

QUESTIONS AND ANSWERS

- Q1.** Exhibit A, Page 3; there is reference to “250,000 pages per week.” However, there is no indication of the total volume of pages; can the Court provide an estimate on total volume? **We estimate the volume of pages to be between 10,000,000 & 15,000,000 images per year.**
- Q2.** Is this an “on-demand” project (e.g. on-site scanning to be when pages are ready) or is there a certain volume available to scan at one? **Not on-demand. We have files ready to be scanned at once.**
- Q3.** Approximately, what is the total number of records/cases to be scanned? **We average about 650,000 paper scans to image a month. Or about 13,000 files a month.**
- Q4.** Approximately, how many records/cases are present on the microfilms and how many are in the paper format? **We have approx. 22,000 rolls of microfilm. We guesstimate we have approx. 10 million files in paper format here at the records center.**
- Q5.** For the paper based records, approximately how many pages are there per record/case and on average what percentage of those pages are of the 8.5 x 11 size? **Depending on the category, the majority of cases has approx. 30-50 pages per file. I would say about 95% of the pages are 8.5x11.**
- Q6.** Does the Superior Court expect the total project timeline to be the end of the optional 3rd year or earlier? **This is an ongoing project that may or may not end at the end of the 2nd option of the contract if awarded from this solicitation.**
- Q7.** Please confirm the deliverable for every case is one Multipage PDF that consists of multiple case documents in addition to the two indexes. **This is correct.**
- Q8.** Please confirm the excel Index has exactly one record for each record/case/Multi-page PDF. **This is correct.**
- Q9.** After all documents pertaining to a case are scanned and the index information is entered, are there any checks or data capture to be performed from the individual case images. I.e. assuming the scan quality is good, can the contractor skip through the remaining case images? **100% Quality Control by contractor is required for all images scanned.**
- Q10.** What is the total estimated volume of paper for on-site scanning? **We average about 650,000 paper scans to image a month.**
- Q11.** The RFP infers that the microfilm can be scanned off-site. Please confirm. **We have all of our imaging done on –site.**
- Q12.** How many microfilm rolls are part of this project? **Pre-pandemic our average roll count from microfilm to imaging was approx. 75 rolls a month.**
- Q13.** If the rolls are 16mm, are they 100’ or 215’ in length? **We have 16mm rolls and we have both 100’ & 215’, but our majority is 215’ rolls.**
- Q14.** Does the Court have any 35mm film rolls or microfiche as part of this project? **No.**
- Q15.** Will the Court except a bid for just the microfilm conversion work? **No.**
- Q16.** Is the Court aware of the existing contract BMI has with the JCC for these types of conversion services? **Yes.**

//

//

//

//

QUESTIONS AND ANSWERS

Q17. Exhibit A: Statement of Work, Section 5, Description of Records - are there any hard copy/paper documents larger than 11X17/Ledger sized that need scanned?

Super B/Super A3	13 x 19 inches	330 x 483 mm
C	17 x 22 inches	432 x 559 mm
D	22 x 34 inches	559 x 864 mm
E	34 x 44 inches	864 x 1118 mm
Metric Name Metric Size U.S. Equivalent		
A5	148 x 210 mm	5.8 x 8.3 inches
A4	210 x 297 mm	8.3 x 11.7 inches
A3	297 x 420 mm	11.7 x 16.5 inches
A3+	329 x 483 mm	13 x 19 inches
A2	420 x 594 mm	16.5 x 23.4 inches
A1	594 x 841 mm	23.4 x 33.1 inches
A0	841 x 1189 mm	33.1 x 46.8 inches

No, nothing bigger than 11x17.

