



## Addendum 3

REQUEST FOR PROPOSAL

IT Specialty Staffing

RFP # 09012023-IT SPECIALTY STAFFING\_PROFESSIONAL SERVICES - MK

Date Issued: October 12, 2023

Buyer Contact: Matthew Klaas

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**Return Response to: MAKLAAS@UCDAVIS.EDU**

Via email

Subject line: RFP # 09012023-IT SPECIALTY STAFFING\_PROFESSIONAL SERVICES - MK

To: Matthew Klaas

Email: [maklaas@ucdavis.edu](mailto:maklaas@ucdavis.edu)

Purchasing Department

University of California, Davis, Health System

The location for this RFP document can be found at the following University of California Davis Health

Web address: <http://www.ucdmc.ucdavis.edu/matmgt/>

You may download this document and any updates until the submittal due date from the UC Davis

website: <http://www.ucdmc.ucdavis.edu/matmgt/>

## Addendum 1

The following sections of RFP # 09012023-IT SPECIALTY STAFFING\_PROFESSIONAL SERVICES - MK are revised as follows, revisions are highlighted in yellow:

1. Vendor questions have been answered and are included below
  - A. Issue date of Addendum 3 is October 12, 2023
2. The attached Addendum 3 – Answers to Vendor Questions.
3. ALL OTHER REQUIREMENTS, TERMS AND CONDITIONS REMAIN THE UNCHANGED.

I certify that I accept this Addendum 1 as part of the RFP and that I am authorized to sign on behalf of the organization I represent.

*Matthew Klaas*

Authorized Signature

10/12/2023

Date

Matthew Klaas

Printed Name

RFP - 09012023_IT Specialty Staffing and Professional Services_Vendor Question and Answer		
Question Number	Question	Answer
1	Can you share which roles are onsite and/or remote work?	Roles may be onsite or remote depending on needs of the manager
2	What is the expectation of the State for on-site versus remote resources for this contract?	Roles may be onsite or remote depending on needs of the manager
3	If the contract is "remote" can required travel be billed?	Yes, if agreed to in advance in the statement of work
4	Is a local office or a local representative required? If yes, how often is the local representative expected to be onsite? Any hourly time requirements?	No, a local representative is not required
5	Is there a local preference for this contract?	No, but we encourage local companies to participate
6	Can we submit our response for a single category or for all categories?	Each bidder is able to submit a response for specific categories if they are unable to staff additional roles.
7	Once awarded, how do you release your requirements? Is it through portal or email?	Email
8	What is the estimated budget for this contract?	The budget is dictated by the need of each department.
9	How many requirements are anticipated to be released annually?	It will fluctuate year by year depending on the needs of the organization
10	Is there an incumbent for this contract? If yes, can you share the name of the incumbent, or historical data on spending?	There is not an incumbent for this contract. At this time we are not able to historical spend.
11	What evaluation criteria will be used to evaluate the cost proposal?	The submitted rate sheets will be utilized for evaluation of cost.
12	Would you confirm if resumes are required with proposal submission?	Resumes are not required as part of the submission, but can be included as supplements to verify expertise in the field.
13	Are financial statements required if we are a privately owned company?	Yes
14	Will you accept a statement of financial stability instead of requiring the sharing of confidential company finance documents?	Yes
15	Will you accept a statement of compliance related to securely handling data instead of sharing our proprietary, internal processes for evaluation?	No
16	Will you accept a statement that we comply with requirements for ensuring personnel have appropriate experience and training instead of sharing our proprietary internal processes for evaluation?	No
17	What is the minimum/maximum number of client experience you want to see in each IT category?	Your response should demonstrate your specific experience in placing contractors in the categories noted, and why you are bidding on that particular category.
18	Is this a new initiative (If No) OR is there any existing contract that going to expire (If yes). Please confirm.	This is a new initiative.
19	When the existing contract was started and what is the annual monetary spent value of the current contract since inception? Please confirm.	This is a new initiative.
20	Can you please share the name of incumbent vendors, and their pricing?	We do not have an incumbent vendor for these services
21	Please confirm if there is any award preference for local vendors? Please confirm.	In general, no. However a specific project may require only local candidates, so a local vendor with a local basis may better source the needed positions.
22	Are there any mandatory subcontracting requirements for this contract? If yes, is there any specific goal for the subcontracting? Please confirm.	We prefer a vendor who can directly meet our needs, but subcontracting is allowed.
23	Are there any evaluation points of using subcontractors? Please confirm.	We prefer a vendor who can directly meet our needs, but subcontracting is allowed.
24	Can we provide references of our Private sector clients OR government references are required?	Both Private and government references are encouraged
25	Please confirm if there will be any award preference/more points in evaluation will be given for the businesses providing government references?	Quality of reference takes preference over the source.
26	Do we need to provide sample/actual resumes of temporary staff/direct hire staff with our proposal?	Resumes are not required as part of the submission, but can be included as supplements to verify expertise in the field.
27	Is there any specific certifications OR licenses are required from preferred vendor? Please confirm.	Some roles may require specific certifications, and will be specified in the statement of work for that engagement.
28	Please share the names of current vendors providing these services.	This is a new initiative.
29	Is it possible to share the incumbent vendors pricing information? If yes, please share.	This is a new initiative.
30	What is the budget for this bid? OR the estimated annual spending in the past under this contract for similar services?	Budget is based on need of each department
31	Please confirm the estimated headcount of contract staff resources active currently under existing contracts.	This is a new initiative.
32	Is there any challenge fulfilling the needs of the County with the existing contracts for related services or any specific improvements you are looking for?	UCD Health does not utilize county agreements.
33	How many vendors would be awarded?	This is based on the number of responses that meet the evaluation criteria.
34	Is there any preference for the local vendor?	No, but we encourage local companies to participate
35	If an incumbent vendor is not awarded, will there be a transition of current resources to the new vendors?	This is a new initiative.
36	Does this RFP amend the current UCDH IT preferred vendor list?	This is a new initiative, however the vendor pool selected for this work product will be supplemental to current vendors who provide services in other areas.
37	Will this RFP support all work and initiatives in IT or only the specific AI initiative?	The primary use case is AI Initiatives
38	Under section IV entitled "Scope of Work," it notes five areas of expertise but we only see four sections. Can you confirm how many areas of expertise we should see here?	This is a typo. UCDH consolidated the areas of expertise and there are only 4 core categories
39	Can we select which areas of expertise we want to bid on or are we required to bid every section in order to be selected as a vendor?	Each bidder is able to submit a response for specific categories if they are unable to staff additional roles.

