



**Superior Court of California
COUNTY OF ALAMEDA**

Finance and Facilities Division
René C. Davidson Courthouse
1225 Fallon Street, Oakland, CA 94612
Telephone: (510) 891-6279

Memorandum

Date: May 22, 2015

To: Potential Bidders

From: Linda Salcido,
Procurement Manager

Contact: bidquestions@alameda.courts.ca.gov

Subject: Responses to Questions
RFP SC 015/055 2015 Court Records Scanning Project

This Addendum No. 1 is issued for the 2015 Court Records Scanning Project RFP No SC 015-055 which was issued on Friday, May 15, 2015.

The following questions were submitted during the time permitted to do so according to the timeline within the RFP. Included are the responses to those questions received.

QUESTIONS:

Q1: Will the client release all 86,000 images in one pick up, or will be the vendor be required to make multiple picks up throughout the term of the contract?

A1: The latter.

Q2: What is the average batch size for the case files?

A2: 80-100 pages per file.

Q3: Does the vendor have to provide reverse docprep (put files back into the folders) or can we leave the files outside of the folder but still in the same order in the box.

A3: Vendor does not have to put file back together but in documents should be put back in order after scanning.

Q4: Will vendor be able to cut the file folder if needed to be scanned?

A4: Yes.

[Click here to enter text.](#)

May 20, 2015

Page 2

Q5: Are the vendors allowed to view the documents before turning in bid so we are more family with the specs of the project?

A5: Yes.

Q6: What format is required? Can you provide an example with file path?

A6: File path example: Criminal/1980/.

Q7: What do you anticipate will be the final page count, or, are you asking vendors to quote a price based on 86M images for comparison?

A7: The latter, but need to provide differentiated price ranges according to page counts.

Q8: Where is the vendor obtaining the metadata for each Case File?

A8: Court will provide the metadata for a large portion of the cases; vendor will input the data from the case files for the remaining portion of the cases.

Q9: What data elements are available for automating the indexing process?

A9: All those listed in 2.3.11 with the exception of the following: volume identifier, accessibility identifier, box identifier, number of pages.

Q10: Where will the vendor capture this data if not available in electronic format?

A10: Manual input from the case files.

Q11: How will the vendor provide the electronic images to the Court? SFTP? Can you please include this line item in the price list?

A11: External hard drive or SFTP.

Q12: Price List does not include transportation costs to and from storage facility. How would you like the vendor to quote transportation costs? Where are the files stored?

A12: Files are stored in 5 locations – Pleasanton, Hayward, Oakland (2), and Fremont. Price quote should reflect quantity of files being transported.

Q13: Price List – Data Entry for Metadata is typically charges per keystroke. What is the estimated number of keystrokes per case file? How many case files?

A13: Case index data has not been created, so no estimate of keystrokes is readily available. Case files can be estimated based on approximately 30 cases per linear foot, leading to an estimate of 2.9 million cases for the total of 86 million linear feet of documents.

Click here to enter text.

May 20, 2015

Page 3

Q14: What is considered a page? An image? Or is a page a piece of paper with possibly two images on it if it is duplexed (front and back requires scanning)?

A14: The latter.

Q15: The court has identified approximately 86,000 pages that will need to be scanned. Does this equate to 86,000,000 scanned images or potentially up to 172,000,000 scanned images (duplex pages)?

A15: Closer to the former (i.e., 86,000,000). Approximately 90% of the documents are single pages.

Q16: What is the estimated breakdown of page quantity between the various court locations?

A16: Among the four locations where the vendor is expected to pick up and load the boxes, the rough breakdown is as follows:

Gale/Schenone Hall of Justice – Pleasanton – 10%
Fremont Hall of Justice – Fremont – 15%
Hayward Hall of Justice – Hayward – 20%
Wiley W. Manuel Courthouse – Oakland – 25%
Rene C. Davidson Courthouse – Oakland – 30%

Q17: What is the average number of pages/images per case or folder? If it varies by case type, can you please provide average numbers of pages/images per type?

A17: 20-25 pages per folder. There are variations among case types, but mostly within the range from 15 to 25 pages per folder. The rare exceptions, such as death penalty cases, can run more than 1,000 pages per folder, with multiple volumes per case.

Q18: How many total cases/folders are there by type?