Q18. Exhibit A: Statement of Work, Section 11.4 – Please provide all addresses the contractor will need to deliver the hard drive media to. How often is the hard drive media delivered to the Court? **770 S. Gifford Ave. San Bernardino, CA. 92145. Hard drives are uploaded to our computers once a week.**

Q19. In terms of scanning, please provide the percentage of backfile hard copy paper documents, existing Microfilm Reels vs. day forward and rush requests. **No rush scanning will be required by the Contractor.**

Q20. Please provide age variance of records and documents. Are gloves needed for sensitive aged documents/records? **No gloves needed. Our files are around 2006 and newer.**

Q21. How are the hard copy paper documents stored? **In banker boxes.**

Q22. Please describe the condition of the hard copy paper documents and the records? **Very good condition.**

Q23. What is the hard drive media platform needed? MAC, PC, UNIX, Etc.? **PC**

Q24. If the original document is a color document, does the court still want the color document scanned black and white? **No color docs needed, black & white only at 300 DPI.**

Q25. How are you currently doing this work today? **Onsite with contracted vendor.**

Q26. Will internet access and network access be available, or should the contractor assume devices scanning devices will be required to operate in a standalone, isolated manner? **No network or internet access will be provided by the court.**

Q27. Can an estimate be provided as to the % of pages that will comprise each document type? **Depending on the category, the majority of cases has approx. 30-50 pages per file. The Court estimates about 95% of the pages are 8.5x11.**

Q28. Will the data for the required index fields be readily available, such as on a folder tab or cover? If not, how will that data be located/determined? **Yes, we have prefix and case numbers on folder tabs.**

Q29. Can an estimate be provided as to the average/typical number of folders to be received each week? **Approx. 3,000 files a week.**

Q30. Please identify the content management system to which the documents will be ingested. **SharePoint & Odyssey.**

Q31. Is it required to scan microfilm onsite? **No.**

QUESTIONS AND ANSWERS

- Q32.** Can an estimate be provided as to the number of rolls of microfilm? **We have approx. 22,000 rolls of microfilm.**
- Q33.** Will microfilm be received on a daily/regular basis? **50 rolls a week.**
- Q34.** Is the microfilm original or diazo duplicates? **Diazo duplicates.**
- Q35.** Is the microfilm 100 foot or 215 foot rolls? **We have both 100' & 215', but our majority is 215' rolls.**
- Q36.** Can an estimate be provided as to the average/typical number of images per roll of film? **Approx. 6000-7000 images per roll.**
- Q37.** Is the microfilm volume in addition to the 250,000 page per week requirement? **Yes.**
- Q38.** Reference is made to microfilm and microfiche. Please clarify – is there both film and fiche to be processed? **Yes, we have both microfilm & microfiche.**
- Q39.** If there is microfiche to be processed, will the fiche be treated similar to the film and each fiche will be provided as a single PDF / A file? **Yes, a single PDF which would include the entire file.**
- Q40.** If there is microfiche to be processed, will the fiche be labeled on a paper cover or the fiche title bar in such a way that the data required for the generation of the file name and index value is available? **Yes, we have prefix and case numbers on the fiche title bar.**
- Q41.** If there is microfiche to be processed, is the microfiche step and repeat, diazo or jacketed fiche? **Jacketed fiche.**
- Q42.** Can an estimate be provided as to the number of microfiche? **We have approx. 100,000 cases of microfiche.**
- Q43.** Will microfiche be received on a daily/regular basis? **Yes, but the court has the option to change it.**
- Q44.** Can an estimate be provided as to the average/typical number of images per microfiche? **40-50 images per slide/ microfiche.**
- Q45.** Will the hard drives be delivered to the Court at the same address/building as the scanning work is performed? **Yes.**
- Q46.** There was mention of some microfilm in the Overview Section. Can you elaborate on the microfilm? Quantity, type of microfilm? **The Court has approx. 22,000 rolls of microfilm. We have both 100' & 215' with the majority of rolls 215'. The rolls are diazo duplicates.**
- Q47.** You indicate the Court will provide adequate office space – what are the dimensions of the space? Will the Court provide the necessary office furniture? **The office space is approx. 35' x 25' and furniture is provided by the court.**
- Q48.** You indicate that the Court will batch work and will sometimes “rush” work. What is a regular batch size? **Average batch size is about 3,000-6,000 KB.** What is a “rush” batch size? **The Court very rarely does rush requests.**
- Q49.** You indicate the need for contractor to process fragile or types of records requiring special handling? What is that percentage? Will those fragile records require overhead scanning? **No need for records with special handling for this contract.**
- Q50.** You indicate scanning will be B&W at 300 dpi. Will you consider grayscale to capture some of the images you anticipate will be difficult to read? **No grayscale.**
- Q51.** Are any of the materials not suitable for high-speed scanning – fragile, brittle, thin, onion skin? **No.**
- Q52.** What percentage of the materials are over 11x17”? **Less than 1%.**
- Q53.** Is the 250,000 pages per week guaranteed volume? **No.**
- Q54.** What percent of the 250,000 images comes from microfilm? **None. The 250,000 are physical files.**
- Q55.** Is there a steady flow of scanning material every week or may there be downtime? **Steady flow.**

