

San Mateo County
Microfilm to Digital Conversion
RFP 1255

Questions and Answers From Both 1) Those Submitted via Email and;
2) From Pre Proposal Meeting on June 21, 2011

Scope

1. Q. How many documents, not images, are there (e.g. how many documents were recorded in each of the years)?
A. Approx 2.8 million documents between 1980 and 1996.
2. Q. What is the turnaround time required?
A. To be negotiated.
3. Q. Consider one vendor doing scanning of the rolls and another do indexing?
A. To be negotiated. Determined partially upon identity of 3rd party vendor.
4. Q. Is county considering buying title companies database?
A. No.

Logistics

5. Q. Will shipping the microfilm with tracking be acceptable (i.e. FedEx White Glove Service) versus picking them up and delivering them with a company vehicle?
A. Yes, if pricing clearly stated & security features exist.
6. Q. In situations like this, we typically recommend Brinks security pick up and delivery service. Is this an acceptable alternative?
A. Yes, see above.
7. Q. Can we use a common carrier for film pickup and delivery?
A. Yes, see above.
8. Q. Hours of Operation at storage facility?
A. Iron Mountain reports they are a 24/7 facility.

Film

9. Q. Page 13 – Do you intend to enforce the request for a report as to the condition of the County's film?
A. Yes, if vendor needs to apply additional charges pertaining to condition.
10. Q. Is the film original or duplicate?
A. We have a silver master, however we are considering using a regenerated, unused silver duplicate from 2002. We are open to hearing arguments/costs for both.

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11. Q. Is the film the master copy or a working copy?
A. Regenerated original silver. See above.
12. Q. Will the vendor be supplied with original silver film for the conversion or duplicate film?
A. Regenerated original silver. See above.
13. Q. If duplicate film what type is the duplicate? Examples : Diazo or Silver duplicate
A. Regenerated original silver. See above.
14. Q. Will the San Mateo County Clerk-Recorder allow the vendors to conduct a free test in order to help the vendors get an accurate understanding of the microfilm to be converted (image quality, microfilm quality, verification of estimated image counts)?
A. Yes.
15. Q. Please give name and address of location of film storage in Sacramento.
A. Iron Mountain in Tracy, CA.
16. Q. Who created the microfilm from Group 1?
A. DataBank (previously ImageMax).
17. Q. Is the County using any company for film conversion work at present? If so, whom?
A. DataBank is converting daily images to film.
18. Q. What camera was used and did it change during the duration of the microfilm?
A. Unknown.
19. Q. Has any of the microfilm been tested already (e.g. a sample set already scanned into digital format for testing purposes)?
A. No.
20. Q. Are any of the rolls filmed in duplex?
A. No.
21. Q. Is the film blipped?
A. Some film is blipped. Yes.
22. Q. Are any of the rolls blipped (with image marks)?
A. Yes.

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23. Q. Are there blips on the film that reliably differentiate a first page and a supporting page of a document? If so, when does that blipping scheme begin?
A. Not until late 1996 does the dual level blipping begin. Before that it is single level. There is no blipping on any rolls that were converted from 35mm to 16mm.
24. Q. If so what scheme? (example single level, dual level or tri-level)
A. See #23.
25. Q. What is the reduction ratio on the film?
A. 24x
26. Q. Are all the rolls the same reduction ratio?
A. We believe so.
27. Q. Please provide the reduction ratio for the Group One Microfilm Collection.
A. See #25.
28. Q. Does the film have target sheets that separate the files?
A. Yes, see Roll Examples.
29. Q. Are there any positive and negative images on the same rolls?
A. No.
30. Q. How many characters are there in the document number?
A. 1980-81 uses book and page as well as a document number that reads 4 to six digits with a two alpha suffix. 1982-1996 uses a two digit year followed by six digits.
31. Q. Are the document numbers in sequential order on the film?
A. Yes, however the numbering schemes may differ in 1980, 81. See #30.
32. Q. Are the document numbers in the same location on each document type?
A. Most are in the upper right corner but early 80's may have some variances.
33. Q. Are the document numbers stamped in a clear space or over the top of other information?
A. Clear space, 90% of the time.
34. Q. Do documents have multiple images per document number?
A. Yes.

