**Judicial Council of California**

**Digitizing Judicial Branch Records**

**RFP #TCAS-2020-03-MS**

**RFP QUESTIONS AND ANSWERS**

1. In the case of scanning microfilm/microfiche off-site, would a service like FedEx or UPS be acceptable for pickups/deliveries?  The reason I ask is that we are usually not picking up large numbers of boxes for these type projects, and it would save the courts a lot of money to ship film/fiche this way, particularly courts that are far from any of the approved vendors.

**ANSWER:** The decision would be up to the JBE. If the JBE agrees, vendor may use a 3rd party, however, the vendor is still liable for any mishaps in shipping.

1. Also, I would add to what one of the questioners asked in the conference regarding indexing costs.  It would make sense to have a line item cost per keystroke for any indexing data that needs to be entered manually.

**ANSWER:** Exhibit 2 - Cost Proposal Form has been updated to allow pricing of the Standard Processing Costs with or without indexing and adds separate pricing rows for indexing.

1. Can a line item be added to the Cost Sheet for indexing costs?  This should be standardized for all vendors, so everyone is bidding apples to apples.

For instance:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 2.21 | Document Indexing | Cost for indexing individual records by Case Number and / or other relevant index or metadata fields as may be required by each individual court | Per Keystroke |  |  |

**ANSWER:** Please see the answer to question #2.

1. Question re: item 2.11, What do fingerprint cards look like and are they on paper, cardstock or plastic film?

**ANSWER:** Fingerprint cards will vary by JBE and possibly even within a single JBE for different fingerprinting services.

1. Question re: item 2.12, Please explain the requirement for “electronically edited within a JBE’s CMS, DMS or other… repository”.  Does this simply mean the ability to copy the OCR’d text from the scanned image PDF into a new Word Document?

**ANSWER:** Generally, this means the document is searchable and can be copied/pasted.

1. If a business is privately held and could not make their audited financials public, will Judicial Council sign a Non-Disclosure Agreement?

**ANSWER:** No. Please refer to Section 15 of the RFP for how the Judicial Council would handle balance sheets and income statements.

1. Will vendors be expected to scan Aperture Cards as part of the requirement to capture images from fiche?

**ANSWER:** This requirement may vary by JBE.

1. Will offshore data entry (for indexing of records) be allowed?

**ANSWER:** No, this would not be allowed.

1. Will out-of-state scanning of paper, microfilm or microfiche be allowed?

**ANSWER:** The JCC would consider work outside of California on a case by case basis (for example, if it would be cost-effective) but prefers all or most work to be within California for, among other reasons, privacy and security concerns.

The Digitizing Judicial Branch Records RFP, Section 3 Work Locations, has been updated to read:

“Off-site vendor operations and electronic storage of data must be located within the contiguous United States.”

1. What are the approximate page counts (document volumes) for paper? Number of filing cabinets or boxes is acceptable too.

**ANSWER:** We are not able to estimate the page counts, filing cabinets, or boxes.

1. How many rolls of microfiche are to be converted (approximately)?

**ANSWER:** We are not able to estimate the number of rolls of microfiche.

1. How many microfiches are to be converted (approximately)?

**ANSWER:** We are not able to estimate the number of microfiches.

1. In the RFP document, page 3, bullet point 3. “Work Locations” it is stated that Off-site vendor operations must be located within the state of California, and electronic storage must be within the contiguous US.  In Exhibit 1 – Requirements Matrix in row 5 “GP-04” cell D states “All vendor offsite operations and storage of data for a JBE or the JCC must be located within the contiguous US. Please clarify if offsite scanning can be performed at any vendor location, as long as it is in the contiguous United States, or if the scanning has to take place in California and storage of data can be in contiguous US.

**ANSWER:** Please see answers to questions #8 & #9.

1. In Exhibit 1 – GP-09, last bullet point in cell D, is it permissible to un-bind said documents for scanning?  Or do the bound documents have to stay bound?

**ANSWER:** This requirement may vary by JBE. Proposer may quote both for bound and unbound documents in the Exhibit 2 Cost Proposal Form. The requirement that documents remain bound would be rare.

1. Exhibit 1 PR-06 and PR-15 seem to be contradictory statements. Please clarify if we are to image documents marked “sealed” or not.