QUESTIONS AND ANSWERS

- Q56.** Will the vendor be compensated for downtime in the event the Court does not provide enough documents for scanning? **No.**
- Q57.** Is this work mostly on demand or backfile? **Backfile.**
- Q58.** How close is the designated scanning space to where the hard drives will be hand delivered? **About 60 feet, it is in the same building.**
- Q59.** Does the vendor need to use the space you provide for scanning, or can we use our own nearby office that already has equipment up and running? **Court will provide space for scanning.**
- Q60.** Will the vendor be provided badge access during normal working hours? **No badge needed.** Can we get in and out on our own? **Yes.**
- Q61.** Is there parking? Will you provide parking for workers? **Yes, there is designated parking.**
- Q62.** Does the scanning space get adequate cell phone coverage for Wifi\Hotspot or will we be in the basement or underground? **Cell reception is adequate, space is not underground.**
- Q63.** Is there and incumbent that is currently providing scanning services? **Yes.**
- Q64.** How are the Court documents currently stored? In cabinets, boxes, or off-site storage? **Files are currently stored in banker boxes.**
- Q65.** Under the Court's supervision, can Bidders review some of the Records/Microfilm listed in Exhibit A – Statement of Work, prior to the Submission Deadline? **No.**
- Q66.** Section 7 of the Statement of Work (Imaging Specs) – if 300 dpi black and white PDFs is not legible due to damaged films or paper, will the Court accept other formats? Such as grayscale or color? **Yes.**
- Q67.** Section 9.2 of the Statement of Work (Indexing metadata) – what type of output file does the Court need (CSV, XML, TXT File)? **PDF**
- Q68.** Section 10.6 of the Statement of Work – will the Court allow for a different image size other than 100 MB when the film is damaged, skewed, etc.? **No.**
- Q69.** Section 11 of the Statement of Work (Deliverables) – will the hard drive be delivered in the same building, 770 South Gifford Street? **Yes.**
- Q70.** Section 12 of the Statement of Work (Performance) – can the Court and Contractor agree on a weekly prepping and imaging minimum? **The Court does not have a minimum, only the maximum of 250,000 images per week.**
- Q71.** Is the Court open to have the completed scanned batches delivered via Secure Cloud/FTP site, rather than via Hard Drives? **No, but we may explore this option in the future.**
- Q72.** Does the Court currently uses a Document Management/ECM system where the scanned images will be imported to? **Yes.**
- Q73.** After completion of scanning, will the Court need secure shredding service for some of the records/media? **No.**
- Q74.** After completion of scanning, will the Court need secure off-site storage for the records/media? **No.**
- Q75.** Will the Court allow the Contractor to work with a Subcontractor (if needed)? **No.**
- Q76.** Will the Court allow the Contractor to take Microfilm Reels off-site to its production plant to comply scanning requirements (if needed)? **Yes, microfilm reels are allowed off-site.**
- Q77.** Exhibit A states that “Reels will be provided to Contractor in one or more batches,...”. Does the court anticipate being able to provide the reels (and paper originals) to the contractor without interruption or will there be delays between the availability of the records? In other words, will the contractor will able to scan all records during one trip or will the contractor have to return multiple times as the records become available to scan? **No interruptions or delays.**