40	Do we need to bid on all roles within an area of expertise to be selected as a vendor or can we choose which roles within the area of expertise to bid on?	Each bidder is able to submit a response for specific categories if they are unable to staff additional roles.
41	If we have the capability to fill a role but haven't filled a similar role in the past, can we still submit a rate?	Yes
42	Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.	This is a new initiative.
43	Can you please let us know the previous spending of this contract?	This is a new initiative.
44	Please confirm if we can get the proposals or pricing of the incumbent(s).	This is a new initiative.
45	Are there any pain points or issues with the current vendor(s)?	This is a new initiative.
46	Please confirm the anticipated number of awards.	This is based on the number of responses that meet the evaluation criteria.
47	Is this a new requirement or an existing requirement?	This is a new initiative
48	How many incumbents are there performing this work?	This is a new initiative
49	What are the incumbent names, contract #s, and revenues received under the incumbent contract?	This is a new initiative
50	How many FTEs were on the previous contract? Has the PWS Changed?	This is a new initiative
51	What did you like about the previous contract? Dislikes?	This is a new initiative
52	What is the estimated budget for this opportunity?	Budget is based on need of each department
53	What are your Key Performance Indicators?	Key Performance Indicators would be dictated individually for each project / statement of work and will vary.
54	Will subcontractor past performance be considered equal to prime contractor past performance?	Not clear as to the question.
55	What is the total headcount needed to be staffed?	There is no specific number. Services will be requested on an as needed basis.
56	Will all positions be hired at the same time?	Positions will be hired on an as needed basis. Award does not guarantee each vendor will be selected to provide services
57	Are these hires for direct placement or contract or contract to hire?	The primary use is contract employees with an option to hire.
58	For the professional services side, what UCDH mean by that? What does UCDH want the vendor responsible for?	Professional Services are deliverable based services that are considered Work for Hire.
59	Do we need to have any technical expertise / provide consulting/strategic direction / processes/procedures?	Given the speed at which this space is developing - having the capability and capacity to provide consultative support in the space is beneficial.
60	Appendix A Terms and Conditions: There are no questions that require answers in this document and no signature requirements. Is this exhibit required to be submitted as a separate file?	This document will be attached as the governing terms of the agreement in the Purchase Agreement which is required for each selected vendor.
61	Appendix B Business Associate Agreement (BAA): Is this document required to be executed and submitted with our proposal? If so, do we submit it as a separate file?	You do not need to complete the BAA upon submission, but it is required to move forward with an agreement if selected for award.
62	Exhibit B Bidder Response: Several of the requirements / questions require lengthy narrative responses or copies of corporate documentation. For example: •Insurance (1.10), •Summary of Supplier's Approach to Providing IT Staffing and Professional Services (2.1.a) •Resumes (2.2.d), •Quality Control Plan (2.6.a), •Employee Benefits Package (2.6.c), •Periodic Business Reviews (2.7.a), and •Supplier's Approach to Implementation of the Program (3.1.a).  How do we present this data? Can this data be provided in a separate single document (files)? Or must this data be inserted into the workbook?	This must be listed in the workbook in a concise manner.
63	Exhibit E: The RFP states that Exhibit E is required to move forward in the RFP process. There are no questions that require answers in this document and no signature requirements. Is this exhibit required to be submitted as a separate file?  Should we acknowledge and accept all terms in Exhibit E. Should we add acknowledgement with signature to this exhibit?	This document will be attached as the governing terms of the agreement in the Purchase Agreement which is required for each selected vendor.
64	Exhibit F Health Journey: The RFP states that Exhibit F is required to move forward in the RFP process. There are no questions that require answers in this exhibit and no signature requirements. Is this exhibit required to be submitted as a separate file? If so, should we acknowledge with signature.	Exhibit F is a reference document that is required to be submitted along with additional input on how your firm intends to assist UCDH on this initiative.
65	Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?	This is a new initiative.
66	Please confirm if we can get the proposals or pricing of the incumbent(s).	This is a new initiative.
67	Can you please let us know the previous spending of this contract?	Budget is based on need of each department
68	What is the estimated budget of this RFP?	Budget is based on need of each department