A18: See below for rough estimates of cases by case type based on 30 cases per linear foot:

Criminal –	900,000
Juvenile –	239,098
Civil –	872,820
Family Law –	664,680
<u>Probate –</u>	<u>192,060</u>
Total	2,868,658

Q19: What is the age range for all documents in bid?

A19: One to forty years.

Q20: Types of things we have seen in other similar type projects we have worked on. Tissue paper, fasteners, grommets, glue bound material, pamphlets, tri-folded documents, rolled

[Click here to enter text.](#)

May 20, 2015

Page 4

up/tied or rolled/boxed documents. Blue covers with printing on, pencil writing/pencil notes and stamps that are pink, red or light in print. Do we expect to see most or all of the above in your files?

A20: Fasteners, Blue covers, pen writing and notes, post-it notes, blue, yellow, pink, green paper, paper clips, Clamps, staples, envelopes, etc. in some folders.

Q21: QC - A detailed QC required where you would need to check 100% of images to paper?

A21: A detailed QC process is required, with a reasonable sample of the images, not 100%.

Q22: Do the file folders need to be scanned?

A22: Yes.

Q23: Do tabbed pages need to be scanned?

A23: Yes.

Q24: Can all the indexing information be found on the first page of the file or is in multiple locations such as box, folder, first page, second page, etc.?

A24: Yes.

Q25: This will be a project that people will have to be on site doing indexing and packing of boxes daily. Is there enough work area to accommodate building and filing 120+ boxes per day (3 pallets) or 15 pallets per week on average?

A25: Yes.

Q26: It says boxes must be sealed until they arrive a vendor facility. What is required to "seal" a box? Can regular packing tape be used or do you require special legal tape or stickers to "seal" the boxes?

A26: Yes.

Q27: If we fill up a semi that is 22 pallets of 40 boxes or roughly 52 trips, we would need work area to index, build and pack 880 boxes per week. Plus, work area to load 22 pallets before the pickup could be made. Will there be space (secure?) for this to be performed?

A27: Yes.

Q28: Is the expectation that all the required indexing is to be done at the time of pickup or can just the case numbers be indexed at the time of pickup and after scanning at the vendor site, capture the rest of the information?

[Click here to enter text.](#)

May 20, 2015

Page 5

A28: Yes.

Q29: How many various court locations will require pick-ups?

A29: 5 locations – Pleasanton, Hayward, Oakland (2) and Fremont.

Q30: Are the various court locations all within a few miles of each other?

A30: Yes

Q31: If located farther than a few miles, can you provide addresses for all locations so we may determine mileage and what are the estimated linear feet (documents) at each location?

A31: Fremont Hall of Justice, 39439 Paseo Padre Parkway, Fremont, 94538
Hayward Hall of Justice, 24405 Amador Street, Hayward 94544
Gale/Schenone Hall of Justice – 5672 Stoneridge Drive, Pleasanton 94588
Rene C. Davidson Courthouse, 1225 Fallon Street, Oakland 94612
Wiley W. Manuel Courthouse, 661 Washington Street, Oakland 94607

There are approximately 900,000 files at five locations. The percentages of files at each location are as follows: Pleasanton: 10%, Fremont: 15%, Hayward: 20%, Wiley Manuel: 25% and Rene Davidson: 30%.

Q32: Do any, all or some of the court locations have loading docks that a full-size semi-tractor/trailer will be able to access?

A32: Yes

Q33: Are all of the documents within the court locations stored in one area? Ground level? Various floor levels?

A33: Various floors.

Q34: Are the documents in filing cabinets? Boxes? Shelves?

A34: Shelves.

Q35: Are forklifts available in all locations to be used by our personnel? If not, are hand trucks available? Or, will we need to supply a forklift and/or hand-truck?

A35: None of these items are available; you will need to supply forklift and hand trucks as necessary.

[Click here to enter text.](#)

May 20, 2015

Page 6

Q36: What is the desired media type for return of scanned files that is compatible with your system? Are encrypted hard drives acceptable? If so, can they be delivered through a 3rd party (ie; FedEx) to the court?

A36: Yes.

Q37: What hours of the day will our personnel be allowed into the court location(s) to perform pre-production preparation and packaging of documents?

A37: 8:00AM – 5:00PM, Monday through Friday.

