

Arkansas State Medical Board**Scanning Services****SP-18-0100****Questions and Answers**

#	Question	Answer
1	Whether companies from Outside USA can apply for this? (like, from India or Canada)	See requirements in Section 2 of the IFB.
2	Whether we need to come over there for meetings?	See requirements in Section 2 of the IFB.
3	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	See requirements in Section 2 of the IFB.
4	Can we submit the proposals via email?	No.
5	Our headquarters and scanning facility is in Frederick, MD and does not meet the 6 hour location requirement, however, we routinely provide scanning services to clients on-site. In order to insure the protection of the PII contained in the ASMB records and to provide record accessibility, would you consider an on-site scanning project?	No.
6	Please clarify the reference to tabs being “bookmarked” as used in the Section 2.6 B, item 3. Are visual separator sheets per tab considered bookmarks, or is this referring to PDF bookmark links stored within the final .PDF file?	See addendum. This refers to the bookmark feature available in Adobe.
7	1.7 Response Documents, 2b. Would you please confirm if there is any form that needs to be submitted along with the response document?	1.7.A.2 States “The following items should be submitted in the original Bid Response Packet.”
8	1.7 Response Documents, 2d. Are the contractors supposed to comply with the template?	Yes.
9	2.13 Performance Standards. Please confirm if the contractor needs to respond to the table with service criteria’s in the response document.	No.
10	Section 2.3 Please confirm if the contractor needs to propose backup locations (With Disaster Recovery) as well. If yes, what are the criteria/requirements?	No.
11	What all requires images to be in color?	See addendum. Any ASMB color documents, ether original or reproduced, must be scanned in auto color.
12	Do the physical tabs need to each be scanned?	No, see answer to Question 6.