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35. Q. How are the rolls of film labeled? Example: By roll number and date with a range of Document Numbers?

A. SAN MATEO COUNTY
OR's REEL 7928

ROLL #4505
1/3/80

See Roll examples.

36. Q. Does any of the film have known damage such as vinegar syndrome or brittleness?

A. Not on regenerated silver.

37. Q. Does the film contain splices?

A. Not on regenerated silver.

38. Q. Are there splices in the film to be scanned and if so, what type are they (overlap, butt weld, tape, Prestoseal, Ultrasonic) and what is there physical condition?

A. Not on regenerated silver.

39. Q. Page 13 – Do you want film with splice problems fix prior to scanning?

A. Yes, however if we use the regenerated silver, there should be very little splicing needed.

40. Q. Can sample film be available for viewing at the pre-proposal meeting?

A. Yes.

41. Q. Can we look at the film after the proposer's meeting?

A. Yes

42. Q. Will there be roll film samples at the Bidder's Conference on the 21st?

A. Yes.

43. Q. Are there duplicates/retakes on the rolls of film? If yes, how are they noted and where does the retake document reside (right after the "wrong document" or at the end of the reels). Are some of the duplicates on different rolls?

A. The retakes in Group 1 reside at the end of the reel. Because we have not confirmed roll by roll, there may be some duplicates on different rolls. See Roll Examples.

44. Q. What scanning resolution is the County currently using or ORS?

A. 1980 to 1996 we used 240 dpi. (Currently 300)

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45. Q. Were the pages filmed in comic or cine mode?
A. There is a mix. Group 1 seems to be primarily comic.
46. Q. Group 1 has approximately 3,500 rolls and approximately 12.7 million images 1980 -1996. Based on the number you have approximately 3630 images per roll. Are these rolls 100ft or 200ft?
A. Both – unknown specific quantities.
47. Q. What is the length of the film rolls 100 feet or 215 feet?
A. See #46.
48. Q. Are the first pages consistent / uniform?
A. 80-81 less uniform, 82 to 96 are much more consistent.
49. Q. Does county want cropping of old images to new?
A. Not required per law but OK to add to shopping list.
50. Q. Does county want to add the hand written notes in margins?
A. This may have been a more common practice in Group 2 and 3 and we will consider that when the time comes. Not necessary for Group 1.

Conversion

51. Q. Would the county prefer to have the film scanned onsite at county location? Or at storage facility? If so, will space be available 24/7?
A. There is no provision for 24/7 access to a county facility and the access to any conversion facility at Iron Mountain is unknown.
52. Q. Does the county want the images cropped to remove any excess border and return to original document size?
A. Please explain the benefits of this process. The answer will depend on the benefit/cost ratio. (Note: Please provide pricing for both.)
53. Q. How many staff will the county dedicate to quality control (for purposes of thru-put of return images)?
A. The county will make every effort to keep up with the quality control review of the vendor's production of digital images, however we will expect to negotiate a reasonable rate of conversion that allows us to conduct an orderly conversion.
54. Q. Does the county want single strip tiff?
A. Yes

Indexing

55. Q. Does county have existing index data for all documents associated with Group 1? If not, when does index information end?

