

**Addendum #3
ITB DOH19-020
ADAP Scanning**

DATE: March 11, 2020

TO: Prospective Vendors

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

SUBJECT: Addendum #3 Questions and Answers

The purpose of this addendum is to modify **Attachment A**, Scope of Services, **Appendix A**, Regional Breakdown, include **Exhibit A**, Redacted Client File Notice of Eligibility, and to answer questions received in accordance with section 2.9, 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 modifications are made to **Attachment A**, Scope of Services, and **Appendix A**, Regional Breakdown, of the ITB:
1. Attachment A, Scope of Services:
 - a. **Task 6.1.5 is revised as follows:** Create a pick-up schedule with the ADAP CHDs listed on Appendix A for the pick-up of batches **stored in standard 1.2 cubic foot boxes** from the ADAP CHDs and transfer of the batches to Respondent’s worksite as requested by the Department. Pick-up and transfer the batches in accordance with the schedule. Confirm the number of batches in each shipment with the Department immediately after receiving a batch. Notify the ADAP Project Manager of pick-up schedule prior to the pick-up of each batch.
 - b. **Task 6.1.6. is revised as follows:** Securely scan, index, format, upload, and transfer approximately ~~3,652,996~~ **1,438,250** images from the ADAP client records within two years from purchase order execution or at completion of project tasks, whichever occurs first. All scanning, indexing, formatting, uploading, storage, destruction, and handling of ADAP client records must be done in Florida and in compliance with Chapter 119, Florida Statutes and sections 381.004 and 384.29, Florida Statutes. Securely scan, index, format, upload, and transfer ADAP client records as follows:

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6.1.6.1. Prior to scanning ADAP client record documents, prepare the documents by removing staples, paper clips, binder clips, sticky notes, and carbon paper as necessary.

6.1.6.2. 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 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.

6.1.6.3. After scanning each batch, upload each PDF file into the applicable file on the SFTP server, labeled by county and date of the scan. There must be a different PDF file for each ADAP client records.

6.1.6.4. Provide images to the Department in a multi-page PDF format for each ADAP client, saved as a Windows network folder as specified by the Department.

~~6.1.6.4~~ **6.1.6.5** Zip and transfer PDF files to the SFTP server after scanning the ADAP client record documents.

~~6.1.6.5~~ **6.1.6.6** Re-scan documents at the Department's request. All re-scanning must be completed within two years from issuance of the purchase order or at completion of project tasks, whichever occurs first. In the event that the quality of the scan falls below 98 percent, or the image quality falls below 98 percent for any one batch, the entire batch must be re-scanned and indexed.

c. **Task 6.1.11.1. is revised as follows:** Obtain a Level 2 Background screening ~~via a Live Scan Machine~~ and fingerprints for all employees with access to ADAP client records.

2. **Appendix A, Regional Breakdown, is deleted and replaced in its entirety.**

B. **Additions to this solicitation: Exhibit A, Redacted Client File Notice of Eligibility, is hereby added.**

C. **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:

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#	Question	Answer
1	I just wanted verify that out of state bidders would not be eligible per the requirement that the vendor maintain their production office within the State of Florida, correct?	Yes. See revised Task 6.1.6 of this Addendum.
2	What is the indexing level / number of indexes for each ADAP Client Record?	One index per Client Record. See revised subparagraph 6.1.6.2, of this Addendum.
3	Is it possible to provide an EXAMPLE of the indexing the needs to be done for each of the ADAP Client Record?	Yes. See attached Exhibit A, Redacted Client File Notice of Eligibility, which is attached to the Addendum.
4	Just for clarification, we normally use a third party out of state vendor who remotely accesses our local (Pensacola, FL.) secure server to complete the indexing, based on section 6.1.6 is this allowable?	Yes.
5	Can we view the documents? Preferably at a site near our facilities.	No. Site visits are not permitted.
6	Will we be able to pick up boxes in each area all at one time? In other words, would I be able to pick up all the boxes in the South Region at one time?	No. The Department will not be consolidating boxes at singular locations in each region for pickup.
7	Appendix A Regional Breakdown for South region has Broward County with a Tampa address	This is a third-party storage facility located in the Tampa area. There are no records to be picked up in Broward county. See Amended Appendix A, which is attached to the Addendum.
8	Since we are being asked to submit per box pricing can you provide the number of pages per box?	Approximately 2,500 pages.
9	How are the files to be indexed?	See answer to question 2.

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10	What is the estimated number of individual files?	Approximately 37,462.
11	What is the average number of pages per individual file?	Approximately 21 pages.
12	Since there is no pre-bid conference would it be possible to visit one of the county locations to view/inspect the files for scanning?	No. See answer to question 5.
13	Are there duplex pages in the files?	Yes.
14	Are there any color documents?	Yes.
15	Are there pages larger than 8.5 x 11?	Yes.
16	Can you provide more detail on the upload process onto to SFTP server? Can multiple PDF files be uploaded simultaneously or just one PDF at a time?	Multiple PDF files can be uploaded simultaneously.
17	How was the 3,652,996 image count calculated?	See revised Task 6.1.6, of this Addendum. 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.
18	What size are the boxes?	1.2 cubic foot.
19	Would you provide an estimated breakdown by the number of boxes per individual site?	Yes. See revised Appendix A, Regional Breakdown, which is attached to this Addendum.

