



Erica Pan, MD, MPH, FAAP
Director and State Public Health Officer

State of California—Health and Human Services Agency
California Department of Public Health



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Questions & Answers for RFI 26-10309

1) Is 3 million the record count or the image count? Are records multi-page (license plus certificate)?

Answer: There are approximately 3 million records. Most marriage certificates are one page. Approximately 3-4% of records may have an amendment attached, in which case the front of the amendment also needs to be imaged. Each record is indexed individually, whether it is the marriage or an amendment to the original, though records with amendments will share record identifiers such as State File Number (SFN) and Local Registration Number (LRN).

2) Which specific index fields are required per record?

Answer: There are 8 index fields: SFN, LRN, 1st person's first name and last name at birth, 2nd person's first name and last name at birth, Event date, and Event place. All fields are located on the front page of the marriage record.

3) Are the records typed, handwritten, or mixed across 1987–2007?

Answer: There could be a small percentage of older records that are all handwritten, but majority of the records are mixed.

4) What is the reason for the 1998-1999 records gap? Have these been previously digitized or could this be an expansion of scope in the future?

Answer: These were previously digitized by CDPH.

5) If records from 1998-1999 have been scanned, can you share the standards and indexes that were used for these records?

Answer: See #10.

6) What accuracy standard is required for index data, and is double-key entry expected or single-key with QC sampling?

Answer: Single key entry is required, but double key entry is preferred. 100% image QC is necessary for certified copy reproduction, so extra scanner lines and blurry text are not permitted.

7) Will CDPH provide workstations and scanning equipment onsite, or does the vendor bring its own?

Answer: See #105.

8) What are the onsite hours, days, and access procedures, and is the environment networked or air-gapped?

Answer: See #103.



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9) What is the required TIFF specification (compression, resolution, bit depth) and FileNet version for ingestion?

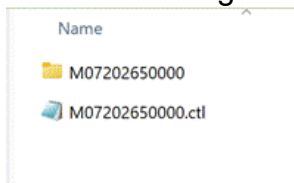
Answer: See #10.

10) What is the index data delivery format and schema for FileNet import, and will ITSD provide a test batch to validate the pipeline before full production?

Answer: Here are the CTL files and image input file specifications for marriage:

1. Folder name and CTL Filename format:

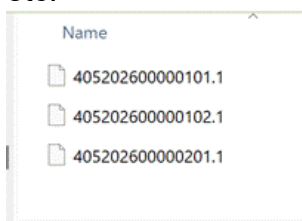
- a. Maximum of 1000 records per folder
- b. MMMYYYYNNNNN (Example: M02202650000, M02202650001, M03202650000, M03202650001)
 - i. M for Marriage
 - ii. MM for Month (01, 02, etc.)
 - iii. YYYY for Year (2026, 2027, etc.)
 - iv. NNNNN starting at 50000 and resets monthly (50000, 50001, etc.)



v.

2. Image Specification:

- a. Image Format
 - i. Single page TIFF
 - ii. 300 DPI
 - iii. Bitonal Black-and-white
 - iv. One-sided only
 - v. CCITT T.6 Compression
 - vi. 1 Bit depth
- b. Filename format
 - i. Tiff image name is SFN followed by 2-digit sequence number (Example: 405202600000101)
 - ii. Tiff image with .1 extension
Example: 405202600000101.1, 405202600000102.1, 405202600000201.1, etc.



iii.

3. Structure of the CTL file:

- a. First 3 lines are the headers for the CTL file (Indicate it's for Marriage)
- b. Line 4 and subsequent lines corresponds to the data for each image



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- c. For each data row, each field is separated by a pipe (|) and in the same order as shown in the below example (d).

```
1 DocumentClass=Marriage
2 Folder=
3 WFQueue=
4 405202600000101|1|SFN=4052
5 405202600000102|1|SFN=4052
6 405202600000201|1|SFN=4052
7
```

i.

- d. Example of line 4:

405202600000101|1|SFN=4052026000001|LRN=4202601000001|GroomLastNa
me=JOHNSON|GroomFirstName=WILLIAM|BrideMaidenName=MUNOZ|BrideFi
rstName=JENNIFER|EventDate=07/01/2026|EventPlace=01|CertificateType=O|
Duplicate=N|Fraud=N|Sealed=N|Notify=N|OVRBatchName=M07202650000|Orig
inalTimeStamp=2026-07-01-18.51.13

4. Field Specification: For all name fields: Remove spaces, special characters, and Titles (I/II/III/JR/SR/MR/MRS/JUNIOR/SENIOR/etc.).

a.

