1. In the pricing section, should the rates be all inclusive and anticipate travel costs etc.? 
   The pricing can be sent either way, but the preference would be to see the cost per hour and then the anticipated travel costs listed separately.

2. If we currently have a resource supporting Sunquest at UT Southwestern, should their resume automatically be included in the 6 resumes requested for review? 
   No need to include resume’s at this time. Once the vendors are selected, we will reach out to you.

3. Item 5.1.1 defines your requirement for the contractor to provide six (6) resources with skills covering the two described lab areas: CoPath and Sunquest. Can you provide either ticket data so we can understand the number of resources required in each area or better define how many resources you need for each area?
   There will only be a need for one consultant for each area (CoPath and Sunquest Lab) at this time with two maximum at any given time.

4. Do you have a requirement for the provided resources to support any external interfaces to other systems within the HER environment? 
   The requirement would be for the analyst to be very familiar with external Interfaces. We will not be adding any additional interfaces, so only troubleshooting for issue resolution would be needed.

5. Do you have a requirement for the provided resources to be a part of an on-call rotation? 
   No official call would be needed for this analyst, however if a project is going live during this time, I would expect the analyst to be available after hours or on the weekend for this.

6. What are your business hours? 
   Typical in house department hours are 8:00 to 5:00 CST, however the analyst would need to be available after hours during a project go live.

7. Do you require the provided resources to deliver support services on-site or can these resources be remote? 
   We are open to a rotating onsite and remote schedule.

8. Are you planning an upgrade to Sunquest during the contracted period? 
   No, only backfill maintenance support during this timeframe while the existing FT staff learn and build a new application.

9. Please provide an indication of your decision date and required start date? 
   Staffing for this would begin immediately after January 1, 2016.