//

QUESTIONS AND ANSWERS

- Q78.** Exhibit A, Section 12 Performance; states in part... Contractor will be capable of prepping and imaging up to 250,000 pages per week. A reasonable estimate of actual volumes are necessary if a bidder is to provide an accurate and competitive price quote. As such, what are the minimum number of pages that must be imaged per week for the contract's 1 year term? **Court does not have a minimum number of pages.**
- Q79.** If the Court elects to exercise any of its two (2) consecutive (1) year options, what are the minimum number of pages that must be imaged per week for those option-years? **Court does not have a minimum number of pages**
- Q80.** Exhibit A, Section 10; implies but does not explicitly state if the Existing Microfilm reels are to be digitized off-site. Is the contractor allowed to digitize the Microfilm reels off-site? **Yes, they are allowed to digitize off-site.**
- Q81.** Regarding litigation types: Are they grouped or sorted by type. How many different types and will it be clear either from the case number or from the physical file. **Files are sorted by type and will be clear by both the prefix of the case and case number. The Court has approx. 50 different prefix case types.**
- Q82.** The specification reads "Documents must be scanned in black and white at 300 dpi." Many agencies including the National Archives and the Library of Congress have adopted grayscale scanning in lieu of monochrome scanning because the vendor and the agency can be more confident that every detail on every page is imaged legibly. The risk of data loss using monochrome scanning even with 100% review is deemed too high and often the costs are higher to achieve a legible image requiring very careful review of every page to the original and constant rescanning to image light date stamps on dark originals, faded faxes, light handwriting, etc. Can vendors propose a grayscale scanning solution? This is of particular importance for any film scanned. A monochrome scanning solution will likely be more expensive with significantly more instances of originals flagged for insufficient quality to scan (Dark heavy print on blue paper with light pencil handwriting can be very difficult to image in monochrome for example but will image fine in grayscale with no adjustments) **No, the Court does not want grayscale scanning.**
- Q83.** There are many references in the specifications for the vendor to "maximize the readability", "highest professional quality" or "best scan" These can be very subjective terms and could result in the vendor committing to individually adjusting the brightness and contrast on every image multiple times based on many interpretations by different individuals as what is the "best" or "maximum" For the sake of being specific and so that vendors can understand expectations and costs associated with achieving an acceptable deliverable, can the agency consider revising the requirements such that the vendor is required to provide a legible version of each original? Please confirm that the agency understands that in order to achieve 250k scans per week, economically, that they understand vendors will be primarily using batch scanning devices and not scanning each page one at a time on a flatbed, manually adjusting brightness and contrast to achieve the "best scan" or the "most legible scan". Generally a gray scan at 300dpi will create an image that matches the original and adjustments are made to a very small percentage of low quality or damaged originals (improperly exposed film or faded faxes for example) **Court understands the expectations and does not wish to revise the requirements.**
- Q84.** Section 8.2.3 of the RFP reads "Bidder must include 'Not to Exceed' rates or amounts for all work and expenses payable under the contract, if awarded, including the initial term and all available options. Bidder may submit the same or different costs for each of the three possible years" Please confirm that the agency is requesting NTE unit rates, not a fixed bid for an unknown quantity of services for the complete project. **Court confirms it is requesting NTE unit rates.**