69	Please confirm the anticipated number of awards.	This is based on the number of responses that meet the evaluation criteria.
70	Will there be any preference for the vendor who will bid on all areas?	No
71	Is this a new contract or are there any incumbents?	This is a new initiative.
72	Could you please share the previous spending on this contract, if any?	This is a new initiative.
73	With respect to the 1.8 Financial Strength, Can we provide the Profit and Loss statements instead of the audited Financial Statement?	Yes
74	Please provide the reference for checking SECTION XIV: REQUIREMENTS FOR STAFFING AND PROFESSIONAL SERVICES IN AREAS OF REQUIRED EXPERTISE mentioned in 2.2b of Exhibit B.	Please reference Exhibit C as a supplement to validate you have the resources necessary for UCDH initiatives.
75	With respect to the 1.1a Insurance requirements please provide the reference for checking the "General Conditions, Section IX, please confirm your ability to meet these requirements and detail your process to ensure compliance for all affiliated service partners. Please provide a sample certificate of insurance or statement of coverage identifying the insurance carrier" as mentioned in 1.1 a of Exhibit B.	A Certificate of Insurance is required to be submitted and will be required to meet the General Terms and Conditions standards to move forward with an Agreement.
76	Is it mandatory to provide the Five References from Healthcare, Can we provide the references from Commercial Clients to whom we have provided similar services?	Healthcare references are required
77	What is the anticipated budget for this Contract?	Budget is based on need of each department
78	Can we submit an additional attachment for addressing the requirements of Exhibit B- Bidder Questionnaire (Excel) so as to include the graphics etc.?	Please ensure you are answering the questions as is. If you wish to provide additional visuals to display the same information that is permissible.
79	Please Clarify whether all Exhibits A, B, C, D, E, and F are required to submit with the proposal.	All exhibits are required to be submitted with your proposal.
80	Please confirm if the vendor needs to submit Appendix-Business Associate Agreement with the proposal.	You do not need to complete the BAA upon submission, but it is required to move forward with an agreement if selected for award.
81	RFP states that "Exhibit D and Exhibit F are required to move forward in the RFP Process," does the vendor need to submit the Exhibit D and Exhibit F with the proposal or before the proposal to the email address mentioned in the RFP?	All exhibits are required to be submitted with your proposal.
82	How important it is for vendor to have experience with acute care center in providing IT staffing services?	Healthcare experience is necessary - but not all AI solutions will be geared towards acute care. A wide array of health knowledge and experiences will be beneficial to vendors.
83	Is it mandatory to have experience with government healthcare providers?	Because of our receipt of federal funding - it is beneficial to have experience with government healthcare providers as there are many regulations we must adhere to.
84	Is it mandatory to provide references for healthcare provider clients?	Yes, we want healthcare references.
85	Can the vendor provide references other than the healthcare providers, where the vendor provided similar services?	Please ensure you are providing healthcare references, but additional references beyond the required healthcare references are acceptable.
86	What are the accreditation and certifications UC Davis Health is looking for in the vendor?	This is dependent on the position. For each role the resource should hold appropriate certifications to ensure they are qualified for the position.
87	In the Exhibit B excel sheet, there is a reference tab where we need to submit 5 references of health care market. Is it possible if Vendor lists references that are not from healthcare market?	Please ensure you are providing healthcare references, but additional references beyond the required healthcare references are acceptable.
88	Is there an estimate on the total amount of total expenditures which may be made over the five year period of the RFP?	We cannot provide this information.
89	Are there estimates of how much of the spending will be on IT Solutions and how much on Staff augmentation?	Budget is based on need of each department
90	Are there any preferences on what percentage of the work needs to be onsite and what percentage can be remote?	This will be determined on a case by case basis
91	If a bidding company has an account with nine placements over the last twelve instead of ten, will that account qualify as a reference?	Please submit, and it will be considered
92	We are a registered small business in the State of California. With respect to the requirements in Exhibit B, Section 1.11.a must a small business satisfy the stated requirement for the number of clients with projects of similar complexity and the staffing of those projects? Further, must similar projects have been undertaken in the latest 12 months?	Please submit your client list for review with as much relevant information as possible given the timeline.
93	We are a registered small business in the State of California. With respect to the requirements in Exhibit B, Section 1.11.b, are the placement requirements a total of 10 for all 3 accounts mentioned or 30?	Please submit your client list for review with as much relevant information as possible given the timeline.
94	We are a registered small business in the State of California. Finally with respect to Exhibit B, Section 1.8.a must a certified small business provide audited financial information?	Yes
95	On page 10 it states that in Exhibit A under Appendix D, there should be a Template Statement of Work. We found the Minimum Qualifications to Respond PDF there which is duplicated in Exhibit E. Please clarify where we can find the SOW template.	The SOW will be completed once an award has been made and a selected vendor is engaged to provide resources.
96	•In Exhibit B on the Questionnaire, in the first tab client names for the five areas of expertise are requested. It appears in the RFP and the Pricing tab in Exhibit B that there are only four. These are oApplication Development oData Science oAI/Machine Learning/Automation oProduct/Project Management, Leadership and Strategy Development and Deployment What is the fifth area?	This is a typo. UCDH consolidated the areas of expertise and there are only 4 core categories

97	Under the Program Tab of Exhibit B it states to identify resources in SECTION XIV in areas of required expertise. On the RFP that section is labeled as SECTION V and their doesn't appear to be a SECTION XIV. Please clarify.	See question #74
98	For each role what is the skill level(junior,intermediate,senior) or number of years of experience that is needed ?	UCDavis Health has generally removed years of experience from our hiring process. The focus is more on capabilities and knowledge - i.e., a junior level individual requires significant oversight and can only make independent decisions on small tasks. A intermediate individual has advanced skills that allow them to make independent decisions in their areas of specialty and a senior individual has expert knowledge and is relied upon to make decisions on novel type tasks.
99	For Remote Roles - is UC Davis looking at Offshore locations or does it mean only locations in USA outside of UC Davis Health location of Sacramento ?	We are not looking for offshore - all must be US based.
100	What are the tools/tech stack that are currently being used by UC Davis Health for these programs?	App Orchard Interoperability Developer: FHIR, HL7, Epic Interconnect API, Epic Chronicles. Cache Database Specialist: SQL, InterSystems ObjectScript, Epic Chronicles. Full Stack Developer: Redux, Express.js, MongoDB, Webpack, Babel. Healthcare Cloud Solutions Architect: Azure Functions, Azure Logic Apps, Azure Kubernetes Service, Azure DevOps, Azure Machine Learning. Hyperspace Application Developer: Epic Chronicles, M (MUMPS) language. Microsoft Dynamics Developer: X++, Dynamics 365, Power Platform (PowerApps, Power BI, Power Automate). MyChart Application Developer: Epic Interconnect API, Epic Chronicles, FHIR. Twilio Integration Specialist: Twilio Flex, Twilio Studio, Twilio Functions. AI/ML Healthcare Solution Architect: TensorFlow, PyTorch, Keras, scikit-learn, AWS SageMaker, Python, R. NLP Engineer: spaCy, NLTK, GPT-3.5/4, BERT, OpenNLP, Llama2, etc Robotic Process Automation (RPA) Developer: UiPath, Automation Anywhere, Blue Prism, Pega. Clinical Data Scientist: SQL, Python, R, Jupyter, Tableau, Hadoop, Spark. Agile Team Lead: Jira, Trello, Scrumwise, Asana, Kanban boards. IT Scrum Master: Jira, Scrumwise, Trello, Confluence.
101	What are the tools/tech stack that are required for each role mentioned? as for some roles tools are not specified.	App Orchard Interoperability Developer: FHIR, HL7, Epic Interconnect API, Epic Chronicles. Cache Database Specialist: SQL, InterSystems ObjectScript, Epic Chronicles. Full Stack Developer: Redux, Express.js, MongoDB, Webpack, Babel. Healthcare Cloud Solutions Architect: Azure Functions, Azure Logic Apps, Azure Kubernetes Service, Azure DevOps, Azure Machine Learning. Hyperspace Application Developer: Epic Chronicles, M (MUMPS) language. Microsoft Dynamics Developer: X++, Dynamics 365, Power Platform (PowerApps, Power BI, Power Automate). MyChart Application Developer: Epic Interconnect API, Epic Chronicles, FHIR. Twilio Integration Specialist: Twilio Flex, Twilio Studio, Twilio Functions. AI/ML Healthcare Solution Architect: TensorFlow, PyTorch, Keras, scikit-learn, AWS SageMaker, Python, R. NLP Engineer: spaCy, NLTK, GPT-3.5/4, BERT, OpenNLP, Llama2, etc Robotic Process Automation (RPA) Developer: UiPath, Automation Anywhere, Blue Prism, Pega. Clinical Data Scientist: SQL, Python, R, Jupyter, Tableau, Hadoop, Spark. Agile Team Lead: Jira, Trello, Scrumwise, Asana, Kanban boards. IT Scrum Master: Jira, Scrumwise, Trello, Confluence.
102	We assume the work timings mentioned in the RFP is as per PST time zone. Please confirm.	The time zone is PST.
103	Are there specific data security or privacy requirements that we need to adhere to when handling the data?	The Appendix Data Security dictates our data requirements.
104	UC Davis has mentioned the possibility of amending agreements to include new service offerings. Can you provide more details on the process and criteria for such amendments?	If additional roles that were not anticipated arise each vendor will have the opportunity to add the selected role at a mutually agreed upon rate.
105	Could you please provide the list of CRM tools that are currently being used for the Application Development and Project Management Programs ?	Microsoft Dynamics
106	Do we assume that the Automation and AI/ML tools will be based on what AWS and Azure provide ?	RPA is UiPath. AWS (main) and Azure (supplemental) AI tools
107	In Section " <i>RFP Schedule of event - Basis of Award</i> ", it is mentioned that the Bid will be evaluated using the best value method and it is mentioned that the Overall reduction of the cost will be considered. <b>In this regard may we know the current Operating Cost, please ?</b>	Budget is based on need of each department. This RFP will be evaluated based on the provided rate sheets.
108	As part of the KPIs, there's requirement for RUSH placements to be completed within a single business day. How many RUSH placements are typically expected in a quarter?	We cannot predict this.
109	Could you specify the type of reports that are expected to be produced as part of the KPIs?	We cannot predict this.
110	Is this new initiative? If not, please let us know the incumbent vendor's name.	This is a new initiative.
111	What was the previous budget of this RFP?	Budget is based on need of each department.
112	Please confirm, can we get the incumbent vendor proposal copies?	This is a new initiative.
113	What is the estimated budget of the current RFP?	Budget is based on need of each department.
114	Is it mandatory to provide sample resumes for the mentioned positions?	Resumes are not required as part of the submission, but can be included as supplements to verify expertise in the field.

