding to which Contractor is a party to result from Contractor's negligence, act or omission, except to the extent of UNMH's negligence. The foregoing indemnification obligation shall specifically include, but not be limited to, any breach of the Contractor's obligations as a Business Associate, as set forth in the Business Associate Addendum, and any breach of Contractor's non-assignment and/or subcontractor obligations set forth in this Agreement.

7.3. Insurance. Contractor will procure and maintain, at its own expense, professional liability insurance with limits of \$1,000,000 per occurrence and \$3,000,000 in the aggregate covering the acts or omissions of any individuals who may be performing services under this Agreement.

8. TERM AND TERMINATION. This Agreement will be effective as set forth in Attachment A. Either party may terminate this Agreement by delivering written notice to the other party at least 30 days in advance of the proposed date of termination.

8.1. In the event of termination, UNMH shall pay Contractor as full compensation for performance until such termination: (1) the unit or pro rata order price for the delivered and accepted portion; and (2) incidental damages, not otherwise recoverable from other sources by Contractor, as approved by UNMH, with respect to the undelivered or unaccepted portion of this Agreement provided compensation hereunder shall in no event exceed the total contracted price. Such amount will be limited to Contractor's actual cost, and may not include anticipated profits. UNMH shall not be liable for consequential damages.

8.2. The contractor shall confirm its willingness to provide the Hospital with any and all information required to allow the Hospital to have a third party service provider perform such services.

9. MISCELLANEOUS

9.1. Acceptance and Rejection. If prior to final acceptance, any goods or services are found to be defective or not as specified, or if the UNMH is entitled to revoke acceptance of them UNMH may reject or revoke acceptance, require Contractor to correct without charge within a reasonable time, or require delivery at an equitable reduction in price, at UNMH's option. Contractor shall reimburse UNMH for all incidental and consequential cost related to unaccepted goods or services. Notwithstanding final acceptance and payment, Contractor shall be liable for latent defects, fraud, or such gross mistakes as amount to fraud. Acceptance of goods or services shall not waive the right to claim damages for breach of contract.

9.2. Appropriations. The terms of this Agreement are contingent upon sufficient appropriations and authorization being made by the Regents of the UNMH of New Mexico, or other sponsoring agency for the performance of this Agreement. If sufficient appropriations and authorization are not made by the Regents or other sponsoring agency, this Agreement will terminate upon delivery of written notice by UNMH to Contractor. The decision of UNMH as to whether sufficient appropriations are available will be accepted by Contractor and will be final.

9.3. Antifraud Compliance. Both parties to this Agreement expressly acknowledge that the Medicare/Medicaid antifraud statute, 42 U.S.C. Section 1320a-7b, prohibits "illegal remuneration" as defined therein, in connection with the provision of goods or services for which payment is made in whole or in part under Medicare. The parties are entering into this Agreement with the intent of complying fully with the Medicare/Medicaid antifraud statute. To this end, the parties expressly agree that nothing contained in this Agreement is intended to, or shall in the context of the administration of this Agreement, require either party to refer any

patients to the other, or to any affiliate or subsidiary of the other; rather, the purpose of this Agreement is to clarify the parties' understanding with regard to services to be provided to UNMH by Contractor.

9.4. Binding Effect. This Agreement is binding upon, and inures to the benefit of, the parties to this Agreement and their respective successors and assigns.

9.5. Confidentiality. The confidentiality of client records will be maintained by the parties in accordance with applicable federal and state laws and regulations.

9.5.1. Other Information. Any information given to Contractor by UNMH or developed by Contractor in the performance of this Agreement will be kept confidential and will not be made available to any individual or organization by Contractor without the prior written approval of UNMH. All documents, materials, and information developed by Contractor in the performance of this Agreement will become the property of UNMH, and Contractor will not retain title or ownership to any of such information or documents

9.5.2. The parties hereby agree to the terms and conditions of the Business Associate Addendum attached to and incorporated in this Agreement as Attachment B.

9.6. Conflict of Interest. Contractor shall disclose to the UNMH Purchasing Department the name(s) of any UNMH employee or member of the Board of Regents who has a direct or indirect financial interest in the Contractor or any proposed transaction. A UNMH employee (or Regent) has a direct or indirect financial interest in the Contractor or in the proposed transaction if presently or in the preceding twelve (12) months the employee/Regent or a close relative has an ownership interest in the Contractor (other than as owner of less than 1% of the stock of a publicly traded corporation); works for the Contractor, is a partner, officer, director, trustee or consultant to the Contractor, has received grant, travel, honoraria or other similar support from the Contractor, or has a right to receive royalties from the Contractor. Contractor shall file a Conflict of interest Disclosure form with the University Purchasing Department.

9.7. Damage and Security of UNMH Property. The Contractor shall be responsible for all damage to persons or property that occurs as a result of proposer's fault or negligence, or that of any of his employees, agents and/or subcontractors. Any equipment, software or facilities damaged by the proposer's operations shall be repaired and/or restored to their original condition at the contractor's expense.

9.8. Dispute Resolution and Cooperation. The parties agree that, to the extent compatible with the separate and independent management of each, they will maintain effective liaison and close cooperation. If a dispute arises related to the obligations or performance of either party under this Agreement, representatives of the parties will meet in good faith and work within reasonable efforts to resolve the dispute.

9.9. Disruption of Normal Activity. All work shall be performed so as not to interfere with normal UNMH activities. When it is necessary to disrupt normal activities, the schedule of work, and the areas to be affected must be approved by UNMH's authorized representative prior to commencement of the work.

9.10. Eligibility for Participation in Government Programs. Each party represents that neither it, nor any of its management or any other employees or independent contractors who will have any involvement in the services or products supplied under this Agreement, have been excluded from participation in any government healthcare program, debarred from or under any other federal program (including but not limited to debarment under the Generic Drug Enforcement

Act), or convicted of any offense defined in 42 U.S.C. Section 1320a-7, and that it, its employees, and independent contractors are not otherwise ineligible for participation in federal healthcare programs. Further, each party represents that it is not aware of any such pending action(s) (including criminal actions) against it or its employees or independent contractors. Each party shall notify the other party immediately upon becoming aware of any pending or final action in any of these areas.

- 9.11. Employee Certification.** The Contractor and all Contractors' employees utilized on the work to be performed under this agreement must have the proper certification(s) and license(s) to comply with State and Local requirements connected to this agreement. The Contractor shall use only fully qualified and approved service technicians to perform inspections, installations, support, maintenance service, repairs and upgrades under this request.
- 9.12. Entire Agreement.** This Agreement represents the entire understanding between the parties and supersedes any prior agreements or understandings with respect to the subject matter of this Agreement. This Agreement incorporates by reference RFP No. ___ in its entirety, Contractor's response to the RFP, and UNMH's Purchase Order No. _____. In the event of any conflict in the provisions of this Agreement, the RFP, Contractor's response to the RFP, and the Purchase Order, the terms of, first, this Agreement, second, the RFP, and third, the Purchase Order, will control.
- 9.13. Equal Opportunity and Affirmative Action.** In performing or providing the services and goods required under this agreement, each party shall be an equal opportunity employer and shall conform to all affirmative action and other applicable requirements; accordingly, each party shall neither discriminate nor permit discrimination in its operations or employment practices against any person or group of persons on the basis of race, age, religion, color, national origin, ancestry, sex, physical or mental handicap or medical condition, sexual preference, prior military involvement or any other manner prohibited by law.
- 9.14. Force Majeure.** Neither party shall be in default or otherwise liable for any delay in or failure of its performance under this Agreement if such delay or failure arises by any reason beyond its reasonable control, including any act of God, any acts of the common enemy, the elements, earthquakes, floods, fires, epidemics, riots, failures or delay in transportation or communications, or any act or failure to act by the other party or such other party's employees, agents or contractors; provided however, that lack of funds shall not be deemed to be a reason beyond a party's reasonable control. The parties will promptly inform and consult with each other as to any of the above causes, which in their judgment may or could be the cause of delay in the performance of this Agreement.
- 9.15. Foreign Payments.** Payment for services performed by a foreign individual or a foreign corporation while in the US may be subject to 30% tax withholding per IRS Publication 515.
- 9.16. Governing Law.** This Agreement will be construed, interpreted, governed and enforced in accordance with the statutes, judicial decisions, and other laws of the State of New Mexico.
- 9.17. Headings.** Headings and captions used in this Agreement are for convenience and ease of reference only and will not be used to construe, interpret, expand or limit the terms, conditions, or other provisions of this Agreement.
- 9.18. Independent Business.** Neither Contractor nor any of its agents shall be treated as an employee of UNMH for any purpose whatsoever. Contractor declares that Contractor is engaged in an independent business and has complied with all federal, state and local laws regarding business permits and licenses of any kind that may be required to carry out the said business and the

tasks to be performed under this Agreement. Contractor further declares that it is engaged in the same or similar activities for other clients and that UNMH is not Contractor's sole or only client or customer.