QUESTIONS AND ANSWERS

- Q85.** One of the biggest variable and unknown costs associated with scanning is estimating the amount of time it takes to prepare documents for scanning. The specifications do not indicate how heavily bound, stapled or clipped the originals are, if they are on multiple pronged sections, comb bound, perfect bound, etc. It is quite difficult for a customer to properly express what it will take across their entire collection particularly if it is not uniform and it is just as difficult for the vendor to estimate the same. The most fair and equitable method is for the agency to select or estimate how many hours to prep a box (equivalent to say 2300 images). 2-3 hours is typical for a medium level of binding so that vendors can calculate what their cost per image would be. It is more common to allow vendors to track their prep hours and bid an hourly rate for prep. Please consider modifying the cost sheet to allow vendors to bid prep hours. Just as an example a project with 250k pages loose in three ring binders is a very different amount of prep than a project with a staple every 2-3 pages, sticky notes, tiny receipts, folded items, pages in envelopes, certified mail receipts, etc. **The Court will not modify the cost worksheet. Bidders should use their experience with similar assignments to provide Document Preparation Cost.**
- Q86.** Other activities that are not currently quantified but that require special rates are scanning of various microform types (fiche, aperture cards, 16mm vs 35mm, open reel vs 3M) Bound book scanning, flatbed scanning, folded 11x17, large format, folders and plastic binder tabs) color photos or photographic film, copying floppy disks, CDs dvds, audio and video, etc. If these are discovered in the collection will they be excluded from the work or will the vendor have the opportunity to provide additional unit rate pricing? **See scope of work for unit pricing requests.**
- Q87.** Other than the statement that the vendor must be capable to process 250k images per week, there is no indication as to how much the agency has to scan, how much they intend to scan and if there is any minimum commitment. Can the agency estimate roughly how many images from paper and how many from microfilm in years 1, 2 and 3? **The Court has no minimum. Approx. 7,000,000 images from paper per year and approx. 1,000 rolls of microfilm per year.**
- Q88.** Being on site, vendors are at significant risk to work stoppage and it can occur as the result of environmental conditions, disease (covid outbreaks), power outages, budget impasse and many other reasons. How can the vendors be protected from the financial impact of a work stoppage that results from variables outside of the vendor's control. Can vendors provide a daily individual labor rate which can be implemented in the event of a work stoppage? **No, the Court will not be able to pay for work that is not performed.** If there is an extended work stoppage or hours/staff are restricted significantly by the agency can the vendor request fair compensation for any such modification? **No, the Court will not be able to pay for work that is not performed.**

//

//

//

//

//

QUESTIONS AND ANSWERS

Q89. It is clear that the cost is 35% of the evaluation, however the cost as it is currently structured does not have any quantities listed in order to compare vendor pricing. Unit rates to scan a total of 3 reels of film on site is very different than scanning 1000 reels of film on site. Can the agency consider revising the cost sheet so that vendors can better estimate volume discounts and so that there is no subjectivity to the cost portion of the evaluation. A common format is provided below where the agency makes their best estimates and then vendors can bid and are evaluated using the same parameters.

By adopting unit rates with estimates, it eliminates significant risk for the agency and the vendor when so many factors are unknown in the actual quantities and tasks required. Blended rates where flatbed and indexing is merged in the cost of document scanning puts the vendor at risk because they cannot predict how frequently a fragile original will require flatbed or planetary scanning.

Activity	Unit Type	Units	Unit Rate	Extended
Prep to pull binding	hour			
Document Scanning	image			
Flatbed Scanning	image			
Bound Book Scanning	image			
16mm Film Scanning	image			
35mm Film Scanning	image			
16mm Fiche Scanning	image			
Large format Scanning	sqft			
Indexing	keystroke			
OCR	image			
			Total Cost Year 1	

No, the Court will not revise cost worksheet.

