

New York State Department of Health
IFB #18819: Forge Proof Prescription Program

Questions and Answers Posted 10/21/2021

Question #	Question	Answer	IFB Section
1.	I am reaching out to you today in regard to the bid we received for the Forge Proof Prescription Program and was wondering if you could send us a sample of the pads? We are a printing company in Portland Maine that prints secure prescription pads and we are interested in this bid.	No sample will be provided. Please see page 8, Section 4.1.	Section 4.1
2.	Section 4.1. Can you please provide the current pricing for Items 1-5?	Please refer to contract #033003 via the following link: Open Book New York Office of the New York State Comptroller for pricing.	Section 4.1
3.	Input Data Validation, Pg 14- What type of information will NYS provide for a contractor validate items 1-8 listed on page 14 of the IFB?	This information will be provided to the successful bidder.	Section 4.1
4.	Will NYS accept laser imaging of the documents?	No, please see page 37, Section 7.1.	Section 7
5.	Call Center Requirements, Pg 20: Can NYS please provide the all the reports listed under Bullet #5 for the last 12 months? This data will be important for contractors to understand the Call Center resource needs.	No. These report(s) are generated and maintained by the contractor.	Section 4.1
6.	Call Center Requirements, Pg 20: What is the percentage of outbound calls vs. the percentage of inbound calls for the last 12 months?	This information is not readily available; it is maintained by the contractor.	Section 4.1

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7.	Call Center Requirements, Pg 20: What are the call monitoring requirements? Please provide a detailed requirement.	This information is not readily available; it is maintained by the contractor.	Section 4.1
8.	Call Center Requirements, Pg 20: What are the voicemail requirements? Please provide a detailed requirement.	This information is not readily available; it is maintained by the contractor.	Section 4.1
9.	Call Center Requirements, Pg 20: How many full time staff operate the current call center?	This information is not readily available; it is maintained by the contractor.	Section 4.1
10.	Numbering /Barcode Pg 8: Can the forms be numbered during imaging instead of at press?	Please see page 8, Section 4.1.	Section 4.1
11.	Composition Pg 8: Can a multi language void feature? The word "void" would be seen in areas but also other multi language when chemicals are attempted to alter the documents.	This is not a requirement.	Section 4.1
12.	We subcontract the printing of the secure base-stock as well as the thermal and Intermec rolls through another supplier. Does NYS DOH require any documentation included in our bid from them as our subcontractor?	Please see page 30, Section 5.9.	Section 5.9
13.	Is there a defined procedure regarding subcontractors?	Yes, please see page 30, Section 5.9.	Section 5.9
14. a	Minimum of 6 Million official NYS prescription forms in secure storage for emergency orders – would this on-hand quantity be in addition to the monthly usage and production forms utilized?	Yes, please see page 8, Section 4.1.	Section 4.1
14. b	Would payment for this emergency use stock be part of the monthly invoicing or paid at the beginning of the contract?	Neither. No payment will be made for emergency stock until the order is shipped.	Section 4.1 Section 5.4
15. a	Please confirm that the quantity on hand for prescription order form product types and the anticipated monthly usage is based on prescription order forms:	This is confirmed. Please see Amendment #1.	Section 4.1