**ANSWER:** PR-06 has been updated to remove references to sealed documents:

Image confidential envelopes as part of the case file. Records contained in an envelope labeled “confidential” must be imaged as a separate image file and labeled the same as the original record with an accessibility identifier such as "C=Confidential", as specified by the participating JBE. Confidential records located underneath a color-coded confidential cover sheet must be imaged as a separate image file and labeled the same as the original record with the same accessibility identifiers indicated above.

1. Will JCC publish the names of all firms present at the mandatory pre-bid conference?

**ANSWER:** The names of actual Proposers is public information; however, JCC is not intending to publish the names of vendors who attend the Pre-proposal Conference.

1. Can we bid to service selected counties only?

**ANSWER:** If the vendor provides state-wide service, then it must bid for all counties. If bidding only for specific counties, vendor must substantiate its published service area.

1. Can a service such as FedEx be used for pickup/delivery of microfilm and microfiche?

**ANSWER:** Please see the answer to question #1

1. Is there a volume of work estimate?

**ANSWER:** We are not able to estimate the volume of work.

1. Is there a volume of work estimate by Location?

**ANSWER:** We are not able to estimate the volume of work by location.

1. Is there a volume of work estimate by media type?  (Paper, film, etc.)

**ANSWER:** We are not able to estimate the volume of work by media type.

1. What Case Management Systems/Document Management Systems are used?

**ANSWER:** These vary by JBE and may be custom-built, but major vendors are: Odyssey by Tyler Technologies, eCourt by Journal Technologies, CTrack by Thomson Reuters, FullCourt Enterprise by Justice Systems, and One Solution by CentralSquare.

1. Are joint ventures (apart from subcontracting) acceptable? i.e. can two or more vendors jointly submit a response to the RFP?

**ANSWER:** This would not be desirable.

1. Can you provide a complete list of all locations and identify which require on-site and which require off-site?

**ANSWER:** This information is not available.

1. Do you have an annual budget?

**ANSWER:** There is not an annual budget that applies to this RFP.

1. Do you have an annual budget individually for each of 5 awarded vendors?

**ANSWER:** There is no individual annual budget for each potential vendor.

1. Do you have a schedule in place for pickups?

**ANSWER:** Schedules for pickups will vary depending on the vendor’s Participation Addendum with the JBE.

1. Can vendor charge for travel, accommodations and per diem for travel outside of an agreed-upon radius?

**ANSWER:** This should be included in the pricing for services. Please refer to Section 8.1 of the RFP.

1. In reference to GP-01 – Microfiche: Count by types of Microfiche (16mm, 32 MM and COM Fiches)

Average number of images in a Jacket (16mm, 32 MM and COM Fiche)

1. Is it mixed density films?

**ANSWER:** This will vary by JBE.

1. Indexing by Fiche level or by image level?

**ANSWER:** This will vary by JBE. Proposer may quote both levels in the Exhibit 2 Cost Proposal Form.

1. Age and quality of the Microfiche jackets

**ANSWER:** This will vary by JBE.

1. In reference to GP-01 – Microfilm:
2. How many of them are 16mm and 32 MM?

**ANSWER:** This will vary by JBE.

1. What is the average number of images in a Roll - 16mm and 32 MM film?

**ANSWER:** This will vary by JBE.

1. Is it mixed density films?

**ANSWER:** This will vary by JBE.

1. Indexing by Roll level or by Film level?

**ANSWER:** This will vary by JBE. Proposer may quote both levels in the Exhibit 2 Cost Proposal Form.

1. What is the age and quality of the Microfilm jackets?

**ANSWER:** This will vary by JBE.

1. Is there any duplex rolls?

**ANSWER:** This will vary by JBE.

1. What is the average image count of a roll?

**ANSWER:** This will vary by JBE.

1. In reference to GP-05:
2. Onsite services requested on as-needed basis?

**ANSWER:** Onsite services may be requested.

1. Do you need onsite services for multiple location at the same timeframe?

**ANSWER:** This will depend on each JBE’s independent scheduling for their project.

1. In reference to GP-09:
2. Green bar (continuous computer) paper - Scan as one single image or break it by 8x11 size?

**ANSWER:** This will vary by JBE.

1. If we image as one single image can we price it by the length of the document?

**ANSWER:** This will vary by JBE, but yes. Proposer may quote the price by length in the Exhibit 2 Cost Proposal Form.

1. Letters received with attached envelopes - Do we need to scan the envelopes?

**ANSWER:** This will vary by JBE.

1. All above mentioned document are arranged by its size or type?

**ANSWER:** Likely not but may vary by JBE.

1. Unbind the spiral bound or bound transcripts? – Re-bind?

**ANSWER:** This will vary by JBE and document. Proposer may quote both with and without re-binding in the Exhibit 2 Cost Proposal Form.

