



SUBJECT: Request for Proposals (RFP) for Laboratory Testing Services **RFP 2026-010**, Scheduled to Open: **March 4, 2026** Date of Issue: **January 13, 2026**

FROM: Adam Velez
Sr. Director, Compliance and Systems Support

DATE: February 13, 2026

THIS NOTICE SHALL SERVE AS ADDENDUM NO. I - TO THE ABOVE REFERENCED REQUEST FOR PROPOSAL

CHANGE: RFP 2026-010, Section 004 – Scope of Services, A. General Requirements and Responsibilities, No. 5, is hereby amended to read, “Provide phlebotomist (technical services) at agreed upon times to collect, and process samples at no additional cost for up to three (3) CENTER locations:

- a. Paul Elizondo Clinic: 928 W. Commerce Street, San Antonio, TX 78207 – Current technical services provided
- b. Two (2) additional undetermined locations are designated for potential expansion of services.”

CHANGE: RFP 2026-010, Section 004 – Scope of Services, C. Laboratory Standards, No. 1, is hereby amended to read, “Be licensed by all state and federal agencies having jurisdiction in such matters and shall submit documentation of such licenses with the RFP, and provide proof of renewal upon expiration dates of licenses including, but not limited to:

- a. Medicare License
- b. Medicaid License
- c. College of American Pathologists accredited
- d. CLIA certification
- e. Texas Health and Human Services, Health Facility Compliance Unit”

CHANGE: RFP 2026-010, Section 004 – Scope of Services, D. Lab Categories and Tests, No. 13 – Antigens, is hereby amended to read,

“13. Antigens

- a. Cryptococcus AG EIA – Serum (Reflex to titer)
- b. H. pylori Stool Antigen – EIA
- c. Legionella Antigen – EIA”

CHANGE: RFP 2026-010, Attachment A, Part Three, Proposed Plan, No. 3, is hereby amended to read, “Describe the software or system that RESPONDENT uses for order processing and CENTER’S role as a provider in its use. Does the RESPONDENT have any prior or current experience working with the electronic health record from NetSmart called myAvatar? If yes, provide an example of a challenge faced and the solution provided.”

CHANGE: RFP 2026-010, Attachment A, Part Three Proposed plan, is hereby amended to add Nos. 27 through 29 as follows:

“27. Outline the RESPONDENT’S customer service resolution process and provide timeline for resolution if escalation of concerns is required. How does RESPONDENT ensure that customer concerns are addressing timely and satisfactorily? Will RESPONDENT provide a dedicated account service staff for the CENTER’S account with a list of contacts (phone and email)? Will there be different points of contact for potential issues faced such as software/IT interface, resulting/reporting, and prescriber order entry?”

28. Specifically as it relates to IT customer service, is there a dedicated IT helpline where items such as pulling HL7 messages is available?

29. Describe your contingency plans if there is downtime or outages in equipment software or hardware?”

QUESTIONS SUBMITTED IN ACCORDANCE WITH RFP SECTION 010 – RESTRICTIONS ON COMMUNICATION

QUESTION 1: Can The Center confirm you are requesting three (3) phlebotomists total at three (3) center locations, and The Center please confirm the addresses of the locations?

RESPONSE: Please refer to RFP 2026-010, Section 004 – Scope of Services, A. General Requirements and Responsibilities, No. 5.

QUESTION 2: Can The Center also confirm the number of patient draws per week or per month at each clinic?

RESPONSE: Paul Elizondo Clinic (PEC) Clinic conducts approximately ninety (90) to one hundred (100) patient draws per week; Northwest Clinic conducts approximately sixty-five (65) to seventy (70) patient draws per week. Volume at 601 N. Frio location is undetermined at present but estimated to be similar to PEC Clinic at ninety (90) to one hundred (100) patient draws or collections per week.

QUESTION 3: It is understood that pricing is needed for the listed tests. Does The Center plan to only do client bill, meaning, will the awarded vendor bill The Center for tests at the agreed upon fee schedule, or does The Center see insured patients also?

