



CITY OF HOUSTON

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December 28, 2012

SUBJECT: Letter of Clarification No. 1 Laboratory Information System
for Health and Human Services Department

REFERENCE: Request for Proposal No. S30 T24411

TO: All Prospective Proposers:

This Letter of Clarification is issued for the following reasons:

• **The following questions and City of Houston responses are hereby incorporated and made a part of the Request for Proposal:**

1. **Question:** What is meant by the number of users and concurrent?

Answer: The City is requesting that the proposer provide 20 concurrent users and the cost for adding each additional concurrent users as well as what a concurrent user means to the proposer.

2. **Question:** Is SAP integration the same as the Lab Order Entry (LOE) for billing purposes integration? Will it update daily or as orders are received? What is the system?

Answer: SAP is not the same as the Lab Order Entry (LOE). SAP is the City of Houston's financial system and this system is used to invoice our customers. SAP has a defined format which can be provided to the contractor. Customers are invoiced monthly, based on the previous month's tests which have been performed successfully. In order to invoice a customer, we must be able to track unique sample ID number, test description, test code, price/fee, name of customer and account number at a minimum.

3. **Question:** Will the 25 reports be attached to the proposal and do these reflect the 14+ reports listed in Item M-9?

Answer: The report forms have been attached to the website. These reports are the reports referenced in Item M-9.

4. **Question:** As SAP formats may be much different for any given entity, could you please provide more information for the billing module or is it accepted that the "yes" is fine and we will make it work but will need far more guidance at the time which it is performed?

Answer: See response to question no. 2. Answering yes is acceptable.

5. **Question:** On the current client list, you provide four spaces. Is it acceptable to list 5 or 6 or would you prefer only 4 as asked for?

Answer: Minimum requirement is four clients. If you want to provide more names, that is acceptable.

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6. **Question:** Can you clarify item C-5?

Answer: Provide your organization's menus across all modules and the way of navigation.

7. **Question:** Does the Bureau of Laboratory Services have a LIMS currently for the Clinical Laboratory? If so, which one?

Answer: Yes, the Clinical Laboratory uses a system called Cyberlab.

8. **Question:** In Section 6.0, Offsite Storage and Backup Data, are you interested in a hosted solution? If so please detail what options you are looking into; Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS)?

Answer: Describe your system's capability or options for offsite storage, it could be the hosted solution and other ways of data back up.

9. **Question:** In Appendix C, Test Methods, (page 18), are these all of the methods?

Answer: These are the methods we currently use.

10. **Question:** In Appendix C, Test Methods, (page 18), are all of the equipment required to be directly interfaced to the LIMS?

Answer: This is given on page 43, N-2a thru N-2n

11. **Question:** In the Specifications / Scope of Work, Section R, Training and Documentation, is 18 the number of users of the system (Requirement R-1a, End-user training classes If so, are these all named users? If so, are any of these read only users? If not, what is the number of concurrent users that will use the system and how many of this number will be read only?

Answer: The City will have approximately 18 participants for this session. These are all named and concurrent users.

12. **Question:** How is blood data to be managed in the LIMS? Please be specific. Is this a requirement?

Answer: City would prefer to use CyberLAB for blood testing since that is the system used for all clinical tests currently. However if your system includes blood lead testing, provide information. This is not a requirement in the Scope of work.

13. **Question:** How is the system to interact with SAP?

Answer: There are two options, the LIMS could interface with Lab Order Entry (LOE) System which is already connected to SAP AR billing. It should contain the Environmental Account Name, Client or Customer name, Collection Date, Test Name, and Date Sample Resulted, unique Sample ID, please refer to Scope of Work. Preferred option is for vendor to write a script to create a file that contains all required fields (Environmental Account Name, Client or Customer name, Collection date, test name, and Date Sample Resulted, Unique sample ID, please refer to Scope of Work) and push to FTP site. The City shall provide file format required.

14. **Question:** Ability to track Billing Errors. Please explain how the City would like the LIMS to track billing errors?

Answer: The same with Laboratory Order Entry (LOE). IT section will work with the vendor. Documents will be provided, if needed.

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15. **Question:** The hardware will be purchased through a third party so as a software vendor we could only support the Software. Is it possible to have the hardware vendor (s) support the hardware instead?

Answer: The LIMS RFP requirement is a turn-key system solution. We are looking for a vendor who has partnership with companies that provide Hardware installation and Support. We shall hold the LIMS vendor responsible for successful implementation of all hardware and software. In the event that there are problems with the LIMS software implementation the coordination and collaboration between the vendor and the hardware vendor is critical and the LIMS vendor is ultimately responsible.

16. **Question:** Request for barcode scanner equipment. Does this include label printers? Also how many of each are required?

Answer: Yes. The City requests barcode scanners and label printers, minimum of three each.

17. **Question:** Dairy testing. Please be specific on how the City would like this to be covered in the LIMS.

Answer:

- 1) The LIMS should include Milk and Water (microbiological) testing functionality
- 2) Recommend how to import current Microsoft Access database records to LIMS system. This is not a requirement.
- 3) Requirement is to create a file from the LIMS system that meets our scope of work requirements for the State of Texas mandatory reporting requirements.

18. **Question:** Minimum of 30 days of training and then follow up training. Please explain why this amount of time is needed?

Answer: This is to ensure complete training for the end users. Sometimes all 30 days of hands on training may not be necessary. This requirement can be met as follows.

- a) Vendor should provide minimum of eight (8) to ten (10) business days of hands on, onsite training at the lab on LIMS system with training materials provided by the vendor. Live instruction is requirement, no video conferencing is acceptable. In addition, the vendor shall provide training to two lab super users so that the lab can use the "train the trainer" approach after go live.
- b) Vendor shall provide hands on training to two IT System Admin staff and provide necessary training materials at no additional cost.
- c) Vendor shall be on site at the lab during both Go Live preparations and actual GO LIVE period. In addition, the vendor shall coordinate all Go Live activities with both the lab and department IT staff.
- d) Vendor shall provide phone/online support for after go live for a minimum of thirty (30) business days for no additional cost.
- e) Follow up training for any future LIMS system upgrades must also be provided by vendor at no additional cost.

19. **Question:** Please explain the concurrent users needed for the LIMS and how the amount of licenses was determined.

Answer: It is based on number of Environmental employees currently working plus IT system, admins.

20. **Question:** It is mentioned that training for 18 end users and 4 sys admin/power users. However, does this mean the total is 18 or 22 concurrent license?

Answer: Provide pricing for up to 20 concurrent users which includes 4 system admin /power users. The other two are from IT admin, for a total of 20. Provide definition for "concurrent user". In addition, please provide pricing for each additional concurrent user, in case we have to increase the number of concurrent users.

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When issued, Letter(s) of Clarification shall automatically become a part of the proposal documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. All revisions, responses, and answers incorporated into the Letter(s) of Clarification are collaboratively from both the Strategic Purchasing Division and the applicable City Department(s). It is the responsibility of the proposers to ensure that it has obtained all such letter(s). By submitting a proposal on this project, proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this proposal.

If you have any questions or if further clarification is needed regarding this Request for Proposal, please contact me.



dm
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END OF LETTER OF CLARIFICATION 1

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