

STATE OF DELAWARE



DELAWARE HEALTH AND SOCIAL SERVICES
DIVISION OF MANAGEMENT SERVICES

“DMS - Serving Those Who Serve Delaware”

SPECIFICATIONS AND CONTRACT DOCUMENTS NO. HSS-09014

FOR

An Automated Multiparametric Immunoanalyzer

Required for Use By

**Division of Public Health Laboratory
30 Sunnyside Road
Smyrna, DE 19977**

Deposit	WAIVED
Performance Bond	WAIVED
Date Due:	September 7, 2009 11:00 A.M. Local Time

Questions may be submitted to sylvia.adams@state.de.us until noon on August 17, 2009. Q&A will be posted as bid addendum at <http://www.dhss.delaware.gov/dhss/rfp/dhssrfp.htm> no later than August 24, 2009.

Delaware Health and Social Services
Main Administration Building – Sullivan Street
Division of Management Services
Procurement Branch
1901 N. DuPont Highway
New Castle, Delaware 19720

INVITATION TO BID # HSS-09014

Sealed bids for An Automated Multiparametric Immunoanalyzer are requested by the Division of Public Health Laboratory.

Questions may be submitted to sylvia.adams@state.de.us until noon on August 17, 2009. Q&A will be posted as bid addendum at <http://www.dhss.delaware.gov/dhss/rfp/dhssrfp.htm> no later than August 24, 2009.

Sealed bids must be received at:

Delaware Health & Social Services
Main Administration Building – Sullivan Street
Division of Management Services, Procurement - Room # 262
1901 N. DuPont Highway
New Castle, Delaware 19720

until **11:00 A.M. local time on September 7, 2009** at which time they will be opened and recorded.

Please review the General Rules and Conditions and the General Requirements, which appear on the DHSS website.

Applicable forms to this bid:

- 1.) Bidder Signature Form
- 2.) Vendor Certification Sheet (Commodities only)
- 3.) Office of Minority and Women Business Enterprise Form

All of the above documents and any Addenda associated with this bid can be accessed on the DHSS website:

<http://www.dhss.delaware.gov/dhss/rfp/dhssrfp.htm>

PLEASE NOTE: The following paragraphs from the General Requirements hereby become part of the General Terms and Conditions of this bid.

1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 13 and 25.

NOTE TO VENDORS

- Only one bid will be accepted from a bidder. Remember to check the DHSS website for any Addenda before sending your bid.
- Your bid **must be signed** and all information on the Bidder Signature Form and Vendor Certification Sheet completed.
- Include a detailed response to the specifications.
- Bid totals must include delivery, installation, warranty, service agreement, training, and/or upgrades or **your bid will not be accepted.**
- Agency will review all bid proposals and evaluate same.

DELIVERY INSTRUCTIONS

- Your bid must have on the outside envelope the DHSS four (4) digit ITB contract number. **IF THIS IS OMITTED YOUR BID WILL IMMEDIATELY BE REJECTED.**
- Under no circumstances will a bid be accepted that is late, delivered to the wrong building, signed for by a person other than a member of the procurement staff. To ensure that your bid is in the procurement office on the date and time specified, there are three (3) recommended methods of delivering bid proposals:
 - Hand Deliver
 - Federal Express
 - UPS

FOR FURTHER BID INFORMATION PLEASE CONTACT:

Buyer: Sylvia T. Adams
Delaware Health and Social Services
DMS – Procurement Branch
Main Bldg., 2nd Floor, Room 262
1901 N. DuPont Highway
New Castle, DE 19720
(302) 255-9297
sylvia.adams@state.de.us

ADDITIONAL TERMS AND CONDITIONS

Ordering Procedure:

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each Agency is responsible for placing their orders. This may be accomplished by written purchase order, telephone, fax or computer on-line systems.

Billing:

The successful vendor is required to “Bill as Shipped” to the respective ordering agency(s). Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

Payment:

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State’s option, without imposing any additional fees, costs or conditions.

