



OFFICIAL RESPONSES TO VENDOR QUESTIONS
RFP-2023-NHH-01-INVEN

| No. | Question | Answer |
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| 1. | <p>Section 1, Overview and Schedule of Events, Subsection 1.1, Introduction</p> <p>Is the Department seeking a solution that is centralized for all three facilities, or per each individual facility?</p> | <p>Each facility will maintain individual inventory tracking that can be consolidated for analysis purposes among all locations. Vendors are required to submit a proposal to provide services for each of the three (3) facilities. Vendors must provide a proposed solution that is able to allow the three (3) locations to operate independently from one another.</p> |
| 2. | <p>Section 1, Overview and Schedule of Events, Subsection 1.1, Introduction</p> <p>How many different applications will the selected Vendor's system need to interface with?</p> | <p>Depending upon the final solution, interface with NHFirst (Lawson) may be needed. The solution will need to be able to export information in an Excel format.</p> |
| 3. | <p>Section 1, Overview and Schedule of Events, Subsection 1.2, Project Overview/Justification</p> <p>Please clarify division of inventory items (i.e., 500 beds, 1000 IV Pumps, etc.), and confirm the approximate current total number of inventory items.</p> | <p>NHH: NHH has approximately 2200 consumable items ranging from personal care to medical supplies. (i.e. shampoo, combs, nail clippers, catheters, bandages, oxygen tubing, etc.) There are also about 5200 "hard assets" such as medical equipment, office furniture, kitchen and laundry equipment, maintenance machinery, vehicles, etc.</p> <p>HHRTF: There are approximately 1,600 inventory items that include medical supplies and assets such as medical equipment, furniture, and commercial appliances.</p> <p>Glenclyff: Currently, there are approximately 963 items within 143 types of items. Some examples are: 110 dressers, 76 beds, 73 chairs, 68 carts. Consumables include food, maintenance</p> |



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| | | supplies, incontinence products, bandages, paper goods, housekeeping supplies and chemicals, office supplies, and fuel (vehicles, heating oil, woodchips, and propane). |
| 4. | <p>Section 1, Overview and Schedule of Events, Subsection 1.3, Scope of Work (SOW) Overview</p> <p>Is the Department seeking proposals that require only a software solution or a combination of software and hardware?</p> | The Department is seeking a cloud-based solution. The Department will consider solutions that include hardware such as scanning equipment, and bar coding label printing abilities, in addition to the proposed software solution. |
| 5. | <p>Appendix C, Topics for Mandatory Responses, Topic 8, Security Risk Assessment, Section 8</p> <p>Are Vendors required to submit Vendor Risk Assessment Report (VRAR) with their proposal?</p> | Yes. Vendors must complete and submit the VRAR with their proposal. See Appendix C, Topics for Mandatory Responses, Topic 8, Security Risk Assessment, Section 8. The VRAR is located https://www.doit.nh.gov/sites/g/files/ehbemt506/files/inline-documents/sonh/vendor-risk-assessment-report.docx |
| 6. | <p>General</p> <p>Is State of New Hampshire Oracle system used as the Enterprise Resource Planning (ERP) system?</p> | Requisitions are currently manually processed to the State of New Hampshire's ERP system. Requisitions and purchase orders over \$1000 will need to continue to be processed through the State of New Hampshire's ERP system using the new solution. |
| 7. | <p>General</p> <p>Does the current system communicate with the State of New Hampshire Oracle ERP system?</p> | No. |

