SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN MATEO
Hall of Justice and Records
400 County Center, 4th Floor
Redwood City, California 94063

RESPONSES TO QUESTIONS REGARDING THE REQUEST FOR PROPOSAL FOR RECORDS SCANNING

(Released May 21, 2014)

1. Introduction, 1.4 - How long does the Court plan to take with the review of delivered images? If the vendor is to arrange for shredding, the review period will affect the length of the vendor's responsibility for the physical documents.

   Response: The Court anticipates that the Vendor will hold the files for up to four weeks.

2. Introduction, 6.1 A – Bullet 3 – How does the Court intend to maintain connection between the paper proposal and the electronic proposal and scan samples? We propose sending an electronic (e.g., CD-ROM disc) that would contain Word formatted RFP and sample scanned images. Is this acceptable?

   Response: CD-ROM format is acceptable. The purpose of this requirement is to facilitate preparation of the contract. The word version will allow us to copy and insert the statement of work or other provisions in a proposal that would be incorporated into the contract.

3. Introduction, Item 6.1 - What guidelines should be used for sample scanning? Is the Vendor required to submit the originals scanned along with the digital images? Should the vendor include color photographs, etc.?

   Response: Yes, the Court prefers having the originals provided in paper format to compare with the digital images.

4. Exhibit A, Item 2.0 - Is the Court interested in capturing highlighted text? Black and white scanning generally doesn't capture this information, but grayscale and color scanning do.

   Response: The Court is interested in its options on how this issue can be addressed by the vendors. Please include in your proposal the following:
   - **a) Whether you are able to capture highlighted text by your scanning process;**
   - **b) If so, by what method (e.g. gray scale or color); and**
   - **c) The associated cost(s) for this functionality.**

5. Exhibit A, Item 3.5 - Where will the identifiers for the filename be found for each category of documents? On the first page of the case, on the folder tab, on the front of the folder? Does this vary from one case type to the next?

   Response: This information will be communicated during orientation with the Vendor and on each batch sent. The Court will not intermingle case types within batches. The identifiers do vary from case type to case type but will be defined during the project.

6. Exhibit A, Item 3.5 - Is there a default response for the accessibility identifier if none is indicated?

   Response: No default should be used. Each document will either be confidential (C) or not confidential (N). Confidential documents will be marked accordingly or will be stored as confidential in red envelopes.

7. Exhibit A, Item 3.5 - Does each category of case use the same prefix identifier? If not, will the Court provide these prefixes or a key to the prefixes? (That is, do all Civil case numbers start with "CIV", etc., or is there some other means to identify different case types?)

Response: The Court will provide the information via a key and on each batch sheet.

8. Exhibit A, Item 3.11 - Does the Court want the Case Number, Volume and Accessibility in the metadata as well as the filename?

   Response: Yes

9. Exhibit A, Item 4.1 - Please clarify the second part – "For confidential documents attached to a red cover sheet or other cover sheet with red confidential markings, the Vendor will make a separate PDF of the cover and save it as a file labeled the same as the regular record with an associated accessibility identifier." Does this mean the cover will be scanned and saved separate from the attached pages? That is, does the Court intend for the vendor to identify the documents that are attached to the confidential cover sheet as "confidential", or not?

   Response: Please note that confidential materials will primarily be contained within confidential envelopes. For all confidential documents, the cover or envelope will be the 1st page of the document with all of the pages behind the cover included as part of that document. All of the documents and pages attached to the confidential cover sheet or within confidential envelopes are to be scanned as one file per volume.

10. Does the County of San Mateo have a Minimum Compensation Ordinance where the minimum wage is greater than the State of California Minimum Wage?

    Response: The contract that will be awarded will be with the State of California Superior Court, a State Agency. The contract is governed by the Judicial Branch Contract laws that are in line with laws that govern contracts with a State agency.

11. Does the County of San Mateo have a Health Care Accountability Ordinance for health benefits for vendor employees that work on County projects?

    Response: The contract that will be awarded will be with the State of California Superior Court, a State Agency. The contract is governed by the Judicial Branch Contract laws that are in line with laws that govern contracts with a State agency.

12. Are there any sub-contracting requirements to hire LBE, DVBE businesses for this contract?

    Response: We do not require sub-contractors to be Small Business certified or LBE or DVBE businesses but encourage contractors to do so. If sub-contractors are SB certified or are LBE or DVBE, the contractor shall make note of this in their proposal. Furthermore, if subcontractors are contemplated to be used, vendor must follow the provisions in the RFP regarding full disclosure of the subcontractors (i.e. percentage of work they will be performing, why they were selected, background information on the subcontractor and how their work will be monitored).

13. The RFP Exhibit A. page 11 of 23, under Cost Proposal 6.11 asks for the costs to transfer images from compact discs, microfiche, microfilm, slides and other related storage medium (See Exhibit A, 4.4). Under the Exhibit A, 4.4 it states that the Vendor may want to describe how they have handled these in the past with the associated costs for the handling /or conversion to a digital format. Then in the Questions and Answers from the vendor on-site conference, the reply to Question 10. states that the Vendor is to flag and set the file aside so that the Court is aware of the existence of the item and that the Court will process these items when they are returned to the Court. Based on the Q&A answers, can we assume that the costs to transfer images from those items is not required as requested under Cost Proposal 6.11?

Response: Correct, at this point, the Court does not expect the Vendor to scan the contents of a CD, microfiche, microfilm, slides or other medium. It does not need to be included as part of the cost proposal.

14. Exhibit A. Services Specification Item 3.8 states: Images must be oriented correctly for viewing. Does this require the rotation of “Landscape oriented” pages within a file to be “right reading” even though the Laserfiche image viewer has image rotation functionality?

Response: Yes, pages should be oriented in 'right-reading' (text-oriented) style. While the Laserfiche client does support document rotation, access to these documents may or may not include the use of the Laserfiche client.