

**Superior Court of California  
County of Kings**

**RFP Number FAC0908-2017  
For Records Scanning Services**

**Questions and Answers  
From Vendor Pre-Proposal Teleconference**

**Held on September 19, 2017  
From 9:15 a.m. to 10:00 a.m.**

**Question #1: After records have been scanned to PDF format and placed on Court-provided hard drive[s], will Contractor be required to create backup of the hard drive[s] before providing it to the Court?**

*Answer: Yes. Until such time Court has reviewed and accepted results from periodic image file deliveries [within a timeframe to be defined by the Court], Contractor will maintain backup of hard drive until directive is issued by Court to completely purge electronic files and data from any data storage component of the Contractor's computer facility.*

**Question #2: Would Court consider receiving from Contractor, resultant PDF files via SFTP [Secure File Transfer Protocol] instead of placing PDF files on Court-provided hard drive?**

*Answer: No, the Court will not consider receiving PDF files using the SFTP file transfer method. PDF files will be transferred to the Court as referenced in the RFP, Section 2.0, B-Duties to Include, 6, "via a Court-provided hard drive."*

**Question #3: For clarification on the Cost Proposal with regard to "per image" costs, will two-sided documents be considered one image or two images?**

*Answer: Two-sided documents are considered two images scanned.*

**Question #4: Is Contractor responsible for removing all case files from storage facility?**

*Answer: Yes. However, Kings County personnel will assist in removing the boxes from their shelving units and placing at ground level for retrieval by the Contractor*

**Question #5: Is Contractor expected to provide an index of all case files removed from storage facility?**

*Answer: Yes. Contractor may experience a break in case number sequence, which typically indicates that a file is "out". Contractor shall include in their index to the Court, case numbers from physical files present in a box as well as case numbers from files that are not in a box. [For scanning purposes, a single sheet of paper with the missing case number shall be inserted by Contractor as a placeholder in the box, to reflect that the physical file is "out".]*

**Question #6: Does Contractor have to tape down all items smaller than 8-1/2" x 11", if Contractor can successfully capture image during scanning process without doing so?**

*Answer: Yes, to ensure smaller items do not become damaged during the scanning process. As referenced in the RFP, Section 2.0, B–Duties to Include, 3, "Contractor to prepare the documents for scanning by removing staples, other binding and inspecting and repairing pages as needed. Items that are smaller than an 8-1/2" x 11" sheet of paper, shall be taped to an 8-1/2" x 11" sheet of paper."*

**Question #7: Upon prepping case file documents for scanning, is Contractor expected to place documents in order before scanning or to scan documents in the order as they were received?**

*Answer: Contractor is expected to scan documents in the order as they were received, but most importantly, separated and categorized using one of the four Accessibility Identifiers referenced in the RFP, Section 2.0, G-Imaging Specifications, 5.*

**Question #8: Is Contractor expected to reassemble spiral bound documents?**

*Answer: No. As referenced in the RFP, Section 2.0, H – Processing Specifications, 6, "Contractor is not required to reassemble the original records to their original state, with the exception of death penalty records and any other case file determined by the Court to be a permanently-retained record."*

**Question #9: Is Contractor expected to remove all 8,497 boxed case files from the storage facility at one time?**

*Answer: Yes.*

**Question #10: Is Contractor allowed to use subcontractor to transport and shred documents?**

*Answer: As referenced in Attachment 2, of the Standard Agreement and Standard Terms and Conditions, Appendix C, 8, Assignment and Subcontracting, "Contractor may not assign or subcontract its rights or duties under this Agreement, in whole or in part, whether by operation of law or otherwise, without the prior written consent of the Court."*

**Question #11: Is Contractor expected to scan all duplicate copies of NCR-type documents within a case file or just the first page?**

*Answer: If the NCR document is a single sheet, only one scan is necessary. If the NCR document is intact with other duplicate copies, only one scan is necessary.*

**Question #12: Is Contractor expected to scan only the outside of envelopes marked as "Sealed"?**

*Answer: Yes. As referenced in the RFP, Section 2.0, C-Description of Documents to be Scanned, "Sealed envelopes with confidential or sealed information" is listed. Some case files may contain sealed envelopes within the file. Sealed envelopes need to remain sealed and only an image of the front of the envelope needs to be captured.*

