



California Department of Public Health (CDPH)

REQUEST FOR INFORMATION

RFI 26-10309

Vital Records and Statistics Division

Vital Records Registration Branch

Request for Information (RFI)

Digitization of Marriage Records

Release Date:

June 18th 2026

ISSUED BY: CDPH

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A. PURPOSE

The California Department of Public Health (CDPH) is issuing this Request for Information (RFI) to gather market insights into modern, high-volume imaging and indexing solutions capable of digitizing approximately 3 million paper marriage records. CDPH seeks information on available industry capabilities, technologies, and approaches that can support the creation of high-quality digital images, structured index data, and secure handling of sensitive documents.

CDPH is requesting feedback on vendor capabilities as it pertains to these media services. This RFI is for market research, information-gathering and planning purposes only and will not be scored.

B. OBJECTIVE

The California Department of Public Health, Vital Record Registration Branch is conducting Market Research that will help foster future relationships with Media vendors and assist with CDPH business needs. The objective of this RFI is to understand the capabilities of vendors who can support:

- Large-scale digital imaging of paper marriage records
- Creation of structured index data collection compatible with CDPH's FileNet system
- Image and data file creation for approximately 3 million paper marriage records
- Secure, accurate, and efficient handling, tracking, and return of original documents
- Coordinated tracking and management of approximately 3 million paper marriage records
- Onsite operations at CDPH's secure facility

CDPH intends to use the information received to inform future procurement strategies and assess feasibility, scalability, security, and cost considerations.

C. RFI KEY ACTION DATES

Key Action	Date
Release of the RFI	Thursday June 18, 2026
Vendor Questions Due	Tuesday June 30, 2026
Responses to Vendor Questions Posted	Wednesday July 8, 2026 Tuesday July 14, 2026 <u>Friday July 24, 2026</u>
Last Day to Submit RFI Response	Wednesday July 22, 2026, Tuesday July 28, 2026 <u>Tuesday August 11, 2026</u>

D. CONTACT

The primary RFI contact is listed below:

Attn: Celina Vong

Email: VRSDContractProcurementSupport@cdph.ca.gov

RFI responses are to be submitted in email form to the above contact.

E. BACKGROUND

At the California Department of Public Health (CDPH), equity, diversity, and inclusion are at the core of our mission to advance the health and well-being of California's diverse people and communities. We are genuinely and strongly committed to cultivating and preserving a culture of inclusion and connectedness where we can grow and learn together with a diverse team of employees. In recruiting team members, we welcome the unique contributions that you can bring to us and the work we do.

The Vital Records and Statistics Division (VRSD) is responsible for department-wide initiatives to improve the effectiveness of our work through better health information systems, increased application of epidemiologic methods of analysis, strong liaisons with public health organizations and schools of public health, and effective partnerships with local health agencies and professionals. VRSD houses the Office of Vital Records, responsible for registering all California vital events and providing birth, death, and marriage records to the public. In addition, VRSD is involved in many cross-cutting and innovative data projects including the statewide Open Data Portal and Health Information Exchange.

F. RFI RESPONSE INSTRUCTIONS

CDPH is requesting information on vendor capabilities and expertise, along with estimations on how vendors would approach a Sample Scope/Statement of Work expressed in Section H.

Submit your responses by emailing the Primary Contact, identified in Section D, by the date listed in the RFI Key Action Dates table. Ensure your response includes your company name, product/platform name, and responses to the following items:

1. General
 - a. Describe your business and services provided.
 - b. Describe size of agency project staff and general expertise to support this work.
 - c. Demonstrate capability to effectively coordinate, manage, and monitor efforts of assigned staff to ensure work is completed.
 - d. Please list the equipment and software you will be using, including scanner and dimensions.
2. Expertise
 - a. Describe agency work history of digital imaging and data collection projects.
 - b. Include detailed information on prior projects including length of project, volume of records/images digitized, number of personnel involved in the project, methods used to complete the project, and examples of how collected data was delivered to the customer.
 - c. Describe agency experience with sensitive or confidential records/materials and what steps are taken to ensure confidentiality is maintained.

- d. Describe your agency's capacity to work offsite in a secure location to complete the project.
- e. Describe your capacity to handle, exchange, and track large volumes of records on a regular basis while maintaining order and without damaging original records.

3. Evaluation

- a. Describe how your agency will complete this project.
- b. Describe in detail how confidentiality, organization of records, and other key factors of the project will be maintained.
- c. Describe the strategies and measures that will be employed to ensure timely completion of the project with a high-quality end product.
- d. Identify any specific needs that may be required to complete the project offsite at the secure CDPH location.
- e. Describe a plan for regular communication with CDPH during the life of the project, including frequent updates on project progress.

4. Conflicts

- a. Describe any challenges or barriers that may exist in completing the project as currently described.

5. Timeline Budget

- a. Based on the Sample Scope of Work, please submit a timeline, and proposed costs.

G. DISCLAIMER

This RFI is issued for information and planning purposes only and does not constitute a solicitation. **A response to this RFI is not an offer and cannot be accepted by the State to form a binding contract.**

This RFI is solely designed to provide CDPH with meaningful information to enable CDPH to determine how to proceed with future agreements.

RFI Respondents are solely responsible for all expenses associated with responding to this RFI. The State is not responsible for any expenses associated with responding to this RFI.