- 9.19. Information Security Plan.** Contractor shall not install any systems software and hardware, applications, databases, information or etc. on UNMH's computing devices-assets including export/import files, custom files or etc. without prior approval from UNMH's IT division. **If applicable**, the Contractor **WILL** complete UNMH Information Security Plan and submit it to UNMH's IT department for approval within 30 days from date of execution of this agreement. Failure to complete form upon UNMH's request or failing to receive IT approval may result in Offeror(s) being considered as non-responsive and/or termination of agreement. UNMH reserves the right to review and verify the Information Security Plan. If UNMH identifies any deficiencies with the Information Security Plan it will notify Contractor within 30 days of such deficiencies. Thee parties shall thereafter negotiate in good faith to resolve any such deficiencies related to the foregoing. The agreement or addendums shall not be effective until the Exhibit is approved by UNMH IT.
- 9.20. Modifications.** No changes, amendments or alterations to this Agreement will be effective unless in writing and signed by both parties.
- 9.21. Multi-Term Determination.** Pursuant to Sections 13-1-150 and 13-1-151 NMSA 1978, it has been determined that the estimated requirements covered in this Agreement are reasonably firm and continuing and a multi-term contract will serve the best interests of UNMH.
- 9.22. No Inducement to Refer.** Nothing contained in this Agreement will require UNMH or any UNMH physician to refer any patients to Contractor or require Contractor to refer patients to UNMH or any UNMH physician. The parties enter into this Agreement with the intent of conducting their relationship in full compliance with applicable Federal, State and Local law, including the Medicare/Medicaid Anti-Fraud and Abuse Amendments and the Physician Ownership and Referral Act (commonly known as the Stark Law). Notwithstanding any unanticipated effect of any of the provisions herein, neither party will intentionally conduct itself under the terms of this Agreement in a manner to constitute a violation of these provisions.
- 9.23. Non-Assignability.** This Agreement will not be assigned by either party, nor will the duties imposed upon either party by this Agreement be delegated, subcontracted, or transferred by either party, in whole or in part, without the prior written consent of the other party; provided, however, that UNMH may assign this Agreement to a wholly-owned subsidiary or affiliate of UNMH or any component part thereof without the consent of Contractor. Contractor shall require any subcontractors to demonstrate that they have in place administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of electronic Protected Health Information, in accordance with the Business Associate Addendum to this Agreement, and shall, upon request, provide evidence of such to UNMH. Contractor shall not, in any event, assign, delegate, transfer, or subcontract this Agreement, in whole or in part and/or directly or indirectly, to any off-shore entity. Furthermore, Contractor will not assign or transfer any interest in this Agreement or assign any claims for money due or to become due under this Agreement without prior written approval of UNMH. Violation of this provision shall give UNMH the right to immediately terminate this Agreement and subject Contractor to the indemnification provision set forth in this Agreement.
- 9.24. Notices.** Any notice required to be given pursuant to the terms and provisions of this Agreement will be in writing and will be sent by certified mail, return receipt requested, postage prepaid.

Notices will be sent to the following addresses:

Company Name
Company Street Address
City, STATE ##ZIP

University of New Mexico Hospitals
Purchasing Department Ste. 3165
Attn: Purchasing Director
933 Bradbury Dr. SE
Albuquerque, NM 87106

- 9.25. Novation Membership.** The University of New Mexico Hospital is an owner member of the Novation Group Purchasing Organization. In the event an award is made to a Offeror who currently, or in the future, has a contract with Novation, Inc., and the products/services proposed are on the contract with Novation, Inc., the awarded Offeror will be required to report all sales to Novation, Inc.
- 9.26. Other Applicable Laws.** Any provision required being included in a resultant Purchase Order/Agreement by any applicable and valid executive order, Federal, State or Local law, ordinance, rule or regulation shall be deemed to be incorporated herein.
- 9.27. Patient Information/Records.** To the extent individually identifiable health information (commonly referred to as "Protected Health Information" or "PHI") is used or disclosed in connection with the services provided under this Agreement, the Parties agree that such use and disclosure shall be in accordance with all applicable state and federal laws, including without limitation, the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and its implementing regulations (45 C.F.R. Parts 160-164).
- 9.28. Payroll or Employment Taxes.** No Federal, State, or Local income, payroll or employment taxes of any kind shall be withheld or paid by UNMH with respect to payments to Contractor or on behalf of Contractor its agents or employees. Contractor shall withhold and pay any such taxes on behalf of its employees as required by law. The payroll or employment taxes that are the subject to this paragraph include but are not limited to FICA, FUTA, federal personal income tax, state personal income tax, state disability insurance tax, and state unemployment insurance tax. If Contractor is not a corporation, Contractor further understands that Contractor may be liable for self-employment (Social Security) tax, to be paid by Contractor according to law.
- 9.29. Penalties.** The Procurement Code, Section 13-1-28 at seq. NMSA 1978, as amended imposes civil and criminal penalties for its violation. In addition, the New Mexico criminal statutes impose criminal penalties for bribes, gratuities and kickbacks.
- 9.30. Performance.** In the event that Contractor refuses or fails to comply with the provisions of this Agreement or fails to make progress so as to endanger performance and does not cure such failure within a reasonable period of time, UNMH may otherwise secure the materials, supplies or services ordered, and Contractor shall be liable for damages suffered by the University thereby, including incidental and consequential damages.
- 9.31. Quantities.** UNMH may purchase all, some or none of the elements described in this Agreement. In addition, actual quantities may fluctuate up or down based on UNMH needs. The successful bidder will be required to fill all orders placed regardless of quantities ordered.
- 9.32. Relationship to Parties.** The parties and their respective employees are at all times acting as independent contractors. Contractor and its employees will not be considered employees of UNMH for any purpose, including, but not limited to, workers' compensation, insurance,

bonding or any other benefits afforded to employees of UNMH. Neither party has any express or implied authority to assume or create any obligation or responsibility on behalf of or in the name of the other party.

- 9.33. Release.** Contractor, upon final payment of the amount due under this Agreement, will release UNMH, its officers and employees, and the State of New Mexico from all liabilities, claims and obligations not assumed in this Agreement by UNMH or the State of New Mexico.
- 9.34. Removal of Contractor's Employee(s).** UNMH may remove Contractor's employee(s) from the work under the contract for cause or convenience. UNMH may immediately terminate, with written notice to Contractor, the services of any of the Contractor's employee(s), if the UNMH's management believes in good faith that Contractor's employee is unable to perform the services with reasonable skill.
- 9.35. Retention of Records.** Contractor will maintain detailed records indicating the date, time and nature of services provided under this Agreement for a period of at least five years after termination of this Agreement, and will allow access for inspection by UNMH, the Secretary for Health and Human Services, the Comptroller General and the Inspector General to such records for the purpose of verifying costs associated with provision of services under this Agreement.
- 9.36. Severability.** The invalidity or unenforceability of any term or provision of this Agreement will in no way affect the validity or enforceability of any other term or provision to the extent permitted by law.
- 9.37. Site Familiarity.** The Contractor shall be responsible for thoroughly inspecting the site and work to be done prior to commencement of work. The Contractor warrants by this submission of an offer that the site has been thoroughly inspected and the work to be done and that the offer includes all costs required to complete the work. The failure of the Contractor to be fully informed regarding the requirements of a request under this agreement will not constitute grounds or any claim or demand for adjustments to the associated costs.
- 9.38. Taxes.** UNMH is exempt from Federal Excise Taxes and from New Mexico Gross Receipts Taxes on materials. Services are not exempt. Taxes on services should be included as a separate line item and not included in the base price offer. Applicable taxes are excluded from the RFP evaluation. UNMH Tax Exempt Certificate is available upon request.
- 9.39. Third Parties.** Nothing in this Agreement, express or implied, is intended to confer any rights, remedies, claims, or interests upon a person not a party to this Agreement.
- 9.40. U.S. Government Restricted Rights.** This provision applies to any hospital operating on behalf of any part of the United States Government. The System, including the related documentation, is provided with restricted rights. The System is deemed to be "commercial software" and "commercial software documentation," respectively, pursuant to DFAR Section 227.7202 and FAR 122.212, as applicable. Any use, modification, reproduction, release, performance, display or disclosure of the System, including related documentation by the U.S. Government or any of its agencies shall be governed solely by the terms of the license granted by this Agreement and shall be prohibited except to the extent expressly permitted by the terms of the license granted by this Agreement.
- 9.41. Waiver.** No provision of this Agreement shall be deemed to have been waived by either party unless such waiver be in writing signed by the party making the waiver and addressed to the other party; nor shall any custom or practice which may evolve between the parties in the administration

of the terms hereof be construed to waive or lessen the right of either party to insist upon the performance by the other party in strict accordance with the terms hereof. Further, the waiver by any party or a breach by the other party, of any term, covenant, or condition hereof, shall not operate as a waiver of any subsequent breach of the same or any other term, covenant, or condition thereof.

