ADDENDUM # 01

DATED: 7/11/2018

RFP28270

Laboratory Information Management System

The Purchasing Division must inform you of thefollowing:

1. Whether companies from outside USA can apply for this? (Example: from India or Canada). *Yes, companies from outside the USA may submit proposals. Anyone may, as long as Offerors meet the requirements in Section 2.06 of the RFP.*

2. Whether we need to come over there for meetings? *If an Offeror, based on their proposal, is selected to be a finalist, the Offeror will be expected to be on-site at the Unified Government for a product demonstration and technical discussion. Depending on the agreed upon implementation approach, Offerors may need to be on-site at specific times during the implementation.*

3. Can we perform the tasks (related to RFP) outside USA? (Example from India or Canada). *Depending on the agreed upon implementation approach, Offerors may perform tasks related to the implementation remotely as long as they meet their responsibilities and deadlines. With that said, there may be some activities that require the Offeror to be on-site at specific times during the project.*

4. Can we submit the proposals via email? *No, respondents must submit a complete copy of its response in the following format. One (1) original and six (6) copies along with a flash drive or CD in .PDF format prior to the closing date.*

5. In terms of your team's RFP for a new LIMS replacement, I wanted to inquire about Section 2.06 Prior Experience. While we are the #1 market leader in the diagnostic space and have a very configurable LIMS offering, we do not yet have a specific instance for water pollution testing in production. We have very similar instances installed across many government and public institutions, but nothing yet in the water testing space. Is this an issue for your team? *As noted in Section 2.06 Prior Experience, we are looking for firms that meet the minimum prior experience requirements listed in this section. If you do not have a product currently in production and in use by at least five other firms with a proven implementation approach, then your qualifications wouldn't meet the minimum requirements.*

6. What is the budget for this project and how much is allocated toward the LIMS software and implementation/training vs. other expenses? *We are not providing that information at this time.*

7. Do any staff have direct experience with LIMS other than the current system? If so, which systems? *The staff does not have other direct experience with LIMS.*

8. Can you please provide a list of the LIMS products you have evaluated before release of the RFP? *We did not evaluate any LIMS products before the release of the RFP. We did pick a few LIMS providers in the marketplace and requested they demonstrate their product via a web meeting so that we could see what type of functionality was common in LIMS solutions. The product demonstrations were only used to confirm our requirements for the RFP.*

9. How many total LIMS users? How many concurrent users? *Assume 14 total users for the LIMS system across multiple sites. As for concurrent users, typically two.*

10. Can you clarify how the compliance needs listed in 13.01 and 13.04 of the Requirements Matrix apply to the laboratory? *We assume this question is referencing Tab 1, Section F, Items 13.01 and 13.04.*

Item 13.01 would be an industry certification applicable to a LIMS Offeror who provides their solution via a hosted or SaaS model that is housed in a data center selected by the Offeror (whether it be an Offeror owned data center or a third-party data center). The items covered in SOC 2 Type II relate to data center services. If an Offeror only offers an on-premise solution, item 13.01 would not be applicable. If Offeror provides a hosted or SaaS solution, we would like to know if the Offeror has acquired their SOC 2 Type II certification.

As for item 13.04, you may mark it as "not applicable" as it relates to an earlier version of the RFP whereby we had multiple parties included in the scope of the RFP. All applicable requirements for the parties who were removed were to be eliminated from the RFP and requirements matrix. It appears we missed at least one – item 13.04. Good catch! Thank you.

11. How well-satisfied were the majority of users with interface of previous LIMS? *LIMS users have been very satisfied with the interfaces of the existing LIMS solution.*

12. Is the electronic submission option in Section 7.02 in place of the 6+1 paper and USD/CD copy described in Article VIII? *No, the electronic submission does not replace the hardcopy requirements. Hardcopy submission is required, electronic submission is optional.*

13. Some organization use "ELN" when discussing regular result entry or analytical batch notes. Which data entry/review functions are considered as ELN? (Spreadsheet item C1.03) *ELN would include onsite observations, narratives, etc. which would be captured but not necessarily measurable and definable in numeric terms.*

