COMMUNITY DEVELOPMENT DEPARTMENT

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November 22, 2019

TO: All Perspective RFP Respondents

SUBJECT: Responses to Questions for Microfiche, Microfilm, & Paper Records Digitization & Ongoing Document Scanning Services Project

The City of San Mateo released a Request for Proposal (RFP) on November 14, 2019 for various elements of digitizing services. This document is to provide responses to all questions submitted to date. There will be no further question responses.

CLARIFICATION ON MICROFILM:
It has recently come to City's attention that the microfilm may be part of an original back up copy from a previous scanning project of former paper property records, thus they are already in the City's digital library. Research is currently taking place to determine the accuracy of this assumption but will not be able to complete that effort prior to the RFP submittal deadline. The City requests proposers continue preparing costs accordingly as originally requested. If determined to be accurate, that element may be removed from the requested services.

Regards,

Heather Stewart
Senior Management Analyst

1	**QUESTION:** Is that 600,000 microfiche or 600,000 images from fiche? **RESPONSE:** Images. There are 21 drawers of microfiche. There are approximately 500 packets per drawer. There is an estimated average of 5 fiche slides per packet and estimated average of 8 images per slide. Therefore, the baseline is an estimate of 50,000 microfiche slides totaling approximately 400,000 images and is considered the lowest estimate with 600,000 being a high estimate.
2	**QUESTION:** What is the approximate number of 16mm microfiche? **RESPONSE:** Estimate is 20% of total images. Refer to images in Appendix A of the RFP, and Attachment 1 of this document for representative images.
3	**QUESTION:** What is the average number of 16mm images per fiche? **RESPONSE:** Substantially variable per slide from 1 image to 70. Rough average estimate of 30 images. Refer to images in Appendix A of the RFP, and Attachment 1 of this document for representative images.
4	**QUESTION:** What is the approximate number of 35mm microfiche? **RESPONSE:** Estimate is 80% of total images. Refer to images in Appendix A of the RFP, and Attachment 1 of this document for representative images.
5	**QUESTION:** What is the average number of 35mm images per fiche? **RESPONSE:** Substantially variable per slide from 1 image to 6. Rough average estimate of 4 images. Refer to images in Appendix A of the RFP, and Attachment 1 of this document for representative images.
6	**QUESTION:** Are there fiche with both 16mm images and 35mm images on them? If so, what is the approximate number of fiche with both 16mm and 35mm images on them? **RESPONSE:** Yes, there are a minimal amount of slides with mixed sizes images. Estimate is 2% of total slides. Refer to images in Appendix A of the RFP, and Attachment 1 of this document for representative images.
7	**QUESTION:** Is all the index data for the fiche located on the fiche header or would we need to get if from the images on the fiche? **RESPONSE:** Address and permit number are primary data and are on the slides with a very occasional hand written note. Other desired index data will be within the images.
8	**QUESTION:** The RFP states that there are 440 reels of microfilm. How many reels are 16mm reels? How many are 35mm Reels? **RESPONSE:** Approximately 400 reels are 35mm and 40 reels are 16mm.
9	**QUESTION:** What is the average number of images on the 16mm reels and on the 35mm reels? **RESPONSE:** Estimated average is approximately 500 images per 35mm reel, estimate average of 2500 images on each 16mm reel.
10	**QUESTION:** Will there be document level indexing for the data on the microfilm? **RESPONSE:** Yes.
11	**QUESTION:** Is the microfilm blipped? **RESPONSE:** No.
12	**QUESTION:** Please elaborate further on what the City is looking for when they ask, "Describe process for geolocating property records." **RESPONSE:** Currently City uses address and Assessor Parcel Number (APN) to geolocate with "*x* & *y*" coordinates in order to integrate into GIS parcel mapping records. If documents have those data, describe your process and ability to geolocate the document.
13	**QUESTION:** For the paper files, what is the approximate number of files? **RESPONSE:** Each box may hold up to 10 different planning application files, to several boxes needed for one planning application. An estimated average of files per box would be 8. Refer to images in Attachment 1 of this document for representative images.