9.42. Workmanship. All work shall be done in a neat, workman-like manner using acceptable equipment and methods consistent with that level of care and skill ordinarily exercised by members of the profession/trade and in accordance with sound professional/trade standards and ethical practice.

10. WORKPLAN REQUIRED: Contractor shall include a proposed schedule for all SOWs. The SOW shall provide at the minimum sufficient detail to enable UNMH to fully understand the intentions of Contractor. It should include a detailed workplan for the fulfillment of its proposed scope of work and services. The work plan should identify Contractor plan(s) for UNMH, including all tasks, fees, exclusions, and milestones, type of license including subcontractors, third parties and time frames involving completion of the scope. Contractor may employ Gant charts, graphics or other scheduling tools, preferably in electronic media. It should clearly outline UNMH's and Contractor's required resources, responsibilities, staffing and training. It shall include all expenses which Contractor is incurring in rendering the services to which it expects UNMH to reimburse Contractor.

BY SIGNING BELOW, THE CONTRACTOR CERTIFIES THAT HE/SHE IS AUTHORIZED TO OBLIGATE HER/HIS FIRM TO THE TERMS AND CONDITIONS OF THIS CONTRACT.

CONTRACTOR:

By: _____ Date: _____
Printed Name: _____
Title: _____

THE REGENTS OF THE UNIVERSITY OF NEW MEXICO, FOR UNM HOSPITALS:

By: _____ Date: _____
Printed Name: Jeffery C. Gilmore
Title: Purchasing Director

and

By: _____ Date: _____
Printed Name: Stephen McKernan
Title: CEO, VP Hospital Operations

**ATTACHMENT A
TO
SERVICES AGREEMENT**

1. **SCOPE** Contractor will provide the following services for UNMH:

2. **PAYMENT**

2.1. **Compensation.** UNMH will pay Contractor for the Services provided under this Agreement at the following rate.

2.2. UNMH will pay Contractor at the following address:

Company Name
Company Street Address
City, STATE ##ZIP

3. **TERM** THIS AGREEMENT SHALL BECOME EFFECTIVE UPON WHICH IT IS EXECUTED BY THE UNMH. The term of Agreement shall be for an initial term of ___(#) year with the option to renew for an additional _____ (#) one year terms, not to exceed a total of **eight (8) years**, as provided for in NMSA 13-1-150 (Multi-Term Contract) and, subject to the early termination rights of the parties set forth in Section VIII of this Agreement.

**Attachment B
TO SERVICES AGREEMENT**

BUSINESS ASSOCIATE ADDENDUM

This Business Associate Addendum (this “**Addendum**”) is entered into between the Regents of the University of New Mexico, for its public operation known as UNMH (referred to in this Addendum as the “Covered Entity”) and _____ (referred to in this Addendum as the “Business Associate”).

- A. Under the agreement between the Parties to which this Addendum is attached (the “**Underlying Agreement**”), Business Associate is receiving from, or creating or receiving, or maintaining or transmitting on behalf of, Covered Entity, certain data that would constitute “protected health information” within the meaning of the Standards for Privacy of Individually Identifiable Health Information (the “**Privacy Rule**”).
- B. The Parties are committed to complying with the Privacy Rule and the Standards for Security of Electronic Protected Health Information (the “**Security Rule**”) in accordance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“**HIPAA**”), the Health Information Technology for Economic and Clinical Health (“**HITECH**”) Act, Title XIII of Division A and Division B of the American Recovery and Reinvestment Act of 2009 (ARRA), Public Law 111-5 (Feb. 17, 2009) and related regulations, the HIPAA Privacy Rule, 45 C.F.R. Parts 160 and 164, as amended, the HIPAA Security Rule, 45 C.F.R. Parts 160, 162 and 164, as amended, and other relevant laws, including subsequently adopted provisions applicable to use and disclosure of confidential information, and applicable agency guidance.
- C. This Addendum, in conjunction with the Privacy and Security Rules and the U.S. Department of Health and Human Services' final rule, effective March 26, 2013, modifying HIPAA and the Privacy and Security Rules, sets forth the terms and conditions pursuant to which PHI (electronic and non-electronic) that is created, received, maintained, or transmitted by, the Business Associate from or on behalf of Covered Entity, will be handled between the Business Associate and Covered Entity and with third parties during the term of their Underlying Agreement and after its termination.
- D. Business Associate hereby acknowledges and agrees that Covered Entity is a Covered Entity and that Business Associate is a Business Associate of Covered Entity.

The Parties agree as follows:

1. PERMITTED USES AND DISCLOSURES OF PHI

- 1.1. Services.** Pursuant to the Underlying Agreement, Business Associate provides services (“**Services**”) for Covered Entity that involve the receipt, use and disclosure of PHI. Except as otherwise specified herein, the Business Associate may make any and all uses of PHI necessary to perform its obligations under the Underlying Agreement. All other uses not authorized by this Addendum are prohibited. Moreover, Business Associate may disclose PHI for the purposes authorized by this Addendum only: (i) to its employees, subcontractors and agents, in accordance with Section 2.1(h), or (ii) as otherwise permitted by or as required by the Privacy or Security Rule.
- 1.2. Business Activities of the Business Associate.** Unless otherwise limited herein and if such use or disclosure of PHI would not violate the Privacy or Security Rules if done by the Covered Entity, the Business Associate may:

- 1.2.1. Use the PHI in its possession for its proper management and administration and to fulfill any present or future legal responsibilities of the Business Associate provided that such uses are permitted under state and federal confidentiality laws;
- 1.2.2. Disclose the PHI in its possession to third parties for the purpose of its proper management and administration or to fulfill any present or future legal responsibilities of the Business Associate, provided that the Business Associate represents to Covered Entity, in writing, that (i) the disclosures are required by law, as defined within 45 C.F.R. §164.501; or (ii) the Business Associate has received from the third party written assurances regarding its confidential handling of such PHI as required under 45 C.F.R. §164.504(e)(4) and §164.314, and the third party notifies the Business Associate of any instances of which it is aware in which the confidentiality of the information has been breached; and
- 1.2.3. Business Associate may provide data aggregation services relating to the health care operations of the Covered Entity.

2. RESPONSIBILITIES OF THE PARTIES WITH RESPECT TO PHI

2.1. Responsibilities of the Business Associate. With regard to its use and/or disclosure of PHI, the Business Associate hereby agrees to do the following:

- 2.1.1. Not use or further disclose PHI other than as permitted or required by this Addendum, or the Underlying Agreement;
- 2.1.2. Not, without the prior written consent of Covered Entity, disclose any PHI on the basis that such disclosure is required by law without notifying Covered Entity so that Covered Entity shall have an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, Business Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all alternatives for relief. Business Associate shall require reasonable assurances from persons receiving PHI in accordance with Section 1.2(b) hereof that such persons will provide Covered Entity with similar notice and opportunity to object before disclosing PHI on the basis that such disclosure is required by law;
- 2.1.3. Not use or further disclose PHI except as permitted or required by this Addendum;
- 2.1.4. Ensure the confidentiality, integrity, and availability of all electronic PHI created, received, maintained, or transmitted;
- 2.1.5. Use reasonable and appropriate safeguards to prevent the unauthorized use or disclosure of PHI other than pursuant to the terms and conditions of this Addendum, and comply with Subpart C of 45 C.F.R. Part 164 with respect to electronic PHI, to prevent use or disclosure of PHI other than as provided for by this Addendum;
- 2.1.6. Use appropriate administrative, physical and technical safeguards consistent with the HIPAA Security Rule that reasonably and appropriately protect the confidentiality, integrity, and availability of any Electronic PHI in accordance with the HIPAA Security Rule and the HITECH Standards;
- 2.1.7. Report promptly, in writing, to Covered Entity, but in no event later than within two (2) days of which it becomes aware any use or disclosure of PHI not provided for by the Agreement, including breaches of unsecured PHI as required at 45 C.F.R. §164.410, and any Security Incident of which it becomes aware, and cooperate with the Covered Entity in any mitigation or breach reporting efforts;
- 2.1.8. In accordance with 45 C.F.R. §§ 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, to ensure that any agents, including subcontractors, that create, receive, maintain, or transmit PHI on behalf of the Business Associate agree in writing to the same restrictions, conditions, and requirements that apply to the Business Associate with respect to such information; provided, however, that Business

Associate shall not disclose or provide access to PHI to any subcontractor or agent without the prior written consent of Covered Entity;

- 2.1.9. Ensure that any agent or subcontractor to whom the Business Associate provides PHI, as well as Business Associate, not export PHI beyond the borders of the United States of America;
- 2.1.10. Have procedures in place to mitigate, to the maximum extent practicable, any deleterious effect from any use or disclosure of PHI in violation of this Addendum or applicable law;
- 2.1.11. Have and apply appropriate sanctions against any workforce member, subcontractor or agent who uses or discloses PHI in violation of this Addendum or applicable law;
- 2.1.12. Within five (5) business days' request of Covered Entity, make available PHI in a designated record set, if applicable, to Covered Entity, as necessary to satisfy Covered Entity's obligations under 45 C.F.R. § 164.524;
- 2.1.13. Within five (5) business days, make any amendment(s) to PHI, if applicable, in a designated record set as directed or agreed to by the Covered Entity pursuant to 45 C.F.R. § 164.526, or take other measures as necessary to satisfy Covered Entity's obligations under 45 C.F.R. § 164.526;
- 2.1.14. As applicable, maintain and make available the information required to provide an accounting of disclosures as necessary to satisfy Covered Entity's obligations under 45 C.F.R. § 164.528;
- 2.1.15. To the extent the Business Associate is to carry out one or more of Covered Entity's obligation(s) under Subpart E of 45 C.F.R. Part 164, comply with the requirements of Subpart E that apply to the Covered Entity in the performance of such obligation(s);
- 2.1.16. Upon request, make its internal practices, books, and records available to the Secretary and to the Covered Entity for purposes of determining compliance with the HIPAA Rules; and
- 2.1.17. Comply with minimum necessary requirements under the HIPAA Rules.