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- A. Index exists from 1985 to 1996. 1980 to 1985 does not have an index.
56. Q. Are any of the documents on microfilm indexed in a land records system?
A. Yes, see #55.
57. Q. Does index information include document page count? Or page number of each first page?
A. No to both questions.
58. Q. Please explain where the indexing information will be found on the images?
A. The majority of the documents in Group 1 have document numbers in the upper right hand corner.
59. Q. When does your online Grantee/Grantor index begin, does it contain a page count for each document and can we use it for validation purposes?
A. 1985; no to page count; use for validation purposes? Unknown.
60. Q. Is the County only interested in having images indexed by document number, or are additional indexing fields desired and the options for such provided in a "shopping list" format in our statement of work response? (i.e. additional indexing fields such as grantor, grantee, legal description, etc...)?
A. Document number required – additional indexing pricing can be submitted.
61. Q. Can the indexing go offshore?
A. The specifics of any vendor's offshore relationships would need to be reviewed before this question can be answered.
62. Q. Will the County allow any indexing/redaction work to be performed offshore? If yes, what work is allowed to be performed offshore?
A. The specifics of any vendor's offshore relationships would need to be reviewed before this question can be answered.
63. Q. Will the County allow any indexing/redaction work to be performed by non US citizens?
A. The specifics of any vendor's sub-contractor relationships would need to be reviewed before this question can be answered.
64. Q. If yes, what work is allowed to be performed by non US citizens?
A. See #63.
65. Q. Does the County's existing data for 85 to 96 include page counts?
A. No.
66. Q. What is the county standard for index of 80 – 81 reel/image vs document number?

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A. While reel and image exist in this time frame, we prefer to use document number to maintain consistency in our indexing conventions. See #30.

67. Q. What is the average number of images per document?
A. Use the 2.7 million images for quote purposes.

Redaction

68. Q. Do all 12.7 million images need to be redacted?
A. There are approximately 300,000 documents that need to be redacted. We believe we can provide a list based on document type to identify these.
69. Q. Is there a need to provide for forward file (i.e. newly scanned document) redaction?
A. No.
70. Q. What software (if any) are you using to process your forward file redaction requirements?
A. Extract Systems.
71. Q. Are you using a day forward redaction software?
A. Yes, see #70.
72. Q. If yes what software are you using?
A. See #70.
73. Q. Is San Mateo County going to do all day forward redaction?
A. Yes.
74. Q. Do any of your digital images need to be redacted?
A. Only converted film from 1980 to 1996 needs redaction.
75. Q. Does the county want automated or manual redaction?
A. The county currently uses automated search for redaction with a manual verify.
76. Q. What is the standard "best effort" the county requires?
A. 97% accuracy.
77. Q. Does the county want new film of redacted images?
A. Yes.

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Pricing

78. Q. Page 6 & 14 – What is the format of the “cost worksheet” and what should it contain?

A. See sample table below.

Group One			
We are open to further options; however we imagine the pricing to be in one of the increments below.			
Description	Per	Total	
Convert:			
Roll	3500	\$	
Document	2.8M	\$	
Image	12.7M	\$	
Tax		\$	
Redact:			
Roll	3500	\$	
Document	2.8M	\$	
Image	12.7M	\$	
Tax		\$	
Index:			
Rol;	3500	\$	
Document	2.8M	\$	
Tax		\$	
Misc			
Additional Indexing Fields	?		
Access to Images	?		
Shipping and Handling			

79. Q. Page 13 – How should the “cost estimates” be expressed?

A. See above.

80. Q. Can we price each group individually?

A. Yes, however Group 2 and 3 are not yet defined in detail.

81. Q. Page 12 – For the purpose of developing a price should we use the County roll and frame counts?

A. See above.

82. Q. Page 14 – Please confirm that we are to price scanning/indexing and redaction separately.

A. Yes, please provide that cost breakdown.

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83. Q. Page 14 – Is freight and/or sales tax to be included in the conversion pricing?
A. Yes.
84. Q. Should the index be based on number of pages?
A. Yes continue to use the 12.7 million for cost estimate purposes as the single page tiff format accurately reflects the number of pages. See question #104 for data schema layout.
85. Q. Should the sales tax be included, if yes what is it?
A. Yes, 9.25%
86. Q. How long is the price list to be valid?
A. Minimum 120 days.