14	**QUESTION:** What is the approximate number of pages per file? **RESPONSE:** Estimate that an average of small format document pages per file folder is 75 and large format document pages average 30 for small to mid-sized projects. Large projects will be in multiple files estimated to total average 500 small format documents and 300 large format documents per project. The distribution of project sizes is approximately 70% small/medium to 30% large.
15	**QUESTION:** What is the approximate number of small format pages? **RESPONSE:** There are 1350 boxes in storage and approximately 30 boxes worth of records at City Hall. Therefore, a total estimate of approximately 280,000 pages in small format.
16	**QUESTION:** What is the approximate number of large format pages? **RESPONSE:** There are 1350 boxes in storage and approximately 30 boxes worth of records at City Hall. Therefore, a total estimate of approximately 153,000 pages in large format.
17	**QUESTION:** Please elaborate on the requirement for a "secure, web-based application for the City to view and monitor quality control, issues and corrections" is the City looking for web access to real time reports on quality and corrections? **RESPONSE:** Yes. Web-based access that includes ability to review samples of scanned document to review, correct, and/or confirm satisfactory quality of images. The vendor recommended process to achieve this should be detailed in the proposal.
18	**QUESTION:** Will all documents be indexed with the listed index fields? If not, what is the average number of fields indexed for each document? **RESPONSE:** The index listing in section 5a are listed in priority order, not all documents will have the same indices. Estimate for average number of index fields is 5.
19	**QUESTION:** As the City has a bid out to replace SIRE, does the City intend to index to SIRE or an alternate EDMS system? **RESPONSE:** At this time, the intent is to index to SIRE. The decision on any EDMA product is not yet determined. Should that decision be made prior to any contract selection for this project, indexing changes may be considered.
20	**QUESTION:** Will the City require indexing as 1 document per roll, or does City require separation of documents within the roll? **RESPONSE:** This is somewhat dependent upon the final evaluation as noted in the Microfilm Clarification statement. If decision is that it will need to be included, the City will require separation within the roll.
21	**QUESTION:** Can the City provide specific instructions for documents (naming convention, indexing, etc.): 1. Paper Documents? 2. Fiche? 3. Roll Film **RESPONSE:** "Specific instructions" are not detailed to be provided at this point. There may be some changes to existing systems, conventions, etc. based upon vendor recommendations within the proposal. Please refer to Section II – Scope of Services, subsection 5. Indexing, Imaging and Data Delivery. Existing fields names as available on microfiche are: • Address • Permit # • APN • Document Type For microfiche that contains handwritten addresses and/or permit numbers in the title bar, the vendor will be required to manually enter this data as part of the scanning process. The vendor will perform OCR processing for these files.