2.2. Responsibilities of Covered Entity. With regard to the use and/or disclosure of PHI by the Business Associate, Covered Entity hereby agrees to do the following:

- 2.2.1. Inform the Business Associate of any limitations in the form of notice of privacy practices that Covered Entity provides to individuals pursuant to 45 C.F.R. § 164.520, to the extent that such limitation may affect Business Associate's use or disclosure of PHI.
- 2.2.2. Inform the Business Associate of any changes in, or revocation of, the permission by an individual to use or disclose PHI, to the extent that such limitation may affect Business Associate's use or disclosure of PHI.
- 2.2.3. Notify the Business Associate, in writing and in a timely manner, of any restriction on the use or disclosure of PHI that Covered Entity has agreed to or is required to abide by under 45 C.F.R. § 164.522, to the extent that such restriction may impact in any manner the use and/or disclosure of PHI by the Business Associate under this Addendum, except if the Business Associate will use or disclose PHI for (and the Underlying Agreement includes provisions for) data aggregation or management and administration and legal responsibilities of the Business Associate, Covered Entity will not request Business Associate to use or disclose PHI in any manner that would not be permissible under the Privacy and Security Rule if done by the Covered Entity.

3. REPRESENTATIONS

3.1. Mutual Representations of the Parties. Each party represents to the other party:

- 3.1.1.** That all of its employees and members of its workforce, whose services may be used to fulfill obligations under this Addendum or the Underlying Agreement are or shall be appropriately informed of the terms of this Addendum and are under legal obligation to each party, respectively, by contract or otherwise, sufficient to enable each party to fully comply with all provisions of this Addendum including, without limitation, the requirement that modifications or limitations that Business Associate has agreed to adhere to with regard to the use and disclosure of PHI of any individual that materially affects and/or limits the uses and disclosures that are otherwise permitted under the Standard will be communicated to the Business Associate, in writing, and in a timely fashion.
- 3.1.2.** That it will reasonably cooperate with the other party in the performance of the mutual obligations under this Addendum.
- 3.1.3.** That neither the party, nor its directors, regents, officers, agents, employees or members of its workforce have been excluded or served a notice of exclusion or have been served with a notice of proposed exclusion, or have committed any acts which are cause for exclusion, from participation in, or had any sanctions, or civil or criminal penalties imposed under, any federal or state healthcare program, including but not limited to Medicare or Medicaid, or have been convicted, under federal or state law (including without limitation a plea of nolo contendere or participation in a first offender deterred adjudication or other arrangement whereby a judgment of conviction has been withheld), of a criminal offense related to (a) the neglect or abuse of a patient, (b) the delivery of an item or service, including the performance of management or administrative services related to the delivery of an item or service, under a federal or state healthcare program, (c) fraud, theft, embezzlement, breach of fiduciary responsibility, or other financial misconduct in connection with the delivery of a healthcare item or service or with respect to any act or omission in any program operated by or financed in whole or in part by any federal, state or local government agency, (d) the unlawful, manufacture, distribution, prescription or dispensing of a controlled substance, or (e) interference with or obstruction of any investigation into any criminal offense.
- 3.1.4.** That it will notify the other party immediately after it becomes aware that any of the foregoing representations may be inaccurate or may become inaccurate.

4. TERM AND TERMINATION

- 4.1. Term.** The term of this Addendum shall commence on the Effective Date, and shall terminate on the termination date of the relevant Underlying Agreement or on the date Covered Entity terminates this Addendum for cause as authorized in Section 4.2, whichever is sooner.
- 4.2. Termination for Cause.** Business Associate authorizes termination of this Addendum by Covered Entity, if Covered Entity determines Business Associate has violated a material term of this Addendum and Business Associate has not cured the breach or ended the violation within the time specified by Covered Entity.
- 4.3. Obligations of Business Associate upon Termination.** Business Associate agrees to return or destroy all PHI pursuant to 45 C.F.R. §164.504(e)(2)(I). Prior to doing so, the Business Associate further agrees to recover any PHI in the possession of its subcontractors or agents. If it is not feasible for the Business Associate to return or destroy said PHI, the Business Associate will notify Covered Entity in writing and the Covered Entity may disagree with the Business Associate's determination. Said notification shall include: (i) a statement that the Business Associate has determined that it is not feasible to return or destroy the PHI in its possession, and (ii) the specific reasons for such determination. Business Associate further

agrees to extend any and all protections, limitations and restrictions contained in this Addendum to the Business Associate's use and/or disclosure of any PHI retained after the termination of this Addendum, and to limit any further uses and/or disclosures to the purposes that make the return or destruction of the PHI infeasible. If it is infeasible for the Business Associate to obtain, from a subcontractor or agent any PHI in the possession of the subcontractor or agent, the Business Associate must provide a written explanation to Covered Entity and require the subcontractors and agents to agree to extend any and all protections, limitations and restrictions contained in this Addendum to the subcontractors' and/or agents' use and/or disclosure of any PHI retained after the termination of this Addendum, and to limit any further uses and/or disclosures to the purposes that make the return or destruction of the PHI infeasible.

4.4. Automatic Termination. This Addendum will automatically terminate without any further action of the parties upon the termination or expiration of the Underlying Agreement.

5. CONFIDENTIALITY

5.1. Confidentiality Obligations. In the course of performing under this Addendum, each party may receive, be exposed to or acquire the Confidential Information including but not limited to, all information, data, reports, records, summaries, tables and studies, whether written or oral, fixed in hard copy or contained in any computer data base or computer readable form, as well as any information identified as confidential ("Confidential Information") of the other party. For purposes of this Addendum, "Confidential Information" shall not include PHI, the security of which is the subject of this Addendum and is provided for elsewhere. The parties including their employees, agents or representatives (i) shall not disclose to any third party the Confidential Information of the other party except as otherwise permitted by this Addendum or as required by law including, without limitation, the New Mexico Inspection of Public Records Act, Section 14-2-1 et seq. NMSA 1978, as amended, (ii) only permit use of such Confidential Information by employees, agents and representatives having a need to know in connection with performance under this Addendum, and (iii) advise each of their employees, agents, and representatives of their obligations to keep such Confidential Information confidential. Notwithstanding anything to the contrary herein, each party shall be free to use, for its own business purposes, any ideas, suggestions, concepts, know-how or techniques contained in information received from each other that directly relates to the performance under this Addendum. This provision shall not apply to Confidential Information: (a) after it becomes publicly available through no fault of either party; (b) which is later publicly released by either party in writing; (c) which is lawfully obtained from third parties without restriction; or (d) which can be shown to be previously known or developed by either party independently of the other party.

6. INSURANCE, LIABILITY, AND INDEMNIFICATION

6.1. Insurance. Business Associate will procure and maintain in effect during the term of this Addendum: (1) general liability insurance coverage with minimum limits of \$1 million per occurrence and \$3 million aggregate; and (2) as applicable, professional liability insurance coverage within minimum limits of \$1 million per occurrence and \$3 million in aggregate; and (3) workers' compensation insurance coverage within statutory limits of the state in which Business Associate is located. Upon request, Business Associate shall provide evidence of continuous coverage to Covered Entity.

6.2. Liability. As between the parties, subject to Section 6.3 of this Addendum, each party acknowledges that it will be responsible for claims or damages arising from personal injury or damage to persons or property to the extent they result from negligence of that party's employees. Business Associate understands that Covered Entity is not indemnifying Business

Associate for the acts or omissions to act of Covered Entity or its employees. The liability of Covered Entity will be subject in all cases to the immunities and limitations of the New Mexico Tort Claims Act, Sections 41-4-1 et seq. NMSA 1978, as amended.

