



Superior Court of California  
County of Santa Barbara  
1100 Anacapa Street, 2<sup>nd</sup> Fl  
Santa Barbara, CA 93101



REQUEST FOR PROPOSALS (RFP) NO. 2010-01

RFP NO: 2010-01

Updated: 2/24/10

**Addendum – Questions & Answers**

**Bid Submittal Deadline: Friday, March 5, 2010, 4:00 p.m. Pacific Standard Time**

1. **Question:** This question is in reference to Section 14.1 of the bid. Will equivalent products be considered?
  1. **Answer:** *If the product is proven to truly be an equivalent it will be considered.*
2. **Question:** Based on the recent question/answers, would the County of Santa Barbara consider a Hosted solution/Software as a service (SaaS) model. The platform would be equivalent in functionality.
  2. **Answer:** *No, a Hosted solution/Software as a service (Saas) model will not be considered.*
3. **Question:** In reference to section 2.6, can the court provide a closer estimation to the number of boxes (or number of files) that are to be converted?
  3. **Answer:** *Approximately 4757 boxes will need to be scanned – we average approximately 23 files per box.*
4. **Question:** Can a vendor bid just on scanning and with the images / data ready for import directly into Laserfiche?
  4. **Answer:** *No, this would not be a responsive bid. The Court is not looking for a contractor to only provide scanning services; the Court is seeking a contractor who will provide Laserfiche and equipment so it can be self sufficient.*
5. **Question:** Will the court consider a different document imaging system other than laserfiche?
  5. **Answer:** *The RFP indicates that comparable products will be considered and it leaves the Court in the position of determining if the bidder has proven that the product is truly comparable.*
6. **Question:** As for the answer to QS#2, browser based equivalent product will be acceptable?
  6. **Answer:** *No, a browser based equivalent product will not be acceptable.*
7. **Question:** We know that there are 4757 boxes and approximately 23 files per box. How many

pages per file?

7. **Answer:** 109 pages, on average

8. **Question:** What is the quality of the pages?

8. **Answer:** Varies from high quality to low.

9. **Question:** Are pages bound or stapled? If so can the bindings or staples be removed?

9. **Answer:** Yes, but the court will be performing the scanning and will handle this.

10. **Question:** Can the documents be moved offsite?

10. **Answer:** No.

11. **Question:** Would you like vendor to handle shipping documents to and from facility?

11. **Answer:** No, this does not apply.

12. **Question:** What type of conversion do you want? Do you want OCR? Metadata? Text cleanup?

12. **Answer:** No conversion of electronic files is called for in the RFP. The desired solution, Laserfiche, is expected to create and store images from paper files, utilizing OCR to some extent, to help extract metadata. Text clean-up as applicable.

13. **Question:** What is the timeframe for start and completion?

13. **Answer:** Project will start as soon as possible; will be an on-going in-house staff effort.

14. **Question:** Do both sides of the pages contain text?

14. **Answer:** Many, but not all.

15. **Question:** What are page sizes?

15. **Answer:** 8.5" X 11" and some 8.5" X 14"

16. **Question:** Will you allow a site visit to view the collection?

16. **Answer:** Yes.

17. **Question:** Can we get an editable copy of the RFP? Preferably MS Word format.

17. **Answer:** Yes. Please send the request for an editable copy to [sbsolicitation@sbcourts.org](mailto:sbsolicitation@sbcourts.org) and you will receive a MS Word format via email.

18. **Question:** Does the Court wish to see options for web access or thin client deployment?

18. **Answer:** Internet access is beyond the scope of the current RFP. Thin client is not currently used in our network environment.

19. **Question:** Is there any more information available about the boxes of information that need to be scanned in?

a. Description of box contents (i.e. average of 100 pages per file, all black and white, staples, binders, etc.)

- b. Number of boxes
- c. Number of new boxes per month or per year going forward

**19. Answer:**

- a. *Previously Answered*
- b. *Previously Answered - 4757 boxes*
- c. *Court estimates 10,000 files/year (or 435 boxes/year) – again, work to be completed in-house by court staff.*

**20. Question:** How many scanning stations are desired? One for each location or more than that?

**20. Answer:** *At least one scanning station, but if pricing allows, the court would be interested in more than one scanning station.*

**21. Question:** Will the conversion of the backlogged files be done by the awarded vendor or by court personnel?

**21. Answer:** *Court personnel.*

**22. Question:** Will there be any required integrations to existing systems?

**22. Answer:** *No, but the court expects to leverage data from the case management system to create metadata.*

**23. Question:** Section C – SOW – 1

- a. The SOW discusses “preservation” of records. In order to meet California records retention guidelines, does the Court require the successful contractor to have the ability to securely provide Image-to-Microfilm archiving services?

**23. Answer:** *No.*

**24. Question:** Section C – SOW – 2.A.2

- a. How many total Court users (not including patrons) will need access to Laserfiche?

**24. Answer:** *Number of users to be determined.*

**25. Question:** Section C – SOW – 2.A.6

- a. What is the Court’s required on-site response time?
- b. What geographic distance is acceptable from the Santa Maria Court location to the successful contractor’s corporate headquarters?
- c. How many on-site “preventative maintenance” visits are required to be quoted in the maintenance contract?

**25. Answer:**

- a. *The court advises vendors to propose 2 or 3 different maintenance and support options based on response time (e.g.: 8 hours, next business day, 48 hours, etc.) with related pricing.*
- b. *As long as maintenance/support/tech staff in the field can meet proposed response time, location of corporate headquarters is not crucial to the court.*
- c. *A reasonable number of visits should be included, and follow manufacturer’s guidelines based on volume.*