Marriage Field Specification			
FIELD NAME	TYPE	LENGTH	FORMAT/VALID CHARACTERS
State File Number	VARCHAR	13	0-9
Local Registration Number	VARCHAR	13	0-9
Certificate Type	CHAR	1	O = Original A = Amendment R = Replacement
Event Date	DATE	10	FORMAT: MM/DD/CCYY
Event Place	VARCHAR	2	NUMERIC (01-58)
First Name (1)	VARCHAR	25	A-Z
Last Name (1)	VARCHAR	33	A-Z
First Name (2)	VARCHAR	25	A-Z
Last Name (2)	VARCHAR	33	A-Z
Duplicate	CHAR	1	Y/N
Fraud	CHAR	1	Y/N
Notify	CHAR	1	Y/N
Sealed	CHAR	1	Y/N
OVR Time Stamp	DATETIME	19	Ex. 2026-02-06-08.05.02
OVR Batch Name	VARCHAR	12	MMYYYYNNNN M = Marriage Batch MM = Month YYYY = Year NNNN = Starting at 50000 and resets monthly



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11) What is the physical condition of the records, and given the non-standard page sizes (8.5"x7.5", 8.5"x8"), how much is auto-feed viable versus manual flatbed?

Answer: Some records are quite old and must be handled carefully to avoid damage. Additionally, certain records are smaller than the typical 8.5"x11" page size, so extra attention is needed during processing and handling to prevent them from being lost. All records have a standard page width and should be suitable for auto-feeding as long as the scanner can accommodate pages shorter than the usual 11" length.

12) Is there a required completion deadline, or is timeline vendor-proposed?

Answer: Timeline and budget will be determined based on communication and feedback from Contractors. Contractors should propose timelines/cost models and the rationale for those models.

13) Is there a vendor who has handled digitization in the past, or is this an entirely new requirement?

Answer: CDPH has not had a Contractor who has handled digitization in the past. This is an entirely new requirement.

14) Does the estimate of approximately 3 million marriage records represent 3 million individual certificates/images or 3 million records consisting of multiple pages?

Answer: See #1.

15) Are the documents 1-sided or 2-sided?

Answer: All the documents are 2-sided but only the front page needs to be digitalized.

16) Will we backprep the files after scanning?

Answer: CDPH will try to remove all sticky notes or paperclips from the records before transferring them to the Contractor. Original documents must be kept intact and placed back into their original boxes in the same order as they were received.

17) What index fields are anticipated for collection and import into FileNet? (ex. Groom Name, Bride's name, Date County)

Answer: See #2.

18) Do existing tracking spreadsheets or database records exist that may be leveraged to reduce manual indexing effort?

Answer: There are currently no existing spreadsheets/manifests to assist with this. However, at the start of the project, CDPH will have a full list of boxes for each of the years. CDPH and the Contractor will utilize Attachment 1 - Marriage_Record_Tracking_Spreadsheet in the [View Event Package Tab](#) to track which years and boxes have been processed and who is currently in possession of the boxes of records.



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19) What workspace, electrical power, and network connectivity will be provided for on-site operations?

Answer: See #103.

20) Will staff be given access to come and go, and a place for lunch?

Answer: See #103.

21) Will they be assigned badges?

Answer: See #103.

22) Will contractor-owned scanning equipment be permitted on-site?

Answer: See #105.

23) What background check requirements will apply to on-site contractor personnel?

Answer: CDPH does not require a specific background check. However, all Contractor personnel must adhere to the Contractor's own background check procedures before beginning work. Contractor shall conduct and document assessments for any personnel with access to CDPH data. Documentation must be retained for a period of at least three (3) years from contract termination and made available to CDPH upon request.

24) What are the facility operating hours and permitted daily work schedules?

Answer: See #103.

25) Would CDPH be willing to reconsider and allow the scanning to be completed off-site instead.

Answer: No; records must remain onsite at all times.

26) What is the physical location where onsite work will be performed, and what are the available work hours?

Answer: See #103.

27) How much dedicated workspace will be available for contractor staff, scanners, prep stations, QC stations, and staging of records?

Answer: See #103.

28) Will CDPH provide equipment, computers, monitors, network access, and FileNet access, or is the contractor expected to bring all scanning and indexing equipment?

Answer: See #105.

29) Are there restrictions on the type, size, or number of scanners that may be brought onsite?

Answer: See #105.



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- 30) Will records remain in CDPH custody at all times, or may any materials, images, or data temporarily leave the facility with approval?**

Answer: See #25.

