ERP RFP Q & A
Posted May 24, 2017

1. What system is Medstar using for email? Microsoft Exchange 2013 hosted onsite.

2. Automatically calculate taxes as appropriate for items being paid" – Does this mean calculating use tax for reporting purposes? We don't pay sales or use tax. This item is not applicable to us.

3. Create Positive Pay Files – Do you have the capability to provide the requirements for Positive Pay? Because no bank has the same Positive pay format. Yes. We can obtain requirements for positive pay from our bank to the selected vendor

4. Manage Health System wide fee schedule- Could you clarify this requirement? Does the ERP system need to manage/create the fee schedule? Does the fee schedule get imported from another system? Billing and AR will be performed and monitored using our Zoll RescueNet Billing system. We would like data to feed to the accounting system from Zoll; but the fee schedule will be maintained within Zoll. There may be other minor billings to be done directly from the ERP such as: research, golf tournament registrations, etc.

5. Provide an e-commerce platform that facilitates MedStar Saver enrollment and renewal. Can you please expand on this? I noticed online that you have a StarSaver membership website up. I noticed that the first link is broken to Docusign, and the second link is the pdf form to print and sign. Are you looking for the Vendor to create the ecommerce site? Or are you looking for the vendor to be able to integrate with another ecommerce site being built? Or are you looking for something more like a custom portal which requires a username/password before filling out the form and submitting?
We are looking for the vendor to integrate with our current platform which is docusign. We would want the system provided by the vendor to be able to securely import the data from docusign. From there we need to be able to easily manage the customers and check their status in the program.

6. More details on requirement and MedStar Saver enrollment and renewal process We use a "microsite" which has a link to a docusign form that customers fill out and submit. After submitting the form they are then directed to paypal to pay for their membership. Currently we have membership team members who receive an email when someone has paid via paypal and they then log into docusign to collect the users information. We would like the selected ERP vendor to utilize docusign and possibly paypal's API to bring over this data into an easily manageable interface.

7. Please be specific about type of integration expecting for following solution with ERP? Are you expecting to prepare flat file and upload into ERP system or real time communication between solutions(ERP and applications) ? These integrations should be real time through the affected software's API if possible.
   a. Maintstar – Asset and Maintenance Management – SQL DB Based version
   b. eCore – ePro Scheduler Plus – vendor hosted emergency medical services personnel scheduling solution
   c. Integration between all solutions proposed in the RFP, including the recommended payroll processing partner

8. More details on MedStar's Grant process We don't have a grant process – we don't give out grants, and we very rarely apply for or use them

9. Can you please clarify the Evaluation Time Line? Section 1.14 states that the deadline for questions is May 10 and the proposals are due on June 19. However the cover page states that proposals are due on June 1. Submission deadline is June 1st as on the cover page. The 19th is a typo in the timeline.

10. Section 1.13 Selection Process says that there will be a pre-bid conference but I don't see the date or any further references to this through the RFP document. Will there be or has there been a pre-bid conference? There will be no pre-bid conference. This is another typo.

11. The user counts listed in section 1.4.5 lists the number of users by module/function. We estimate the cost of licensing by the number of unique users and the functions they will be performing within the ERP system. Are the total number of unique users 188 (the sum of the users as shown in the provided table) or are some employees performing multiple functions? These are not all unique users. The total unique users will be closer to 75 users.

Thanks,

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