

**BIOMED COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM (CMMS)****REQUEST FOR QUOTATION****ADDENDUM NUMBER: ONE (1)****November 11, 2021**

**THIS ADDENDUM IS ISSUED PRIOR TO THE ACCEPTANCE OF THE FORMAL RFQ's. THE FOLLOWING CLARIFICATIONS, AMENDMENTS, ADDITIONS, DELETIONS, REVISIONS, AND MODIFICATION FORM A PART OF THE CONTRACT DOCUMENTS ONLY IN THE MANNER AND TO THE EXTENT STATED.**

**Q&A**

1. Whether companies from Outside USA can apply for this? (like, from India or Canada)? – **Only if they can provide on-site support.**
2. Whether we need to come over there for meetings? – **Meetings, no. For implementation and on-site support, yes.**
3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)? – **No**
4. Can we submit the proposals via email? **Instructions on how to submit bid response can be found within the RFQ document in SECTION I., RFQ SUMMARY PAGE.**
5. What is the total number of users you anticipate using the system? **Approximately thirty.**
6. How many years of historical data are you looking to import into the future system? **Inventory only, no historical data (work orders).**
7. Is Broward Health only interested in things that are built on the ServiceNow platform or open to systems that integrate with it? – **Built on the ServiceNow Platform.**
8. Will you allow vendors to provide indirect MBE/WBE vendors they work with to satisfy the MBE & WBE requirements? **Per SECTION I – RFQ SUMMARY PAGE; Part E – Supplier Diversity Enhancement "...Broward Health Certified Diverse Vendors will qualify for Quote Price Tolerance (QPT) of 5% (up to \$25,000)" and Part F Certified Diverse Vendor Subcontracting Requirement: No Sub-contracting assigned.**
9. Can the Broward Health team clarify the dates and timelines on award and formal contracting and expectations to begin implementation? **ASAP.**
10. How many users by role (i.e. Clinical Engineers, Technicians, Contact Center, Clinical staff (nurses/doctors), Joint commission audit/control personnel)?
  - **1- Clinical Engineer**
  - **2 – Directors**
  - **1 – Admin Assistant**

- 2 Supervisors
  - 1 Manager
  - 18 – Technicians
  - 1 IT administrator
  - Multiple clinical department heads (read only access)
11. How many # of clinical devices? – 40,000+
12. Will Broward Health be using a barcode scanning technology to manage assets and inventoried items? - Yes
- a. What is the asset lifecycle process?
    - i. Receive, Receive & Tag, Receive from PO - Receive & Tag
    - ii. Assign to a Stockroom or Location – Department / Location for equipment, storeroom for parts inventory
    - iii. Check-Out to an End User - No
    - iv. Repair - Yes
    - v. Check-In to a Stockroom or Location - No
    - vi. Retire - Yes
  - b. What is the audit process?
    - i. One auditor per Stockroom or Location - No
    - ii. Multiple auditors per stockroom or Location - Yes
    - iii. End user enabled audit responses - No
13. Does Broward Health have ServiceNow up and running in their environment today? - Yes
- a. If so, are alm hardware and cmdb\_ci tables being used? - Yes
    - i. Does Broward Health have assets associated to stockrooms or locations? - Yes
    - ii. If not, is that one of the expected outcomes of this project? - N/A
  - b. Is Broward Health's asset management process tied into their ITSM processes? - No
    - i. If not, is that one of the expected outcomes of this project? - Yes
  - c. Is Broward Health using the facility module in ServiceNow to manage the PM Schedule? - No
    - i. If not, is that something you will be activating and tying into your asset management process during this project? - Yes
  - d. What asset metadata will be exported from Oracle into ServiceNow?
    - i. PO & ASN information - No
    - ii. AssetTag, Barcode # - Yes
    - iii. Location - Yes
    - iv. Warranty & Maintenance Contract information - Yes
    - v. PM schedules and PM history - No
  - e. Is Medigate already integrated with ServiceNow? - Yes

**END ADDENDUM ONE**