State of Arkansas Department of Health
DH-24-0002 Forms Processing
Addendum 1
Written Questions and answers

Question ID	Reference (page number, section number, paragraph)	Specific Language	Question	Answers
1	Intro paragraph 2, Page 1		Please describe the double-blind entry process that is required.	*The data entry for each form needs to be done independently by two different people. Then the data from both users is compared. If they match, the data is ready to be submitted to ADH. If not a third person needs to look at the data to determine the correct data to be submitted to ADH.*
2	Item 2, Page 1		Please describe how the vendor should handle situations in which a data element or multiple data elements are illegible or missing.	*If the form is missing data, then that field is left blank. The vendor should make every attempt to read illegible data to the best of their ability and enter that interpretation.*
3	Item 2, Page 1		Please share or describe the data output template for record retrieval by the agency. For example, an Excel / CSV format with headers or descriptions.	*The output file is Excel with headers that correlate to the form fields. Some data elements will have to have validations such as date ranges for Dates of Service and Date of Birth, Race, Ethnicity, etc. These headers will change especially through an outbreak. For example, we have questions on the forms that are added or removed based upon ADH information needs. Each record has to have the form data as well as the image file names associated with that record. The data and image files are linked together.*
4	Item 9, Page 1		Please describe the data validation process that the agency will use.	*The data validation process the agency uses is its Offsite Medical Record System. Once the agency receives the data file, it is uploaded into the system, and validation checks are performed.*
5	Item 10, Page 1		Please provide the number of documents processed each year, preferably by month for the past three years.	*The monthly numbers are not available for the last three years but 80% of the data entry is completed between October 1 and December 31. The annual numbers are 2021 (239,340); 2022 (165,703); 2023 (122,323).*
6			Whether companies from Outside USA can apply for this? (like, from India or Canada)	*While there is not a specific exclusion there are Arkansas contracting laws requiring registrations and associated funding limitations that make this impractical.*
7			Whether we need to come over there for meetings?	*See Attachment 1, Item #4.*
8			Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	*The advertised solicitation does not preclude this.*
9			Can we submit the proposals via email?	*No. See Invitation For Bid Page 1 "Delivery of Response Documents".*
10			I could not find anywhere in the materials, an example of the double-sided immunization form, which is critical to gaining an understanding of the data entry requirements. In this regard, was there an attachment that we did not receive?	*Sample forms are now attached as Addendum 2 and Addendum 3.*