

## RFP 4356 Questions Received

1. Is there an existing database from Iron Mountain of the boxes and files contained therein that we can use for data entry validation? **Iron Mountain has a data base of box nos. and we keep a log of what files are in each box.**
2. We meet industry standards for Records Management. We are a national and international provider of records management services and are members of ARMA. The U.S. National Archives and Records Administration (NARA) has many specific standards like racking no more than 2 tiers in height which we would need exceptions to some of these rules. Can you make an exception to meeting all NARA standards but must meet ARMA Records Management industry standards? **The City of Fullerton is not going to offer to override anything at this time but if the vendor needs an exception, they can note that in their proposal and we'll take it under consideration.**
3. We are located in Pico Rivera, CA 90660 (Los Angeles County) which is only 16 miles from City of Fullerton (City Hall). We service all of Orange County, LA, County and San Bernardino County area and provide same-day and next-day delivery. Would you be able to remove the requirement of vendor's facility being located in the Orange County area? **The RFP specifies being in the OC area and able to respond within the times listed in the RFP. OC area does not mean specifically in OC.**
4. Is the shredding service off-site shredding or on-site shredding services? **Vendor should propose what they would charge for off-site or on-site shredding service.**
5. For document storage services; how many boxes were added in year 2018, 2019, and 2020? How many boxes were destroyed in year 2018, 2019, and 2020? How many number of trips were billed in year 2018, 2019, and 2020? How many boxes and files were retrieved in year 2018, 2019, and 2020? **Vendor may provide tiered pricing, if they wish.**
6. Is the City willing to provide current vendor pricing so the new vendor may provide competitive pricing? **Our current contract does not include scanning or shredding services.**
7. Are scanned images and data files to be delivered via SFTP site or another method? **Vendor should let us know what capability they have to deliver scanned images.**
8. What are the pickup/delivery locations and how often are pickup/deliveries required? **Pick-up and delivery services at: City Hall 303 W. Commonwealth, Police Department 237 W. Commonwealth Avenue, Fire Department 312 E. Commonwealth Avenue, Public Works City Yard 1580 W. Commonwealth Avenue. Required on demand.**
9. What is the requested turnaround time for scan and demand service? **Vendors should propose their turnaround time ability.**
10. Will non-paper records be included in scan on demand requests (such as microfilm or video tapes), or just file delivery requests? **Please specify in your response what you are capable of.**
11. What is the targeted go live/implementation date? **Start date TBD following award of the proposal and depending on how much notice we may need to give Iron Mountain.**
12. Are all files to be indexed, or just files that are pulled for pickup/delivery? **Unknown at this time. Vendor should inform their ability to index in both situations.**
13. Are documents typed or handwritten? **Both.** If both, what is the approximate percentage of each? **Unknown.**

14. Will the City be paying the Iron Mountain permanent removal fees? **Uncertain at this time.**
15. On average, how many file folders are there per box? Trying to get an idea of the indexing and data entry required for searchable database for the City. **There are a mixture of records, some are located in file folders, others records are loose papers.**
16. Section 2.1 "E" says vendor must have source code to their tracking system. This requirement will eliminate most qualified vendors, while allowing vendors with poor home-grown systems to bid. Do you really mean what it says? **The City of Fullerton is not going to offer to override anything at this time but if the vendor needs an exception, they can note that in their proposal and we'll take it under consideration.**
17. Section 2.1 "A" – vendors facilities must be in Orange County area, how do you define Orange County area? Within how many miles of City Hall? **The RFP specifies being in the OC area and able to respond within the times listed in the RFP. OC area does not mean specifically in OC.**
18. At what location are boxes currently stored? **Iron Mountain.**
19. What is the budget or not to exceed amount for this solicitation? **There is none. We want vendors to give us their pricing.**
20. Are documents to be imaged at 300 DPI? **300 DPI minimum.**
21. What is the typical monthly volume of scan and demand requests? **Not currently using this service. Volume unknown.**
22. Approximately, how many document types are there? How many of those are in a standard format? **Would need to review all documents at Iron Mountain and review. Assume it's unlimited because we will continually have new documents to store.**
23. Do scan on demand documents require full OCR? If not, how many index fields are there per document? Approximately how many pages are there per document? **Yes, full OCR, the fields and pages depend on the document.**
24. Is client interested in online image viewer or workflow tool? **If the vendor has this available, please include as an option.**
25. Approximately how many boxes are expected to be added to the vendor's facility during the contract period? **Varies.**
26. Why has the solicitation been released at this time? **The city periodically issues an RFP for contracted services. Looking for competitive pricing, adding scanning and shredding features and combining all departments into one account.**
27. Are any records not in boxes? If yes, what is the approximate volume and how are they currently stored? **Yes. Volume and storage method vary.**