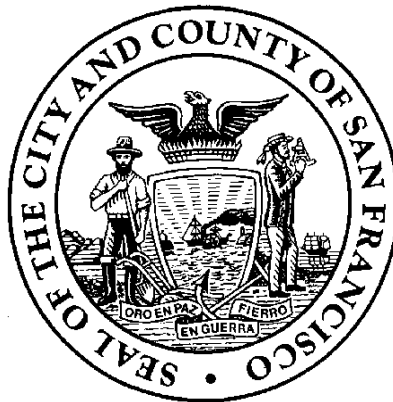


**E-MAIL QUESTIONS AND ANSWERS**  
November 7 through November 21, 2019  
for  
**RFP 35-2019**

**City and County of San Francisco, Department of Public Health**



**Request for Proposals (RFP) 35-2019**

**Off-Site Storage and Destruction of Records and X-Rays Services  
Medical Record Maintenance**

**Proposals are due on or before 12:00 Noon**  
**December 11, 2019**

1. Since there is already a vendor with a contract with City and County of San Francisco providing storage, scanning and destruction of documents, why does the department have to go out to bid for a document vendor?

**Answer:** Current contract with vendor ends on 6/30/2020. In order to have a new contract in place beyond 7/1/2020, a solicitation must be done, hence why this RFP is needed.

2. Can the 55 mins stats (Rush) be done via edelivery? Digitize files and upload to SFDPH secure FTP site? Please be reminded that the bay area traffic is horrendous!

**Answer:** This would be an option for STAT requests with the record to be delivered on the next scheduled run.

3. Will potential new vendor require to store files and or X-ray on open shelves or in boxes?

**Answer:** Preference is open shelves – however, the vendor can choose the best option for their storage system – as long as it does not impact prices or retrieval, storage costs based on method recommended.

4. Will new vendor have to index all transferrable files for transparency purpose?

**Answer:** YES, for inventory control and to demonstrate receipt of file.

**Follow the guidelines of the RFP for Submission Requirements and Submission Details.**

**Proposals are due on or before 12:00 pm on December 11, 2019**