Product Substitution:

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by DHSS-DMS-Procurement to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

Hold Harmless:

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against all claims for injury, loss of life or damage to or loss of use of property cause or alleged to be caused by acts or omissions of the contractor, its employees and invitees on or about the premises and which arise out of the contractor’s performance or failure to perform as specified in the Agreement.

Force Majeure:

Neither the contractor nor the ordering Agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire or unforeseen catastrophe beyond either party’s control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

Vendor Emergency Response Point of Contact

The awarded vendor(s) shall provide the contact person's name, address, telephone number and/or cell phone number of those individual(s) who can be contacted twenty-four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a State of Emergency under the Delaware Emergency Operations Plan of April 2005. Failure to provide this information could render the bid as non-responsive.

Contact Person: _____

Phone Number: _____

Cell Phone Number: _____

ITEM DESCRIPTION: An Automated Multiparametric Immunoanalyzer

Listed below are the specifications and special criteria necessary for an automated multiparametric immunoanalyzer. Provide a detailed written response for each item in your proposal, including list of equipment needed to run the tests proposed, including but not limited to, instrument, processors, software, and uninterrupted power supply (UPS), hardware needs.

When determining costs, indicate which components are included in the total cost. For each section, cost should be based on the individual components, including training estimates for on-site and vendor site training programs if applicable. All bids must include software and hardware interface and a three (3) year service contract with a three (3) day or less response time. Vendors may only bid on the whole system, that is, the automated multiparametric immunoanalyzer. Only one (1) written bid including a detailed response to each item per vendor will be accepted.

Responses should be detailed and written and able to address how the system and/or component will meet or exceed each item in the proposal, including training, service contracts, maintenance agreements and warranty. If the proposed system is unable to meet an item specification, note “Unable to Meet Specification” with the appropriate item number. Incomplete or omitted items will be considered grounds for rejection of a bid. Each item of each section must be addressed including the component number, instrument ability denoted (range, statement, or numeration) to meet the specification requirement, and cost.

1. DESCRIPTION:

In response to numerous national outbreaks involving food borne pathogens, the Delaware Public Health Laboratory is seeking to purchase a rapid screening detection platform for a host of bacterial and viral pathogens in food matrices and clinical specimens. With food safety being a focus of concern among public health officials and the DPHL functioning as a Food Emergency Response Network Laboratory, the laboratory is obligated to perform testing during disease outbreaks in an effort to not only identify the pathogen, but also isolate the source. Early detection methods ensure adequate preparedness, rapid response, efficient remediation, and sufficient recovery to reduce illness and economic loss.

2. SPECIFICATIONS:

Below are descriptions of the components of the instrument for laboratory testing required. Each section will be awarded to a single vendor if the unit meets all specifications.

Definitions:

System = the combination of equipment, computers, printers, and software, programming, needed to perform desired testing, independent of state network.

The automated multiparametric immunoanalyzer system should provide the hardware, software, method development, service and support that our laboratory

needs to maintain our laboratory quality, productivity, and, rapid, accurate assessment and reporting.

1. Automated multiparametric immunoanalyzer

- 1.1. The equipment must offer routine batch or random testing for immunochemistry, antigen detection, and serology.
- 1.2. The system must use technology known as Enzyme Linked Fluorescent Assay (ELFA).
- 1.3. The system must have at least 5 sections containing up to at least 6 positions, enabling at least 30 tests to be performed at the same time. Each section must operate independently allowing for the system to handle a wide range of tests at one time.
- 1.4. Each section must be microprocessor-controlled and consist of a transport tray for reagents, a pipetting system, a block for pipetting and an incubation system.
- 1.5. The detection system must consist of an optical fluorimetric scanner.
- 1.6. The system must have an automatic self-testing capability of the optical system.
- 1.7. The system must be able to operate in stand-alone mode.
- 1.8. The system should be able to print and electronically store calibration and validation reports for use in QA/QC documentation.
- 1.9. Included should be a calibration kit to perform daily automatic calibration procedures permitting the standardization from day-to-day and instrument-to-instrument runs.
- 1.10. The system should be able to track kit controls and in-house controls.
- 1.11. The system should provide the user the ability to produce daily, weekly and periodic reports by lot number, date or other parameter.