Miscellaneous

87. Q. Does the County prefer that companies bidding be based in California or will it be open to bid responses from out of state vendors?
A. No preference.
88. Q. Will the County allow US based corporations with offshore processing facilities to provide services to the County if the corporation uses any of its offshore facilities and labor to process County records?
A. Please provide both estimates. See #'s 61 – 64.
89. Q. Page 8 – Please clarify what is meant by a “contingency emergency plan”?
A. How do you safeguard your customer’s records against unforeseen incidents such as fire, flood, etc. when they are in your possession?
90. Q. How would the County like to access this material over the 3 year auditable storage availability period?
A. The RFP template is referring to administrative records not Recorder official records. In other words, you can ignore the reference to this in the sample contract.
91. Q. Does the county require gray scale imaging?
A. Yes, it is preferred.
92. Q. Who is on the selection committee?
A. Theresa Rabe, Beth Falls, Andrew Wright, Bo Hammil and Kaylene Keller will recommend to Department Head Mark Church.
93. Q. What of a proposal to do the work for free?
A. If we understood correctly, the offer to perform the conversion for free would

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include an agreement that allows the vendor to resell the images. The vendor will not be authorized to resell these images.

94. Q. Will the county have vendors submit samples of work, demos of software etc.
A. If it is necessary to create a short list of qualified vendors the county will review this issue at this time.

Access

95. Q. What is the current Document management system?
A. In house development.
96. Q. Who is the County's current recording system vendor?
A. SouthTech Systems.
97. Q. What software is used to record land records today (vendor and system name)?
A. See above.
98. Q. What land record software and version of such are you currently using?
A. See above.
99. Q. Does the office want the images and indexes to reside in the current system or a separate system?
A. Current system – alternative proposals are welcome.
100. Q. Is there currently a data base (Computer Assisted Retrieval System) used to look up microfilmed images? If so, may we get a sample copy of the database?
A. No.
101. Q. Page 14 – What is necessary in programs in the "Access" section?
A. We are potentially looking for a new viewer application.
102. Q. For the Access software technical requirements section of the RFP, it requests information on a viewer, Bulk Import/Export API, etc... We would like clarification of the following in reference to such.
A. We do not have technical specs for a viewer but are interested in such applications. The technical specifications for the Export schema are provided in question 74.

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103. Q. Is the software viewer you mention one to view the redacted/processed multi-page TIFF documents?

A. Yes.

104. Q. What do you wish to bulk import/export? Is such the processed images that you wish to bulk import into your land records system?

A. We need an export from the microfilm conversion of the TIFF images with a fixed length index file. The county's vendor will do the import to our existing backend recording system.

Image and Index File Specs – TIFF Group IV – 300 DPI – Single Page – (no multi-strip) The index file should be fixed length or comma delimited and will include: - DOC# __ Page Number __ Filename Path

Data Schema Layout

Field	Length	-Start	-End
Doc Number	11	1	11
Page#	3	12	14
Path	40	15	54

Sample of Data Schema Layout

Doc#	Pg#	Path

1996-000001001		/1996/Jan/2/1996000001.001
1996-000001002		/1996/Jan/2/1996000001.002
1996-000002001		/1996/Jan/2/1996000002.001
1996-000002002		/1996/Jan/2/1996000002.002
1996-000002003		/1996/Jan/2/1996000002.003
1996-000002004		/1996/Jan/2/1996000002.004
1996-000002005		/1996/Jan/2/1996000002.005
1996-000002006		/1996/Jan/2/1996000002.006
1996-000002007		/1996/Jan/2/1996000002.007
1996-000002008		/1996/Jan/2/1996000002.008
1996-000002009		/1996/Jan/2/1996000002.009
1996-000002010		/1996/Jan/2/1996000002.010
1996-000002011		/1996/Jan/2/1996000002.011
1996-000003001		/1996/Jan/2/1996000002.001
1996-001234001		/1996/Jan/3/1996001234.001
1996-001234002		/1996/Jan/3/1996001234.002
1996-001234003		/1996/Jan/3/1996001234.003
1996-001235001		/1996/Jan/3/1996001235.001
1996-001235002		/1996/Jan/3/1996001235.002
1996-001235003		/1996/Jan/3/1996001235.003
1996-001235004		/1996/Jan/3/1996001235.004