- 31) Can CDPH provide an inventory breakdown by year, record type, box/carton count, estimated images per record, and current storage arrangement?**

Answer: See #1. See below for estimated number of records per year that would need to be digitalized. The records are currently stored in our office file room.

YEAR	Approx # of Records
1987	144,000
1988	142,000
1989	140,000
1990	136,000
1991	123,000
1992	113,000
1993	100,000
1994	100,000
1995	150,000
1996	160,000
1997	140,000
2000	164,000
2002	192,000
2003	210,000
2004	199,500
2005	217,000
2006	192,500
2007	220,000

- 32) Are the marriage records single-page documents, multi-page packets, or a mix? If multi-page, should each page be imaged separately or combined under one record identifier?**

Answer: See #1.

- 33) Are documents currently sorted in the sequence CDPH wants preserved, such as by year, certificate number, county, batch, or another identifier?**

Answer: Boxes are labeled by event year and SFN range. Boxes are also numbered sequentially for the year. Filing structure training will be provided to the Contractor at the start of the project.



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34) What is the expected condition of the paper records?

Answer: See #11.

35) What percentage of records are expected to require special handling, manual flatbed capture, exception processing, or CDPH guidance?

Answer: See #11.

36) Will CDPH provide the Marriage Record Tracking Spreadsheet referenced as Attachment 1 before responses are due?

Answer: Yes, see Attachment_1_-_Marriage_Record_Tracking_Spreadsheet in the [View Event Package Tab](#).

37) What are the required TIFF specifications for FileNet compatibility? Please clarify compression type, resolution/DPI, bitonal settings, image orientation, naming convention, metadata requirements, single-page versus multi-page TIFF, and whether blank-page detection/removal is required.

Answer: See #10.

38) Does “black and white” mean strictly bitonal, or would grayscale be allowed for poor-quality, faint, or low-contrast records?

Answer: Bitonal black-and-white.

39) What image-quality acceptance criteria will CDPH use?

Answer: See #6.

40) Will CDPH require 100% image QC, sampling-based QC, or a combination of automated and manual QC?

Answer: See #6.

41) What specific index fields must be captured for each marriage record?

Answer: See #2.

42) Can CDPH provide a sample marriage record from each year range and document format, with the required index fields marked?

Answer: Sample documents are provided (see attached).

43) Are records typed, handwritten, machine-printed, or mixed? What percentage is handwritten?

Answer: See #3.

44) What accuracy standard is required for index data? Please clarify whether CDPH expects single key, double key, OCR/ICR-assisted capture, field-level validation, or independent verification.

Answer: See #6.



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45) What import file format does FileNet require for index data?

Answer: See #10. Index data file format is .ctl, a pipe-delimited text file.

46) Who is responsible for resolving data discrepancies, illegible fields, missing values, or conflicting information on the source record?

Answer: The source record will be prepared by CDPH. If the Contractor receives a record they do not believe is fit for processing, they shall contact CDPH to receive assistance.

47) What specific CDPH confidentiality standards, state guidelines, security policies, and training requirements will contractor personnel need to meet? The RFI requires compliance with confidentiality standards, PII/PHI protection, and state guidelines, but it does not identify the applicable policies or onboarding requirements.

Answer: Contractor personnel must comply with CDPH Information Privacy and Security Policies, including all applicable confidentiality standards, state guidelines, and requirements for protecting Personally Identifiable Information (PII) and Protected Health Information (PHI). In addition, Contractor is expected to complete any mandatory security training and follow onboarding protocols as specified by CDPH to ensure full compliance with state regulations. Additional information will be provided when a Contractor is selected.

48) Are contractor laptops, removable media, cameras, phones, or external drives permitted in the secure facility?

Answer: See #105.

49) What encryption, access-control, audit-log, and retention requirements apply

Answer: All desktop computers and mobile computing devices must be encrypted, in accordance with CDPH Cryptographic Standards or using the latest Federal Information Processing Standards (FIPS) 140 validated cryptographic modules.

All electronic files that contain CDPH data must be encrypted when stored on any removable media type device (such as USB thumb drives, CD/DVD, tape backup, etc.), in accordance with CDPH Cryptographic Standards or using the latest FIPS 140 validated cryptographic modules.

CDPH data must be encrypted during data in-transit and at-rest on all public telecommunications and network systems, and at all points not in the direct ownership and control of the Department, in accordance with CDPH Cryptographic Standards or using the latest FIPS 140 validated cryptographic modules.

Servers containing unencrypted CDPH data must have sufficient local and network perimeter administrative, physical, and technical controls in place to protect the CDPH information asset, based upon a current risk assessment/system security review.