- 6.3. Indemnification.** The Business Associate agrees to indemnify, defend and hold harmless Covered Entity and Covered Entity's employees, directors, officers, subcontractors, agents or other members of its workforce from any costs, damages, expenses, judgments, losses, and attorneys' fees arising from any breach of this Addendum by Business Associate, or arising from any negligent or wrongful acts or omissions of Business Associate, including failure to perform its obligations under the Privacy Rule. The Business Associate's indemnification obligation shall survive the expiration or termination of this Addendum for any reason.
- 6.4. LIMITATION OF LIABILITY.** THE PARTIES UNDERSTAND, ACKNOWLEDGE, AND AGREE THAT NEITHER PARTY SHALL BE LIABLE TO THE OTHER PARTY FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND OR NATURE, WHETHER SUCH LIABILITY IS ASSERTED ON THE BASIS OF CONTRACT, TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY), OR OTHERWISE, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES.

7. MISCELLANEOUS

- 7.1. Business Associate.** For purposes of this Addendum, Business Associate shall include the named Business Associate herein. However, in the event that the Business Associate is otherwise a Covered Entity under the Privacy or Security Rule, that entity may appropriately designate a health care component of the entity, pursuant to 45 C.F.R. §164.504(a), as the Business Associate for purposes of this Addendum.
- 7.2. Survival.** The respective rights and obligations of Business Associate and Covered Entity under this Addendum, shall survive termination of this Addendum indefinitely.
- 7.3. Amendments; Waiver.** This Addendum may not be modified, nor shall any provision hereof be waived or amended, except in a writing duly signed by authorized representatives of the parties. A waiver with respect to one event shall not be construed as continuing, or as a bar to or waiver of any right or remedy as to subsequent events. The parties agree to take such action as is necessary to amend this Addendum from time to time as is necessary for compliance with the requirements of the HIPAA Rules and any other applicable law.
- 7.4. Interpretation.** Any ambiguity in this Addendum shall be interpreted to permit compliance with the HIPAA Rules.
- 7.5. Changes in Law.** The parties recognize that this Addendum is at all times subject to applicable state, local, and federal laws. The parties further recognize that this Addendum may become subject to amendments in such laws and regulations and to new legislation. Any provisions of law that invalidate, or are otherwise inconsistent with, the material terms and conditions of this Addendum, or that would cause one or both of the parties hereto to be in violation of law(s), shall be deemed to have superseded the terms of this Addendum and, in such event, the parties agree to utilize their best efforts to modify the terms and conditions of this Addendum to be consistent with the requirements of such law(s). In order to effectuate the purposes and intent of this Addendum the parties will set forth an executed written agreement within thirty (30) days of receipt of notice from one party to the other party setting forth the proposed changes, then either party may, by giving the other an additional sixty (60) days written notice, terminate this Addendum, unless this Addendum would terminate earlier by its terms. In the event amendments or changes in existing law(s), general instructions, or new legislation, rules, regulations, or decisional law preclude or substantially preclude a contractual relationship between the parties similar to that expressed in this Addendum, then, under such circumstances, where renegotiation of the applicable terms of this Addendum would be futile, either party may provide the other at least sixty (60) days advance written notice of termination of this Addendum, unless this Addendum would terminate earlier by its terms.

Upon termination of this Addendum as hereinabove provided, neither party shall have any further obligation hereunder except for (i) obligations occurring prior to the date of termination, and (ii) obligations, promises or covenants contained herein which are expressly made and intended to extend beyond the term of this Addendum.

7.6. Construction of Terms. The terms of this Addendum shall be construed in light of any applicable interpretation or guidance on HIPAA and/or the Privacy Rule issued by the U.S. Department of Health and Human Services of the Office for Civil Rights from time to time.

7.7. Contradictory Terms. Any provision of the Underlying Agreement that is directly contradictory to one or more terms of this Addendum (“**Contradictory Term**”) shall be superseded by the terms of this Addendum as of the Effective Date of this Addendum to the extent and only to the extent of the contradiction, only for the purpose of the Covered Entity’s compliance with the Privacy Rule and only to the extent that it is reasonably impossible to comply with both the Contradictory Term and the terms of this Addendum.

8. DEFINITIONS. The following terms used in this Addendum shall have the same meaning as those terms in the HIPAA Rules: Breach, Data Aggregation, Designated Record Set, Health Care Operations, Individual, Minimum Necessary, Notice of Privacy Practices, Protected Health Information (“**PHI**”), Required By Law, Secretary, Security Incident, Subcontractor, Unsecured Protected Health Information, and Use. Specific definitions include:

8.1. Business Associate. “Business Associate” shall generally have the same meaning as the term “business associate” at 45 C.F.R. §160.103, and in reference to the party to this Addendum.

8.2. Covered Entity. “Covered Entity” shall generally have the same meaning as the term “Covered Entity” at 45 C.F.R. §160.103, and in reference to the party to this Addendum.

8.3. Disclosure. “Disclosure” shall mean the release, transfer, provision of access to, or divulging in any manner of information outside the entity holding the information.

8.4. Electronic Protected Health Information. “Electronic Protected Health Information” means Protected Health Information that is created, received, maintained, or transmitted by Electronic Media as defined at 45 C.F.R. §160.103.

8.5. HIPAA Rules. “HIPAA Rules” shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 C.F.R. Parts 160, 162 and 164, and as amended.

8.6. HITECH Standards. “HITECH Standards” shall mean the privacy, security, and Breach notification provisions applicable to a Business Associate under Subtitle D of the Health Information Technology for Economic and Clinical Health Act (“HITECH”) Act, which is Title XIII of the American Recover and Reinvestment Act of 2009 (Public Law 111-5), and any regulations promulgated.

8.7. Privacy Rule. “Privacy Rule” shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, Subpart A and Subpart E, as amended.

8.8. Protected Health Information or “PHI”. “Protected Health Information or PHI” shall mean any information, transmitted or recorded in any form or medium; (i) that relates to the past, present or future physical or mental condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual, and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe that information can be used to identify the individual, and shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations and agency guidance. Protected health information excludes individually identifiable health information: (i) in education records covered by the Family Educational Rights and Privacy Act, as amended, 20 U.S.C. 1232g; (ii) in records described at 20 U.S.C. 1232g(a)(4)(B)(iv); (iii) in employment records held by a covered entity in its role as employer; and (iv) regarding a person who has been deceased for more than 50 years.

- 8.9. Security Incident. “Security Incident” means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system.
- 8.10. Security Rule. “Security Rule” shall mean the Standards for Security of Electronic Protected Health Information at 45 C.F.R. Parts 160, 162, and 164, and as amended.
- 8.11. A reference in this Addendum to a section in the HIPAA Rules means the section as in effect or as amended.
- 8.12. Any terms capitalized, but not otherwise defined, in this Addendum shall have the same meaning as those terms have under HIPAA, the HIPAA Privacy Regulations, the HIPAA Security Regulations, and the HITECH Standards.

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EXHIBIT G

INFORMATION SYSTEMS SECURITY PLAN INFORMATION

UNMH Information Security Plans are to be developed and documented for IT systems, as per the UNM Hospitals' Information Technology Security Procedures. This template is to be used as a guide in developing individual security plans for new and changing application and infrastructure systems. All projects must also be placed into the Online Request System (ORS) for project prioritization, development and resource review. **Purchases, Contracts and Implementation of new IT assets will not move forward without the completion of an IT Security Plan.**

- Note to our vendors: your equipment, applications, databases, etc. end up on our environment. All of these must be reviewed for proper resources, security, backup, etc. You must work with the team or project leader to complete the questions below for the most effective and timely implementation.
- The IT Security Plan answers start with the data flow diagram. Without an understanding how the system works and where the application, system or database resides and how the users and support access and support the system is very difficult to answer the following questions.

Important: Start this effort by creating a Visio or other graphical workflow of the system. Include workstation or other device where information is created or accessed mapping through appropriate network areas, include the server/database/application and then diagram return paths if applicable. Finally, map the backup and recovery processes.

A security plan should include at minimum a description of the security processes for the system, access and confidentiality requirements and restrictions, security administration processes, data classification designations, legal requirements for security and privacy, training, security testing, infrastructure security components, roles & responsibilities for security functions, physical security, and back up and disaster recovery requirements. The Security Plan should describe the security needs and processes for the 'Life Cycle Support' of the system.

The Security Plan will be initiated in the early phases (business analysis and requirements) of a project, and completed before the system is migrated to production. This template will be used to document security plans upgrades to current systems as well as for current systems, where such documentation does not exist.

Please complete all sections of the plan. To view this exhibit please visit RFP P353-16: http://hospitals.unm.edu/about/proposals_2016.shtml

Contact the IT Security Office with questions at 505-272- 3282.

EXHIBIT H

CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS (APRIL 1991)

1. The definitions and prohibitions contained in the clause, at FAR 52.203-12, Limitation on Payments to influence Certain Federal Transactions, I included in this solicitation, are hereby incorporated by reference in paragraph (b) of this certification.