1. In reference to IM-05: Can we take copies of the Image tabs and scan them?

**ANSWER:** Yes.

1. In reference to IM-09: Can we cut the bound books and scan them?

**ANSWER:** This will vary by JBE. Proposer may quote both with and without cutting bound books in the Exhibit 2 Cost Proposal Form.

1. In reference to IM-10: What's the maximum file size allowed for a PDF file?

**ANSWER:** This will vary by JBE.

1. Can we add "\_1", "\_2" as suffix to the PDF file name when we split them?

**ANSWER:** Suffix or other indicator will vary by JBE.

1. In reference to PR-02: Will the taxonomy information be available on the file folder or first page of the document?

**ANSWER:** This will vary by JBE.

1. In reference to PR-03: Do documents need to be reassembled?

**ANSWER:** This will vary by JBE. Proposer may quote both with and without reassembling in the Exhibit 2 Cost Proposal Form.

1. In reference to PR-04: How do we handle it if anything is written/printed on the back of the document?

**ANSWER:** Vendor should have a method for capturing all information.

1. In reference to PR-05: Can we make copies of the manila folders and scan them?

**ANSWER:** Likely yes; however, this may vary by JBE**.**

1. In reference to PR-06:
2. Is it easy to differentiate or identify the sealed statutorily and Confidential envelopes?

**ANSWER:** This is already addressed. Please refer to amended PR-06 Requirement Full Description in Exhibit 1 Requirements Matrix and Response Form**.**

1. Separate PDF file with the same case number but identify as separate document type?

**ANSWER:** This is correct.

1. In reference to PR-09:
2. Need clarification - What do they mean by appropriate location?

**ANSWER:** The location is where the missing file/document would be if it were there. An example would be a folder that has case information, but that is empty. Vendor should scan the folder then place the file target indicating missing documents.

1. What if the folder tab has no case number and it's empty?

**ANSWER:** This will vary by JBE**.**

1. Documents are arranged with the sequence of Case numbers?

**ANSWER:** As to whether documents are arranged in sequence by Case numbers, this would usually be the case, but not always. This would vary by JBE.

1. In reference to PR-10: This will slow down the entire prepping process – can these images be billed as a separate line-item at additional cost?

**ANSWER:** Proposer may price this in the Exhibit 2 Cost Proposal Form in item 2.7 or as an Additional Service.

1. In reference to PR-15: The Prepping team will not be checking all the boxes or documents as soon as they receive the documents for processing. How do we report /return these documents within 24hour turnaround time?

**ANSWER:** See Requirement PR-15 Requirement Full Description in Exhibit 1 Requirements Matrix and Response Form. The 24-hour timeframe is “no… later than twenty-four hours **of becoming aware** of such records.”

1. In reference to DF-01: What is the index file format – if any?

**ANSWER:** This will vary by JBE**.**

1. In reference to FQ-10: Do we separate the items and write down the case number and label it on the Non-Digitizable items?

**ANSWER:** Correct.

1. Cost Proposal Form:
2. Can you provide number of images per microfiche? You request per jacket, but it’s unknown what type of microfiche and how many images per fiche there are.

**ANSWER:** Proposer may propose pricing based on type of jacket in the Exhibit 2 Cost Proposal Form.

1. Can you provide number of images per roll per microfilm? You request per roll, but it’s unknown what type of microfiche and how many images per fiche there are.

**ANSWER:** Proposer may propose pricing based on type or size of roll in the Exhibit 2 Cost Proposal Form.

1. You request cost for non-paper records but need more details on what that would be.

**ANSWER:** Examples are vinyl sheet and laminated paper.

1. Can the JCC clarify: Most of Exhibit 2’s indicative CLINs cover a very broad scope of preparation, scanning, boxing, storing, and indexing/keying services. We understand that JCC has both 61 entities & an unknown specification, so is example-based pricing – using the Comments column to identify the specific build-up for that price – acceptable, or does the JCC prefer a Not To Exceed price that could be discounted off of at the task order level?

