Q&A for RFP #: UTH 17-0011
Surgical Instrument Repair
March 11, 2016

NOTE: To receive the additional documents referenced below, please send an email request to: linda.bell@utsouthwestern.edu

1. Can you provide IMS with the last 12 months spend on general stainless instrumentation repair? See attached 13 month instrument repair spend.

2. Can you provide IMS with the last 12 months spend on laparoscopic instrumentation and container repair? See attached 13 month instrument repair spend.

3. How many facilities are included in the RFP? Three facilities, Clements University Hospitals, Zale Lipsky University Hospitals and the Outpatient Surgery Center.

4. Can you provide IMS with the last 12 months spend for on-location van service? See attached 13 month instrument repair spend.

5. Can you provide IMS with the tray inventory for each facility covered by this RFP? YES separate attachment

6. Does UT Southwestern Medical Center currently have a Proactive Maintenance Schedule? If so, can you provide the schedule to IMS? Trays are processed based on usages set up in Integra

7. Can UT Southwestern Medical Center provide IMS with an itemized breakdown of their repair spend for general stainless instrumentation, laparoscopic instrumentation, containers and on-location van service? See attached 13 month instrument repair spend.

8. Does UT Southwestern Medical Center have repair histories on the repair and sharpening of all handheld instrumentation, laparoscopic instrumentation, containers and on-location van service? If so, can you provide IMS with these repair histories? See attached 13 month instrument repair spend.

9. Is IMS’ price to be based on receiving off-site instrumentation repair service and on-location van service? Both

10. Does this RFP also include the need for laparoscopic instrumentation and container repairs? Yes

11. Are there currently any satisfaction issues with your incumbent vendor? If so, can you elaborate? No

12. Do you currently have an asset management software solution for SPD/OR trays? If so, which product do you use? (Ex: SPM, Impress, Censitrac)? Yes, Integra. Can you provide the inventory and repair history without pricing for the last 12 months? See attached 13 month instrument repair spend.
13. Does your incumbent vendor have an accountable staff education deliverable or dedicated education resource for UT Southwestern Medical Center? NO

14. If UT Southwestern Medical Center is/has received on-location van service, can you provide the average number of instruments/sets repaired per visit? 10 per day at each location

15. If IMS provides UT Southwestern Medical Center with on-location van service, what days/times of the week are preferred for van service? Monday Wednesday Friday CUH/Zale, Tuesday OSC

16. Does this RFP also include devices (scopes, etc) or just instrumentation only? If so, can you provide an inventory, repair history and spend? Both. See attached 13 month instrument repair spend.

17. Does the scope of service for RFP# UTH17-0011 Surgical Instrument Repair include management of the Sterile Processing departments of the William P. Clements Jr. University Hospital and Zale Lipshy University Hospital in the UT Southwestern system, or is this RFP purely for repair of instrumentation? The latter; RFP is purely for repair of instrumentation.

18. Scope of services; from the RFP we gather that it is focused on surgical hand instrument repair which we provide. We would like to know if other instruments such as video equipment, rigid endoscopes or power equipment are within the scope of this RFP? Possibly, open to discussion.

19. One of the key features of our hand instrument repair program is that we offer in-facility labs. We have found by placing our lab in your facility, we can significantly improve efficiency in the Perioperative area as we improve the condition and reliability of the instruments. Is the hospital, open to considering an in-facility lab? The space required for a typical lab is approximately 200 sq. ft. No

20. Is the current vendor(s) providing Preventative Maintenance e.g., scheduled inspections for each set, or do they only provide services for broken instruments "break-fix"? both

21. Can you tell us how often the hospitals are serviced now e.g., 1 day per week etc.? Monday Wednesday Friday

22. Does the staff feel that this level of service is adequate to provide true preventative maintenance for all of the instrument sets? Yes

23. Does the SPD department utilize an instrument tracking software? If so which one? Yes, Integra

24. Are you a member of a GPO? If so which one. Yes, Premier