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Only the minimum amount of CDPH data required to complete an authorized task or workflow may be copied, downloaded, or exported to any individual device.

All Contractor personnel must have a unique local and/or network user identification (ID) to access CDPH data. To access systems/applications that store, process, or transmit CDPH data, it must comply with CDPH risk-based approach aligned with:

- i. National Institute of Standards and Technology (NIST) Special Publications (SP) 800-63B (Digital Identity Guidelines)
- ii. FIPS 199 (Standards for Security Categorization)

The strength of the Multi-Factor Authentication (MFA) authenticator must be reviewed and approved by the CDPH Information Security Office (ISO) based on:

The Authenticator Assurance Level (AAL) as defined in NIST SP 800-63B, and CDPH requires a minimum level-2 (AAL2), but where feasible, higher-assurance authenticators (e.g., app-based authenticators, hardware tokens, or passkeys) are encouraged.

Contractor shall ensure its information systems and devices that hold or process CDPH data are capable of being audited and the events necessary to reconstruct transactions and support after-the-fact investigations are maintained. This includes the auditing necessary to cover related events, such as the various steps in distributed, transaction-based processes and actions in service-oriented architectures. Audit trail information should be of security events related to CDPH data access and must be stored with read-only, tamper-evident permissions and be archived for six (6) years after event occurrence. Audit trails/logs should not include CDPH data and store only event metadata (user ID, timestamp, event type, outcome). Contractor must protect audit information and audit logging tools from unauthorized access, modification, and deletion. There must also be a documented and routine procedure in place to review system logs for unauthorized access.

Contractor is responsible for setting up and maintaining privileged accounts related to CDPH electronic information resources and shall comply with the CDPH Privileged Access Management (PAM) Security Standard. Information resources include user workstations as well as servers, databases, applications, and systems managed on-premises and on the cloud.

All Contractor systems and devices holding, processing, or transporting CDPH data that interact with untrusted devices or systems via the Contractor intranet and/or the internet must be protected by a monitored comprehensive intrusion detection system and/or intrusion prevention system.



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Contractor, to assure that administrative, physical, and technical controls are functioning effectively and providing adequate levels of protection for CDPH data, shall conduct at least, an annual administrative assessment of risk, including the likelihood and magnitude of harm from the unauthorized access, use, disclosure, disruption, modification, or destruction of an information system or device holding processing, or transporting CDPH data, along with periodic technical security reviews using vulnerability scanning tools and other appropriate technical assessments.

All Contractor systems and devices holding, processing, or transporting CDPH data shall have a documented change control process for hardware, firmware, and software to protect the systems and assets against improper modification before, during, and after system implementation.

CDPH data in any physical format shall not be left unattended at any time. When not under the direct observation of authorized Contractor personnel, the CDPH data must be stored in a locked file cabinet, desk, or room. It also shall not be left unattended at any time in private vehicles or common carrier transportation, and it shall not be placed in checked baggage on common carrier transportation.

CDPH data in any format must not be removed from the CDPH's secure computing environment or secure physical storage (onsite facility) of the Contractor, except with express written permission of the CDPH data owner.

50) Who will retrieve, stage, and refile boxes or batches of records: CDPH staff, contractor staff, or both?

Answer: CDPH will organize records in each box and coordinate their transfer with the Contractor. Both parties will set a schedule for distributing and returning boxes to maintain workflow. Records will be returned in rolling batches throughout the project. The Contractor must return each box in its original condition and order.

51) Will CDPH provide staff to answer indexing questions, resolve exceptions, approve rescans, and perform acceptance testing?

Answer: CDPH will provide contacts and be available to answer questions, etc.

52) Is CDPH seeking a recommended timeline from vendors, or does CDPH have a target completion date for the full 3 million records?

Answer: See #12.

53) Should pricing assume the minimum staffing level of three onsite staff, the maximum of six, or provide pricing options for both?

Answer: See #12.

54) The RFI references approximately 3 million paper marriage records. Does this quantity represent individual records/documents or total image pages?

Answer: See #1.



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- 55) How many index fields will be required for each marriage record, and will CDPH provide a data dictionary or sample import template?**

Answer: See #2. CDPH will create a data dictionary as needed.

- 56) The RFI states all paper marriage records shall be returned “in the same state originally provided.” Please clarify whether CDPH expects records to be returned in their original physical configuration, including re-stapling, reapplying paper clips, replacing sticky notes or tabs, rebinding files, and restoring any original arrangement, or if records may be returned in a processed condition while maintaining document integrity and original order.**

Answer: See #16.

- 57) Are there minimum indexing accuracy requirements or double-key verification requirements for the index data?**

Answer: See #6.