14. Please give an example of what is meant by "track user-defined data point related to a sample." (Spreadsheet item D7.00) *Some facilities have other "observations" to record with the sample – examples: temperature, rainfall, depth of flow, etc. which are not technically parameters as normally used. Think of this area as narrative-type information. Not included in all samples.*

15. Please provide additional information about data, summaries, and functions desired as part of personnel and workload management. (Spreadsheet item D14.00) *Most samples have each parameter analyzed in batches, not to exceed 20 samples.   Some NPDES requirements (TSS, E Coli, BOD_5 / $CBOD_5$ etc.) are usually analyzed on date of receipt. Also, parameters with short hold times are analyzed within the hold time, regardless of smaller batch size.*

    Some samples are sent to contract laboratories for analysis. After receipt of the analyses, these would be manually entered into the LIMS to accompany analyses done by Water Pollution Control (WPC) Laboratory. The sample would not be complete until all data (contract laboratory and WPC) is entered.

16. The RFP does not contain any kind of workflow diagrams or other information describing the lab's sample lifecycle(s). The user interface of the legacy system did not include a visual workflow; if such can be provided, a more accurate quote can be provided and illustrations for spreadsheet item E.4.00 and following. *The information below provides high-level information related to the workflows of the lab:*

    - *Sample taken by laboratory personnel at treatment plant or industry*
    - *Sample received in laboratory, assigned Lab ID and testing requirements are identified (sub samples taken if needed, or sub samples may be taken in individual bottles on-site of sampling)*
    - *Sub samples either stored in refrigerator to batch with other similar sample parameters or taken to lab to be analyzed*
    - *Sample is analyzed, QC checked and results calculated*
    - *Each parameter will be manually inputted into LIMS at time of completion of testing (or directly from instrument interface if applicable)*

17. Functional and Technical requirements may differ or conflict, depending on the deployment and type of client/server relationship:
    a. Is there a preference for an on-premise (client hosted) or SaaS (vendor hosted) deployment? *Not at this time.*

i. If Vendor hosted is there a preference for single tenant or Multi-tenant? *We refer to "hosted" as the vendor running an on-premise version of the software in their own or a third-party data center on the UGs behalf. SaaS on the other hand is, by definition a single code base multitenant product. If we have the choice between "hosted" versus "SaaS" with two products that have the same functionality, our choice would likely be SaaS versus hosted.*

ii. If vendor hosted is there a preference between Private or Public cloud? *It would depend on if there were differences in the security and confidentiality of the private versus public cloud. We would need to better understand the options.*

b. Is there a preference for a web/browser-based LIMS solution? *Assuming an Offeror presented us with a hosted or SaaS option, we would expect it to be offered via a web/browser-based solution. If the solution was on-premise, this would not matter. At this point, we need to understand the Offerors products and how they are offered so we can determine what would best fit our needs.*

18. If using mobile device for field/bench data entry, how many concurrent users will require access? *See item 9 above for all users and concurrent users.*

19. Section 6.03 I) Written test plans that are used to test the system configuration from a modular and system test perspective – Is the county looking for validation test scripts (IQ/OQ/PQ), or something else? Will vendors be performing validation or only providing test scripts? *We are asking if Offeror has and is able to provide test scripts (preferably in a Microsoft Excel or Word format) as a starting point, that may be modified to the extent required by UG, to test the new LIMS system prior to moving the system to production.*

20. What does document management look like? *Document management refers to functionality that allows for scanning documents, indexing/tagging documents, storing documents, retrieving documents and electronically sharing documents with others whether it be faxing, emailing, etc. Advanced features could include workflow capabilities to route documents based on type or function, ability to create automated forms that once completed upload the information into the LIMS database and other such advanced document management functionality.*

21. How many contract labs are used? Will a standard import template support most of the contract labs, or will separate templates be needed for each lab? *Currently, we have two contract laboratories – Pace Analytical and Teklab. We may be able to standardize with the two labs although at this time we do not know if that is possible. We may be looking at issuing a RFP for Laboratory Services in mid- to late 2019. As part of that RFP we could require standard reporting.*

