University of Kentucky
Procurement Services

Written Questions and Answers

DME Products and Services
UK-2557-26
Closing Date: 10/8/2025
Today's Date: 10/2/2025

No.	Question		Answer
1	Are there any anticipated expansions or changes in service areas during the contract term?		Unknown at this time
2	Can you confirm what departments within UK this RFP covers? Will this entail only the acute care sites (hospitals, surgery, ASC, etc), or will it also cover the outpatient Orthopedic clinic locations?		It will cover the enterprise
3	Is UK interested in any cost avoidance offerings as well, or is the intent to bill for all DME?		See Section 7.1
4	Within the DME category, do you intend to include bent metal, like canes, crutches, and walkers?		Yes
5	You are seeking proposals from an offeror who can provide an extensive list of DME products and "services". Can you define the "services" you intend to seek from an offeror?		This is based on the offer. I would suggest all "services" be listed
6	How will vendor staff interface with UK management during implementation?		TBD by offer and what is needed
7	What specific performance metrics (e.g., patient satisfaction, cost savings, equipment uptime) will be used to evaluate the success of the DME program?		Patient/referral satisfaction, cost savings (uptime factors into each of these)
8	To what extent can individual member facilities customize DME programs based on their unique operational needs and patient populations?		We prioritize the needs of the hospital and satellite clinics
9	How does UK envision the structure of the inventory tracking system—will it be a centralized system across all member sites or localized per facility?		Centralized system- Brightree
10	How frequently does UK expect reporting and data analytics to be provided by the vendor, and what key data points or performance indicators should be included in these reports?		Monthly or quarterly- turnaround time for delivery, frequency and amounts of products ordered, number of returns, cost
11	What process does UK currently have in place for clinical validation and approval of new DME products before they are added to the inventory?		They are checked/tested by warehouse coordinator before green tagged as patient ready

12	Which clinical staff or committees must the vendor engage for product reviews and approvals, and how often does this process typically occur?		Department leadership, Clinician-frequency TBD
13	What mechanisms or processes does UK use to assess patient satisfaction with DME services, and how will vendors be expected to contribute to or enhance these efforts?		We have a patient satisfaction survey, and we track returns through cleaning log. Reliability and availability are expectations for vendors
14	Is there a specific interest for UK to transition to a fully paperless program that will allow for inventory management and Proof of Delivery capture?		Yes