2. The Offeror, by signing its offer, hereby certifies to the best of his or her knowledge and belief that on or after; December 23, 1989;
 - a. Federal appropriated funds have not been paid and will not be paid to any person for influencing or attempting to Influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement;

 - b. If any funds other than Federal appropriated funds (including profit or fee received under a covered Federal Transaction) have been paid, or will be paid, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, and officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with this solicitation, the Offeror shall complete and submit, with its offer, OMB standard form LLL, Disclosure of Lobbying Activities, to the Contracting Officer; and He or she will include the language of this certification in all subcontract awards at any tier and require that all recipients of subcontract awards in excess of \$100,000 shall certify and disclose accordingly.

 - c. Submission of this certification and disclosure is a prerequisite for making or entering into this contract imposed by section 1352, title 31, United States Code. Any person who makes expenditure prohibited under this provision or who fails to file or amend the disclosure form to be filed or amended by this provision shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

CERTIFICATION

The undersigned hereby certifies that he/she has read the above CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTION (APR 1991) requirements and that he/she understands and will comply with these requirements. The undersigned further certifies that they have the authority to certify compliance for the Offeror named below.

Signature: _____ Title: _____ Date: _____

Name Typed: _____ Company: _____

Address: _____ City/State/zip: _____

EXHIBIT I
ORGANIZATIONAL REFERENCE QUESTIONNAIRE

The UNMH, as a part of the RFP process, requires Offerors to submit a minimum of three (3) business references as required within this document. The purpose of these references is to document Offeror's experience relevant to the scope of work in an effort to establish Offeror's responsibility.

Offeror is required to send the following reference form to each business reference listed. The business reference, in turn, is requested to submit the Reference Form via e-mail directly to:

Name: Jennifer Sanchez
Title: Procurement Specialist
Address: 933 Bradbury Dr. SE, Suite 3165
Albuquerque, NM 87106
Telephone: (505) 272-3831
E-mail: jedsanchez@salud.unm.edu

by **August 12, 2016** for inclusion in the evaluation process. The form and information provided will become a part of the submitted proposal. Business references provided may be contacted for validation of content provided therein.

RFP # P353-16

ORGANIZATIONAL REFERENCE QUESTIONNAIRE FOR:

(Name of Offeror)

This form is being submitted to your organization for completion as a business reference for the company listed above. This form is to be returned to the UNMH via e-mail no later than **August 12, 2016** to:

Name: Jennifer Sanchez
Title: Procurement Specialist
Address: 933 Bradbury Dr. SE, Suite 3165
Albuquerque, NM 87106
Telephone: (505) 272-3831
E-mail: jedsanchez@salud.unm.edu

and **must not** be returned to the company requesting the reference.

For questions or concerns regarding this form, please contact the UNMH Procurement Specialist listed above. When contacting us, please include the Request for Proposal number listed at the top of this page.

Organization providing reference	
Contact name and title/position	
Contact telephone number	
Contact e-mail address	
Project description	
Project dates (starting and ending)	
Technical environment for the project you're providing a reference	

QUESTIONS:

1. Briefly describe in what capacity have you worked with this Offeror in the past?

2. How would you rate the Offeror's knowledge and expertise regarding the purpose of this RFP?
 Excellent Satisfactory Unsatisfactory Unacceptable
Brief explanation of above rating:

3. Was the Offeror required to provide reports to your organization for the project?
 Yes No
If yes, what is your level of satisfaction with the reports produced by the Offeror?
 Very Satisfied Satisfied Not Satisfied Unacceptable
Brief explanation of above rating:

4. If applicable, how would you rate the Offeror's level of flexibility relative to changes in the project scope and timelines?
 Excellent Satisfactory Unsatisfactory Unacceptable N/A
Brief explanation of above rating:

5. If applicable, what is your level of satisfaction with hard-copy materials produced by the Offeror?
 Very Satisfied Satisfied Not Satisfied Unacceptable N/A
Brief explanation of above rating:

6. How would you rate the dynamics/interaction between the Offeror and your staff?
 Excellent Satisfactory Unsatisfactory Unacceptable
Brief explanation of above rating:

7. Please identify the Offeror's primary representatives involved in your project and how would you rate them individually on their skills, knowledge, behaviors and/or other factors? 3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable

Name: _____ Rating:
Brief explanation of above rating:

Name: _____ Rating:
Brief explanation of above rating:

Name: _____ Rating:
Brief explanation of above rating:

Name: _____ Rating:
Brief explanation of above rating:

8. How satisfied are you with the services provided by the Offeror?
 Very Satisfied Satisfied Not Satisfied Unacceptable

Brief explanation of above rating:

9. With which aspect(s) of this Offeror's services are you most satisfied?

10. With which aspect(s) of this Offeror's services are you least satisfied?

11. Would you recommend this Offeror's services to your organization again?
 Yes No

Brief explanation of above rating:

EXHIBIT J

INSTALLATION

1. Installation

1.1. The Vendor shall install the software (modules), cables, and required hardware at the Hospital on the date or dates specified in the Implementation Plan.

2. Vendor Obligations

2.1. The Vendor shall supply all labor, materials, tools, equipment, permits, fees, inspection and testing costs, and supervision for the complete and satisfactory installation of the software (modules), cables, and required hardware at the Hospital.

3. Damage to Hospital Property

3.1. When installing the software (modules), cables, and required hardware, the Vendor and Vendor's Personnel shall not damage any of the Hospital's property, and shall not disrupt or interfere with the Hospital's systems or procedures, except as specified in the Implementation Plan. In the event of any such damage, disruption or interference, the Hospital and its agents, contractors and employees may take all such steps as it considers reasonably appropriate to repair or restore such damage, disruption or interference and render an account therefore to the Vendor or deduct the amount from any monies owing by the Hospital to the Vendor.

4. Installation Site

4.1. During installation of the software (modules), cables, and required hardware, the Vendor shall keep the installation site in as tidy a condition as practicable and, upon completion of the installation, the Vendor shall remove all tools, equipment, surplus materials and debris and shall leave the installation site in a clean and safe condition satisfactory to the Hospital, acting reasonably.

5. Authorization Required

5.1. Written authorization must be received prior to the installation or attachment of any of the Vendor's software, (modules) modules, cables, and required hardware or devices on or to Hospital owned or leased equipment, software, or communications networks. In the event of problems created by any such installation or attachment as referred to in this Section, the Vendor shall be solely responsible for all repairs and services to correct the problems. The Vendor's installers will need to complete a UNM Hospitals EOC 3 hour training class prior to any work that requires above ceiling, penetrations, in the walls, installation of cables above ceiling or in walls, etc.

EXHIBIT K

ACCEPTANCE TESTING

1. The Acceptance Testing protocol described herein is a minimum standard which is intended to demonstrate that the software (modules), cables, and required hardware, once fully delivered, installed and commissioned will meet the requirements as called for in this RFP on a continuous and reliable basis and will meet or surpass the clinical requirements set by UNMH in this RFP. Without limiting the generality of the foregoing, the Acceptance Testing is also intended to demonstrate that the software (modules), cables, and required hardware will meet or surpass the requirements of the Performance Guarantee.

1.1. Performance Certificate. Following installation of the software (modules), cables, and required hardware, the Vendor shall provide to UNMH a performance certificate certifying that such software (modules), cables, and required hardware has been fully and completely supplied and/or installed, is mechanically complete, is fully commissioned, and is ready for Acceptance Testing (the "Equipment Performance Certificate"). Title to the software (modules), cables, and required hardware will pass to the UNMH upon receipt by the Hospital of the Performance Certificate.

1.2. UNMH Acceptance Testing. Following receipt of the Performance Certificate, the UNMH shall proceed to conduct acceptance testing ("Acceptance Testing") and the Vendor shall cure any identified non-conformance in accordance with the terms therein.

2. General

2.1. Without prejudice to the Hospital's right to reject unordered, defective or non-conforming software (modules), cables, and required hardware, the Hospital shall be entitled to conduct Acceptance Testing. The software (modules), cables, and required hardware must comply with the Vendor's Technical Specifications and any acceptance criteria that are mutually defined ("Acceptance Criteria"). The Acceptance Testing shall be based on the Vendor's formal factory test procedures and the Acceptance Criteria unless otherwise agreed to. A successful Acceptance Test shall have occurred only after the Equipment has fully met the requirements set out in this Schedule for a period of [Offeror to insert] consecutive calendar days following validation.

2.2. All Acceptance Criteria used as part of the Acceptance Testing shall be considered as baseline parameters of performance and shall be used by the Hospital for comparison purposes during all subsequent quality assurance testing.

3. **Acceptance Testing Environment.** Unless otherwise agreed to by the parties, the Vendor agrees that all Acceptance Testing shall occur during the peak working period of the use of the software (modules) and required hardware as determined by the Hospital.