**ANSWER:** A Not To Exceed price is required, that can be discounted at the task order level

1. Can the JCC confirm a list of vendors who attended the pre-bid conference will be made available?

**ANSWER:** Please see the answer to question #16.

1. Will the JCC consider a price schedule similar to a CMAS price list?  There are dozens of scenarios that the cost proposal form does not accommodate (different levels of prep, volume, Indexing characters digital release, etc.) that our comprehensive pricing schedule will.

**ANSWER:** No.

1. Will JCC consider using an active CMAS contract in lieu of the RFP contract?

**ANSWER:** Barring a highly unusual circumstance, no..

1. [Section 10.13, “Judicial Council Negotiations,” p.18/24]
2. Regarding Section 10.13 ("Judicial Council Negotiations", p.18/24) in the RFP document, while the intent would be to send the majority of the negotiation team for in-person meetings, there may be some members who cannot travel and will need to participate via telephone. Does the Judicial Council agree that having some remote members will be allowed under this process?

**ANSWER:** Judicial Council, given the current situation, can be flexible with respect to in-person meetings, however, all relevant decision-makers must be present.

1. Would the Judicial Council be willing to define what is meant by a "delay to the negotiations" in the third paragraph of subsection (a)?

**ANSWER:** The meaning of the referenced language in the third paragraph of subsection (a) is the plain or dictionary meaning. If questions remain after reviewing the language again, please confer with your internal counsel.

1. [Exhibit 2 – Background and Purpose, p.6/39 Section 1.2 in Attachment 2 "JCC Standard Terms and Conditions"]

Regarding Exhibit 2 – Background and Purpose, p.6/39 Section 1.2 in Attachment 2 "JCC Standard Terms and Conditions":

* 1. Are Contractors required to accept all Participating Addendums that are presented to them?

**ANSWER:** Generally, yes.

1. Would a Contractor have the discretion to not enter into a Participating Addendum if there are compliance concerns, for example? Can the JCC [insert question here]?

**ANSWER:** We don’t foresee any compliance concerns.

1. Items 1.1 and 1.2 of TCAS-2020-03-MS Exhibit 2 (Cost Proposal Form) request a per-image cost for on-site standard imaging services, to include an associated index of metadata for the JBE’s import and retrieval purposes.  Typically, for digitization projects with similar scanning/indexing requirements, the imaging cost is separate from the indexing cost, the latter of which is typically priced on a per-keystroke basis.  The reason for this that both the indexing requirements will typically vary from entity to entity as will the average number of images per document.  Will the JCC please consider revising the Cost Proposal Form such that the pricing for the imaging and indexing services are segregated?

**ANSWER:** Please see the answer to question #2.

1. Item RT-02 of TCAS-2020-03-MS Exhibit 1 (Requirements Matrix and Response Form) states “As directed by the participating JBE, use participating JBE's records tracking system to upload imaged and digitized files into the participating JBE's CMS, DMS, or digital storage repository, and manage, and track such inventory.” Can you please clarify this requirement and provide an example of a JBE records tracking system?

**ANSWER:** An example of a JBE records tracking system is a court-provided hand-held, portable bar code scanners to log and track movement of files from location-to-location and vendor to dock, and to upload inventory data into the court’s Records and Information Management Software Program (Versatile Enterprise).

1. Item RP-03 of TCAS-2020-03-MS Exhibit 1 (Requirements Matrix and Response Form) states “Securely store records, including pallets of records, before and after the imaging process as directed by a participating JBE on a month­-to-month basis.”.  Is the described month-to-month secure storage required only until the JBE is able to authorize the destruction of the physical records, or is it possible that the JBE might require long-term storage of the physical records?

**ANSWER:** The objectives of digitizing records are to eliminate paper records and reduce storage costs, so the goal is not long-term storage.

1. Item RP-05 of TCAS-2020-03-MS Exhibit 1 (Requirements Matrix and Response Form) states “Ability to retrieve specific files and/or boxes of files and deliver to the participating JBE within a 24-hour period of the JBE's request at no additional charge. The JBE will specify the method of delivery, e.g., physical or electronic.”.  If the retrieval and shipment of physical files is requested often, the associated shipping/handling costs could be significant.   Will the JCC consider giving vendors the ability to charge for this service?

**ANSWER:** Proposer may quote this in the Exhibit 2 Cost Proposal Form Additional Services.

1. Page 1, Section 1.2 – “If multiple Master Agreements are awarded, each JBE may select the vendor that best meets the JBE’s individual requirements and provides the best value to the JBE.” What information from the Master Agreements will be available to JBEs to help them decide on a vendor?