22. Will the County need to interface the LIMS with any internal or external systems, e.g. Accounting, ERP, etc.? *Currently, the only interfaces would be in the laboratory. No external inputs, only read-only for users not at Kaw Point.*

23. Will any of the instruments identified in Section 9.03 Item 5.00 – 5.07 require multi-directional interface with the LIMS? If so, which ones? *Currently, it is anticipated all instrument interfaces would be uni-directional (from the instrument to LIMS) unless the interface would be able to populate the batch analyses with the ID numbers at sample acceptance. Bi-directional would speed the process and possibly reduce human entry errors.*

24. Is the County able to provide examples of any custom reports needed? *At this time, we will not be providing examples of the custom reports. Custom reports were identified in the requirements. Assume we need a way to create them ourselves or have the Offeror create them for us. Please be specific when explaining what has been assumed in the proposal.*

25. Is CAPA (Corrective Action, Preventative Action) entry, scheduling, resolution and tracking important to the County? *CAPA is important. I do not think it has been addressed. It would be very helpful.*

26. Are Quotes, Invoices and complete purchasing/inventory capabilities important to the County? *Currently, we do not use quotes, invoices or purchase orders within WPC. Currently, any billing for sample collection and/or analysis is done by the Lucity system. Invoices for work from other laboratories would be useful – now done by Adobe invoice emailed to the laboratory. We do subcontract work for Pace Analytical, Keystone Laboratories, Teklab Laboratories and the Board of Public Utilities.*

    a. *Question: If invoices are generated by the LIMS, we would need to address how payment tracked? Currently done via paper in Word and Excel.*

27. Can the Unified Government provide the number and type of instruments that need to be interfaced with the LIMS? **The type of instruments was outlined in the Requirements Matrix, Tab 1, Section F, Items 5.00 through 5.08. As for the number of instruments, please see below:**
    a. **pH meter(s) – 3 Hach HQ40d Multimeters, 1-Hach HQ 11d pH Meter**
    b. **ICP – 1 Perkin Elmer Optima 7000**
    c. **Balance(s) – 2 - Sartorius**
    d. **Ammonia – 1 – Thermo Scientific Orion Versa Star**
    e. **Spectrophotometer(s) – 1 each Hach DR 5000 and Hach DR 6000 1**
    f. **Thermometer(s) – 4 High Temperature Fisher IR Guns**
    g. **Incubator(s) – 1 Binder Incubator-E.coli, 1 Biocold BOD incubator, 1-Thermo Scientific Precision Incubator**

28. Can the Unified Government provide the number and type of users (internal, external) which need access to the LIMS? **As stated in question 9 above, *assume 14 total users for the LIMS system across multiple sites. As for concurrent users, typically two. All users will be internal (Water Pollution Control employees and/or possibly Public Works). There will be no external users. As for the type of users, please see below:***
    a. **Administrative – one to two**
    b. **Typical user (entry, edit, etc.) – two to four (including the users in 28.a. above)**
    c. **Read only – four to eight at various locations – daily updates on site specific sampling and analysis.**

29. How much data needs to be migrated to the new system? **There is currently data in a system called Lucity that we would like to convert. We believe Lucity is using a SQL database. No other data would need to be migrated to the new system.**

30. Does the Unified Government prefer an on-premise solution or cloud-hosted? **At this time, the Unified Government is open to both deployment options.**

31. Does the Unified Government wish to integrate with other software programs? **Possibly Lucity… still to be determined. Assume one integration for cost purposes. Please call this out distinctly from a cost perspective so we know the cost for the integration to Lucity.**

32. Does the Unified Government have a budget specified for this project? Per question 6 above, **Yes there is a budget. We are not providing further information at this time.**

Please sign and date this amendment and return it, along with your Bid.

NAME/BUSINESS:_____

ADDRESS:_____

MAILING ADDRESS:_____

CITY:_____, STATE:_____, ZIP CODE:_____

PHONE: (____)_____FAX NO.:_____

ATTENTION OF:_____

TITLE:_____

SIGNED:_____

DATE:_____

All questions should be directed to the Purchasing Department at (913) 573-5440.