

# DH-24-0002 Attachment 1

## Scope of Work

The Arkansas Department of Health (ADH) is seeking a qualified Contractor to perform data entry from scanned images of hand-completed, paper outbreak, and offsite immunization forms. The Contractor will develop and maintain a secure, user-friendly online platform to accept scanned images of double-sided immunization forms collected from ADH offsite clinics. The platform should allow ADH staff from up to 103 sites to upload their scanned images easily.

The Contractor will also develop and maintain a secure online portal that enables ADH to track the data entry status, retrieve entered records, and view associated record images. The data entry process must include double-blind verification for accuracy. All data must be HIPAA compliant, and a confidentiality agreement with ADH must be signed upon award.

## Contractors Requirements:

1. **Secure Online Platform:** Develop and maintain a user-friendly online platform to accept scanned images of double-sided immunization forms from ADH staff at various sites.
2. **Secure Online Portal:** Develop and maintain a secure online portal for ADH to track data entry status, retrieve records, and view associated images. This portal should also provide reports such as records received, records entered, and records not entered. These reports need to be queried by date ranges. Realtime Status updates via a Dashboard are required. Also, any edits or changes to the records in the portal need to have an audit history by user audit functionality.
3. **Data Entry:** Utilize scanned images provided by ADH to perform accurate and efficient data entry into the online portal.
4. **Weekly Meetings:** Conduct weekly meetings with ADH via Microsoft Teams to discuss project status, issues, and progress.
5. **Timely Responses:** Respond to issues or concerns raised by ADH within 24 hours of notification.
6. **Data Format:** Accept all forms in TIFF format, with each side of the form as individual image files.
7. **HIPAA Compliance:** Ensure all data handling and storage practices are HIPAA compliant.
8. **Timely Implementation:** Have the system, including the online portal, fully operational within 30 days of contract award.
9. **Data Validation:** Use data validation tools provided by ADH to ensure data quality.
10. **Processing Capacity:** Have the capacity to process approximately 150,000 double-sided handwritten forms within 60 calendar days during flu season (October to February).

11. Entry Time Guarantee: Guarantee the entry of forms within two weeks of delivery to the Contractor's portal. This could be less dependent upon the needs such as an outbreak and the need for the information more quickly.
12. Flexibility for Changes: Accommodate ongoing form and data changes as required by ADH.
13. Scalability: Be able to increase production capacity with a two-week notice to handle increased volume due to outbreaks.
14. Data Storage: Ensure all data resides on secure servers located within the United States.