2. Vendor must provide all upgrades to equipment, hardware for the period of the service contract.

3. Automated Multiparametric Immunoanalyzer System Manager Software

- 3.1 The system manager software must multitask.
- 3.2 There must be provision for entry of specimen data and runs.
- 3.3 Display and validation of results, storage of calibration and self tests data.
- 3.4 User friendly management of records.

4. Automated multiparametric Immunoanalyzer Hardware.

- 4.1 Hardware must include a computer, monitor, printer and barcode reader.

3. SPECIAL CRITERIA:

A. MAINTENANCE AGREEMENT must include:

- a. Telephone technical support for problem solving with availability within 24 hours Monday – Friday 8:00 am – 4:30 pm EST
- b. If unsolvable by telephone, then on-site Technical Service must be available to correct the problem(s). On-site Technical Service should respond within three (3) working days, Monday – Friday 8:00 am – 4:30 pm EST.
- c. Three year maintenance agreement for all components of the system. This laboratory is required to be available 24/7; any down time severely affects state and national response capabilities.

B. WARRANTY

- a. The warranty must include all services necessary to maintain the instrument for the period of the service contract. This includes all travel, parts, labor, and software updates. Hardware updates will be prorated based on the availability to market versus the application need.
- b. A factory-trained engineer must provide Service. Telephone response time must be within 3 working hours of contact and on-site response must be no greater than 3 working days including delivery of necessary repair parts.

C. SERVICE AND SUPPORT

- a. Application support must be provided in a timely manner with a telephone call back within 3 working hours of initial contact.
- b. On-site technical support and repair must be available within 3 working days of notification.
- c. Instrument must be able to support multiple functional software platform needs.

D. DELIVERY AND INSTALLATION

- a. Delivery of all necessary equipment must be guaranteed to occur no later than 90 days after submission of purchase order or earlier by specific arrangement. Installation must occur no later than 10 working days after notification of site readiness by the vendor.
- b. All extraneous cables, gauges, parts, accessories, including any and/or all accessories must be supplied such that the instrument is immediately operational upon installation.
- c. Installation must include the entire instrument set-up and introductory training of up to four Public Health Laboratory staff members. The introductory training must be

sufficient to operate and maintain the instrument.

- d. Installation will not be considered complete until the automated multiparametric immunoanalyzer is “ready to go” that is, after standards are run, and reports printed.
- e. Onsite installation, including system verification, must be included.

E. TRAINING

- a. On-site custom training must be adequate to ensure that staff has a thorough understanding of the equipment, materials and processes to be used in the services provided under this agreement. Additional instrument training and theory if applicable must be available at either a vendor site or on site. The training must include advanced troubleshooting, maintenance, operation, and software application.
- b. Vendor must detail integrated instrument troubleshooting, basic method development, instrument operations, and data analysis and reporting.
- c. The quotation price should include hands-on training for a minimum of two (2) staff of DPHL, given by field application specialist of the company without further charge. It should include all extraneous cables, parts, accessories, including any and/or all accessories, at no charge to get the DPHL started on its first assays including detailed start-up procedures. These course(s) may be held at vendor facilities.

F. FINAL ACCEPTANCE BY PUBLIC HEALTH LABORATORY

No payment for the materials will be processed until the Division of Public Health personnel is satisfied that the complete system is functioning according to these specifications.

REMARK: PLEASE ADHERE TO THE ABOVE SPECIFICATIONS AS LISTED IN THIS COMPETITIVE SEALED BID. DEVIATIONS FROM THESE SPECIFICATIONS WILL NOT BE ACCEPTED.

Bid number: HSS 09-014 Analyzer

Vendor: _____

Total Cost Page

(Product cost, delivery, service agreement, training, warranty and upgrades must be included in total cost – must be all inclusive)

Total Cost: \$_____

All Bidders:

Please include 2 Originals and 4 Copies of each of your bids. This should include any pamphlets, or additional materials you want to be taken into consideration.