- 58) Will CDPH provide FileNet import specifications, naming conventions, metadata formats, and sample files to ensure compatibility?**

Answer: See #10.

- 59) Beyond black-and-white TIFF images, are there specific requirements for DPI, compression, bitonal settings, or image enhancement standards?**

Answer: See #10.

- 60) Will CDPH provide workstations and scanning equipment, or may contractors provide and utilize their own scanners and related hardware while onsite?**

Answer: See #105.

- 61) Does CDPH have a desired project completed schedule or expected monthly production targets?**

Answer: See #12.

- 62) How should damaged, illegible, oversized, or otherwise unscannable records be handled, and what procedures should be followed for exception reporting?**

Answer: If there are any issues with processing the record, it should be reported to the CDPH Program Manager for further guidance.

- 63) Can CDPH provide a specific image quality standards and acceptance criteria to define satisfactory completion and minimize rework requirements?**

Answer: See #6.

- 64) Does CDPH have preferred methods for transferring images and index data to ITSD, such as secure file transfer, or direct upload into FileNet?**

Answer: Secure file transfer (SFT). Direct access to FileNet will not be provided.



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- 65) Would CDPH consider allowing records to be securely transported and processed at a California-based vendor facility, provided the records remain within the State of California and appropriate chain-of-custody, security, and confidentiality controls are maintained?**

Answer: See #25.

- 66) Would CDPH consider an initial pilot or sample phase to validate image quality, indexing requirements, and FileNet import procedures prior to full-scale production?**

Answer: Yes, prior to starting the full project, sample data/images would be requested to confirm compliance with requested standards.

- 67) Can CDPH provide information regarding the overall condition of the records, including the presence of staples, adhesive notes, tears, faded text, or other conditions that may impact production rates?**

Answer: See #11 and 16.

- 68) Does CDPH prefer original records to be returned on a rolling basis throughout the project by defined production batches, or upon completion of the entire project?**

Answer: See #50.

- 69) Can CDPH identify the location(s) where the records are currently housed and where contractor personnel will perform the work? If records are maintained at multiple facilities, please indicate the approximate volume of records at each location?**

Answer: All records are located at a single location, 3701 N. Freeway Blvd, Sacramento, CA 95834, which serves as the site for the designated work.

- 70) Does CDPH have a target completion date, or is the project schedule intended to be developed collaboratively based on the selected vendor's recommended approach and production capacity?**

Answer: See #12.

- 71) Can CDPH provide a more detailed breakdown of the approximately 3 million marriage records by Number of folders, Number of boxes, Estimated pages, Average pages per record What is the overall physical condition of the records**

Answer: See #31.

- 72) Can representative photographs be shared with bidders?**

Answer: Sample documents are provided (see attached).



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73) Approximately what percentage of documents contain Staples/paper clips, Sticky notes, Folded pages/torn pages

Answer: See #11 and 16.

74) Are the records already organized sequentially, or will the vendor be required to organize them during production?

Answer: See #33.

75) Can CDPH provide the complete indexing specification, including metadata to be captured?

Answer: See #10.

76) Will CDPH provide lookup tables for auto-population/validation?

Answer: Yes, where possible. There are certain field values that could be auto-populated or verified against other field values (such as county number and LRN or date of event and SFN), but not many.

77) Are handwritten fields expected to be keyed?

Answer: Yes.

78) What naming convention is required for TIFF images?

Answer: See #10.

79) Is there an existing FileNet import utility that vendors must support?

Answer: No.

80) Does CDPH currently maintain box manifests?

Answer: See #18.

81) Are unique identifiers already assigned to folders or boxes?

Answer: See #33.

82) Is the contractor expected to create tracking manifests?

Answer: See #18.

83) Does CDPH have a target completion date?

Answer: See #12.

84) Would CDPH be open to a no-cost Proof of Concept (POC) to validate document condition, indexing complexity, throughput assumptions, and FileNet compatibility prior to any future solicitation?

Answer: We would be open to providing a POC pending additional details. We have sample images and corresponding index structure available (see attachment and #10). FileNet compatibility will not be an issue as long as you follow the file formatting guidelines provided in #10.



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- 85) Will CDPH consider alternative approaches such as hybrid onsite/offsite processing if they improve cost and schedule? If yes, can offshore resources be used for data capture?**

Answer: See #25.

- 86) Is the contractor expected to transport and utilize their own hardware and connections for the work? If so, then how do we coordinate activities with your OCTO/IT agency if hardware is running through your network? What are your security expectations upon work completion (hard drives etc. within scanners can certainly recover some data)?**

Answer: See #105.

