Training T04: Vendor must offer future training should the internal certified trainer not be available.

1. Does internal certified trainer mean trainer will be certified by vendor?

Yes. This is a follow up to a previous question. We are wondering if the vendor will train one of our staff members to work the machine and certify them to train other staff members on the machine. If that is not an option, we will need the vendor to provide training in the future.

Service S03: The solution shall include information on future relocation of the unit.

2. What does it mean? May I get a detailed explanation?

What does it take to move the machine? Can we do it ourselves? Will the vendor need to move the machine? If the vendor needs to move the machine, how much does that cost?

Service S05: Vendor must provide information on product support/service options.

3. Do you have specific requirements for support/service options? What kind of information should we provide?

We are looking to know what kind of product support you offer. Are there different maintenance plans or service agreements that the vendor offers? What is the pricing associated with different maintenance plans?

4. Upon review of this proposal, it seems specific to one particular vendor. Will the county consider partially compliant bids from other vendors based on value and performance?

The requirements of this RFP were not specific to one vendor. The requirements of this RFP were specific to the needs of the facility in which the machine will be deployed. If you feel that your product meets the needs of this RFP you may submit a proposal.

5. Is the county aware that should a system be moved, a radiation survey must be performed, as required by the state?

We were not aware of that, but learning information such as this is an expected part of the implementation process. We still want a standard electrical outlet should we choose to relocate the equipment.

6. Why is the County requesting HIPAA (Health Insurance Portability and Accountability Act) training? None of what we do involves health insurance or health records.

The County does not know how HIPAA applies to this type of machine. We are simply asking that any training on HIPAA related to this type of equipment be offered if relevant.
Unit shall be able to operate in a confined space with minimal ventilation without the risk of overheating.

7. Can you please specify the size of the “confined space” intended for installation of the body scanner unit or will it be determined later? Specifically, room width, length and height.

We have a couple of options for space, but the only strict requirement is a standard 10 foot ceiling. The rest of the specifications will be determined later.

Unit must have a scanning process in which the person being scanned is stationary; no walk-through/pass-through systems will be accepted.

8. Will the County consider a conveyer as a “walk through/pass through system” if so, will the County consider other options if we can show how it is comparable to or better than stationary options?

A conveyer would be considered as a pass-through system. We are looking for a system in which the person being scanned is stationary for the duration of the scan.

Unit should have a scan time of less than 5 seconds

9. Will the County accept a scan time of 7 seconds with no reset time for the scanner if we can prove that it is as effective and efficient as the requested specification?

We are looking for a scan time of less than 5 seconds as stated in the RFP.

10. Functionality

F04: Unit must have a scanning process in which the person being scanned is stationary; no walk-through/pass-through systems will be accepted.

Our unit of body scanner has a movable platform, on which people will stand for scanning. In our scanner, generator and detectors will be more stable because they are not moved around when we have a movable platform. Such design will reduce the scanners' failure rate. In addition, the unit also has the detector under the platform that can provide a high quality image for feet. Now my question is if you also accept such an unit?

As stated in the RFP, we are looking for a stationary system in which the person does not move at all.

11). F05: Unit should have a scan time of less than 5 seconds.

Scanning time of our unit is in the range of 6-8 seconds. Actually longer scanning time will ensure higher image quality (Sample pictures will be provided if ask.). May I know whether you allow the unit that has a little long scan time?

- We are looking for less than 5 seconds because we deal with people who are frequently uncooperative and angry. We need a quick scan time.