

QUESTION AND ANSWERS FOR:
RFQ #18-54, 11/01/2018 FOR
ONLINE INCIDENT/EVENT INFORMATION MGR. SYSTEM

1. **A i. Incorporate out-of-the-box IMS best practices**
 - Can you provide details on what's required here?
 - a. **No additional details are available at this time.**

2. **A vii. Customizable alerts and event notifications.**
 - Can you provide details on what they are looking for here?
 - a. **No additional details are available at this time.**

3. **B iv. Best practice and custom reporting.**
 - We do custom reporting but what do you mean by Best practice here?
 - a. **No additional details are available at this time.**

4. **Flow Chart - RCA Lite**
 - What do you mean by lite?
 - a. **In these cases only experiential root cause analysis tools will be applied.**

- 5) **Flow Chart - Record keeping**
 - What level of detail is need in this area?
 - a. **Who, What, Where, When, How, How Much, To What Extent**

 - How much detail is needed on the left side of the flowchart to capture events that don't require a full RCA?
 - b. **No additional details are available at this time.**

6. I wanted to ask about the 9 physical copies and CD submission.

Is this a mandatory requirement? Would responses be accepted electronically?
 - a. **Please submit 2 hard copies and one electronic copy.**

7. How do you want the responses? EQ answer by line item in Section B or free flowing paragraphs
 - a. **It is your choice how you would like to respond to the RFQ as long as it remains within identified parameters.**

8. What is the process for the RFP?
 - a. Responses will be received, reviewed according to the parameters with the RFQ and then ranked.
9. How many sites does GUC have?
 - a. GUC local to Greenville/Pitt County. We operate from 4 major establishments along with 2 administrative offices.
10. How many users will need access to the system?
 - a. It depends, we would like all employees (470) to be able to report an event, we have approximately 135 leaders who will have some role in the event management process, Likely no more than 10-15 concurrent users, 5 admins
11. What is the delivery timescale to go-live?
 - a. July 1, 2019 or potentially sooner depending on implementation period and cost.
12. Is off-line capability required to allow users to work in remote locations?
 - a. Offline capability is preferred but not required. Most users will have cellular equipped devices and may experience poor or no connection from time to time.
13. Would you be interested in other off-the-shelf apps that would enhance the overall incident management process e.g. Quality audits, GMP Audits, FMEA capability++?
 - a. This RFQ is only for EMS.
14. Does the tool need to have Kepner-Tregoe RCA integrated into the process? We have done training at GUC and people are using our RCA tools.
 - a. No, the tool needs to take input from a number of different RCA tools, but it does need to be able to take KT information.
15. Will the system need to integrate with a client / third party system?
 - a. Yes.
16. Will GUC want to be able to modify the solution themselves in the future (without the need for coding)?
 - a. Yes. At least be able to modify forms/fields.

17. The platform complies with data security standards - what is specifically required for the "Exclusion of Personal Identifiable Information"?
 - a. We need a way to store and reference personal information of employees involved in incident but it should not be shared outside the chain of command.

18. Does the Regulatory Reporting e.g. OSHA 300 need to look exactly like the example given?
 - a. OSHA and workmans comp forms and logs must be generated in the format required by the associated regulatory agency.

19. The platform enables (Azure) Active Directory - what is the reporting structure used for in this context?
 - a. Organizational hierarchy.

20. We do not normally have penalties for non-compliance with SLA's - what levels of penalty would be expected?

We would expect a SaaS provider to have a general SLA for GUC to review. General statements about response times, uptime, maintenance, notifications, etc... Penalties would be up to the offering entity. For example, one approach may be to credit a percentage of the fee when violations of the SLA occur.

21. What is the requirement for white listing - this is something most clients do not require as the IP addresses can be spoofed?

GUC would like the ability to restrict access in the future to known networks should that become necessary.