ATTACHMENT B to RFP 9600-70; BIDDER QUESTIONNAIRE

A. **Organizational Information**

I In addition to providing the basic information as outlined in the RFP, please provide responses to all of the following;

1. What is your company’s main business focus? How large is your healthcare management services business relative to your organization as a whole?

2. How many years of experience does your company have managing:

a. Clinical Engineering Services onsite in acute healthcare facilities; and

b. Equipment Distribution and delivery of movable patient care equipment?

3. List any factor(s) known to PROPOSER that could materially impair the ability of PROPOSER to carry out its duties and obligations under this RFP or that could materially affect OWNER’s decision.

4. PROPOSER(S) may indicate if they are a minority-owned business, women-owned business, physically-challenged business, small business, or Monterey County Local preference and any Climate-Friendly Business Practices

5. List all firm demographics including:

a. Total number of employees;

b. Total number of women employed;

c. Total number of minorities employed; and

d. Total number of bilingual employees, indicate language(s) spoken.

II. **References**

Acute Care Hospital References

a. Provide a list of five (5) clients of similar size and scope that you are currently providing full service, fully managed, financially guaranteed Clinical Engineering Services. Include

medical facility name and address, primary contact person with title, phone number

and email address of the hospital official which utilizes your services. List the number

of beds for each hospital and the number of pieces of equipment covered. List California

medical facilities first.

b. Provide a list of terminated, cancelled or non-renewed hospital contracts within the

past two (2) years in Clinical Engineering Services and list the same contact

information that you did for the above references. List all local medical centers first.

C. **Quality Assurance, Customer Satisfaction, and Performance Improvement**

1. Describe how you identify, follow-up, and resolve work-orders?

2. How will your organization report number of maintenance calls, resolve time, and other pertinent information to Natividad and how often? Provide sample report(s).

3. Is the equipment calibrated and the electrical safety-tested after each repair? Please explain.

4. Are you able to provide parts overnight? Please explain.

5. Describe your equipment up-time guarantees?

6. Describe how equipment is tracked and what procedures are implemented for missing

equipment and assisting Natividad with Loss Prevention?

7. Do you have a customer support center with a toll free number to provide support and

information to your customers and managers on a wide range of subjects? If so, what is the

telephone number and hours of operation offered?

8. Describe process for Natividad customer satisfaction measuring, monitoring, reporting and enhancement. Provide sample reports with frequency.

9. Describe process to measure employee performance and quality of support staff. How could you help Natividad in the area of quality improvement?