Q90. If the vendor equipment will accept small items are they still required to tape them to larger sheets for scanning. (eg. If you tape a certified mail receipt to a page you cannot scan the backside) **No, they are not required to tape them to larger sheets.**

Q91. Will vendors be expected to scan large plastic tabs on dividers, heavy report covers, outside of envelopes or folders? **No.**

Q92. In order to account for the cost to name the files, can the agency define one of the following:

1. Images per file **Approx. 30 to 50 pages per file.**
2. Case files per foot **Unknown.**
3. Total number of cases AND total number of images in a year of scanning. **We average about 650,000 paper scans to image a month. Or about 13,000 files a month.**

Q93. Comparing a scanned image to every single original is very costly, inefficient, difficult to insure vendor compliance and does not statistically improve the quality or accuracy of the delivered product. While we are well experienced at this process can vendors propose alternative solutions to meeting a stated accuracy in addition to a solution where every page is compared to the original? **100% quality control by contractor is required for all images scanned.**

//

QUESTIONS AND ANSWERS

- Q94.** Are the items already boxed or must the vendor box the originals and who pays for the boxes and the cost to box? If it is the vendor can this be a separate line item with an estimate for total number of boxes (typically 12in of files in a standard banker box) **The files are already boxed in standard banker boxes.**
- Q95.** What accuracy is the agency requiring and how will the agency confirm said accuracy? Is the agency planning 100% review or some version of statistical review with a pass fail at the box level? There are typically two accuracies which are tracked, imaging accuracy and indexing accuracy. Accuracies typically range from 99.5% to as high as 99.999% Costs and strategies to achieve 99.999% are considerably different than lower accuracy rates. **After the contractor does their QC, the court does its own spot check QC. The Court will let the contractor know if we find any errors.**
- Q96.** Regarding accuracy, how long will it take the agency to review and accept a box from the time it is delivered? How long must the vendor warranty the work at no charge? **The Court does its reviewing within a day or two of receiving it. See Attachment 2 - General Terms and Conditions- Defined Terms, Section 3.22 Work**
- Q97.** Please identify how many references are expected (3-5?) and that the score applied to client references are based on the quality and similarity of the reference not just the number of reference provided. **RFP Section 8.1.3 states minimum of three (3) references. Score is based on experience on similar assignments and response provided by said references.**
- Q98.** Even when an agency defines a number of evaluation points it can be difficult for a vendor to assess if the agency is looking for the absolute best, most accurate solution where price is of little or no concern vs. a balanced solution to create a legible archive. For example triple or quadruple indexing of the case file numbers could be evaluated as a better quality but the cost to do so might not be economical or even beneficial. 200% QC is better than 100% QC but at twice the cost. Can vendors offer a base solution with options for increased QC, accuracy and other processes to improve the quality of the proposed solution as options for the agency to consider in the evaluation? **Bidder must bid the work as outlined in the Statement of Work.**
- Q99.** Can the agency provide internet connection to vendor for remote support, troubleshooting and to monitor batch OCR processes? **No network or internet access will be provided by the court.**
- Q100.** Can OCR and indexing be performed offsite? In order to be cost competitive with other vendors, will the agency allow data to be accessed remotely from individuals outside of the USA or by non US citizens located domestically. Generally vendors need to understand what the access and security requirements are for the data so that they can commit to and be held accountable for those requirements. How will the agency insure a vendor does not ship data overseas if it is disallowed? **No OCR or indexing to be performed offsite.**
- Q101.** The SOW states “The Court reserves the right to adjust working hours and may limit the number of Contractor’s staff allowed at its Records Center.” This could significantly impact vendor performance, ability to meet weekly throughput and profitably along with the staffing issues it can cause. How can the agency mitigate the repercussions of limiting staff or hours to the vendor? Being on site, the vendor is at significant risk to work stoppage. **Yes, there can be circumstances that work stoppage is necessary, for example the pandemic.**
- Q102.** What is the frequency and volume of rush jobs? **No rush scanning will be required by the contractor.**

