

**Mission:**

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



**Ron DeSantis**  
Governor

**Scott A. Rivkees, MD**  
State Surgeon General

**Vision:** To be the **Healthiest State** in the Nation

**DATE:** March 13, 2020

**TO:** Prospective Vendors

**FROM:** **Brent Tambourine**, Procurement Officer  
Florida Department of Health  
Central Purchasing Office

**SUBJECT:** Addendum #4

The purpose of this addendum is to modify **section 2.4 - Timeline**, and to answer additional questions received in accordance with section 2.6, Questions, of the Invitation to Bid. This addendum serves as notice of the following change(s):

Deletions are indicated by “~~strikethrough~~” or reference. Additions, updates or replacements are indicated by highlighting.

**A. Modifications:** The following modification is made to **section 2.4 Timeline**, of the ITB:

<u>EVENT</u>	<u>DUE DATE</u>	<u>LOCATION</u>
ITB Advertised / Released	2/19/2020	<b>Posted to the Vendor Bid System at:</b> <a href="http://vbs.dms.state.fl.us/vbs/main_menu">http://vbs.dms.state.fl.us/vbs/main_menu</a>
Questions Submitted in Writing	<b>Must be received PRIOR TO:</b> 2/24/2020 3:00 PM	<b>Submit To:</b> Florida Department of Health Central Purchasing Office <b>Attention:</b> Brent Tambourine Suite 310 4052 Bald Cypress Way, Bin B07 Tallahassee, FL 32399-1749 E-mail: <a href="mailto:brent.tambourine@flhealth.gov">brent.tambourine@flhealth.gov</a>
Answers to Questions (Anticipated Date)	3/11/2020	<b>Posted to Vendor Bid System at:</b> <a href="http://vbs.dms.state.fl.us/vbs/main_menu">http://vbs.dms.state.fl.us/vbs/main_menu</a>
<b>Sealed Bids Due</b>	<b>Must be received PRIOR to:</b> <del>3/20/2020</del> <b>3/27/2020</b> 3:00 PM <b>2:00 PM</b>	<b>Submit To:</b> Florida Department of Health Central Purchasing Office <b>Attention:</b> Brent Tambourine Suite 310 4052 Bald Cypress Way, Bin B07 Tallahassee, FL 32399-1749

<b>Sealed Bids Opened</b>	3/23/2020 3/27/2020 2:00 PM 3:00 PM	<b><u>PUBLIC OPENING</u></b> <b>Submit To:</b> Florida Department of Health Central Purchasing Office <b>Attention:</b> Brent Tambourine Suite 310 4052 Bald Cypress Way, Bin B07 Tallahassee, FL 32399-1749
Anticipated Posting of Intent to Award	3/30/2020 4/2/2020	<b>Posted to the Vendor Bid System at:</b> <a href="http://vbs.dms.state.fl.us/vbs/main_menu">http://vbs.dms.state.fl.us/vbs/main_menu</a>

**B. Responses to Questions received pursuant to section 2.9, Questions:** Please see the Department's response to questions received by the due date outlined in section 2.5. Timeline, of the ITB, below:

#	Question	Answer
1	What is the expected turnaround time for scanning and delivering images to DOH as measured from the time the vendor receives the files/batches?	Two business weeks per batch, or ten days.
2	Please explain how DOH estimated the number of images (3,652,996) for this project. Was this estimate based on the estimated number of boxes in the regions (est. 543 boxes per Attachment B)? If yes, this would suggest each box contains an estimated 6,727 images. Is this correct? If no, please estimate the average number of images per box.	Total has been amended to 1,438,250 based on the average of 2,500 images per box and the number of boxes in the project.
3	Can DOH provide an estimate of the number of boxes per CHD location?	See Appendix A attached to Solicitation documentation.
4	Will the vendor be required to make multiple trips to a CHD over the course of the contract or should the vendor assume that all boxes for a CHD will be picked up and transported at the same time?	One-time pickup from each location. See revised Attachment A, Scope of Services, Task 6.1.5 of Addendum #3
5	Are the boxes prepared by the CHDs and available for pick up once the contract is awarded or will their availability occur at different times over the course of the two-year contract?	Most will already be available, some smaller counties may have different availabilities.

6	<p>Please provide any requirements specific to the transport or shipment of boxes from the CHD to the vendor? What requirements are there for the use of a 3<sup>rd</sup> party carrier to ship boxes from a CHD?</p>	<p>Individual transportation needs will be addressed by the awarded vendor. Due to HIPAA concerns, third party carrier will not be allowed for pickup.</p>
7	<p>Please answer the following questions regarding the actual boxes to be used:</p> <ol style="list-style-type: none"> <li>Are the box dimensions being used standard for all locations?</li> <li>What are the actual dimensions of the boxes?</li> <li>Are boxes with detachable lids being used?</li> </ol>	<ol style="list-style-type: none"> <li>Yes</li> <li>Standard 1.2 cubic foot box is 15" x 12" x 10"</li> <li>Yes</li> </ol>
8	<p>Please confirm that the CHDs will be responsible for packing the boxes and preparing them for pick-up?</p>	<p>The ADAP client records will be packed in boxes, ready for pick-up and the service provider will not be required to pack the records for shipment or to provide the boxes.</p>
9	<p>Will the CHDs prepare a manifest of the content of each box? If no, is the vendor required to inventory each box? Proper chain-of-custody is for the customer to create an inventory that should be validated by the vendor upon receipt.</p>	<p>Yes, the CHDs will provide a manifest of the boxes.</p>
10	<p>Please describe the type of content in the files. Are the pages primarily standard 8 ½ x 11? Do files contain carbon paper? Vellum paper? Legal size or larger documents?</p>	<p>8.5 x 11 and 11 x 14, standard paper.</p>
11	<p>For paper content can you estimate an average duplex rate (e.g., what percent of documents are double sided vs. single sided)?</p>	<p>It is not unusual to expect duplex documents. Percentage cannot be provided</p>
12	<p>Please estimate the average number of <i>folders</i> per box that should be used for estimates (e.g., 65 folders/box).</p>	<p>Approximately 100 folder per box. Will be less for smaller counties.</p>
13	<p>Please estimate the average number of <i>pages</i> per folder.</p>	<p>Approximately 21 pages</p>
14	<p>Please describe the indexing requirements, including the name of each field and estimated keystrokes.</p>	<p>See Addendum #3, section <b>6.1.6.2</b>. After preparing the documents, scan documents at 300 dots per inch, black and white within two years from issuance of the purchase order or at completion of project tasks, whichever occurs first. Indexing of documents will be</p>