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20	Please identify which facilities (if any) we would have access to a loading dock	4745 Oak Fair Blvd. Tampa, 33610
21	Is this a one-time pick up or do you envision additional pick-ups needed at future dates?	One-time pickup from each location. See revised Attachment A, Scope of Services, Task 6.1.5 of this Addendum.
22	What data fields will records be indexed/identified electronically?	See answer to question 2.
23	“Live Scan Machine” – is mentioned in two places. The definition in Para 1.5 appears to include the scanner to be used for scanning and transmitting the documents, and the security measure in Para 6.1.11.1 refers to a fingerprint scanner such as that used at the Leon County Sheriff Department or the Florida Department of Law Enforcement. Which is the case? Please clarify.	Live Scan Machine referred to in Section 1.5, Definitions, refers to a scanning machine that will be used to scan ADAP client records and upload them to the SFTP server. See revised Task 6.1.11.1 of this Addendum, which eliminates the reference to a different Live Scan Machine used to collect fingerprints for background screening purposes.
24	What document format are the ADAP Records in? Letter sized, Legal, or other? How many images are in each client record?	8.5 x 11 and 11 x 14. See answer to question 11.
25	What is the condition of the ADAP Records?	Good.
26	Para 6.1.6 references approximately 3,652,996 images from the ADAP Client Records to be scanned. Are those images filed by client in a specific order which must be maintained in a finished document, or does each image constitute a separate document to be indexed and filed separately?	Each image constitutes a separate document and must be indexed and filed separately.

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27	Are the removed sticky notes to be scanned along with the client record, or as a separate image?	They can be scanned with the record as a separate image.
28	When records are requested should we complete the scan then return them to the CHD?	Yes.
29	How does Department wish to index, file and retrieve each document? For example, Voucher Files are typically filed as a multi-page PDF file named as [Statewide Document Number]_[Voucher Number]_[Date].PDF. This example has three indexes, which are combined into a single unique filename like this: "D80-0037-8111_009947_12212007.PDF". These files can be retrieved using a Windows Search, or the indexes can be used in a database.	See answer to question 2.
30	Can the paper files be transported to our secure site by a common carrier, or by FedEx or UPS?	No.
31	The term "image" is not defined in Section 1.5 "Definitions". I assume that the term image refers to one image page and that the in-scope documents may be one or many pages. For example, a five (5) page paper document would be five (5) "images". Referring to Section 6.1.6.4 where the ITB states "Provide images to the Department in a multi-page PDF format for each ADAP client...", it seems that one PDF file would be multiple images and that the term "image" refers to one image page. Is this assumption correct?	Yes. One PDF file would be multiple images and the term "image" refers to one image page.
32	How are the paper source documents organized. Referring to Section 6.1.6.4 where the ITB states "Provide images to the Department in a multi-page PDF format for each ADAP client..." and Section 6.1.6.3 where the IFB states "There must be a different PDF file	Yes. The paper source documents may be organized into files, one file for each ADAP client.

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	for each ADAP client record.", it seems that the paper source documents may be organized into files, one file for each ADAP client. Is this assumption correct?	
33	If the paper source documents are organized in client files, what is the average number of pages per file? Alternately, what is the number of ADAP client files that are in the 3,652,996 images and the average number of pages per file can be calculated.	See answer to questions 10 and 11.
34	If the paper source documents are organized in files, Section 6.1.6.4 seems to indicate that each file would be delivered as one PDF file without indexing of specific document types within the one PDF client file. Is this correct?	No. A single PDF will be scanned per client file, per region.
35	If the paper source documents are not organized in files, one file for each ADAP client, how are they organized? For example, are they individual loose, stapled or clipped documents?	Paper source documents are organized in files; one file for each ADAP client and may be secured by staple or paperclip.
36	If the paper source documents are arranged as individual loose, stapled or clipped documents, what is the average number of pages per document?	See answer to question 11.
37	What is/are the document size(s) of the materials to be scanned?	See answer to question 24.
38	If any of the source documents are greater than 8.5 x 14, please provide document size and respective percentage. For example 5% are 11x17.	See answer to question 24.
39	Can details on the indexing requirements be provided?	See answer to question 2.

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40	The scope of services mentions pick-up and transport of the ADAP client records. This seems to indicate that the ADAP client records will be packed in boxes, ready for pick-up and that the service provider will not be required to pack the records for shipment or to provide the boxes. Is this correct?	Yes. The ADAP client records will be packed in boxes, ready for pick-up and that the service provider will not be required to pack the records for shipment or to provide the boxes.
41	If the ADAP client records are packed and ready for pick-up by the service provider, will the DOH provide a manifest of boxes and the individual records that are contained in each box?	Yes.
42	What size are the boxes listed in the Pricing Matrix on Page 32 of the ITB? Are all boxes the same size? Are the boxes the standard 1.1 cubic foot "Bankers Box" (10'*12'*15)"?	See answer to question 18. All boxes are the same size.
43	The Pricing Matrix on page 23 of the ITB totals to 523 boxes. The Section 6.1.6 states an expected volume of 3,652,996 images. 3,652,996 images divided by 523 boxes calculates to an average of 6,727 images per box. Experience has shown that the 1.1 cubic foot boxes typically contain 2,500 to 3,000 image pages per box. Can you please provide detail on how the expected image count was calculated in relation to the expected number of boxes and/or validate the expected image and box counts?	See answer to question 17. Average images per box (2,500) x 523 boxes + 10% to account for fluctuation in volume.
44	It is usual to expect a mixture of single-sided and double-side (duplex) original paper documents. Can an estimate of the percentage of duplex pages be provided?	It is not unusual to expect duplex documents. Percentage cannot be provided.
45	The ITB seems to indicate that the boxes will need to be picked-up at each of the 45 locations listed in Appendix A and not at a regional centralized location. Is this correct?	Yes.

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46	If the boxes are to be picked-up at each of the 45 locations listed in Appendix A, can the box count per location be provided?	See answer to question 19.
47	The ITB does not include a requirement that Optical Character Recognition (OCR) be applied to create searchable PDF files. If this would be advantageous to DOH, would you expect to amend the ITB to include this requirement?	No.

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.