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1996-001235005/1996/Jan/3/1996001235.005
1996-001236001/1996/Jan/3/1996001236.001
1996-034567001/1996/Feb/1/1996034567.003
1996-034567002/1996/Feb/1/1996034567.004
1996-034567003/1996/Feb/1/1996034567.005
1996-034568001/1996/Feb/1/1996034568.001

Directory/Folder Structure

\1996\Jan\2\1996000001.001

\1996000001.002
\1996000002.001
\1996000002.002
\1996000002.003
\1996000002.004
\1996000002.005
\1996000002.006
\1996000002.007
\1996000002.008
\1996000002.009
\1996000002.010
\1996000002.011
\1996000003.001

\1996\Jan\3\1996001234.001

\1996001234.002
\1996001234.003
\1996001235.001
\1996001235.002
\1996001235.003
\1996001235.004
\1996001235.005
\1996001236.001

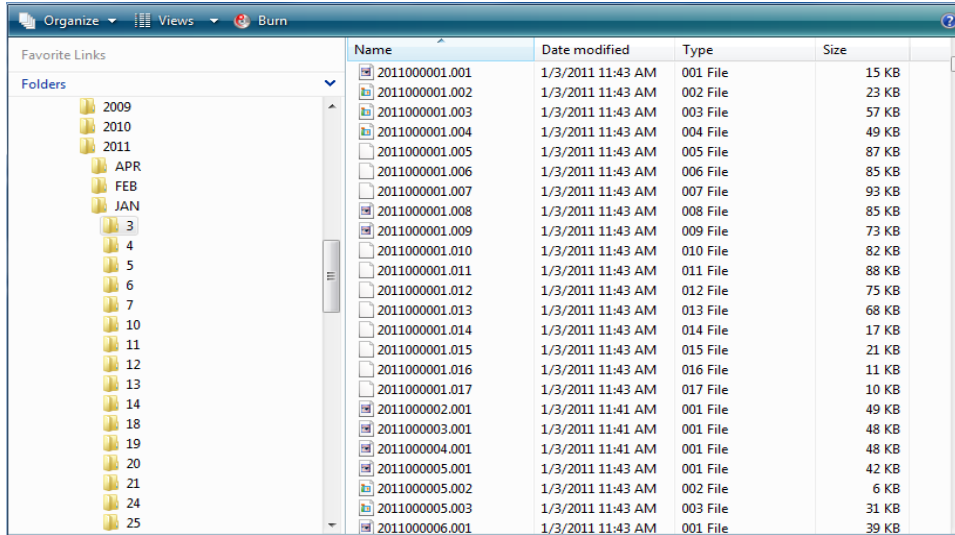
\1996\Feb\1\1996034567.001

\1996034567.002
\1996034567.003
\1996034568.001

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Screen Print of Directory and Folder Structure



Name	Date modified	Type	Size
2011000001.001	1/3/2011 11:43 AM	001 File	15 KB
2011000001.002	1/3/2011 11:43 AM	002 File	23 KB
2011000001.003	1/3/2011 11:43 AM	003 File	57 KB
2011000001.004	1/3/2011 11:43 AM	004 File	49 KB
2011000001.005	1/3/2011 11:43 AM	005 File	87 KB
2011000001.006	1/3/2011 11:43 AM	006 File	85 KB
2011000001.007	1/3/2011 11:43 AM	007 File	93 KB
2011000001.008	1/3/2011 11:43 AM	008 File	85 KB
2011000001.009	1/3/2011 11:43 AM	009 File	73 KB
2011000001.010	1/3/2011 11:43 AM	010 File	82 KB
2011000001.011	1/3/2011 11:43 AM	011 File	88 KB
2011000001.012	1/3/2011 11:43 AM	012 File	75 KB
2011000001.013	1/3/2011 11:43 AM	013 File	68 KB
2011000001.014	1/3/2011 11:43 AM	014 File	17 KB
2011000001.015	1/3/2011 11:43 AM	015 File	21 KB
2011000001.016	1/3/2011 11:43 AM	016 File	11 KB
2011000001.017	1/3/2011 11:43 AM	017 File	10 KB
2011000002.001	1/3/2011 11:41 AM	001 File	49 KB
2011000003.001	1/3/2011 11:41 AM	001 File	48 KB
2011000004.001	1/3/2011 11:41 AM	001 File	48 KB
2011000005.001	1/3/2011 11:43 AM	001 File	42 KB
2011000005.002	1/3/2011 11:43 AM	002 File	6 KB
2011000005.003	1/3/2011 11:43 AM	003 File	31 KB
2011000006.001	1/3/2011 11:43 AM	001 File	39 KB