115	<p>Could you provide more insight into the governance of the organization where the staff will operate? This will help us understand UC Davis's existing capabilities and processes, and how the staff will augment the organization</p>	<p>UC Davis Health operates under a robust governance structure that prioritizes transparency, collaboration, and adherence to best practices. The organization is divided into multiple departments, each led by department heads who collaborate closely with one another to ensure strategic alignment across all initiatives.</p> <p>Our governance model integrates various committees and teams responsible for overseeing project management, data integrity, security, compliance, and other critical areas. These bodies ensure that our standards, policies, and procedures are consistently upheld. Regular reviews and audits take place to ascertain that our operations align with industry standards and regulatory requirements.</p> <p>The staff that will join UC Davis Health will be integrated into our existing hierarchical structure. New team members will undergo an orientation process that includes a thorough understanding of our organizational values, mission, and operational processes. They will be expected to work in tandem with existing teams, leveraging our current capabilities while also bringing fresh insights and expertise. Depending on the role, they might also interface with cross-functional teams, participate in committee meetings, and engage in continuous improvement initiatives. The aim is for the staff to not only fit seamlessly into our current framework but also contribute to the ongoing evolution and enhancement of our organization.</p>
116	<p>To what extent has UC Davis already explored concrete solution concepts within the 8 priority areas, and do you expect us to take prior solution ideation into account or initiate entirely fresh perspectives? The 8 areas we refer to encompass:</p> <ol style="list-style-type: none"> <li>1. Predicting high-risk patients in the population</li> <li>2. Generating alerts from sensors and wearables</li> <li>3. Enhancing efficiency through task automation and coding</li> <li>4. NLP and translation</li> <li>5. Utilizing computer vision for medical imaging</li> <li>6. Implementing ambient computer vision with high-quality cameras</li> <li>7. Exploring voice and ambient technologies</li> <li>8. Developing chatbot intelligence and generative AI.</li> </ol>	<p>We expect to evaluate the current state and provide recommendation and development support based on the active priorities.</p>
117	<p>Does UC Davis currently have specific therapeutic and administrative domains that have undergone strategic prioritization, or is it part of our strategy development to explore areas where we can identify the most pressing needs and the potential for the greatest impact?</p>	<p>Omnichannel patient experience UCNow (referral, discharge, navigation and education); Operational AI and validation of AI tools; Revenue cycle RPA</p>
118	<p>Will it be possible to use offshore talent during this engagement? If so, are there any requirements around the types of work that can be done offshore? Will these offshore teams be able to have different worker availability than what's listed in Section K of the Service Based Requirements document?</p>	<p>Currently Off-Shore resources are not able to complete any work for UCDH.</p>
119	<p>For Section 1.11a, should we provide a total of 3 client names that range across the areas of expertise? Or do we need 3 client names in each area of expertise?</p>	<p>3 Clients across the areas of expertise are sufficient.</p>
120	<p>Are the app development, data science, product/project management, and leadership &amp; strategy components of the project only in the context of AI solutions work? Or are there non-AI components of the work in these areas?</p>	<p>Significant amount of non AI components for the app development, data science, product/project management, and leadership</p>
121	<p>Is there a required budget range that all bids must stay within?</p>	<p>Budget is based on need of each department.</p>
122	<p>Given the 5-year duration of the project, what is the preferred way to providing pricing information (hourly rates, monthly rates, total project cost, etc.)?</p>	<p>The pricing should be delivered as a rate sheet for use as needed within the 5 year engagement.</p>
123	<p>Can you confirm the five areas of expertise that should be referenced for 1.11a? In the RFP there are four areas of expertise mentioned:</p> <ol style="list-style-type: none"> <li>1. Application development</li> <li>2. Data science</li> <li>3. Artificial intelligence, machine learning, and RPA</li> <li>4. Product/project management, leadership and strategy development</li> </ol>	<p>This is a typo. UCDH consolidated the areas of expertise and there are only 4 core categories</p>
124	<p>Will we need to consider integrations with EHR systems other than Epic (i.e., Cerner)? The requirements seem to be centered around Epic EHR and developing apps, services, and integrations on top of it.</p>	<p>Epic is the EHR for our patient records but our Employee Health Services team uses the Agility EHR. These two systems are maintained independent of one another due to privacy regulations/laws.</p>
125	<p>If integrations with non-Epic EHRs are required, what is UC Davis's current approach to interoperability with these EHRs?</p>	<p>Interoperability with other EHRs (e.g., Agility) are managed within our IT Data Center of Excellence. They are not inherently aligned (for compliance reasons) and require the curation of data to perform reconciliation.</p>
126	<p>Are there any planned initiatives in Clinical and Operations domain that UC Davis Innovation team has been working on that will be impacted by this project? If so, can you share high-level information about these initiatives?</p>	<p>To be discussed as needed after award.</p>