Q38: Will the court supply the boxes and pallets or will we be required to supply them? If we are required to supply, will we be able to have them delivered to the court locations and stored for a short period of time prior to using for packaging?

A38: The court will supply most of the boxes, and there will be storage available at each of the Court locations.

Q39: Do all documents need to be picked up at one time for each phase? For example, phase 1 contains an estimated 40 percent of all files to be scanned – do an estimated 34,400,000 documents need to be picked up at one time or over the course of months?

A39: No.

Q40: Will there be retrievals of any of the documents? If so, how many per day week or month?

A40: 2-5 files per week.

Q41: Is the 18 month project completion timeframe a requirement of the bid or an estimate of how long it will take as some of the time/people involved will be possibly restricted by access times of the court locations?

A41: It is the requirement of the bid.

Q42: Will any of the documents be able to be destroyed before the project is complete or will we need to store all documents (86,000,000) until project is totally completed and images/metadata QCed by the County?

A42: All documents will need to be stored and will only be destroyed after verification of the images.

Q43: If the documents are out of order in the folder, will the vendor be responsible to re-order the documents when page numbers are available?

A43: Yes.

Click here to enter text.

May 20, 2015

Page 7

Q44: Are there any documents larger than 11 X17 or require a book scanner?

A44: No.

Q45: If we utilize a protective service for our “chase vehicles” to follow, document with video and ensure documents are secure during transport, will background checks we have performed and documented for their employees be sufficient as the protective service employees will not be our direct employees?

A45: Yes.

Q46: Is it possible that the budget will only allow for a percentage of the entire project?

A46: The Court cannot rule out the possibility.

Q47: Page 2, Section 1.5—What is the frequency requested for pick up/delivery of documents to the Court?

A47: Monthly, depends on how quickly the documents will be imaged.

Q48: Does the Court expect any instances in which the processing of certain files will need to be expedited?

A48: Yes.

Q49: If yes to question 3, what is the frequency of this sort of instance?

A49: Twice a week.

Q50: Page 2, Section 2.1.2—Can the Court please elaborate on what indexing will be required at the time of file packing?

A50: Inventory of what’s been taken offsite by vendor.

Q51: Page 2, section 2.1.2—Will the Vendor be responsible for providing boxes?

A51: At some point yes this may be a possibility.

Q52: Page 2, Section 2.1.3—How many Court locations are there? Are they all in the County of Alameda?

A52: There are five locations, all within Alameda County. Fremont, Hayward, Pleasanton, and Oakland (2).

Q53: Do the locations have loading docks?

Click here to enter text.

May 20, 2015

Page 8

A53: Yes.

Q54: Page 3, Section 2.1.6—What is the approximate amount of time the Court expects to need to review the scanned documents before they can be returned or destroyed?

A54: 6 months.

Q55: Page 4, Section 2.2.1—Will the Court require reassembly back to original condition following the canning of files? i.e. re-staple, rebind?

A55: No.

Q56: Page 4, Section 2.3.4 – How would the Court like to split files that exceed 500 MB?

A56: Identified and named as separate volumes.

Q57: Page 5, Section 2.3.12 – What are the data elements that are included in the database?

A57: All those listed in 2.3.11 with the exception of the following: volume identifier, accessibility identifier, box identifier, number of pages.

Q58: Page 5, Section 2.4.2 – Can the Court estimate the number of documents per file?

A58: 100 documents.

Q59: Page 5, Section 2.3.11—What is the number of characters for each of the index values?

A59: No information is readily available as the index data is yet to be created.

Q60: is there a small business incentive?

A60: No

Q61: is there a previous vendor?

A61: No.

Q62: will the court provide boxes or will the vendor have to provide boxes?

A62: Court will provide most of the boxes.

Q63: Indexing

- What is Court looking for in the “Defendant or Plaintiff Name” field? Which one? All/both? What if there is more than one? Please specify.
- What percentage of files does the Court expect to have an electronic index/database?

[Click here to enter text.](#)

May 20, 2015

Page 9

- For that percentage, will the index have all key fields?

A63: Only one defendant in criminal cases and plaintiff in non-criminal cases. Court is in the process of reviewing the files so no percentage is currently available.

Yes.

Q64: Import

- 2.1.1 - are there 2 imports or is the "Document repository" being referred to is the Odyssey CMS?

A64: The latter.