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15. b	The number of one-part prescription pads is based on individual prescription forms, not pads of 100 prescription forms	This is confirmed. The Quantity on Hand for the One-part prescription pads are based scripts/forms. Please see Amendment #1.	Section 4.1
15. c	Similarly, the laser sheets (both 1-up and 4-up versions) are also based on forms not reams of 500 which is a standard pack size	This is confirmed. The Quantity on Hand for the Laser Sheets are based on scripts/forms. Please see Amendment #1.	Section 4.1
15. d	The rolls of thermal and Intermec thermal product is based on # of rolls that should be on hand	This is incorrect. The Quantity on Hand for the Thermal and Intermec are based on scripts/forms. Please see Amendment #1.	Section 4.1
16.	Please clarify the required color for the number/barcode printed on the prescription forms. These two statements indicate two different colors for the barcoding: "Each individual prescription must have a unique number and matching code 3 of 9 barcode printed in black. Forms held in storage for NYS shall be consecutively numbered/barcoded in fluorescent ink..."	These requirements refer to two different situations: Prescriptions in active use and prescriptions being held in storage.	Section 4.1
17.	Please clarify the references to imprinting a "carton sequence number" on the shipping container along with our return address and "NOT A SAMPLE". Is this required variable data printed (serialization) directly on the box? Or is a label sufficient?	The use of labels is permissible.	Section 4.1
18.	Please clarify or confirm: The one-part prescription pad forms must be imaged using an ink jet process, however the forms also require an additional coating to promote toner adhesion (laser lock) on the laser sheet 1-up and 4-up versions.	This is confirmed.	Section 4.1
19.	In addition to online orders, are orders acceptable by fax and email as long as they contain the signature of the practitioner? Can practitioners only order via mail?	All formats mentioned are acceptable.	General
20.	Will the contractor be required to produce any artwork for support documents used in the ordering process?	No.	General

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21.	Is a cloud-hosted software solution that satisfies all application security requirements acceptable or is it required that the software system be hosted on-site?	Yes, a cloud-hosted solution that meets all applicable security requirements is acceptable.	Section 4.1
22.	Item # 2 states that the user/practitioner may select quantity of forms for the order, however, the system limits may be set by the DOH for minimum/maximum order quantities. Then on Page 41 Attachment B Bid form states that there is no minimum quantity requirement per order of pads, forms or rolls. Can you please clarify these two statements?	The maximum number of practitioner scripts the system will allow is 2,000. There is no minimum number of scripts that a user can order (sold in unit packages of pads, reams, and rolls).	Section 4.1
23. a	Please confirm that our pricing per unit included with our bid should also include all shipping costs, as pricing is net F.O.B. destination to any point in NY State.	This is confirmed.	Section 5.4
23. b	Also please confirm that we may use FedEx and pricing is net F.O.B. destination to any point in NY State. Also please confirm that we may use FedEx and or UPS at our discretion for the delivery of NYS prescription forms.	Please see pages 21 and 22, Section 4.2.	Section 4.2
24. a	For the unit price, please confirm that there is no quantity per order and that each price per unit is as follows:	At least one unit (pad, ream, roll) must be ordered.	Bid Form
24. b	Item 1: based on 1 pad of 100 forms, personalized/customized with practitioner info	This is confirmed. Please see Amendment #1.	Bid Form
24. c	Item 2 and 3: based on 1 sheet of 8-1/2"x11" security paper for the 1-up or 4-up Laser sheets, non-personalized	This is not correct. Laser 1-up is based on ream (500 scripts/forms per ream); Laser 4-up is based on ream (2000 scripts/forms per ream). Please see Amendment #1.	Bid Form
24. d	Item 3 and 4: based on one roll of either thermal or intermec paper, nonpersonalized	This is correct. Thermal and Intermec are based on rolls (500 scripts per roll). Please see Amendment #1.	Bid Form
25.	For each Unit Price, please confirm that shipping should be included in the unit price	This is confirmed.	Section 5.4

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26.	Is there a breakdown of the order sizes produced by form type previously?	Number of scripts for September 2021- Institution Rx – 48,300; Practitioner Rx – 872,200; Laser 1-Up Rx – 122,000; Laser 4-Up Rx – 50,000; Thermal Roll – 42,000; Intermec Roll – 2,000	General
27.	Are quantity breaks (number of pads per order) flexible; e.g. 1, 5, 10, 15, 20 or 1, 4, 8, 16, etc.?	The question is unclear; therefore, the Department is unable to respond. The Departments adds that there is a 20-pad limit per practitioner order.	N/A
28.	<i>We are asking for clarification of the following quantity discrepancy: IFB# 18819, page 7, section 4.1. Product or Service Requirement, PRESCRIPTION ORDER FORM PRODUCT TYPES, chart containing Minimum Anticipated Monthly Usage. Can you confirm the quantities being quoted as there is some discrepancy in what is being asked and what has been actually produced and used in the past which could result in major price fluctuations amongst the bidders.</i>	The quantities are confirmed. For clarification, please see Amendment #1.	Section 4.1