127	Is there any requirement of a Design Thinking Specialist for Discovery workshops? In case this would already be covered by any of the 45 mentioned roles in the RFP, could you specify which role you envision to take that responsibility (e.g., Digital Health Market Researcher & Product Discovery Specialist, Digital Health UX Designer, User Experience (UX) Consultant)?	To be discussed as needed after award.
128	Are DevOps, MLOps, and LLMOps roles assumed to be covered under existing roles to support Enterprise grade AI deployment?	Yes. Please provide information on the roles noted in the RFP.
129	Are there specific DevOps tools that are required to be used in this work? Are open source DevOps tools like Kubernetes for CI/ CD pipeline permitted?	Yes, if the project architecture supports the need. Detailed discussion after award.
130	Is there any preference for a specific cloud hyperscaler platforms? Both AWS and Azure are mentioned	AWS is the primary cloud. Please respond assuming both platforms need to be supported.
131	Is there any preference for a specific process discovery / process mining tool (i.e., Celonis) to be used?	No. To be discussed as needed after award.
132	For the AI/ML/Automation roles, will these individuals need to draw context from multiple modalities (text, image, and video)? Please specify which modalities will be most relevant for this project	Yes, depending on a specific project. To be discussed as needed after award.
133	Does UC Davis currently have any preference or existing licenses with a specific RPA vendor (UiPath, Automation Anywhere, Blueprism, etc.)?	UC Davis Health we are in a process of selecting RPA vendor. Our team have experience with UiPath and OliveAI
134	Are there any required certifications that the roles should fulfill to demonstrate their ability to support RPA design, development and solution architect work?	Dependent on the role, and needs as they evolve.
135	What are the open source technologies and tools that UC Davis IT and Architecture Review Board would support for implementation in line with the requirements for the roles requested? Are there specific open source technologies that would not be permitted?	Every technology is considered on a project by project basis. To be discussed as needed after award.
136	Could you please specify the Digital Davis Strategy and its implications on this RFP and bidders?	To be discussed as needed after award.
137	It seems that the Cover Letter is standalone document which shall contain respondent/ bidder's strength and should be signed by Authorized signatory. Please confirm if electronic / digital signatures are permitted.	Yes, this is correct. Electronic signature is sufficient.
138	In the Section IV Scope of work of the RFP there is mention of five areas of expertise, however the list below mentions only four areas of expertise. Please share the fifth area of expertise.	This was an error. There are 4 areas of expertise
139	Please specify if you expect this Auth Signature section to be a standalone document or should it be made part of Cover Letter or any other document.  Please confirm if electronic/digital signatures are permitted.  Please specify how many pages preceding page #14 should be provided with the Signature page (page #14).	Submit the RFP response signed as one document.
140	Exhibit_B_BidderResponse TAB: Program 2.3.a Describe or model the processes associated with platform for a billing cycle to include handling financial or rate disputes. Please clarify this question and what do you expect from bidder as response.	Will not provide this information.
141	Exhibit_B_BidderResponse TAB: Program 2.4.a Describe the process and plan for offering onsite and remote support to the UC Davis Health facilities in the day to day management of the procurement, time collection, invoicing and quality management process including the number and types of dedicated provided staff to assist UC Davis Health in the management of IT contingent labor. Please clarify this question and what do you expect from bidder as response.	Will not provide this information.
142	Please specify the percentage of spend by temp workers on travel out of total spend for similar IT Specialty Staffing and Professional Services in 2022.	Will not provide this information.
143	Exhibit_B_BidderResponse TAB: Pricing 4.1.d: Describe your process for negotiating critical needs rates, rapid response/disaster response rates. Please clarify this question and what do you expect from bidder as response.	If UCD Health needs immediate support, what is your process for negotiating that urgent need (e.g. 24-48 hours).
144	We will request UCDH to provide relaxation and consider client references from both healthcare provider and non-healthcare provider organizations.	Please provide healthcare references.



145	Are respondents required to provide the 'Supplier's Initial Information Security Plan' in response to the RFP, or after the contract has been awarded?	Please submit your Information Security Plan with your proposal for review.
146	The question '2.4 (a)' in Exhibit B asks for - 'process and plan for offering onsite and remote support to UC Davis Health facilities'. And Exhibit E - "Service Based Requirements" indicates that all temporary staffing personnel employed by supplier shall be US Citizens. Please specify which roles can be remote and which roles need to be onsite. We assume that offshore roles do not need US citizenship, please confirm. The remote/off-shore roles need to operate in PDT Business hours and no other time zone support is required. Please confirm	UC Davis Health supports remote, hybrid, and in-person workers. Generally, most of our staff is hybrid (min 2 days in office) but contractors may be remote depending on the project. No other time zone support is required other than PST.
147	Appendix D: Minimum Requirements Statement mentions conversion of contingent labor employee to UCDH full time employee. Please provide more details on the resourcing model expected from IT partner - is the conversion expected for all the contingent labor employees provided.	All positions at UCD Health are recruited competitively. Contractors may apply to open positions, but are not directly converted.
148	Exhibit B, rate schedule tab indicates - "Min-Max hourly rate range should not exceed \$7 an hour". Please elaborate the key considerations for min and max rates - does the min and max rate dependent on experience. Please clarify.	The rate shouldn't expand more that \$7/hr as we expand between junior and senior level roles.
149	Please provide more details on the specific types and formats of healthcare data that will be involved in this project? e.g. EHR, Claims, Clinical trial etc.	To be discussed as needed after award.
150	Are there any existing data platforms or systems in place that we'll need to integrate with or utilize for this project?	To be discussed as needed after award.
151	Please clarify the scope of "synthetic data environments" and how they will be used in healthcare applications?	UCDH does not have any synthetic data environments created today - but is working with Databricks to create a tiered approach to allow for access to Databricks tools in environments that have 1) publically available information, 2) limited data sets, and 3) full PHI/PII.
152	What specific clinical information systems are currently in use, and what level of integration is expected?	To be discussed as needed after award.
153	Are there any existing CDS tools to help clinicians to make informed decision? Were there any challenges in adoption of such tools?	To be discussed as needed after award.
154	Please specify the key challenges that the machine learning models are expected to address?	UC Davis Health provides primary, secondary, tertiary and quaternary care in the Sacramento region. We are looking at deploying AI solutions that seek to allow our clinical staff to operate at the top of their license. This may take the form of decision support tools for clinical staff; deploying wearable sensors, understanding the impact of common disease states on our patient population, using NLP to extract information from unstructured EMR data, use of AI/ML on radiological images for various reads.
155	Are there any preferences for specific cloud platforms (e.g., AWS, Azure) or is there flexibility in this regard?	AWS, but Please respond assuming both platforms need to be supported.
156	Please provide more information on the expected scale and volume of data that the AI solutions will be handling?	The scale of data for these solution depend heavily on the areas the models will address. There are some models that use 4 features to create a prediction and others use 30 features. UC Davis Health has been on our current EMR for nearly 20 years with millions of patient records.
157	Is there an existing infrastructure in place for deploying and managing AI solutions, or will this need to be set up as part of the project?	This will evolve
158	Are there any specific training materials or resources available for educating healthcare professionals on the use of ML and AI in their work?	To be discussed as needed after award.
159	Is there a preferred format or platform for conducting training sessions (e.g., in-person workshops, webinars, etc.)? Please provide more details	UC Davis Health supports a wide variety of training sessions. Since we have a large footprint in the sacramento region there will be a need for webinars to allow for full participation - especially when supporting clinicians. For training sessions that target specific groups there may be opportunities to bring the sessions to those teams - such as co-located IT groups, grand rounds, or clinical/department group settings at the hospital.
160	Could you provide an overview of the existing teams or departments within the organization that our team will be collaborating with?	To be discussed as needed after award.
161	Is team expected to work with 3rd party vendors? If so, are there any specific guidelines or processes in place for working with external vendors	To be discussed as needed after award.
162	Are there any existing change management processes in place that we should be aware of, especially if our work may impact existing workflows or systems?	N/A for this RFP
163	Please specify if we need to provide resumes for the opportunity. Will sample resumes work for now?	Sample resumes are appropriate for review.
164	Please specify if there is any budget allocated to the project.	Budget is based on need of each department.
165	Please clarify if the services are to be performed onsite or will remote option work.	UC Davis Health supports remote, hybrid, and in-person workers. Generally, most of our staff is hybrid (min 2 days in office) but contractors may be remote.
166	Could the agency please clarify what is the highest hourly rate we can propose for key personnel in all categories?	This is based on experience and expertise. Please provide your most competitive rate for each role.
167	Please specify if bidding on specific categories among the available options could lead to a decrease in our overall score.	Provide responses for categories that you feel your firm can represent. If your firm is not able to provide resources in specific categories it will not adversely affect your opportunity to be awarded.
168	Please specify the total number of references needed to be provided with the response.	Three
169	Please clarify if we need to send all the response attachments in a zip folder or if we have to create a single file.	You can send the responses in a zipfile.
170	Please confirm the duration of the project.	Ongoing