		<p>done by County, Date of scan, Client last name, and Last 4 Digits of client SSN. Client paper documents will be organized in folders and may be loose or secured with clips or staples. Scans will be completed as one PDF file per client, per region.</p> <p>Number of keystrokes is not quantifiable by the program office, this can vary from contractor to contractor and the process they use.</p>
15	Can the indexing information be found on a page in the folder?	Yes.
16	Please confirm that indexing will be performed at the folder level?	Confirmed, indexing will be per folder (per client).
17	Can DOH provide a single, comprehensive reference data file to be used for data lookups and quality assurance? At a minimum, this file would include the ADAP Client ID number and the corresponding First and Last Name.	Yes, see Exhibit A, Client Record Example, attached to the Solicitation documentation..
18	Please confirm or describe any requirement to separate, classify or organize documents by document type within a folder?	All documents will be scanned in the order they are seen in each folder. They will not need to be separated or reorganized.
19	Please describe how the documents are stored in the folder. Are the documents/pages stored loosely in the folder or bound in duo-tangs or other bindings?	See answer to question #14.
20	<p>Based upon the following descriptions, please indicate THE DEPARTMENT's assessment of document condition quality.</p> <p><b>Good Condition</b> – Documents are legible, without any tears or have minimal tears that have been repaired with tape, and thus allowing the files to be scanned. The paper is not degraded in any manner as to prevent the documents from being scanned. There are minimal to no creases or folds in the documents that would prevent scanning of the documents. If there are minimal creases or folds, they can be easily corrected so as to</p>	Good Condition

	<p>continue or begin the scanning of the documents.</p> <p><b>Fair Condition</b> – Documents are legible, with minimal tears that have been repaired with tape, and thus allowing the files to be scanned. Should the paper be moderately degraded it is not so as to prevent the documents from being scanned. There are creases or folds in the documents, but they will not prevent scanning of the documents. If there are minimal creases or folds, they can be easily corrected so as to continue or begin the scanning of the documents.</p> <p><b>Poor Condition</b> – Documents have legibility issues or may not be legible at all. They will have tears that may or may not have been repaired with tape, and thus may require correction before scanning. The paper may be somewhat degraded or degraded to the extent that additional handling of the document will be required to get it in a condition that is ‘fair’ for scanning. These documents will also have many creases or folds in the documents that prevent scanning of the documents. Corrections to these documents will be required prior to scanning.</p>	
21	<p>Please describe any other characteristics of the documents that may warrant special attention or care during prepping or scanning (e.g. older documents that are torn, folded documents, small documents or pieces of paper that may need to be taped to larger pages, etc.)</p> <ol style="list-style-type: none"> <li>a. How frequently will the documents need to be accessed during imaging?</li> <li>b. Will document requests be made centrally through a single Department representative (e.g., the Department Project Manager)?</li> <li>c. When fulfilling the document request is it</li> </ol>	<p>This will be a case by case basis. Based on past client files, documents are in good condition. Any documents too small to scan may be affixed to larger paper to accommodate the scanning process and may be returned to the client’s folder affixed to that larger paper.</p> <ol style="list-style-type: none"> <li>a. Case by case basis, as needed.</li> <li>b. Yes, requests will come from the Project Manager</li> <li>c. This may be an option on a case by case basis.</li> </ol>

	an option to provide an electronic or imaged copy of the materials (thereby reducing the impact on imaging completion, improving response time and avoiding the associated shipping costs to the Department)?	
22	Will customer QA of the scanned files be assigned to specific individuals or will this role be assigned to an individual at each county office?	This role will be assigned to the Project Manager
23	The ITB refers to an image quality measure of 98%. Can the Department please describe their expectations regarding this measure and how it will be calculated (100% review of all images and index information, statistical sampling, etc.)?	Statistical sampling. The ADAP project manager will determine quality.
24	If the vendor has staff that have already been screened through the Department to work on other projects, will these staff have to be rescreened to be allowed to work on the project?	Existing staff that has been screened do not need to be re-screened if documentation can be provided upon request.
25	What is the required turnaround time to fulfill a request for a file from a CHD?	Within two business weeks, or ten days.
26	Is the vendor required to store files which have been scanned for a period of more than 60 days? If yes, what is the required timeframe to store files?	This will be on a case by case basis. If storage time will be more than 60 days there will be a contingency plan created between the ADAP Project Manager and the vendor's project manager.
27	Is DOH currently contracting with a vendor to perform these services? If yes, will any transition be required?	No, DOH is not currently contracting with a vendor for these services.

**Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.**