22	**QUESTION:** What is the anticipated turn-around time for this project? **RESPONSE:** As noted Section II Scope of Services, Project Elements, the City is seeking estimated timelines from vendors with regard to either phased or concurrent with estimated completion dates. At minimum, an ideal completion of microfiche digitizing element would not be later than June 30, 2021, sooner is preferred.
23	**QUESTION:** Has the City established a total budget for this project? Can the City provide the amount? **RESPONSE:** There is no budget prepared for this RFP. The City is seeking cost estimates from vendors as part of the proposals.
24	**QUESTION:** Is Fed Ex or other common courier an acceptable means of pick up and or Delivery? **RESPONSE:** Vendor is required to prepare product for transport to vendor facility and is responsible for determining and arranging for the most cost effective and reliable transport method. That process and related costs are to be part of the vendor proposal.
25	**QUESTION:** How many of the existing documents, microfiche and microfilm will be released at one time to the vendor? **RESPONSE:** As described in section 1 on page 4 of the RFP, the vendor shall pick up and return the microfilm and microfiche in one batch to be processed at the same time. The bulk of the existing paper documents are stored off site at commercial storage in San Jose. Please include your professional recommendation for transfer process as part of the vendor proposal.
26	**QUESTION:** How often will the existing documents, microfiche and microfilm be released to the vendor? **RESPONSE:** As described in section 1 on page 4 of the RFP, the vendor shall pick up and return the microfilm and microfiche in one batch to be processed at the same time. The bulk of the existing paper documents are stored off site at commercial storage in San Jose. Please include your professional recommendation for transfer process as part of the vendor proposal.
27	**QUESTION:** Will the Vendor be responsible for packing the documents, microfiche and microfilm for transport to the vendor facility for scanning? **RESPONSE:** Yes.
28	**QUESTION:** What is the maximum number of documents, microfiche and microfilm that will be released at one time? **RESPONSE:** As described in section 1 on page 4 of the RFP, the vendor shall pick up and return the microfilm and microfiche in one batch to be processed at the same time. The bulk of the existing paper documents are stored off site at commercial storage in San Jose. Please include your professional recommendation for transfer process as part of the vendor proposal.
29	**QUESTION:** Can all the existing documents, microfiche and microfilm be picked up at one time? **RESPONSE:** As described in section 1 on page 4 of the RFP, the vendor shall pick up and return the microfilm and microfiche in one batch to be processed at the same time. The bulk of the existing paper documents are stored off site at commercial storage in San Jose. Please include your professional recommendation for transfer process as part of the vendor proposal.
30	**QUESTION:** What location(s) will the vendor need to pick up from and deliver to? Is it one location or more than one location? **RESPONSE:** As described in section 1 on page 4 of the RFP, the microfilm and microfiche is at City Hall. The bulk of the existing paper documents are stored off site at commercial storage in San Jose. Please include your professional recommendation for transfer process as part of the vendor proposal.
31	**QUESTION:** Will the vendor need to come and pick up the items, or is the City willing to ship to the Vendor? **RESPONSE:** Vendor is required to prepare product for transport to vendor facility and is responsible for determining and arranging for the most cost effective and reliable transport method. That process and related costs are to be part of the vendor proposal

32	**QUESTION:** Is this the first time the City is requesting these services? If not can the current contract be provided? **RESPONSE:** This is the first time the Community Development Department has requested the breadth of services described in the RFP within the past 20 years. The existing services for ongoing scanning services have been for many years and are currently provided by BMI. Current open purchase order signed in June 2019 for this current fiscal year $49,999.
33	**QUESTION:** What version of SIRE does the City currently have? Does the City have the XML import module for SIRE? **RESPONSE:** SIRE is V6.x and yes, the City has XML import.
34	**QUESTION:** Has San Mateo set a budget for this project? If so, what is it? **RESPONSE:** There is no budget prepared for this RFP. The City is seeking cost estimates from vendors as part of the proposals.
35	**QUESTION:** What is the planned duration for the work on the existing artifacts? **RESPONSE:** There is no current duration established. We are seeking professional recommendation and timeline to be presented in vendor proposal.
36	**QUESTION:** Must the proposer be in the state of California? **RESPONSE:** Yes, in accordance with "Section 1 – Project Overview Background and Project Objectives".
37	**QUESTION:** Should transport/shipping costs be part of the proposals? Or will this be an assumed cost by San Mateo? **RESPONSE:** Vendor is required to prepare product for transport to vendor facility and is responsible for determining most cost effective and reliable transport method and is to be part of the vendor proposal.
38	**QUESTION:** Is the City open to any software solution that integrates with Sire? **RESPONSE:** At this time, the intent is to index and upload to SIRE. The City is currently in the process of selecting a new EDMA product, but that decision has not yet been made. If it is a different form of software being suggested, please include your professional recommendation with regards to the software solution and its purpose as part of the vendor proposal.
39	**QUESTION:** What are the selection criteria to be used? Percentages for each evaluated item. **RESPONSE:** Selection criteria are defined in "Section IV – Evaluation & Selection Process & Schedule" of the RFP; these criteria are not individually weighted.
40	**QUESTION:** Is it possible to just bid on the "backfile" portion of this project and not bid on the "ongoing" services? **RESPONSE:** Yes. Proposing vendors shall determine what services they are proposing and indicate if services are severable within their proposal, reflecting the related services and costs accordingly.

ATTACHMENT 1







Left – smaller project PA files
Above – mid-sized project file, both folders inclusive

Below – mid-sized project file, both folders inclusive





Above – sample of mixed size microfiche slide

Below – sample of organization of documents within a small project file