QUESTIONS AND ANSWERS

- Q103.** Do bound items need to remain bound for scanning on a planetary or book scanner, or can they be disassembled or cut? What is the frequency of bound material which cannot be easily disassembled? **Bound items can be disassembled and cut. Frequency of bound items is about 1%.**
- Q104.** Can post-it notes be moved to an area of the same page which does not obscure content or to the back of a page or a blank page for scanning? What about sticky index tabs (“sign here”) does the vendor need a way to scan the pages with the tabs intact? What about the large hard plastic tabs which may not feed through the scanner? **No, the Court does not require post its or sticky index tables to be scanned.**
- Q105.** What will happen to the original materials after scanning, will they be retained or eventually destroyed? Should they remain in boxes or do they need to be returned to shelves or cabinets? **Original materials remain in boxes and the Court will destroy the files.**
- Q106.** Is it acceptable to use OCR to auto-rotate the images right reading or does the agency require vendors to manually orient pages? **It is acceptable to use OCR to auto-rotate images right reading.**
- Q107.** Regarding blank page removal, is it acceptable to use automated blank backside removal or does the agency require manual review and removal? **It is acceptable to use automated backside removal.**
- Q108.** Are onion skin pages common in the collection where vendors may be challenged with feeding the items through a feeder and will experience bleed through? Can the agency estimate the % of onion skin? **The Court has no files with onion skin pages.**
- Q109.** Are any of the pages encapsulated (in plastic sleeves) and if so at what frequency? **No.**
- Q110.** Is 1-2% skew acceptable? **Yes.**
- Q111.** Please confirm that if the agency requires monochrome imagery that automated deskpeklng is acceptable, that the agency will not require manual and tedious removal of individual speckles with an editor. **The Court accepts automated despeckling.**
- Q112.** For microfilm scanning it is common practice to leave a very small 1/8” or smaller black border to demonstrate to the viewer that the entire frame is captured without cropping data, is this acceptable? **This is acceptable.**
- Q113.** Please confirm that the vendor need only match the order of the source documents and that the vendor is not required to read the documents or page number to determine if the originals are out of order. **Correct, the vendor only needs to match the order of the source documents.**
- Q114.** Does the agency have an electronic list of valid case numbers? **Yes.**
- Q115.** Are the case numbers typed both on the envelope and within the first few pages of the file? **Yes.**
- Q116.** How are the files stored and grouped, are they in case number order and can there be gaps? **They files are in case number order and on very rare occasions may have gaps.**
- Q117.** Microfilm can have degraded sections within a reel and as such most agencies scan microfilm in grayscale. Can the agency accept a grayscale solution? **No.**
- Q118.** When scanning in grayscale a reel of film as a single pdf will exceed 100MB and potentially even in monochrome. Can vendors split the reel into 100Mb sections adding an extension like ~01.pdf, ~02.pdf, etc? **No.**