171	Is there an incumbent on the contract, if yes kindly let us know their names and rate cards.	This is a new initiative.
172	Does the proposers required to have past university experience?	While experience in a large, academic health system is often preferred, we only require contractors have a demonstrated experience in healthcare delivery.
173	Section 3.1a - Can you elaborate on what's needed for the Implementation Plan? Since this is a time and materials based staff augmentation RFP, does a program implementation plan apply here?	To be discussed as needed after award.
174	Section 2.6a - Can you elaborate or give examples of which metrics would you like to review in relation to this staff augmentation RFP?	Please share common metrics you use with your customers in regular business reviews.
175	Section 2.8 - Can you share some more details as to which comprehensive spend and utilization analytics you'd like to review? And how would it relate to a time and material based staffing RFP as the current one?	To be discussed as needed after award.
176	SECTION VI – REQUEST FOR PROPOSAL FORMAT - The RFP says Exhibit D and Exhibit F are required to move forward with the RFP Process, and then defines those as •Exhibit D - Minimum Qualifications to Respond (PDF) •Exhibit F - Health Journey	These requirement outline the specifics of the program and the methodology attributed to the award.
177	Exhibit D as an NDA.... is that a typo? Did the RFP mean to say Appendix D instead? If so, is Appendix D due along with the RFP response, or is it due at a separate earlier date?Q. 4b) We reviewed Exhibit F - Health Journey. It is unclear to us what we need to fill out in that document to be considered as a response	I believe that is a typo. The NDA is sue with the response. Exhibit F should be included in your response as well as the guiding tool for the reasoning behind the position UCDH needs available to us.
178	Rate Schedule - We see the rate schedule asking for "Fully remote rate", "Onsite Rate including Travel", and "Rates without Travel included"Are we correct in assuming the following? •Onsite Rate including Travel - is the same as an All-Inclusive Rate? •Rates without Travel Included - Would this be different than Fully Remote Rate? Or would it be the same rate?	Onsite rate is all inclusive, meaning the vendor pays for the worker travel costs. Rates without travel are for fully remote work. Should a fully remote worker need to come onsite, travel costs will be reimbursed based on the UCOP travel policy. In all cases, travel must be preapproved.
179	Section IV--Scope of Work in the "UC Davis RFP Document" states "five" areas of expertise; however, the corresponding list is limited to the following four areas: 1. Application Development; 2. Data Science; 3. AI, Machine Learning, RPA; and 4. Product/Project Management, Leadership, and Strategy Development. In addition, the questions in "Exhibit B Bidder Response" refer to "five" areas of expertise; however, "Exhibit C Final Staffing and ProfServ Roles" only lists the abovementioned four areas. Please clarify the specific areas of expertise in scope.	This is a typo. UCDH consolidated the areas of expertise and there are only 4 core categories
180	Please share the evaluation criteria weight percentages by element (e.g., price, quality, service, performance) and/or share the objective performance criteria priorities (e.g., price, features, long-term functionality, life-cycle costs, overall sustainability, required services and reduction of overall operating costs)?	Evaluation is based on the Best Value criteria outlined by the Office of the President. Percentages are internal facing only.
181	Please clarify UC Davis' preferred file type (PDF or Excel) for submission of "Exhibit C Final Staffing and ProfServ Roles." RFP document, Section VI refers to both a PDF and Excel document.	Excel is preferred.
182	Please indicate the roles that UC Davis will permit staffing with nearshore and offshore remote resources.	Remote resources must be operating within the United States.
183	Please describe the initial projects UC Davis plans to engage the selected vendors' resources.	To be discussed as needed after award.
184	If possible, please provide UC Davis' roadmap of IT projects for the next 12 months.	This will not be shared
185	Are bidders permitted to redline the terms and conditions (Appendix A) during the RFP process?	Yes each firm can redline the terms, but redlining the terms and conditions can impact negotiations and award.
186	Is it permissible for bidders with an active UC Health Master Purchasing Agreement to apply it as the contracting agreement for this scope of work in place of the terms and conditions provided with this RFP?	The awardee will negotiate a net new agreement with UCDH.
187	Please confirm; we need to submit only four sample resumes for the following categories- 1. Application Development, 2. Artificial Intelligence, Machine Learning, & Automation, 3. Data Science, 4. Product/Project Management, Leadership, & Strategy.	This is a typo. UCDH consolidated the areas of expertise and there are only 4 core categories
188	Request you to kindly provide a checklist for the documents that needs to be sent with the response to ensure the vendor do not miss on any compliance requirements.	Section 6 of the RFP lists the documents required, along with the RFP response itself.
189	Is this a new initiative? If not, please provide the list of incumbents, and previous spending.	This is a new initiative.
190	What is the budget of this contract?	Budget is based on need of each department.
191	How many vendors will the UC award under this contract?	This is based on the number of responses that meet the evaluation criteria.
192	We understand that Exhibit F includes health journey images that depicts how UCDH aspires to become a leader in digital innovation and the application and use of AI within the academic healthcare setting.  Our assumption is that vendors are required to provide their understanding of the Exhibit F along with a solution response towards enablement of the platform / use cases presented in Exhibit F. In this regard, can you please share some more details including the platform architecture, technology stack, and a list of identified use cases	To be discussed as needed after award.
193	Exhibit F is stated as required to move forward in this process; however, Exhibit F - Health Journeys, as provided, is a 2-page graphic. Please advise as to what bidders are to validate or provide in terms of this requirement.	Exhibit F should be included in your response as well as the guiding tool for the reasoning behind the position UCDH needs available to us.