- 87) Would the agency be willing to have the work be performed offsite? If work can be done offsite, what is the radius? We ask this question because we have securely brought records and other data in from all over the country and although this is not a difficult task, what, if any, are your requirements for offsite facilities?**

Answer: See #25.

- 88) You mentioned in the draft SOW, about removal of sticky notes. Many times sticky notes are considered records and legally sticky notes can certainly be considered part of the record. If any records requests were made for legal purposes the scanned version may not be accepted as material evidence because part of the record is missing (even a sticky note). What are your requirements here and how would you like the contractor to manage this?**

Answer: Sticky notes in this case would not be part of the official record. The official record would only be the marriage certificate and any amendment to the record, if applicable. CDPH will attempt to remove any and all sticky notes or paperclips that may be on the records prior to transfer to the Contractor. If any notes are found after transfer, the sticky note will not be scanned with the record and CDPH will provide a contact for additional instructions as needed.

- 89) Clarification: If any of the records are printed in color, the contractor should match the record. This is part of maintaining the integrity of the record. Does the agency require this same industry best practice or do you wish to alter it (i.e. all records greyscale in draft SOW)? Altering can be due to conservation of space within your IT environment, etc. If the agency is keeping this in the draft SOW, can we confirm in the contract that the digital format is altered from the original print?**

Answer: All records are printed in bitonal black-and-white and digital images should be in bitonal black-and-white also.

- 90) Is the agency expecting the digitized records to become the permanent record?**

Answer: The digitized records will become the permanent records.



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91) Is there a filing structure that should be presented to the contractor or does the agency wish for the contractor to provide an example?

Answer: See #33.

92) In reference to the 3M paper marriage records that need to be scanned: What is the estimated percentage duplex? What is the average pages per file/record? What is the condition of these papers?

Answer: See #1, 11, 15, and 16.

93) What is the anticipated period of performance for the project?

Answer: See #12.

94) What is the projected start date?

Answer: See #12.

95) Approximately how much space does CDPH have available onsite for processing?

Answer: See #103.

96) How many index fields does CDPH require for each record? What are the fields and where is each field located (ex. file folder tab, first page of each record)?

Answer: See #2.

97) What is the annual budget for this project?

Answer: See #12.

98) Would CDPH consider a solution that provides for secure pickup and off-site processing at vendor's secure production facility less than two hours' drive from CDPH?

Answer: See #25.

99) Does CDPH anticipate issuing a subsequent competitive solicitation, such as an RFP, IFB, RFQ, or other procurement, for the digitization of marriage records after this RFI?

Answer: CDPH may pursue an IFB after completion of this RFI.

100) To help vendors understand the planning horizon and provide more useful implementation feedback, what is CDPH's anticipated sequence of events and timeframe from this RFI, through any procurement activity, through project implementation?

Answer: After receiving information in response to this RFI, CDPH will finalize scope of work and may release an IFB on CalProcure. Final Key Dates would be posted at that time.



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101) Does CDPH have a target date by which the approximately 3 million marriage records must be digitized, indexed, transferred, and accepted? If so, is there an operational, legislative, legal, funding, records-retention, facility, or other external factors creating urgency or driving the project timeline?

Answer: See #12.

102) For purposes of providing meaningful timeline and cost information, does the estimate of approximately 3 million records represent physical marriage records/certificates, pages, expected scanned images, or another unit of measure? Are marriage records expected to be one image per record, multiple pages per record, or variable by record type or year?

Answer: See #1.

103) To help vendors develop realistic onsite staffing, productivity, and cost assumptions, can CDPH describe the onsite operating environment and constraints vendors should assume for work at CDPH's secure facility, including the address of the facility, total available space, facility access, hours of operation, security requirements, desks, power, network access, secure storage, scanning areas, and staging areas?

Answer: The CDPH facility is located at 3701 N. Freeway Blvd, Sacramento, CA 95834 and business hours for onsite work are from 6 AM to 6 PM, Monday through Friday. Contractor must coordinate their working hours directly with CDPH staff. Contractor will have access to one or two conference rooms (C and D), which together offer a total of 1,745 square feet designated for staging areas. Only Conference Room D is equipped with 13 duplex outlets and 14 four-port data connections. 110V electrical outlets are available, but 220V electrical outlets are not available.