//

QUESTIONS AND ANSWERS

- Q119.** How can vendors be compensated for repairing microfilm and microfiche experiencing vinegar syndrome, redox, embrittlement since the severity cannot be known? Does the agency know that deteriorating film exists and if so in what quantity? **The Court has a small amount of microfilm rolls with vinegar syndrome. Approx. 300 rolls. All other microfilm rolls are in good condition.**
- Q120.** The SOW mentions microfiche repair, however the cost sheet does not include microfiche. Can the agency confirm what types of microform they have? Microfilm, microfiche, 16mm, 35mm, mixed, COM fiche, AB Dick Fiche, aperture cards, there are many types and not all devices will scan them all. Please identify what types are in the collection, the quantity of reels/fiche and the estimate frame count for each. **The Court maintains microfiche jackets & microfilm rolls. Microfiche jackets have approx. 100,000 cases on microfiche with approx. 40-50 images per jacket. The Court has about 22,000 rolls of 16mm film and each roll has approx. 6000-7000 images.**
- Q121.** How long must the vendor retain imagery after delivery? **Court request vendor to retain imagery for 1 year.**
- Q122.** Please confirm that the OCR process is expected to be batch OCR without review or correction and that the agency understands that the accuracy can range from 97-99%+ for clean machine printed text and much lower for degraded originals, microfilm and handwritten documents. **Confirmed.**
- Q123.** Are vendors delivering hard drives to the same location as the scan location? **Yes.**
- Q124.** Item 13 in the SOW requires vendors to scan most any document at the same base unit rate. While this would be acceptable if the specs and content are the same but would require a change if they are significantly different. Please confirm vendors would not be required to accept additional work which is out of spec for the same price as the base contract. For example the base contract as described does not require bound book scanning which is significantly more expensive than batch sheet feeding, however this provision would require the vendor to perform book scanning at sheetfed rates. Other examples would be heavily stapled documents or heaving indexing requirements at the document level. **If there is unusual circumstances, the Court will seek to adjust pricing if necessary.**
- Q125.** Please confirm that the cost proposal can be structured so that it is an objective and mathematical evaluation on a linear scale with the lowest cost vendor receiving maximum points and others receiving a proportional number of points based on proposed total cost. **The Court evaluates cost objectively and every effort is made to compare like to like. The Court uses the Judicial Council of California's method of assigning cost points which is a mathematical calculation.**
- Q126.** There can be specific preferences or desires that individual evaluators look for when reviewing proposed solutions and a vendor cannot possibly know the experiences and desires of the evaluators other than what is stated or requested in the SOW. Rather than disqualifying or scoring a vendor lower because a desire is not addressed can the agency commit to asking for clarification from the vendors if or when this occurs. For instance data and physical security is not addressed, data permanence is not addressed. **See RFP Section 11.0 Interviews and Attachment 2 - General Terms and Conditions-Defined Terms.**
- Q127.** A job of this magnitude performed offsite would typically be processed across multiple shifts. Is there any option or space in the facility where the vendor can operate more than one shift or weekends to minimize the amount of equipment necessary to complete 250k images per week and to provide the most economical solution? **No.**

QUESTIONS AND ANSWERS

- Q128.** Can the microfilm be scanned offsite or must it also be scanned on site due to security reasons?
Microfilm can be scanned offsite.
- Q129.** Please confirm that the microfilm should also be text searchable through an automated OCR process. **Confirmed.**
- Q130.** Other than background checks, are there any expenses which the vendor or employee could incur such as parking, badge fees, etc. which the vendor must anticipate when evaluating their costs?
No.
- Q131.** Will the delivery drives be encrypted and if so please confirm that no special or costly software will be required to decrypt the drives (bitlocker or similar)? **No encryption necessary.**
- Q132.** Please confirm that vendors may submit monthly progress invoices for work completed in the previous month. Please advise if vendors can invoice for completed work or it must be accepted work? If the latter, can the commit to accepting work within a reasonable timeframe from the date of delivery (typically 15 days) after which point if a box is not rejected it is considered provisionally approved for payment yet still retains any warranty terms. Is this type of invoice and payment strategy acceptable to the agency? **See Exhibit B: Payment Provisions.**
- Q133.** How can the Agency mitigate any risk for the Agency understaffing the QC effort or Agency QC staff being reassigned or absent as this can impact invoicing and if a procedural change causes an error it can go unidentified for very long periods without independent QC and acceptance by the Agency. Please confirm that the Agency will configure QC and acceptance so that 6 months of deliveries to not stack up without QC/acceptance by the Agency. **The Courts turnaround time for QC and accuracy is guaranteed to be less than 6 months.**
- Q134.** It is not uncommon for Vendor questions to be misunderstood, answered incorrectly, or the answer prompts additional questions. While it is not reasonable for the Q&A period to drag on forever, will the agency allow vendors an opportunity to clarify the agency response to vendor questions (not new questions but clarifications only)? **The Court may choose to clarify an answer if its original answer was incorrect; however, clarification must be requested no longer than 1 day after the questions and answers are publically posted.**
- Q135.** Has this type of work been performed for the agency in the past and if so please identify the vendor and any contractual or historical spending on similar efforts and/or how vendors can obtain this information. **Yes; however see Attachment 1- Administrative Rules, Section 1 regarding information about current or previous contracts.** Is there an incumbent vendor and if so are they allowed to respond to this solicitation? **Yes to both.**