194	<p>This section of the main RFP document contains a signature block on page 14. Is this section to be extracted (pages 11-14), signed, and returned with the submittal package? If so, where would UCDH prefer it be placed within that packet and how should it be titled?</p> <p>Example:</p> <p>Exhibit A – UC Health Professional Services Purchase Agreement</p> <p>a.Appendix A – UC Terms and Conditions ver 12-14-21</p> <p>b.Appendix B – HIPPA Business Associate Agreement (BAA) ver 08-10-21</p> <p>c.Appendix C – Data Security ver 08-20-21</p> <p>d.Appendix D – Template Statement of Work (SOW) Exhibit B – Bidder Questionnaire (Excel)</p> <p>IT Staffing and Professional Services Firm Response Template</p> <p>•General Vendor Information</p> <p>•Program</p> <p>•Implementation</p> <p>•Pricing</p> <p>•Rate Schedule</p> <p>•References</p> <p>Exhibit C – Detailed Roles for reference (PDF) .</p> <p>Exhibit D – Minimum Qualifications to Respond (PDF)</p> <p>Exhibit E - Service Based Requirements (PDF)</p> <p>Exhibit F – Health Journey</p>	UCDH does require the RFP document to be signed and returned. Please return this document as Executed RFP Document with your firm name.
195	Does UCDH currently have a modern data platform utilizing cloud technologies?	UC Davis Health is moving towards implementing a data lake environment on Databricks from our existing on prem eterprise data mart, but we utilize an array of cloud based tools within our existing data platform; Apache Spark, Power BI, Tableau, Collibra (data observability), Closedloop.AI (AI/ML DevOps), Jupyter (code enablement), AWS (foundation for Data Lake), Azure (OpenAI Access). There are a number of other tools we use which are listed in question 100.
196	<p>What are the toolset limitations for this project?</p> <p>•Cloud ecosystem</p> <p>•Programming languages</p> <p>•Vended DS Solutions</p> <p>•LLMs</p> <p>•ML Ops orchestration tools</p>	to be discussed as needed after award.
197	Are we expected to recommend toolsets and cloud architecture as part of this project?	Not required, but helpful.
198	Are there specific ML and AI use cases that UC Davis has in mind? Are we expected to prioritize use cases as part of this project?	To be discussed as needed after award.
199	<p>Is this a re-compete RFP? If yes,</p> <p>a.Could you please the name of Current Suppliers (who are currently providing services to Agency)?</p> <p>b.Could you please share current Suppliers pricing and Proposals?</p> <p>c.When the existing contract was started, and what is the annual monetary spent value of the current contract since inception?</p> <p>d.How many resources are currently engaged in the current contract?</p> <p>e.Can you please share the no. of positions served in previous years under this contract?</p> <p>f.Can you please share the amount of business each vendor did under this contract in previous years?</p>	This is a new initiative. UCDH does not have current suppliers who are supplying these specific roles.
200	Is there any local preference for this contract?	No, but we encourage small and diverse businesses to participate.
201	What will be the estimated annual budget for this project?	Budget is based on departmental need.
202	Would you be accepting references from public as well as commercial entities?	Yes
203	Please confirm the sub- contracting goal that can full fill the requirement?	There is no sub contracting goal for this engagement.
204	How many positions we can expect under this contract throughout the given term?	This is dependent on departmental need
205	How many vendors agency is planning to select?	This is based on the number of responses that meet the evaluation criteria.
206	What would be the shift timings for the given positions?	UC Davis Health operates in Pacific Standard Time, which means that contractors would need to be generally avaiable from the hours of 8am to 5pm PST. Occasional hours before and after those times may be required for special projects or meetings.
207	Can you please confirm the most commonly filled positions of this contract?	Needs will fluctuate.
208	Can you please provide Job descriptions for each position listed in this RFP?	Exhibit C provides the descriptions and functions.