Each Contractor staff member will be issued an access badge and is required to check in and out at the front desk with the security guard at the start and end of their shifts. Access to the network or Wi-Fi must be approved and provided by CDPH Internet Technology Support Division (ITSD). On the first day, the CDPH Vital Records and Statistics Division (VRSD), Business Services Unit staff will conduct an orientation to familiarize Contractor staff with the operating environment, including desks available, power, network access, secure storage, scanning areas, and staging spaces. Additional security requirements and facility constraints will be communicated during this orientation to ensure compliance and efficient operations. There is no existing security camera coverage in both conference rooms C and D. However, they are equipped with lockable doors for added security.

A breakroom and a free parking lot are available onsite. Tables and chairs will be provided for Contractor use.



Erica Pan, MD, MPH, FAAP
Director and State Public Health Officer

State of California—Health and Human Services Agency
California Department of Public Health



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Governor

104) What background checks, badging, confidentiality agreements, training, or other access requirements are required for vendor staff working onsite, and should vendors account for those activities in their proposed timeline and cost?

Answer: See #23, 47, and 103.

105) Are vendors expected to use CDPH-provided equipment, vendor-provided equipment, or a combination of both for scanning, indexing, quality review, and data transfer activities?

- a) If vendors are expected or required to use CDPH-provided equipment, please identify the equipment, software, workstation specifications, scanner specifications, network access, storage/access permissions, and any limitations vendors should assume when estimating productivity, staffing, timeline, and cost.
- b) If vendor-provided equipment or software is permitted, please identify any restrictions on scanner type, scanner dimensions, workstation configuration, removable media, local storage, internet/network connectivity, encryption, software installation, or data transfer methods.

Answer: Contractor is required to use their own equipment for scanning, indexing, quality review, and data transfer activities. Contractor laptops, removable media, cameras, phones, or external drives are permitted. Use of cameras, phones, or wearable technology to capture images of records is strictly prohibited. Contractor is permitted to store their equipment in the designated CDPH area. Any equipment that needs to be connected to CDPH Wi-Fi or network must first receive approval from ITSD. This ensures that all devices meet security and compatibility requirements before gaining access to the network. Upon completion of the project, ITSD will ensure that all Contractor hard drives and scanner data are thoroughly wiped to meet security requirements. No CDPH equipment will be provided for these tasks.

There are no specific size restrictions for the scanner. However, please ensure the scanner can fit through a standard door size, which is 35 inches wide, to allow access to the building. See #49 regarding encryption requirements.

106) Can CDPH provide the required FileNet index fields, field definitions, validation rules, file naming conventions, metadata structure, and import specifications?

Answer: See #2 and 10.

107) Will CDPH ITSD provide a test environment, sample import process, validation protocol, or test batch to confirm FileNet compatibility before production scanning begins, or should vendors account for this in their proposed solution?

Answer: Yes, prior to starting the full project, sample data/images would be requested to confirm compliance with requested standards.



Erica Pan, MD, MPH, FAAP
Director and State Public Health Officer

State of California—Health and Human Services Agency
California Department of Public Health



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Governor

108) What transfer method does CDPH ITSD anticipate for images and index data, and are there restrictions on encryption, storage media, secure file transfer, or network transfer that vendors should account for in proposed approaches?

Answer: See #64.

109) Does CDPH prefer a particular cost model, such as unit pricing, hourly pricing, cost by phase, or total project cost, or should vendors propose cost models and the rationale for those models?

Answer: See #12.

110) Has the CDPH evaluated the implementation of a Retrieval-Augmented Generation (RAG) architecture supported by a dedicated Vector Database to facilitate semantic search across these records?

Answer: No.

111) Beyond standard .tiff generation, has the Department considered capturing high-resolution text embeddings to allow staff to retrieve records based on contextual relevance rather than exact-match indexing?

Answer: No.

112) Is the current FileNet architecture prepared to integrate with cloud-native AI platforms that index unstructured data for conversational retrieval?

Answer: No.

113) Is the CDPH interested in "Document AI" capabilities that utilize field-level logic to verify that extracted data is chronologically and contextually viable (e.g., validating SFN sequences against the Marriage Record Tracking Spreadsheet)?

Answer: No.

114) Does the Department seek the use of advanced computer vision and image enhancement techniques to reconstruct or de-noise text on faded records of various sizes (specifically the 8.5"x7.5" and 8.5"x8" variants) to ensure maximum data recovery?

Answer: Yes, if it is cost-effective and AI is not utilized.

115) Given the requirement for onsite operations at a secure CDPH facility, how does the Department envision the secure "Edge-to-Cloud" data pipeline for the egress of extracted metadata to cloud-native AI platforms?

Answer: See #64. Cloud-native AI platforms will not be necessary.