105. Q. Does the existing land records system have the ability to store both the redacted and non-redacted image?

A. Yes, we have a redacted public facing repository and non-redacted internal use only repository.

106. Q. Is the software viewer to view a byproduct of the film conversion project and you desire the output of the film conversion project as a digital ribbon in addition to the individual TIFF documents (i.e. such that the software viewer simulates a physical microfilm reader but operates on the converted "digital film ribbon as well?

A. Group 1 will be in digital form, however Groups 2 and 3 may be digital or thru a viewer.

107. Q. If the county continues implementing Autonomy will these Recorder images be imported/stored in it?

A. Not immediately, but yes eventually.

108. Q. What is the total number of users?

A. Approximately 20 staff with 20 public terminals.

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Groups Two and Three

Note: For the purposes of this RFP, please use the responses above for all similar questions in Groups 2 and 3. Question # 113 may have some bearing on Group 1, and should be taken into consideration as part of your pricing response. All other questions unique to Groups Two and Three require further analysis and will be provided if the county chooses to move forward.

109. Q. For Group 2 and 3 can you provide a breakdown of the number of 16mm rolls vs. the number of 35mm rolls?
A.
110. Q. For Group 2 and 3 can you provide the estimated number of image on the 35mm rolls?
A.
111. Q. Since the quality and format of the images may vary for Group 2 and 3, is the County expecting one set of pricing to be used for all three groups?
A.
112. Q. Approximately when was the film created for Group 2 and 3?
A.
113. Q. Page 12 – Is it possible that the Group two and three 16mm film could be an optically reduced copy of the 35mm?
A. Yes.
114. Q. In group 2 and 3 can we get the separate count of 35mm vs 16mm?
A.
115. Q. Will we have the image counts from group 2 and 3 once the questions are answered?
A.
116. Q. If not, please give us the actual numbers of 35mm and 16mm rolls in each group and include the average number of frames per roll or the total estimate volume of both the 35mm and the 16mm in each of the two groups.
A.

Group two 1961 -1979.

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117. Q. How many rolls of 16mm film do you have and many images per roll and are they 100ft or 200ft?
A.
118. Q. How many rolls of 35mm film do you have and how many images per roll?
A.
119. Q. Is the film original or duplicate?
A.
120. Q. Is the film blipped?
A.
121. Q. What is the reduction ratio on the film?
A.
122. Q. Are all the rolls the same reduction ratio?
A.
123. Q. Does the film have target sheets that separate the files?
A.
124. Q. Are there any positive and negative images on the same rolls?
A.
125. Q. Do all 16mm need to be redacted?
A.

Group three 1850 - 1960

126. Q. How many rolls of 16mm film do you have and many images per roll and are they 100ft or 200ft?
A.
127. Q. How many rolls of 35mm film do you have and how many images per roll?
A.
128. Q. Is the film original or duplicate?
A.
129. Q. Is the film blipped?
A.

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130. Q. What is the reduction ratio on the film?
A.
131. Q. Are all the rolls the same reduction ratio?
A.
132. Q. Does the film have target sheets that separate the files?
A.
133. Q. Are there any positive and negative images on the same rolls?
A.
134. Q. Do all 16mm need to be redacted?
A.