209	<p>Inquires in reference to “Appendix- Data security document”:</p> <p>1.Do we need to submit this document along with our proposal?</p> <p>2. Could you please explain how we need to respond to “Exhibit 1 – Institutional Information”?</p> <p>3. Do we need to check the applicable boxes in all the questions in “exhibit1-Institutional Information”? Please confirm.</p> <p>4. could you please confirm what is “Protection Level Classification” and how we need to respond to this?</p> <p>5. Could you please explain what is “70,000” mentioned in the table given under “Protection Level Classification”?</p> <p>6.What specific types of records should be included and how should they be counted when determining the 'Anticipated Record Count'?</p> <p>7.Do we need to check the regulations that our agency complies with in Institutional “Information data element descriptors” and “Regulation or Contracts Relating to the Institutional Information”.</p> <p>8.Do we need to explain how we comply with requirements mentioned in “article1 to article 11” of the Appendix DS in exhibit 2 of this Appendix Data Security? Please confirm</p>	<p>1 . Yes your firm needs to include the Appendix DS with your submission. firm does not respond to Exhibit 1. firm does not need to complete Exhibit 1. firm does not need to complete Exhibit 1. firm does not need to complete Exhibit 1. firm does not need to complete Exhibit 1. firm does not need to complete Exhibit 1. will need to submit an information security plan that complies with the requirements in the Appendix DS.</p> <p>2. Your 3. Your 4. Your 5. Your 6. Your 7. Your 8. You</p>
210	<p>Reference to Exhibit2 Bidder response</p> <p>1.Do we need to respond to the Exhibit B- the bidder response in the same excel document or we can submit a PDF document in response? Please confirm.</p> <p>2.Reference to 1.11.b: Please provide at least three (3) client names where you are providing IT staffing (with a minimum of 10 placements) in the state of California. a. Do we just need to provide the names of the clients?</p> <p>b. Do we need to submit contact details of our CA clients in response to the above-mentioned requirement? Please confirm.</p> <p>3. Is it mandatory to submit copies of our current certifications as to accreditation (TJC) or other quality audits.</p> <p>4. in reference to: Provide five (5) references from current clients in the healthcare provider market a. is it mandatory to provide references from only healthcare provider? b. Is it mandatory to submit current references? c. will the agency accept references from completed projects? d. can we submit references from commercial clients served with similar services?</p>	<p>1. Please respond in the same excel format. Supply both names and details around the assignments 3. Yes 4. Please submit relevant references.</p> <p>2.</p>
211	Could you please confirm how many documents need just to submit as a response?	Submit all relevant documents to deliver a comprehensive response.
212	Do we need to fill and submit Exhibit A i.e., “Professional Services Purchase Agreement” along with the proposal document? Please confirm.	You do not need to complete the Purchase Agreement at this stage.
213	<p>What service model is UCDH looking to adopt?</p> <p>1. Additional capacity and expertise: Consulting team members team members join UCDH-lead teams and initiatives.</p> <p>2. Outcome-based managed services: Consulting team sets up a structure to intake, create and deliver UCDH’s goals meeting agreed upon scope/timeline/quality criteria.</p> <p>3. A) and B)</p>	Both A and B
214	Which UCDH teams will be typically consuming these services? Examples: Patient care services, HR, regulatory, operations, R&D, marketing, etc.	Information Technology, Ambulatory Operations, Human Resources, Strategy & Growth, Finance, Hospital Operations, Population Health, Quality & Safety, Health Information Management.

215	Do each of these teams have a known and need for a specific category of services in particular (AD, DS, AMR, PMLSD)?  PMLSD = Product/Project Management, Leadership and Strategy Development AD = Application Development DS = Data Science AMR = Artificial Intelligence, Machine Learning and RPA	Needs will fluctuate.
216	Is UCDH looking to mobilize these services to: 1. Develop net new functionalities and applications. 2. Conduct maintenance of existing functionalities and application already in production. 3. A) and B)	Both A and B
217	How is project budgeting and governance conducted today? How will UCDH's Value Realization Office (VRO) support these projects?	N/A for this RFP
218	Can you provide an estimate of the typical number of projects which would be conducted concurrently? This can be provided as an order of magnitude or as a Low/High range.	We cannot provide this - needs may fluctuate.
219	What is the time horizon for the digital health strategy? Who is sponsoring and likely to be most impacted by this strategy?	To be discussed as needed after award.
220	Are there specific State of California, Regents, or UCOP regulations or guidance about outsourcing within or outside California?	Yes. The requirements around outsourcing are created by UCOP and dictated in the Terms and Conditions.
221	Does UCDH plan to select more than one supplier for each of the areas identified (A. Application Development B. Data Science C. Artificial Intelligence, Machine Learning and RPA D. Product/Project Management, Leadership and Strategy Development) ? If multiple vendors are to be selected, how will UCDH decide on allocation of projects to a specific vendor?	We do plan to select more than one provider in each category.
222	For onsite roles, can UCDH comment on the travel required? Are we expecting the contractors to be 100% of the time onsite or only for partial duration of the project? If partial, what would be a good percentage estimate when the contractor team is expected to be onsite?	Location of work will be determined by position. While some roles are conducive to fully remote or hybrid (2 days a week) work, some roles will require fully onsite contractors.
223	At onshore, can you confirm if all workers will be working out UCDH's California office location or they can be working on remote?	Location of work will be determined by position. While some roles are conducive to fully remote or hybrid (2 days a week) work, some roles will require fully onsite contractors.
224	In appendix D, there is a mention about employee being transferred in to UCDH organization, is UCDH looking at 'Build Operate Transfer' model mandatorily for this engagement?	No
225	Where is UCDH's in its current cloud journey with AWS and Azure? Are all solutions, applications strictly to be built only on cloud environments?	To be discussed as needed after award.
226	Within the scope of ' Artificial Intelligence, Machine Learning, and Automation' there seems to be a clear need to operationalize large systems and build engineering pipelines for data integration and ingestion, however the roles listed for AI/ Data Science doesn't seem to include any Engineers. If this on specific purpose?	No
227	The bidder's questionnaire section highlights the experience to be showcased around academic medical centers and acute care facilities. Is this a mandatory requirement for the supplier to cater to? Would helathcare experience with other providers and health plans be sufficient?	Please provide your experience with Health Care Delivery organizations, including academic medical centers.
228	What are the top priority use cases that UCDH envisions to solve in data science, AI, ML, Automation areas in the next 1 year ?	To be discussed as needed after award.
229	As part of savings via program efficiencies in pricing section, what are the programs that UCDH is considering? Can you please elaborate on this requirement	To be discussed as needed after award.
230	For client references, can supplier provide references from all industries or only healthcare organization / Providers ?	See previous questions. Healthcare references are required.
231	Is there a suite of tools and technologies (tech stack) aligned to UCDH already (apart from Epic, Azure, AWS)? If yes, can you pls share?	To be discussed as needed after award.
232	What are the SAAS platforms/ products that UCDH leverages beyond Epic and the rest provided in the RFI?	This is ever changing. To be discussed with awardees as needed.
233	Is the role corresponding to AI Educator pertaining to training, are they expected to come from clinical background?	Preferred but not required.
234	Given each project would be an SOW by itself, Can UCDH comment on the number of projects, avg number of FTEs required per project, total spend etc per year for the supplier to understand and scope the proposal?	No, this will be dependent on the needs of the university, which may fluctuate.
235	Is UCDH considering only US locations (for remote roles) or is it open for offshoring or near shoring as well?	All resources must be operating within the United States.
236	For onsite roles, can UCDH comment on the travel required? Are we expecting the contractors to be 100% of the time onsite or only for partial duration of the project? If partial, what would be a good percentage estimate when the contractor team is expected to be onsite?	Location of work will be determined by position. While some roles are conducive to fully remote or hybrid (2 days a week), some roles will require fully onsite contractors.
237	Can lodging and other expenses be claimed on actuals or should they be baked into the pricing per hour?	See #178

238	Can the supplier deploy contingent workers / 3rd party contractors to meet any specific staffing demands from UCDH?	Yes. The requirements around outsourcing are created by UCOP and dictated in the Terms and Conditions.
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