Erica Pan, MD, MPH, FAAP
Director and State Public Health Officer

State of California—Health and Human Services Agency
California Department of Public Health



GAVIN NEWSOM
Governor

116) Does the project scope include Cross-Lingual Information Retrieval (CLIR) capabilities, utilizing Natural Language Processing (NLP) to index English records in a manner that makes them searchable via multiple languages?

Answer: No. Indexed fields are not language based and only include names, file numbers, and dates.

117) How does the CDPH plan to ensure that the 3 million records currently being digitized are accessible to all Californians, regardless of primary language, to fulfill the equity goals of the Vital Records and Statistics Division

Answer: Indexed fields are not language based; they are names, dates, and file numbers. The VRSD Customer Service Unit will provide assistance to customers in a variety of different languages to assist with applications for certified copies.

118) Can CDPH confirm that all onsite digitization, imaging, and indexing operations will take place exclusively at a single, centralized CDPH office/facility location?

Answer: See #69.

119) Are boxes being stored outside of the digitization area being provided? Are vendors expected to take boxes as they are ready for scanning or will they be provided to vendors on a specific schedule?

Answer: See #50 and 69.

120) What is the anticipated award date?

Answer: See #100.

121) When would you like the project started?

Answer: See #12.

122) Is there a predetermined or preferred pricing vehicle for this project?

Answer: See #12.

123) What if any formal security measures/requirements exist for this project?

Answer: See #47.

124) Do the records involve Permanent Records, Temporary Records, or both?

Answer: Permanent records.

125) How many average pages per document?

Answer: See #1.

126) Estimated total number of document types?

Answer: See #31. Roughly 3-4% of records each year have amendments.



Erica Pan, MD, MPH, FAAP
Director and State Public Health Officer

State of California—Health and Human Services Agency
California Department of Public Health



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Governor

127) If File Level average pages per file?

Answer: All records are filed as one page, image with index data. Even when a record has an amendment, the amendment is imaged and indexed the same as the original though some of the information will be the same as the original record.

128) What % of the documents are duplex?

Answer: See #15.

129) How are pages fastened together? (Staples, binders , etc)

Answer: CDPH will attempt to remove any and all paperclips that may be on the records prior to transfer to the Contractor. There should be no pages fastened together.

130) Are there are other paper sizes or types of media?

Answer: See #11.

131) Index at the File or Document Level?

Answer: Document level.

132) Number of Index Fields Required?

Answer: See #2.

133) Average Characters per index field

Answer: File number fields are always 13 characters. Date fields are always 8 characters. Event location field is always 2 characters. Name fields vary.

134) Index derived from a document or the File Folder

Answer: Document.

135) Anticipate a requirement to match and merge documents?

Answer: No.

136) Would you like the digital images in B&W, Grayscale or Color?

Answer: See #38.

137) What resolution? 200dpi, 300dpi, etc?

Answer: See #10.

138) Delivery mechanism - Standard includes options for HDD, SFTP, Cloud Based CSP Hosting

Answer: See #64.

139) Please confirm that vendors are required to provide files in a compatible format for CDPH ITSD to upload into the FileNet system.

Answer: This is correct.



Erica Pan, MD, MPH, FAAP
Director and State Public Health Officer

State of California—Health and Human Services Agency
California Department of Public Health



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Governor

140) Please confirm that the original records are to be returned to CDPH storage after digitization.

Answer: See #16.

141) Is a site visit possible to a couple of the locations? If not, could you provide photographs of the documents?

Answer: No site visits are permitted. Sample documents are provided (see attached).

142) How much space can be provided?

Answer: See #103.

143) Will CDPH provide tables/chairs for vendors use?

Answer: See #103.

144) What count of 110V electrical outlets are available?

Answer: See #103.

145) Is there existing camera covering in the room(s) and/or lockable door(s)?

Answer: See #103.

146) Will parking be provided?

Answer: See #103.

147) What hours can vendors work?

Answer: See #103.

148) What is the badging/access requirements?

Answer: See #103.

149) Are there 220V electrical outlets available?

Answer: See #103.

150) Can vendors install a telco line or use CDPH's telco lines for patching/IT helpdesk/and-or transmission of images out? If no telco, can we use wifi/mifi/hotspot connectivity in your facility?

Answer: No, Contractor shall not install or use telco lines. Access to the network or Wi-Fi must be approved and provided by CDPH ITSD.



Erica Pan, MD, MPH, FAAP
Director and State Public Health Officer

State of California—Health and Human Services Agency
California Department of Public Health



GAVIN NEWSOM
Governor

**ATTACHED SAMPLE CERTIFICATES ARE PROVIDED SOLELY FOR REVIEW
PURPOSES AND MUST NOT BE REDISTRIBUTED.**