RESPONSE: Please refer to RFP 2026-010, Section 004 – Scope of Services, A. General Requirements and Responsibilities, No. 12.

QUESTION 4: If The Center does see insured patients, can The Center please share a payor mix (% Commercial/Private, % Medicaid, %Medicare, etc.)?

RESPONSE:

Financial Class	Percentage
Unfunded	39.31%
Medicaid	29.51%
Commercial	16.24%
Medicare	9.45%
Carelink	3.51%
ECI - Family Cost Share	1.18%
HCS Waiver	0.67%
Self-Pay	0.07%
TxHmL Waiver	0.04%
ICF-IID	0.02%
Total	100.00%

QUESTION 5: Can The Center confirm the electronic health record (EHR) The Center’s clinics are using? Is it OrderConnect, product of Change Healthcare?

RESPONSE: The Center’s designated EHR is NetSmart/myAvatar with the OrderConnect/Change Healthcare interface for lab services.

QUESTION 6: The requirements for three (3) phlebotomists is variable based on volume. Which three (3) locations is The Center looking to have phlebotomists placed?

RESPONSE: Please refer to the response to Question 3.

QUESTION 7: Regarding RFP Section 004 – Scope of Services, C. Laboratory Standards, No. 2.g, are the weekly compliance sections related to Quality Assurance (QA)/Quality Control (QC) of the instrumentation?

RESPONSE: Yes. As noted in RFP Section 004 – Scope of Services, C. Laboratory Standard, No. 1, The Center is interested in how Respondent maintains compliance in all areas of operation under the Clinical Laboratory Improvement Amendments (CLIA) of 1988 and subsequent remediation required and reported by Texas Health and Human Services via the Health Facility Compliance Unit and Quality, Certification & Oversight Reports (QCOR).

QUESTION 8: Regarding RFP Section 004 – Scope of Services, C. Laboratory Standards, No. 2.a-2.m, what does The Center consider to be satisfactory demonstration that Respondent has complied with each item?

RESPONSE: Absence of deficiencies during assigned surveys and/or completion of approved plans of correction and absence of enforcement action.

QUESTION 9: Regarding RFP Section 004 – Scope of Services, D. Lab Categories and Tests, No. 13 – Antigens, can The Center please provide what testing would be listed in some of the other categories of lab tests.

RESPONSE: Please refer to RFP Section 004 – Scope of Services, D. Lab Categories and Tests, No. 13.

QUESTION 10: Regarding RFP Section 004 – Scope of Services, A. General Requirements and Responsibilities, No. 2.a-2.b, can you provide the testing that would be requested “STAT” and those tests that would be requested “URGENT”?

RESPONSE: The majority of labs on a Respondent’s test directory would be eligible for either classification as it applies to a physician’s orders. Taking into consideration the given conditions for transporting, processing, and resulting of an ordered lab; primary to the question is the Respondent’s existing procedures to report the lab results, whether a critical result or not, within the given timeframes noted in “a” or “b.” Most common lab tests ordered as “STAT” within our Crisis Center are given in the table; however, are not inclusive of all tests that may be ordered as “STAT” or “URGENT” in the future:

CODE	TEST
823	ALT,ALANINE TRANSAMINASE (SGPT)
822	AST,ASPARTATE TRANSAMINASE
10165	BASIC METABOLIC PROFILE

374	CK (CPK) TOTAL
4420	C-REACTIVE PROTEIN
10231	COMPREHENSIVE METABOLIC PANEL
8396	HCG,QUANTITATIVE
899	TSH
36127	TSH W/REFLEX TO FREE T4 (FT4 GOES TO DALLAS)
613	LITHIUM
916	VALPROIC ACID (DEPAKOTE)

All other RFP conditions remain unchanged.

RFP documents may be downloaded from <http://www.chcsbc.org/contracting-opportunities/>