4. **Timing of Acceptance Testing.** Unless otherwise agreed to by the Hospital, software (modules), cables, and required hardware shall not be considered ready for any Acceptance Testing unless all quantities of all components related thereto have been delivered to the Hospital and, where appropriate, installed.

5. In accordance with the Implementation Plan;

5.1. the Vendor shall give approximately two (2) weeks' notice prior to the Hospital to organize the appropriate people within the Hospital for Acceptance Testing; and

5.2.the Acceptance Testing shall commence upon the Hospital's receipt of the Performance Certificate from the Vendor.

- 6. Acceptance Testing.** The Acceptance Testing shall extend for a period of [Offeror insert number of days] days, or such longer period as the parties may agree. If the Equipment does not meet the Acceptance Criteria, during the initial [Offeror insert number of days] consecutive day period, the Hospital shall provide immediate written notice of the failed Acceptance Testing to the Vendor. The Vendor shall take corrective measures within twenty-four (24) hours of receipt of the failed Acceptance Testing notice and provide written notice to the Hospital when the Vendor is ready to commence a second [Offeror to be insert] consecutive calendar day Acceptance Testing period. Should the Equipment not meet the Acceptance Criteria during this second [insert number of days] consecutive day period, the Hospital provide immediate written notice of failed Acceptance Testing to the Vendor. The Vendor shall take corrective measures within twenty-four (24) hours of the receipt of the failed Acceptance Testing notice and provide written notice to the Hospital that the Equipment is ready to commence a third [Offeror insert number of days] Acceptance Testing period. If the Equipment fails to meet the Acceptance Criteria during the third [Offeror insert number of days] day Acceptance Testing period, the Hospital may, at its option:
- 6.1.** Request and have replaced the software (modules), cables, and required hardware that has been the source of the failure;
 - 6.2.** Grant an extension of the period allowed for successful completion of the Acceptance Testing in which case, the Vendor shall promptly make every reasonable commercial effort to correct the deficiencies and defects, and the Acceptance Testing period shall be extended for such further period of time as the Hospital may determine in order to permit the Vendor a reasonable opportunity to correct the deficiencies and defects and for the Hospital to conduct any new Acceptance Testing; or
 - 6.3.** Terminate this Agreement and request immediate removal of the software (modules), cables, and required hardware from the Hospital's premises, at no cost to the Hospital and provide a full refund of money paid to date to the Hospital. Upon the removal, the Vendor shall ensure the installation site is returned to its original condition, to the Hospital's satisfaction, at the Vendor's expense.
- 7. Successful Acceptance Test.** If the Acceptance Testing is successful, following the end of the Acceptance Testing period, the Hospital shall execute a Hospital Acceptance Certificate confirming that the Equipment has satisfied the Acceptance Criteria.
- 8. Title and Risk of Loss**
- 8.1.** Regardless of whether or not any payment has been made for the software (modules), cables, and required hardware and notwithstanding any Acceptance Testing to be conducted, title to the software (modules), cables, and required hardware shall pass upon receipt by the Hospital of the Performance Certificate.
 - 8.2.** Risk of loss or damage to the software (modules), cables, and required hardware shall pass to the Hospital upon receipt by the Hospital of the Performance Certificate.
- 9. Warranty.** The Vendor agrees that the Warranty shall only commence upon the Hospital's execution of a Hospital Acceptance Certificate.
- 10. Other Remedies.** The holding of, or the failure to hold any Acceptance Testing, shall in no way impair the Hospital's right to avail itself of any other remedies to which the Hospital may be entitled in respect of defective or non-conforming Equipment..

- 11. Deemed Acceptance.** If, one (1) day after the completion of the last Acceptance Testing period the Hospital has failed to provide notice to the Vendor that Acceptance Testing has failed, the Vendor shall notify the Hospital in writing requesting that the Hospital either execute a Hospital Acceptance Certificate or inform the Vendor of the failed Acceptance Testing within ten (10) days of receipt of the notification. If the Hospital does not respond within such ten (10) day period, the Hospital shall be deemed to have accepted the Equipment.

- 12. Other Acceptance Testing Procedures.** The Vendor is advised that individual hospitals may have other procedures for Acceptance Testing that may need to be included in any final agreement.

EXHIBIT L TRAINING

1. Training. At the request of the UNMH, the Vendor shall provide the following training as specified by the Hospital:

1.1. Technical and Clinical Training

- 1.2.** Training to include but should not be limited to diagnostic software and integration of the software (modules) and required hardware with the Hospital's existing systems;
- 1.3.** The awarded training Bidder will be required to provide training and training materials for primary users at no additional cost.
- 1.4.** The cost of all technical training, including travel and accommodation for the Hospital's staff to attend training course(s) at the Vendor's facilities if necessary, shall be at a cost mutually agreed to by the parties.
- 1.5.** The successful Bidders shall submit to UNM Hospitals, at no charge, electronic copies the operator's and service manuals.
- 1.6.** What is the training methodology?
- 1.7.** Describe the training you provide coders, CDI specialists, and system administrators.
- 1.8.** Do you offer ongoing webinars, seminars, in-service training or user group meetings? How will you ensure all training will be scheduled to coincide with UNM Hospital schedules and staffing?
- 1.9.** What type of staff will you make available to provide to be onsite and for how many days and for how long?
- 1.10.** Will you have someone readily available for on-site visits to respond to questions or needs as they occur and what is the response time for page, onsite, etc.
- 1.11.** Except as otherwise agreed by the Hospital, the cost of all clinical training, including travel and accommodation for the Hospital's staff to attend training course(s) if necessary, shall be borne by the Vendor.

2. Subsequent Training

- 2.1.** After the training on the software (modules) and required hardware has been completed, the Hospital reserves the right to request at no additional charge.
- 2.2.** Additional follow-up training as reasonably required to ensure the software (modules) and required hardware is utilized efficiently.
- 2.3.** Technical and consultative support for the Equipment sold by the Vendor to the Hospital under this Agreement. Such support shall include, but shall not be limited to, support for and assistance with the resolution of any problems or difficulties with the operations of the software (modules) and required hardware.

EXHIBIT M WARRANTY

The Vendor should complete this exhibit by responding to each item below for each type of proposed **software (modules) and required hardware** as applicable. Attach separate pages if required. Vendors are encouraged to clearly describe the nature and extent of the Warranty being provided, including its limitations and any exclusion that may apply.

1. General Guarantees and Performance Guarantee.

- 1.1. Include **software (modules) and required hardware** specific, detailed descriptions of all guarantees, warranties and conditions with respect to the Equipment to enable the UNMH to fully understand the nature, extent and limitations of the Warranty provided by the Offeror;
- 1.2. Indicate the length of the Warranty, extent of the coverage and any terms, conditions or limitations, including any co-payments expected of the UNMH.
- 1.3. Offerors must confirm that all servicing, maintenance and preventative maintenance required on the software (modules) and required hardware during the Warranty Period will be provided by the Vendor at no additional cost to the UNMH.

2. Post Completion Warranty

- 2.1. The Warranty shall commence on the successful completion of the Acceptance Testing and the delivery by UNMH of the Acceptance Certificate.
- 2.2. The Offeror shall indicate any continuation or extension of Warranty that it is prepared to provide upon expiration of the basic Warranty Period described in the Warranty Appendix together with the charges, if any, for such continued Warranty.

3. Maintenance and Preventative Maintenance During Warranty Period

- 3.1. Confirm that all servicing, maintenance and preventative maintenance required on the software (modules) and required hardware during the Warranty Period will be provided by the Offeror at no additional cost to the Hospital.

Equipment Name _____

Item Number	Requirement Item	Vendor Response
1	software (modules) and required hardware specific warranties, guarantees and conditions	
2	Warranty length and extent of coverage	
3	Warranty extension or continuation	
4	Maintenance and preventative maintenance during Warranty	

**EXHIBIT N
SERVICE AND SUPPORT**

The Vendor should complete this section by responding to each item below for each type of proposed software (modules) and required hardware as applicable, attaching separate pages if required.