**New Hampshire Department of Health and Human Services
Inventory Tracking System-Cloud Services**



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| 8. | <p>General</p> <p>Is inventory information currently manually processed and uploaded to State of New Hampshire's Oracle ERP system or facilities ERP system?</p> | Yes. |
| 9. | <p>General</p> <p>What ERP is currently being utilized and is the Department going to continue use it?</p> | The New Hampshire Department of Administrative Services maintains the ERP. |
| 10. | <p>General</p> <p>Does the current inventory system communicate interdepartmentally? For example Department to Procurement, Procurement to warehouse, etc?</p> | No. |
| 11. | <p>General</p> <p>Do New Hampshire Hospital, Glenclyff Home, and Hampstead Hospital currently utilize a centralized procurement division model or does each facility have their own procurement department?</p> | Each facility has an independent procurement department and all contracts are processed by the Department's centralized Bureau of Contracts and Procurement. |
| 12. | <p>General</p> <p>a. What is the current process for requests for inventory at each facility, starting from the department level?</p> <p>b. Are there threshold levels for</p> | <p>NHH:</p> <p>a. Office of Supply Chain centrally processes orders based on requests from employees and managers throughout the facility.</p> <p>b. Purchases over \$1000 require a Purchase Order.</p> <p>c. Equipment purchase over \$250 requires executive</p> |



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| | <p>inventory request?</p> <p>c. If yes, what is that threshold dollar amount?</p> <p>d. If yes, how are request for goods above said threshold solicited?</p> | <p>leadership approval.</p> <p>d. Statewide approved vendors are utilized whenever feasible.</p> <hr/> <p>HHRTF:</p> <p>a. Inventory is currently managed at the Department level. Department managers order supplies as needed.</p> <p>b. No.</p> <p>c. N/A</p> <p>d. N/A</p> <hr/> <p>Glenciff:</p> <p>a. Departments send weekly orders to the warehouse to be filled.</p> <p>b. Warehouse stock levels are determined by the Inventory Control Supervisor, who orders directly from vendors.</p> <p>c. Departments send special requests for non-stocked items.</p> <p>d. Dollar thresholds vary depending on contract items vs. non contract items</p> |



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| 13. | <p>General What is the current inventory management process at each facility?</p> <ul style="list-style-type: none"> a. Does each department in each facility manage their own inventory levels? b. How is inventory tracked at each facility and or per each department? <ul style="list-style-type: none"> I. Ex.) Single item coding, bulk coding/ lot, or both c. What is the current inventory methodology for each department?? <ul style="list-style-type: none"> I. Ex.) Just in time (JIT) or Bulk Inventory Methodology, etc... d. How do facilities and or specific departments manage inventory forecasting? <ul style="list-style-type: none"> I. On a per patient basis or assigned treatment plan II. Our facility patient occupancy % | <p>Each budgetary unit is identified within the inventory management system.</p> <ul style="list-style-type: none"> a. Inventory is centrally managed at the facility level at NHH and HHRTF. At Glencliff, each department manages their own inventory, with the warehouse. b. Supply Chain Director manages this function and assigns to departments based on department code. At Glencliff, inventory is tracked through the current Inventory Tracking System (ITS) system inventory as it is issued to each department. c. There are some items stored in bulk and other are JIT due to expiration dates. d. Based on historical usage. |
| 14. | <p>General Does each of the three facilities have their own inventory warehouse or do they share</p> | <p>NHH and Glencliff have independent warehouses. HHRTF does not have an inventory warehouse to date.</p> |



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| | a single central warehouse location? | |
| 15. | <p>General</p> <p>Do any of the three locations maintain inventory for any other locations?</p> | No. |
| 16. | <p>General</p> <p>a. How many approved vendors/suppliers?</p> <p>b. What is the current vendor/ supplier engagement process?</p> <p>c. What percent of inventory orders are done with “standing PO’s)</p> <p>d. If standing PO’s are utilized what is the policy on contract length, minimum and maximum?</p> | <p>a. There are hundreds of vendors/suppliers.</p> <p>b. Statewide contracted vendors are utilized whenever possible. Department level contracts are generated if needed.</p> <p>c. Standing POs are rarely utilized.</p> <p>d. See Answer c, above.</p> |
| 17. | <p>General</p> <p>Do the three facilities utilize the same vendors?</p> | There are some common vendors, but also some that are facility-specific. |
| 18. | <p>General</p> <p>Does the Department utilize GPO (Group Purchasing Organizations)?</p> <p>If yes, how many, what are their names, and are they facility specific or do all facilities utilize the same GPO’s?</p> | Yes, NHH and Glencliff use the Minnesota Multistate Contracting Alliance for Pharmacy (MMCAP), a national cooperative GPO for government facilities that provide healthcare services. HHRTF does not currently use a GPO. |



