

**Response to Bidder's questions**

1. In regards to HUGS: door locking hardware repair is a specialized skill requiring an electrician or technician from the door manufacturer (Stanly Access Technologies for example). Should funds be put in the proposal for these types of repairs? If so, would this be in section 10 section b: Appendix D SOW or somewhere else?

**R: This agreement will not need to provide support for HUGS. Apologies this should have been removed.**

2. Does UC Davis use the tamper proof magnets in asset tags?

**R: No**

3. Does UC Davis Health use some type of ticketing or work order system for end users to communicate requests to the RTLS team? If not, how are service requests outside standard maintenance communicated? Ie our department swapped out a fridge and need the temp tag moved from the old fridge to the new one on 2/10/26?

**R: yes we use Service Now**

4. Would you please resend Exhibit A - UCDH Site Locations (pdf) as we did not receive it as part of the initial document package.

**R: Attached as Exhibit A**

5. Mandatory Minimum Qualifications

a) UCDH states it is a mandatory minimum requirement for the bidder to provide "on-site" calibration services;

i) Securitas temperature tags are factory 3-point calibrated at -60 °C, 0 °C and 40 °C (humidity 0 °C, 23 °C and 40 °C with an additional 2-points for 35%rh at 23°C descending from ambient, 55%rh at 23°C increasing from 35%rh to 23°C and 55%rh at 23°C descending from 65%rh to 23°C) requiring a specialized industrial environmental chamber. Would UCDH allow an "on-site" exchange of the existing tag with a freshly calibrated and certified tag? This is a much more efficient and less distributive process to your facilities, staff & patients. Same general labor to remove the tag for testing or exchange.

**R: no**

ii) While a single (1-point) NIST calibration does verify a single point of temperature using the installed equipment as the chamber; it does not validate the sensor's accuracy, linearity, and performance across its entire operating range. This means that a failed sensor that is "stuck" at temp may not accurately report an

unexpected change in temperature. Would UCDH allow an “on-site” exchange of the existing tag with a freshly calibrated and certified (3-point) tag?

R: no

6. Under objectives:

a) Would UCDH expand on what constitutes “remote assistance”?

R: **For the purposes of this RFP, *remote assistance* refers to vendor-provided support performed off-site that does not require physical presence. This may include, but is not limited to:**

- **Responding to operational “how-to” questions related to system use**
- **Assisting with interpretation of alerts, alarms, and system messages**
- **Guiding UCDH staff through report generation or modification**
- **Assisting in identifying causes of inaccurate, incomplete, or delayed data**
- **Reviewing logs or screenshots provided by UCDH for troubleshooting**
- **Confirming whether observed behavior is expected or indicative of a defect**
- **Recommending next steps or appropriate escalation paths**
- **Participating in remote screen-sharing sessions for troubleshooting**
- **Providing best-practice guidance and knowledge transfer related to platform functionality**

b) Would UCDH provide examples of what types of incidents the bidder would be responsible to resolve?

R: **Examples of Incident and Request Types in Scope:**

- **Incorrect, missing, or delayed asset or environmental data**
- **Alerting, alarm, or notification issues**
- **Report generation, configuration, or data interpretation support**
- **Asset or tag visibility and association issues**
- **Environmental monitoring data discrepancies**
- **Platform configuration or settings-related issues**
- **General operational “how-to” questions related to system use**
- **Escalation and coordination with manufacturer support as needed**
- **Battery replacements**

**The bidder will be responsible for resolving operational incidents and service requests related to system availability, data accuracy, alerting, reporting, configuration, and day-to-day use of the platform.**

c) Will UCDH at their cost replace all non-serviceable (damaged and nonworking) Securitas tag's, temp probes, cradles, excitors; or other hardware components not mentioned? (excludes consumables such as batteries, VHB, tie wraps, labels).

R: yes

7. Will UCDH maintain an active M&S agreement with Securitas during the duration of the contract for support with the vendor?

R: yes

8. Under the scope of work:

- a) Would UCDH provide a backup copy of the Securitas Location Engine configuration for Vendor in have an inventory of all related RTLS infrastructure. This should include all readers (AP's), sensors (LF & US Exciters), antennas, cabling, wiring, connectors, mounting hardware, and charging infrastructure.

*i. Does support include network AP's or just Securitas branded infrastructure?*

**R: no just Securitas branded infrastructure**

*ii. Does UCDH use battery powered US exciters?*

**R: no**

- b) Does the UCDH MobileView application interface; or is integrated with any other 3rd party or external partners of Securitas?

**R: The UCDH MobileView application interfaces with Alaris infusion pumps.**

**Additional integrations (e.g., nurse call) have been evaluated in lab environments but are not currently production dependencies.**

- c) Will this contract be for 15,869+ asset tag's or just the 1036 NIST tags?

**R: This contract is intended to cover all active asset tags, not only NIST-calibrated tags.**

- **Estimated quantity: ~15,869+ active tags across all tag types/models**
- **NIST-calibrated tags (~1,036) are a subset of the total and are not scoped separately**

- d) Would UCDH provide a list of totals by tag model?

**R: Estimated Active Tag Counts by Model (for Pricing Purposes)**

<u>Tag Model</u>	<u>Description</u>	<u>Estimated Quantity</u>
T15E	Temperature Tags	519
T12s	Asset Tags	1,421
T15H	Humidity Tags	517
T2s	Asset Tags (Legacy)	9,039
T2	Asset Tags (Legacy)	2
T5A	Asset Tags (EOL)	202
T5H	Asset Tags (EOL)	2
—	Temp & Humidity Tag Licenses (NIST)	1,015

**Total Actively Reporting Tags: ~12,717**  
*(Excludes unattached/spare tags; includes tags currently in service)*

**For pricing purposes, vendors should assume support for the full active asset population, inclusive of both reporting and non-reporting tags. Quantities are provided as estimates and will be validated during implementation.**