*As referenced in the RFP, Section 2.0, H-Processing Specification, 8, "Court or statutorily sealed documents in folders marked "Sealed" shall be returned immediately to the Court for imaging and indexing." Folders marked "Sealed" will be found in boxes completely wrapped in tape and which meet the requirements for immediate return to the Court.*

**Question #13: Is Contractor expected to scan only the outside of envelopes marked as "Confidential"?**

*Answer: No. All contents within a marked "Confidential" envelope will be removed and scanned. Once scanned, documents will be returned to the "Confidential" envelope.*

**Question #14: Is there a loading zone or dock at the storage facility where Court boxed files currently reside?**

*Answer: No.*

**Question #15: Will personnel from Kings County assist by removing the Court's boxed files from their storage facility and place at ground level for retrieval by the Contractor?**

*Answer: Yes. There are boxes positioned up high on shelving units of the Records warehouse that Kings County personnel will assist in removing to ground level for retrieval by the Contractor.*

**Question #16: Will the Court accept images scanned at 200 DPI [Dots per inch]?**

*Answer: As referenced in the RFP, Section 2, G-Imaging Specifications, 4, "Scan at 300 DPI. Size of each PDF file shall not exceed 500MB. Multiple volumes should be created for large files to stay under this maximum. If changing the size of the file significantly impacts Contractor pricing, include pricing for different sized files."*

**Question #17: Will case files that need to be returned to the Court be clearly marked or easily identified?**

*Answer: No. See answer to Question 18 below.*

**Question #18: Will case files such as Death Penalty, High Profile, Sealed, Eminent Domain, etc. be clearly flagged or separated from others?**

*Answer: Death Penalty cases are the only type separated from other files. High Profile, Sealed and Eminent Domain type files are mixed in with other case files, in numerical order by case number. The Court plans to provide an index of case numbers for each of those file classifications to assist Contractor in locating file, removing it and returning to the Court.*

**Question #19: Is full QC [Quality Control] required?**

*Answer: Yes. As referenced in the RFP, Section 2, I-Quality Control by Contractor, 2, "Contractor will compare each digital image with the original record to inspect the quality of the digital image and to ensure the image is of the highest professional quality."*

**Question #20: What does the Court consider "highest industry standards" with regard to Secured Facility?**

*Answer: Standards for the storage of paper records are available from the American National Standards Institute, Inc. (ANSI) at <https://www.ansi.org/>. ANSI recommends the following paper records storage and facilities standards:*

- 1. Any records storage facility for public records should be constructed of noncombustible and fire-resistant materials. The facility should be of a nature that minimizes the potential for and the resultant effects of fire.***
- 2. The facility should be a stand-alone structure. If the structure is shared with other tenants, fire walls of approved construction should separate the records storage facility from other areas in the building.***
- 3. If the records storage facility is located in a structure with other nonrelated tenants, activities conducted in other parts of the building should not be of the nature that would create a hazard to the records stored there.***
- 4. Access to the facility should be restricted to authorized personnel. Adequate security procedures and systems should be provided to prevent loss, theft, or destruction of public records and to ensure the safety and integrity of the public records stored there.***
- 5. A records storage facility should maintain a fire prevention program based on good housekeeping practices. Smoking, use of open flame devices, or the presence of flammable materials should be prohibited in storage areas.***
- 6. The facility should have appropriate fire detection and suppression systems with procedures in place to ensure their effectiveness.***
- 7. A slightly positive air pressure balance should be maintained within the records storage area so as to ensure (1) consistency of temperature and relative humidity and (2) minimize infiltration of contaminants.***
- 8. Air handling ducts should be equipped with fire detectors and applicable shutoff apparatus.***
- 9. The facility should have a power supply sufficient to maintain environmental controls, security, lighting, and fire detection and suppression equipment.***
- 10. No cellulose nitrate films should be stored in the facility.***
- 11. All door openings of the records storage facility should be fitted with suitable and approved fire-resistant doors.***
- 12. All electrical wiring within the facility, exclusive of low-power alarm circuits, should be encased in an approved conduit.***
- 13. Portable fire extinguishers of a type appropriate for Class A fires should be readily accessible inside and immediately outside the record storage area.***
- 14. All records storage containers within a facility should be kept at least six inches from piping or conduits.***
- 15. Work, reference, and storage areas should be constructed so as to avoid prolonged exposure of archival records to direct or indirect sunlight, which contains ultraviolet rays that can damage archival material. Ultraviolet light filters should be placed on all fluorescent lights in areas where archival records are stored, displayed, processed, or researched.***
- 16. Storage containers, folders, and other enclosures for archival material should be constructed of acid-free buffered, lignin-free paper or other material free of harmful off-gassing material.***