**ANSWER:** All Master Service Agreements are posted on a website accessible to the courts and JBEs.

1. Page 10, Section 10.8 – Geographic Locations.  How should a bidder represent they cover the whole state of California?

**ANSWER:** Please state it in the table provided.

1. Exhibit 1 – Requirements Matrix and Response Form: Item PR-06 states “Records contained in an envelope labeled ‘confidential’, ‘sealed’ or ‘sealed by JBE order’ must be imaged as a separate image file…”  Item PR-15 states, “A vendor should not be receiving any records … designated as ‘sealed’ by a JBE.”  Please confirm the handling of sealed records, or that it will ultimately be determined by the individual JBE.

**ANSWER:** Please see answer to question #15

1. Exhibit 2 – Cost Proposal Form: Exhibit 2, Item 1.1 / 1.2 – Per Image pricing for each delivered image.  Since a document can be one or more images, and JBEs can request one or more metadata index fields, how should bidders represent the indexing cost compared to the scanning cost?

**ANSWER:** Please see answer to question #2

1. We propose a line item 3.1 for Indexing be added to Exhibit 2, and that the cost factor be set for all bidders.  This will allow JBEs to evaluate cost consistently and fairly and allow bidders to respond in a way that is easily appraised.  Cost factors that fit this method would be per-character (also called keystroke) or per-field.

**ANSWER:** Please see answer to question #2

|  |  |  |  |
| --- | --- | --- | --- |
| GP-04 | General Provisions | Offsite imaging services | The capability of performing imaging services offsite. All vendor offsite operations and storage of data for a JBE or the Judicial Council of California (JCC) must be located within the contiguous U.S. |

1. In the RFP is states that off-site vendors must be located in California but in Exhibit 1 it states anywhere within the contiguous United States. Please clarify.

**ANSWER:** Please see answers to questions #8 & #9.

1. For indexing, can you please provide a listing of metadata fields to be delivered?

**ANSWER:** This will vary by JBE.

1. Does JCC expect to award this contract to 1 vendor or multiple vendors?

**ANSWER:** Note the RFP states up to 5 Master Service Agreements will be awarded.

1. Is there a budget already approved for this project?

**ANSWER:** Please see answer to question #25.

1. Will the Coronavirus have any financial or timeline impact to this contract?

**ANSWER:** We don’t anticipate that the coronavirus will impact this RFP; however, the coronavirus pandemic continues to impact the judicial branch, public agencies, and private companies alike..

1. Can JCC provide all the location addresses where the documents need to be picked up?

**ANSWER:** This information is not available.

1. Can JCC provide estimated volume at each location? This can be estimate based of cabinets, boxes, or however possible.

**ANSWER:** Please see answer to question #20.

1. Can JCC provide a spreadsheet or database for cross checking indexes?

**ANSWER:** This will vary by JBE.

1. What portion of this project will need to be scanned in Color?

**ANSWER:** This will vary by JBE.

1. What percentage of this project needs to be done onsite?

**ANSWER:** This will vary by JBE.

1. For the onsite projects how much estimated SQFT is available for vendor? What are the location cities?

**ANSWER:** This will vary by JBE.

1. Is the Microfilm to be index by roll? Or does Vendor need to determine where images on the film separate and index individual records?

**ANSWER:** This will vary by JBE. Proposer may quote a price for both per roll and by individual record in the Exhibit 2 Cost Proposal Form.

1. Is the MicroFiche to be indexed by sheet? OR does vendor need to determine where documents start and end?

**ANSWER:** This will vary by JBE. Proposer may quote both per sheet and by document in Exhibit 2 Cost Proposal Form.

1. Are there any documents larger than 60" wide?

**ANSWER:** This will vary by JBE but would be exceptionally rare.

1. What is meant by scanning CONFIDENTIAL RECORDS? What is the difference between these and regular records? Not quite sure how this effects price.

**ANSWER:** This is already addressed. Please refer to PR-06 Requirement Full Description in the Exhibit 1 Requirements Matrix and Response Form.

1. How long will vendor be required to store boxes once the documents are scanned and delivered?

**ANSWER:** This will vary by JBE.

1. Can JCC provide a list of companies that attended the WebEx pre-bid?

**ANSWER:** Please see answer to question #16.

1. Will any documents have to be re-prep after scanning? (Re-Stapled, metal prongs, etc.)

**ANSWER:** This will vary by JBE and document. Proposer may quote both with and without re-assembling in the Exhibit 2 Cost Proposal Form.