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| 19. | <p>General</p> <p>What is the current process of Request to PO generation process?</p> | <p>Department requests an item, goes through Finance Department to enter into the State of NH system for Purchase & Property approval/bid, and once completed State of NH generates the PO.</p> |
| 20. | <p>General</p> <p>a. What is the current process of Inventory Management for the purchasing for Indirect Goods or Services?</p> <p>b. How are requisitions for indirect goods/ services fulfilled and or solicited</p> <p>c. How is this currently conducted?</p> <p>d. Are there threshold levels? If yes, what is that threshold dollar amount?</p> | <p>a. Services are not included as part of inventory management in this solution request. All goods are direct use.</p> <p>b. Services are not included as part of inventory management in this solution request. All goods are direct use.</p> <p>c. N/A</p> <p>d. N/A</p> |
| 21. | <p>General</p> <p>How are requisitions for indirect goods/ services fulfilled and or solicited?</p> | <p>Services are not included as part of inventory management. The Department does not have any goods defined as indirect goods that we include in our inventory.</p> |



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| 22. | <p>General</p> <p>Is there any current process of spend analysis in use?</p> <p>a. If yes, is that a manual process or is a request made to finance to pull report from Oracle ERP system?</p> <p>b. If yes, is the State of New Hampshire interested in the ability to have this per facility?</p> | <p>Yes.</p> <p>a. It is a manual process done by Finance via reports from the ITS system.</p> <p>b. Yes.</p> |
| 23. | <p>General</p> <p>Does the Department want the selected Vendor to provide solutions to the supply rooms such as Kanban?</p> | <p>The Department is not requesting Kanban solutions, but will consider them if they are included in a proposal.</p> |
| 24. | <p>General</p> <p>Is the Department seeking a solution that includes inpatient departments and central supply?</p> | <p>The selected Vendor will provide a solution for central supply and all departments at each of the three facilities. Vendors must provide a proposed solution that is able to allow the three (3) locations to operate independently from one another.</p> |
| 25. | <p>General</p> <p>Does the Department want the system to have the ability to send a PO to supplier or, instead, trigger a requisition to the current software and or personnel?</p> | <p>The capability to trigger POs would be desirable for orders under \$1000. The State ERP system creates POs based on an approved requisition for purchases over \$1000.</p> |

**New Hampshire Department of Health and Human Services
Inventory Tracking System-Cloud Services**



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| 26. | General What is the square footage of each facility? | NHH; 198,000 |
| | | HHRTF: 63,521 |
| | | Glenclyff: Resident areas = 114,281; total facility = 203,795 |
| 27. | General For asset tracking capability, what is the proximity of an asset would you like to get to? Each room or down to within 3 meters. | Each Room |
| 28. | General Does the Department have a price range of maximum cost determined for the resulting contract? | The Department is soliciting proposals from vendors to provide a cloud-based third-party or Software as a Service (SaaS) system solution (System), or a self-hosted solution, to manage inventory tracking at New Hampshire Hospital, Glenclyff Home, and Hampstead Hospital. Vendors must submit a price proposal. See Appendix E, Pricing. |
| 29. | General Has the Department considered an automated inventory replenishment? | Yes |
| 30. | General What is the inventory control system currently in use, and how far back does current system have historical data? | NHH: Access data base; 20+ years. |
| | | HHRTF: Manual tracking; no historical data. |
| | | Glenclyff: Access database; July 1, 2011. |