

**ATTACHMENT 11**

**Form for Vendor Question Submission**

<b>Q #</b>	<b>Questions</b>	<b>RFP Reference (Document &amp; Page-Section-Item)</b>	<b>Answers</b>
<b>1</b>	Approximately how many boxes do you currently have in inventory?		Approximately 33,000 boxes.
<b>2</b>	How often do you need access to the boxes?		It depends on the Court's needs. Requests are typically submitted weekly by Court staff to remove a small quantity of boxes.
<b>3</b>	What are the most important aspects of your new storage provider?		<ul style="list-style-type: none"><li>• Flexibility to remove records</li><li>• Minimize/eliminate perm out fees</li><li>• Ease of tracking all boxes/records.</li></ul>
<b>4</b>	Do you have any paper or files that aren't in boxes? (Open shelf filing?)	Page 7 - Section 2.1 A iii	No
<b>5</b>	Can an existing inventory be imported?	Page 7 - Section 2.1 A iv	Yes, I believe so. We can pull an excel sheet from our current vendor's data bank

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6	What if boxes are in poor condition before we pick them up?	Page 7 - Section 2.1 A vi	Our current vendor replaces the box.
7	Please describe the term “mulching” in this section. Is this the size of cut for shredding? Other?	Page 11 - Section 2.5 A iii	The current vendor has the capability of destroying files on site if requested. Mulching is not a mandatory required method of destroying documents for the Court. The Court will accept generally accepted standard methods of destroying/purging high security records.
8	Are there boxes past retention that need to be destroyed now? If yes, how many?		As of right now we take care of destruction in office.
9	Would the Court consider extending the proposal submission deadline by two weeks to allow all Vendors sufficient time to incorporate answers to questions?	RFP_SC_5821.2025.2.JG_Records_Management_Storage_and_Retrieval_Services, Page 1	The deadline has been determined and there is no extension at this time. Bids received by the deadline will only be considered for this RFP.

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
10	Will the Court update the referenced document to only include those sections, paragraphs and/or requirements that are applicable to the procurement?	Attachment_2_General_Terms_and_Conditions_rev.1.26.22	Yes, the Court will propose a draft agreement very similar to what is proposed here in the RFP but maybe updated to be specific and applicable to the procurement for records management, storage and retrieval services. These are to be further negotiated and determined during the contracting process.
11	Can the Court specify the location of the off-site storage location in Fremont? Is this location a Government-owned site, or is the material with a third-party vendor?	RFP_SC_5821.2025.2.JG_Records_Management_Storage_and_Retrieval_Services, 1.0 Background Information	GRM Facility in Fremont
12	Are the microfilm boxes currently being stored in a climate controlled area?	RFP_SC_5821.2025.2.JG_Records_Management_Storage_and_Retrieval_Services, 1.0 Background Information	The microfilm boxes that are stored with our current vendor are in a climate-controlled area.

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13	Item B states "B. Contractor must store boxes and/or files at a single secure facility located within 25 miles of the Courthouses for easy accessibility." As the County/locations listed are further than 25 miles apart, multiple facilities would be needed to stay within the 25 mile radius. Would the Government accept solutions with multiple storage locations that are each within 25 miles of a courthouse location?	RFP_SC_5821.2025.2.JG_ Records_Management_Storage_and_ Retrieval_Services, 2.2 Records Management and Records Storage	The RFP specially states “single secure facility located within 25 miles of the Courthouses”
14	Regarding RFP Section 2.9(D), the Court is essentially asking the Contractor to insure the “recovery costs” for records that have no readily ascertainable commercial value which makes it impossible for Offerors to determine a commercially reasonable bid. Respectfully request the Court revise this requirement to align with industry standards of, one dollar (\$1.00) per carton, linear foot of open-shelf files, container or other storage unit as the “recovery cost”.	RFP_SC_5821.2025.2.JG_ Records_Management_Storage_and_ Retrieval_Services, 2.9 Other Requirements	Bidders may propose changes and redlines to the Court’s terms and conditions with their bid proposal. Proposed changes will be evaluated negotiated and determined during the contract negotiation process.

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15	RFP, Section 2.7(B) says we should be available from 8-5, M-F, except holidays, and 2.9 (A) says 24/7. Please clarify the service time requirement?	Attachment_2_General_Terms_and_Conditions_rev.1.26.22, Section 2.7(b)	The Courts proposed service time requirement (retrieval requirements) are as follows: 8-5 M-F except holidays for standard requests with next business day by 5:00pm delivery deadline. Priority and Rush requests maybe requested in a 24/7 schedule with a 2-4 business hours delivery deadline. Section 2.7 (a),(b) refers to the account manager/support staff requirements between the court and contractor who will manage and resolve issues directly with the Court representative.
16	By their nature, storage services may not be suspended unless all deposits are removed. Given this fact, will the Court agree to waive or remove this section and not issue any Stop Work Orders? Similarly, will the Court agree that, regardless of the provisions of Section 4, no termination of this Agreement will be effective until all Deposits have been permanently withdrawn from storage?	Attachment_2_General_Terms_and_Conditions_rev.1.26.22, Appendix A, Section 3.9	Bidders may propose changes and redlines to the Court's terms and conditions with their bid proposal. Proposed changes will be evaluated negotiated and determined during the contract negotiation process.

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17	Will the Court agree to delete this Withholding provision? It is not appropriate for storage and transportation services because they are billed in arrears on a firm fixed price per unit basis.	Attachment_2_General_Terms_and_Conditions_rev.1.26.22, Appendix B, Section 3.2	Bidders may propose changes and redlines to the Court's terms and conditions with their bid proposal. Proposed changes will be evaluated negotiated and determined during the contract negotiation process.
18	Would the Courts please confirm if the insurance requirements and coverage levels specified in Section 1.13 could be satisfied through industry-standard limits? Allowing coverage consistent with established commercial standards would enable broader competition while maintaining appropriate risk protections.	Attachment_2_General_Terms_and_Conditions_rev.1.26.22, Appendix C, Section 3	Bidders may propose changes and redlines to the Court's terms and conditions with their bid proposal. Proposed changes will be evaluated negotiated and determined during the contract negotiation process.
19	Can the Court please clarify the box sizes in the price template for 'archive box, legal box, letter box, X-ray box, Microfilm box'?	Attachment_15_-_Cost_Proposal	Standard GRM box is 1 cubic foot box

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20	Can the Court confirm that the scanning line item on the price template is to scan a document and be digitally sent the image as opposed to a physical retrieval?	Attachment_15_-_Cost_Proposal	Our current practice is to request the storage box containing the document and then we image all documents within that box.
21	Can the Court clarify how the pricing score will be calculated in the overall award weighting?	RFP_SC_5821.2025.2.JG_ Records_Management_Storage_and_ Retrieval_Services, 8.0 Evaluation of Proposals	Each evaluator is responsible for evaluating the cost proposals in comparison, to the market and other bids received. The scores from the evaluators are tallied and are weighted for each bidder.