The submission of a response does not constitute any commitment on the part of the interested party. However, the RFI Respondent agrees that the submitted information is correct to the best of the RFI Respondent's knowledge. CDPH is also interested in learning the reasons for not submitting a response.

RFI Respondents are advised that all documents submitted in response to this RFI will become the property of the State of California and will be regarded as public records under the California Public Records Act (PRA) pursuant to Government Code section 7920 et seq. The intent of this RFI is for Market Research purposes. Respondents should be aware that marking the response or questions "confidential" or "proprietary" will not exclude that content if the Department receives a PRA request. Please do not include any confidential or proprietary information in responses to this RFI as it will be subject to the PRA and may be disclosed to the public under the PRA.

H. SAMPLE SCOPE/STATEMENT OF WORK

1. Service Overview

The contractor would be expected to provide CDPH, Vital Records and Statistics Division (VRSD) the services described herein. The Contractor shall provide CDPH with high level technical services to assist with the digital imaging, index data collection, and creation for all paper marriage records of approximately 3 million paper marriage records.

A. Digital Imaging

- Digitize approximately 3 million marriage records from years 1987–1997 and 2000–2007, records of various paper sizes such as 8.5"x7.5", 8.5"x8", and 8.5"x11"
- Produce individual black-and-white Tag Image File Format (TIFF) images compatible with CDPH's FileNet system
- Prepare documents for scanning (removing staples, smoothing edges, etc.)
- Conduct full image quality review and re-scan unacceptable images
- Handle records securely to prevent damage or loss

B. Index Data Collection

- Extract and compile structured index data for each record
- Ensure data formats are suitable for FileNet import
- Collaborate with CDPH Information Technology Services Division (ITSD) to confirm system compatibility

C. Project Management & Communication

- Provide 3–6 trained staff onsite (depending on space availability)

- Develop and maintain a detailed project plan
- Provide regular project updates (email, in-person, or virtual)
- Track records in coordination with CDPH

D. Security & Compliance

- Maintain compliance with CDPH confidentiality standards
- Protect all Personally Identifiable Information (PII)
- Report any security or data breaches immediately

E. Delivery

- Return all digitized records in original condition
- Deliver images and index data in formats determined by CDPH
- Collaborate with ITSD on transfer and import of data into FileNet

2. Detailed Services to be Performed

The Contractor shall perform digital imaging, data index collection, and creation for all paper marriage records currently stored at VRSD for the years 1987-1997 and 2000-2007. This includes a total estimate of approximately 3 million records.

The Contractor shall perform tasks including, but not limited to the following:

- A. The Contractor shall travel to the designated office to perform imaging and indexing services.
- B. The Contractor shall provide a minimum of three (3) staff for image conversion and indexing services. Space constraints may allow a maximum of six (6) staff on site at any one time.
- C. The Contractor shall obtain prior approval from CDPH to use any Contractor-specific software necessary for completing tasks on CDPH equipment.
- D. The Contractor shall develop, provide, and implement a procedure for CDPH with a project plan for the secure and successful digital imaging and indexing of approximately 3 million marriage records of various paper sizes such as 8.5"x7.5", 8.5"x8", and 8.5"x11", including an estimated completion timeframe.
- E. The Contractor shall ensure safe handling and processing of all paper marriage records provided by CDPH to prevent damage, loss, or other issues.
- F. The Contractor shall assist CDPH staff with tracking records in a manner approved by CDPH.
- G. The Contractor shall remove paper clips, staples, sticky notes, tabs, etc.; smooth edges and take any other steps that may be necessary to ensure that all information on the marriage record is on the image.
- H. The Contractor shall scan and create individual images of each marriage record in the designated years within the project details, in a Tag Image File Format (.tiff) compatible with the CDPH FileNet program, so that images can be transferred and housed within the CDPH FileNet system.

- I. The Contractor shall scan documents as black and white.
- J. The Contractor shall compile a data index of specific fields identified by CDPH, for each marriage record, which can be imported into FileNet and linked to the individual record images.
- K. The Contractor shall perform image quality checks prior to returning images to CDPH and shall correct any images that are not acceptable to CDPH. The contractor shall re-scan or reimage all work not satisfactorily completed. Satisfactory completion will be at the sole discretion of CDPH.
- L. The Contractor shall collaborate with CDPH ITSD to ensure all images and data collected are compatible and can be easily imported into current systems without modifications.
- M. The Contractor shall organize the transfer of images and data to CDPH ITSD for import into FileNet, using a method decided on by CDPH ITSD.
- N. The Contractor shall identify any issues with paper marriage records unable to be scanned and/or indexed and notify CDPH within three business days so that CDPH can provide scannable copies and/or necessary guidance.
- O. The Contractor shall return all scanned and completed paper marriage records in a timely manner, in the same state originally provided by CDPH, utilizing a method or procedure designated by CDPH. (Attachment 1 - Marriage Record Tracking Spreadsheet)
- P. The Contractor shall collaborate with CDPH and provide project status updates bi-weekly via agreed upon methods, including but not limited to email, in person meetings, Teams meetings, etc.
- Q. The Contractor shall ensure they are handling and complying with state guidelines with respect to Personally Identifiable Information (PII) and Protected Health Information (PHI).
- R. The Contractor shall report any breach of security of CDPH provided files, computer system, or converted images or data immediately to CDPH.