1. Will any boxes need to be certify shredded?

**ANSWER:** This is already addressed. Please see FQ-06 Requirement Full Descriptionin the Exhibit 1 Requirements Matrix and Response Form.

1. Exhibit-3 Item GP-06.  Will JBE expect vendor to pick up shelves and cabinets or will JBE pack these documents into boxes?

**ANSWER:** Assumption is that the referenced Exhibit is Exhibit-1. This is already addressed. Please see GP-06 Requirement Full Descriptionin the Exhibit 1 Requirements Matrix and Response Form.

1. Exhibit-3 Item GP-06.  Will JBE pack the documents into boxes or will JBE expect the vendor to pack these boxes?

**ANSWER:** Assumption is that the referenced Exhibit is Exhibit-1. This will vary by JBE. Please see GP-06 Requirement Full Descriptionin the Exhibit 1 Requirements Matrix and Response Form.

1. Exhibit-3 Item IM-05.  "Image tabs in files." Can JCC provide more information or description of image tabs?

**ANSWER:** Assumption is that the referenced Exhibit is Exhibit-1. These are paper separators with labelled tabs

1. Exhibit-3 Item IM-06.  "Create and assign unique batch numbers to every batch of imaged documents."  Can you provide more information?

**ANSWER:** Assumption is that the referenced Exhibit is Exhibit-1. This is already addressed. Please see IM-06 Requirement Full Description in the Exhibit 1 Requirements Matrix and Response Form.

1. Exhibit-3 Item IM-09.  Does JBE expect vendor to re-bind any books?

**ANSWER:** Assumption is that the referenced Exhibit is Exhibit-1. This will vary by JBE and document. Proposer may quote both with and without re-binding in the Exhibit 2 Cost Proposal Form.

1. Exhibit-3 Item IM-09.  Does JBE expect vendor to re-assemble documents back into the folder?

**ANSWER:** Assumption is that the referenced Exhibit is Exhibit-1. This will vary by JBE and document. Proposer may quote both with and without re-assembling in the Exhibit 2 Cost Proposal Form.

1. Exhibit-3 Item IM-11.  Question ask proposer to enter description in the proposer's comment column.  But, the instructions mention to enter information only if the proposer's response in column E is "Partial Offered".  Please explain?

**ANSWER:** Assumption is that the referenced Exhibit is Exhibit-1. Note the instructions say comments are **required** if “Partially Offer” is selected, but **do not prohibit** entering comments otherwise.

1. Exhibit-2 Item 2.15 - Microfiche / price by Jacket?

**ANSWER:** The question is unclear; however, proposer may propose pricing based on type of jacket in the Exhibit 2 Cost Proposal Form.

1. Exhibit-2 Item 2.16 - Microfilm / price By Roll?

**ANSWER:** The question is unclear; however, proposer may propose pricing based on type or size of roll in the Exhibit 2 Cost Proposal Form.

1. Exhibit-3 Item 2.0 Table 2.  Did JCC want revenue for fiscal year 2019 instead of 2018?

**ANSWER:** Correct. Proposers Response Template has been amended.

1. Exhibit-3 Item 6.4 Table 9.  Did JCC want vendors revenue for fiscal year 2019 instead of 2011?

**ANSWER:** Correct. Proposers Response Template has been amended.

1. Since courts are located throughout California, can boxes of files be shipped to the Imaging location?  If so, can a line item to be added for shipping charges.

**ANSWER:** Please see answer to question #55

1. Since courts are located throughout Southern California, cost of physical pickup and transport will differ per JBE.  Can a line item be added to include mileage (distance)?

**ANSWER:** Please see answer to question #55

1. Often times, there are scenarios that require special handling of items: special separation, taping ripped documents together, moving post it notes to a legible part of the document in order to not obstruct important information that require Special Handling?

**ANSWER:** This is correct.

1. Can a line item for Special Handling Hours be added?

**ANSWER:** Please see answer to question #41.

1. Can you elaborate on imaging Confidential Records?

**ANSWER:** This is already addressed. Please refer to PR-06 Requirement Full Description in the Exhibit 1 Requirements Matrix and Response Form.

1. Can you provide examples of non-paper records?

**ANSWER:** Please see answer to question #45 c.

1. Can you include separate line item for Indexing?  Price per index field or Price per character?

**ANSWER:** Please see answer to question #2.