**Question #21: Will files contain more than one "Accessibility Identifier?"**

***Answer: Yes. Documents within a file may be categorized as any one of four Accessibility Identifiers as referenced in the RFP, Section 2.0, G-Imaging Specifications, 5.***

**Question #22: Is Contractor responsible to scan Court or statutorily sealed documents in folders marked "Sealed"?**

***Answer: As referenced in the RFP, Section 2.0, H-Processing Specification, 8, "Court or statutorily sealed documents in folders marked "Sealed" shall be returned immediately to the Court for imaging and indexing." Folders marked "Sealed" will be found in boxes completely wrapped in tape and which meet the requirements for immediate return to the Court.***

**Question #23: Will the Court perform a "first-level review" to determine and instruct Contractor as to which documents are classified as Eminent Domain, High Profile, etc.?**

***Answer: Court plans to provide Contractor with an index of case numbers for each of those file classifications to assist Contractor in locating file for removal, scanning and returning to the Court. Eminent Domain and High Profile cases are mixed in with other files in a box and in numerical order by case number. While some file folders are clearly marked, other folders may not be.***

**Question #24: Should Contractor plan to store boxed records for 30 days after delivery of images to Court?**

***Answer: Contractor should plan to store records indefinitely until such time a directive has been provided to Contractor indicating Court's plan of action.***

**Question #25: After storing boxed records for 30 days, should Contractor schedule shredding of the boxed records?**

***Answer: No. First, Quality Control of hard drive images must be conducted by Court to verify scanned records are complete and acceptable. Second, as referenced in the RFP, Section 2.0, A-General Description, 6, "Proposal shall include the feasibility, detailed process and associated costs for destruction of physical records [shredding], in a manner that is compliant with California Government Code Sections 68152 and 68153, as cited in Chapter 11 of the Trial Courts Record Manual related to Retention, Preservation and Destruction of Court Records."***

**Question #26: Is Contractor allowed to separate continuous burst green bar paper for easier scanning?**

***Answer: Yes. Separating at the perforation is acceptable for scanning purposes.***

**Question #27: Can the storage facility's loading area accommodate a 53-foot truck?**

***Answer: No. The area can however, accommodate a smaller, 30-foot bobtail-type truck.***

**Question #28: What is the Court's definition of "locked containers"?**

***Answer: Any object used to hold or transport something that can be fastened or secured with a locking mechanism.***

**Question #29: Is Contractor expected to scan the outside of envelopes marked "Confidential" and then return to the Court unopened?**

***Answer: No. All contents within a marked "Confidential" envelope will be removed and scanned. Once scanned, documents will be returned to the "Confidential" envelope, not the Court, unless specifically requested by Court's Project Manager.***

**Question 30#: Do they have a forklift at the site?**

***Answer: No.***

**Question 31#: Can Contractor park a 53-foot trailer on the street in front of the records storage building?**

***Answer: No.***

**Question 32#: Would a 28-foot box truck have access?**

***Answer: Yes, however if necessary, the truck may need to be moved at a moment's notice to allow access to others visiting the facility.***

**Question 33#: Is a Certificate of Insurance (COI) required?**

***Answer: Yes. Refer to Attachment 2, of the Standard Agreement and Standard Terms and Conditions, Appendix C, 3, related to Insurance Basic Coverage requirements.***

**End of Questions/Answers.**