



818 S. FLORES ST. SAN ANTONIO, TEXAS 78204 www.saha.org

Procurement Department

ADDENDUM #3

To: 1007-918-12-3257
RFQ for Workflow Mapping and Process Improvement
Date: August 26, 2010

Question 1: You have indicated items which are initiatives, not processes. For example: Eliminate 3rd party verifications. This initiative can be attributed to several different processes which can be mapped such as during admission as well as biennial and interim examinations. It is our understanding from the RFQ that SAHA seeks to map the current processes of the HCVP and LIPH program to move towards these initiatives. If seeking to map current processes it is necessary to identify which processes you wish to map. To provide an accurate quote, it is necessary to be provided a comprehensive list of areas and processes which the agency wishes to have as-is analysis completed.

Answer 1: The areas for the as-is analysis:

Biennial Recertification
Elimination of 3rd Party Verification
Acceptance of Applications

Question 2: In order to give an educated proposal we would have to first see your workflow in action. Is there a time and place to get a demonstration?

Answer 2: A demonstration will not be provided.

By: Carl Bottoms
Procurement Supervisor

Date: August 26, 2010