Equipment Type _____

Item	Vendor Response
Performance Guarantee	
Provide a detailed description of the Performance Guarantee provided for the software (modules) and required hardware, including a detailed description of guaranteed “up time” methodology for measuring compliance with the guarantee and the amount that will be paid by the Vendor to the Hospital, in cash or in other value, if the Performance Guarantee is not met. The Performance Guarantee should be applicable to:	
<ul style="list-style-type: none"> a) Warranty Period; b) Full Service Agreement. c) Partnership Service Agreement. d) Parts & Technical/Software Agreement. 	
Provide a detailed definition of “down time”.	
Post Warranty Service	
Indicate the length of time, upon expiration of the warranty, the Vendor will continue to offer service and support on the proposed software (modules) and required hardware.	
Preventative Maintenance	
Warranty Coverage – indicate if Preventative Maintenance is included during the Warranty Period;	
Hours of Service - state the recommended number of hours of service each type of software (modules) and required hardware should operate prior to the performance of routine preventative maintenance.	
Procedures - indicate the recommended frequency, type and length of procedures for regular and appropriate preventative maintenance of the proposed software (modules) and required hardware.	
Downtime – indicate the approximate length of downtime required to accommodate regular or preventative maintenance that is performed pursuant to warranty or any service agreement.	
Documentation - provide written documentation for the recommended preventative maintenance on the software (modules) and required hardware including but not limited to cleaning, calibrating, periodic replacement of parts, and performance verification and any other activities which the Vendor proposes to undertake, or recommends be undertaken, in maintaining the software (modules) and required hardware.	
Operating System Security – describe how security patches, upgrades and service packs will be applied to the Windows Operating System after publication by the manufacturer, if applicable to the proposed software (modules) and required hardware.	
On-Site Service Response	

Item	Vendor Response
<p>Warranty Period - indicate the guaranteed on-site service response time of a qualified repair technician after a request has been made. If response times differ, the information should be provided for:</p> <ul style="list-style-type: none"> a) regular weekdays; b) weekends; c) public (statutory) holidays. 	
<p>Indicate the guaranteed on-site service response time of a qualified repair technician after a request has been made. If response times differ, the information should be provided for:</p> <ul style="list-style-type: none"> a) regular weekdays; b) weekends; c) public (statutory) holidays. 	
<p>Response Time Penalty - the vendor should also indicate any compensation that will be paid to the Hospital if guaranteed on-site response service times are not achieved.</p>	
<p>Technicians - indicate the number of trained service personnel, indicate the number of qualified service personnel at each location and identify locations.</p>	
<p>Parts – Format - indicate the parts depots located in New Mexico and indicate:</p> <ul style="list-style-type: none"> a) a list of tools the Vendor is to leave on site for service calls; and b) normal lead time for the provision of parts. 	
<p>Telephone Support</p>	
<p>Availability and Services - describe in detail the telephone support available and indicate availability including but not limited to: 24 hours per day, 7 days per week, 365 days per year; operational/application inquiries; remote diagnostic troubleshooting and user networking; and availability of a toll free line (include number) during:</p> <ul style="list-style-type: none"> a) Warranty Period; b) No Post Warranty Service Agreement. 	
<p>Length of Support - indicate the length of time that both clinical and technical telephone support will be provided to the hospital (i.e. as long as the equipment is in service at the hospital).</p>	
<p>Remote Connectivity - provide details of any applicable hospital obligations regarding remote connectivity if applicable.</p>	
<p>Diagnostic Software</p>	
<p>Availability – describe in detail the diagnostic software that will be available to the Hospital to maintain, troubleshoot and support the software (modules) and required hardware. The Vendor should confirm the availability of the diagnostic software to the Hospital in the event that the Vendor is not retained, after the Warranty Period to provide Services.</p>	
<p>Third Party Services</p>	
<p>Access to Information – in the event that the Vendor is not retained by the Hospital to provide the Services, the Vendor shall confirm its willingness to provide the Hospital with any and all information required to allow the Hospital to service the Equipment itself or have a third party service provider perform such services after expiry of the Warranty Period.</p>	
<p>Full Access – the Vendor should confirm its willingness to supply all service reports and service passwords which would allow the Hospital full access to any diagnostics included with the software (modules) and required hardware and any other services required.</p>	

EXHIBIT O

MANUALS, BULLETINS AND DOCUMENTATION

1. **Content of Exhibit.** Service/Training/Parts Manuals, Bulletins and Document should outline in detail the manuals, bulletins, documentation, drawings, spare parts and other materials which the Offeror will supply to support the Equipment, products or services offered in its Proposal and as described in the Purchase Price **Exhibit P**.
2. **Electronic Availability.** One of the obligations of a successful Offeror under the Agreement is to provide the documents and other materials described in the Service/Training/Parts Manuals, Bulletins and Documentation. The Offeror may propose to provide such documentation and materials through electronic links provided that such links are properly secure, can be accessed by the UNMH personnel easily and are provided at no cost.
3. **The Offeror should disclose:**
 - 3.1. The guaranteed response time to assess recalled devices that have been identified by the UNMH.
 - 3.2. Resources available from the Offeror to assess all recalled devices in order to ensure the devices meet current safety standards and regulations and to further ensure uninterrupted usage of Equipment by the Hospital.
 - 3.3. Any discussions with regulatory agencies related to the device, which may impact on the future availability or use of the Equipment or its accessories, or has an impact on the service or Warranty support provided by the Offeror.
4. **Service/Training/Parts Manuals and Documentation.** The following manuals/materials shall be provided at no charge and shipped with the software (modules) and required hardware, unless otherwise specified in this Agreement:
 - 4.1. 2 complete sets of operator/user manuals, including software (modules) and required hardware manuals as applicable and any other printed or electronic media available for user education (e.g. videos, CD-ROMS, etc.).
 - 4.2. 1 complete set of service manuals including but not limited to, electrical/mechanical/pneumatic schematics manuals, parts lists, pricing lists or schedules, software manuals, troubleshooting guides, training, health and safety manuals, as applicable.
 - 4.3. A list of any installation and/or special test tools and/or components and/or preventative maintenance kits requirements for the proper use and maintenance of the Equipment, replacement parts, and the current parts costs. UNMH should be notified of such requirements before the Equipment is shipped.
 - 4.4. All service documentation for diagnostic software (modules) and required hardware Schematics, drawings, blueprints and data sheets, as applicable.
 - 4.5. 2 copies of As-built drawings at the end of construction in electronic form suitable to the Hospital, as applicable
5. **Bulletins and Updates.** The Vendor shall, on a timely basis, forward to UNMH designated personnel:
 - 5.1. Any service bulletins, clinical user bulletins, or similar type of or related bulletin including, but not limited to, on-line technical resources that relate to the Equipment.
 - 5.2. Updates to the manuals/materials referred to in this Schedule as long as the Equipment is still being used or the Hospital still requires the Equipment, at no additional cost to the Hospital.

**EXHIBIT P
TOTAL PROJECT COST**

Total Project Cost – The Offeror should provide separately in this exhibit, cost on all required Software Modules, Cables, and Hardware required for the **System**, attaching separate pages if required, component name, part number, and pricing for all standard components of the proposed software (modules), cables and required hardware. Any applicable costs associated with training, implementation, and installation should be clearly identified. Installation charges should cover all necessary components, including but not limited to cabling, connections, and wall plates, all with the intention of providing a complete operational system. Offerors should detail clearly, in the Installation Plan, any parts of the installation that the Offeror believes are the responsibility of the Hospital.

<u>Part/Item #</u>	<u>Software Module or Hardware</u>	<u>Part #</u>	<u>Description</u>	<u>QTY</u>	<u>List Price</u>	<u>% off List Price</u>	<u>UNM Price (ea)</u>	<u>UNM Extended Price</u>

Training: Any applicable costs associated with training, should be clearly identified.

<u>Description</u>	<u>QTY</u>	<u>List Price</u>	<u>% off List Price</u>	<u>UNM Price (ea)</u>	<u>UNM Extended Price</u>

Installation and Implementation: Any applicable costs associated with installation and implementation should be clearly identified. Installation and implementation charges should cover all necessary components, including but not limited to cabling, connections, and wall plates, all with the intention of providing a complete operational system. Offerors should detail clearly, in the Installation Plan, any parts of the installation that the Offeror believes are the responsibility of the Hospital.

<u>Description</u>	<u>QTY</u>	<u>List Price</u>	<u>% off List Price</u>	<u>UNM Price (ea)</u>	<u>UNM Extended Price</u>

Additional Pricing Information: The Vendor should complete and submit this exhibit showing any Additional Pricing Information where any of the pricing schedules does not provide a line item for something, which the Vendor wishes to offer. The Vendor may append additional files/folders to fully describe what is being offered.

<u>Part/Item #</u>	<u>Software Module or Hardware</u>	<u>Description</u>	<u>QTY</u>	<u>List Price</u>	<u>% off List Price</u>	<u>UNM Price (ea)</u>	<u>UNM Extended Price</u>

Post Warranty Service Schedule: The Vendor should provide in this exhibit the Post Warranty Service Schedule, attaching separate files as required, post warranty service costs and options. The Vendor should outline options available and, for any such option, propose a detailed scope of Services, along with a statement of the costs, fees and reimbursable expenses which will apply to those Services. In addition, the Vendor should indicate whether there are any technology obsolescence programs or options that will prevent technology obsolescence and keep the software (modules) and required hardware current throughout the next five (5) to seven (8) years. Any costs associated with this program or option should be identified for each Software Module and Projected Hardware.

<u>Component Name</u>	<u>Part #</u>	<u>Description</u>	<u>Term of Service (1, 2, 3, 4 years etc.)</u>	<u>List Price (Hourly rate)</u>	<u>Percent of List Price</u>	<u>UNMH Ext Price</u>