Q65: Proximity

- What is maximum distance Court will allow processing work to be done?
- Is there any preference for being within the County?
- What type of preference or evaluation points will be given to bidders with extreme proximity to the Court?
- For example, what if we are located in Oakland, near Court building?

A65: There currently is no maximum distance.

Yes.

This is not a factor for evaluation purposes.

Q66: Security

- 2.1.8 Please confirm that Court is looking for Court to have its own dedicated production area where Storage/Warehouse, Processing/Production/Imaging and Destruction/Return/Out is completely secured and segregated from any other client's to prevent things like unauthorized access, etc.

A66: Yes.

Q67: Budget

- What is Court's budget for this project?
- 80M pages over 18 months constitutes a "multi-million" dollar budget. Is that within Court's budget for the 2015/2016 and 2016/2017 fiscal years?
- Does Court have budget in the fiscal year ending 6/30/15 it is looking to utilize?

A67: Approximately \$800,000 for the first phase; yet to be determined for the second phase.

See response above.

See response above.

Q68: Timeline

- How confident is Court about the timeline ending December 2016 vs. being pushed back?

Click here to enter text.

May 20, 2015

Page 10

- 80M pages in 18 months while doable is asking a lot of any vendor and opening up to potential risks and issues with staffing, timelines, etc. Is Court open to extending timeline another 6 to 18 months?

A68: 90% confident in meeting the current timeline.
No.

Q69: Whether companies from Outside USA can apply for this?

A69: Given the volume of documents to be picked up it is not cost effective for the Court to have them shipped.

Q70: Whether we need to come over there for meetings?

A70: Yes meetings will be scheduled at a Court location within Alameda County.

Q71: Can we perform the tasks (related to RFP) outside USA? (From India or CANADA)

A71: Not sure, likely not going to be considered for a project of this size.

Q72: Can we submit our proposals via email?

A72: Yes that is an option

Q73: Will the court allow vendors to take the physical court documents outside of CA for scanning? (note: we have no intention of doing so; we are merely curious to see if the court will allow other vendors to do so).

A73: Yes.

Q74: Does the pricing form allow vendors to select the unit of measure for each line item? If vendors select different units of measure, how will the court compare pricing between vendors?

A74: Any units of measure used need to provide conversion formula for comparison with common measures such as page or linear feet.

Q75: It appears that the court desires to have all of the criminal and juvenile case files scanned, indexed and ready for import into the CMS by December 2015. Is that correct?

A75: Yes, one or two months prior to the CMS go-live date in order to import the imaged documents into the system.

Q76: Has the court outsourced any scanning of case files within the past three years? If so, please provide the name(s) of the vendor(s).

A76: Yes, Softfile.

[Click here to enter text.](#)

May 20, 2015

Page 11

Q77: Who will provide boxes to box up the files? The court or the vendor?

A77: The Court will provide boxes in most instances.

Q78: Please provide the addresses of the various court locations where the vendor is expected to box and pick up court files.

A78: Fremont Hall of Justice, 39439 Paseo Padre Parkway, Fremont, 94538
Hayward Hall of Justice, 24405 Amador Street, Hayward 94544
Gale/Schenone Hall of Justice – 5672 Stoneridge Drive, Pleasanton 94588
Rene C. Davidson Courthouse, 1225 Fallon Street, Oakland 94612
Wiley W. Manuel Courthouse, 661 Washington Street, Oakland 94607

Q79: Please provide information regarding the hours that these locations will be open for access to vendor's staff for boxing of court files.

A79: 8:00AM to 5:00PM, Monday through Friday.

Q80: What is the approximate volume of files stored at each court location?

A80: There are approximately 900,000 files at five locations. The percentages of files at each location are as follows: Pleasanton: 10%, Fremont: 15%, Hayward: 20%, Wiley Manuel: 25% and Rene Davidson: 30%.

Q81: Regarding the option of inserting separator sheets between each document: please provide an estimated number of documents per linear foot.

A81: 10-15 documents.

Q82: Regarding the indexing fields and the court-provided data: please list the specific fields in the court-provided data file.

A82: All those listed in 2.3.11 with the exception of the following: Volume identifier, accessibility identifier, box identifier, number of pages.

Q83: What is the name of the document repository that will be used to store the scanned images and metadata prior to being imported into Odyssey?

A83: Not sure what the question is about.