**EXHIBIT A: STATEMENT OF WORK**

1. **Overview.** Contractor will provide all necessary staff, equipment and supplies (high speed scanners, copiers, toner, paper, etc.) for the on-site scanning and imaging of court records (hereinafter referred to as “record” or “records”) and existing microfilm at the Court’s Records Center, currently located at 770 South Gifford Street, San Bernardino, CA 92408.
   1. At the sole discretion of the Court, the Contractor may be required to provide services at other Court locations. As of the date of this Agreement, the Court locations are:
      1. Fontana District – 17780 Arrow Boulevard, Fontana, CA 92335
      2. Juvenile Delinquency District – 900 E. Gilbert St. Bldg. 2, San Bernardino, CA 92415
      3. Juvenile Dependency District – 860 E. Gilbert St., San Bernardino, CA 92415
      4. Rancho District – 8303 Haven Avenue, Rancho Cucamonga, CA 91730
      5. SBJC District – 247 W. Third Street, San Bernardino, CA 92415
      6. Historic District – 351 N. Arrowhead Ave, San Bernardino, CA 92415
      7. Victorville District – 14455 Civic Drive, Victorville, CA 92392
   2. Court will provide adequate office space and electrical hook-up for equipment.
   3. Contractor will provide all processes, duplication, splicing and editing of all court records.
   4. Offsite services by Contractor may be needed, and those off-site operations and storage of Data for Court must be located within the state of California.
2. **Staff.** Pursuant to section 1.6(e) of Exhibit B: General Terms and Conditions, Contractor’s employees are required to undergo the Court’s criminal background check at Contractor’s expense prior to performing any Work under this Agreement. Contractor will not assign any person who fails a background check or who has any felony conviction to perform Work under this Agreement. On-site staff must be properly attired in business casual apparel and will wear Court-approved identification cards while on Court premises. Contractor’s staff is required to comply with the Court’s safety and security procedures.
3. **Service Hours.** Contractor will provide onsite service and staffing Monday through Friday from 7:00 am to 3:30 pm, except on the Court holidays listed on the Court’s website at: <http://www.sb-court.org/GeneralInfo/Holidays.aspx>. The Court reserves the right to adjust working hours and may limit the number of Contractor’s staff. Hours are subject to change at the sole discretion of the Court.

1. **Priority.** The Court will provide work for Contractor in order to meet its needs. Court will designate some work as a “rush” and those jobs are to be completed within five (5) calendar days of Court’s request for priority work.
2. **Description of Records.** Each record contains a collection of documents for one court case stored in one or more file folders. Records with multiple file folders will have volume identifiers to indicate they belong together. The documents to be scanned from each record may include, but will not be limited to, the following:
   1. Letter size paper documents.
   2. Legal size paper documents.
   3. Post-it notes.
   4. Judges notes on varying sizes of paper.
   5. Documentary evidence such as tabbed paper exhibits and photo exhibits.
   6. Sealed envelopes with confidential or sealed information contained inside.
   7. Envelopes and certified mail return receipts.
   8. Bound paper transcripts (written record of court proceedings) and briefs (legal arguments).
   9. Wills on varying sizes of paper.
   10. Checks.
   11. Fingerprint cards.
   12. NCR paper
   13. “Onion skin” paper
   14. Pocket file folders
3. **Scanning and Processing Specifications.** 
   1. Contractor will prepare the records for scanning by removing staples and other binding, and inspecting and repairing documents as needed. Contractor will affix items smaller than 8 ½ x 11 paper size to an 8 ½ x 11 sheet of paper or use a carrier sheet.
   2. Contractor will scan records contained in an envelope labeled “confidential” as a separate image file and labeled the same as the original record with the following accessibility identifier: C=Confidential.
   3. Absent a court order, Contractor should not be receiving any records designated as “sealed” by Court. In the event Contractor inadvertently received a record designated as “sealed,” Contractor may not open and must immediately return any “sealed” records to Court as soon as possible, but no later than twenty-four (24) hours of becoming aware of such records. If a court order allows Contractor to image sealed documents, Contractor will scan them as a separate image file and labeled the same as the original record with the following accessibility identifier: S=Sealed.
   4. Contractor will process fragile or other types of records that require special handling in a manner that protects the integrity of the original records and ensures readability of the scanned image. This may include photocopying the original record first and then scanning the photocopied version of the record when necessary.
   5. Contractor will scan documents from front to back as presented in the file folder.
   6. Contractor will not be required to reassemble the original records to their original state.
4. **Imaging Specifications.** Contractor will provide document images according to these specifications:
   1. Documents must be scanned at 300 dpi.
   2. All documents will be imaged in black and white unless otherwise directed by Court for specific cases, groups of cases, or special projects.
   3. If directed to scan in true color, Contractor must have the ability to auto detect color to scan only those pages that contain colored originals in color. All other documents in the file(s) will be scanned in black and white.
   4. Document images must be in searchable PDF/A format with Optimal Character Recognition (“OCR”) of text.
   5. Duplex scan will be used to capture both front and back of documents where needed, omitting blank pages and “bleed-through” images.
   6. Brightness and contrast and other tools must be used to maximize the readability of the information contained in the scanned image.
   7. Scanned images must be oriented correctly for viewing.
   8. Text must be readable up to the edge of the document.
   9. Documents must be scanned in a manner that removes or minimizes skews and speckles.
   10. Black borders, hole-punch images and background color drop out must be removed if possible.
   11. Each record and/or any associated volumes of a record must be scanned into one complete electronic file.
   12. Scanned image file names must be created according to the following protocols:
       1. Case number
       2. Volume number identifier
   13. Contractor will provide one set of PDF/A files for the public record case type and one set of PDF/A files for the confidential case type. Contractor will designate sealed or highly confidential file, if applicable. Each file is named with the full case number and the security level (i.e. FCHCS0800301\_Public. PDF or FCHCS0800301\_Conf.PDF). Court may require the Contractor to add the Scan Date/ Creation Date to the file name (i.e. FCHCS0800301\_Public\_ 2018-03-15.PDF or FCHCS0800301\_Conf\_2018-03-15.PDF). This will allow for adding any additions to a file in the form of loose documents that may be submitted for scanning.
5. **Quality Control.**
   1. Contractor will compare each digital image with the original record to inspect the quality of the digital image to ensure the image is of the highest professional quality.
   2. Contractor’s quality inspection process must ensure that no records or documents were missed in the scanning process and that all scanned images are legible, labeled correctly, given the correct file name, and are in the correct order.
   3. Contractor will make any adjustments that are needed to meet the Imaging Specifications above prior to delivery to the Court. If records need to be rescanned by Contractor, it will be done at no additional cost to the Court.
6. **Indexing.**
   1. Contractor will index the scanned records in a manner that provides the required fields listed below. Index data will be used to name each PDF/A file. Contractor will then create an index in MS Excel (Index) with the following fields populated: Litigation type, Case Number, Case type (public or confidential) and Date:

|  |  |
| --- | --- |
| **Field** | **Max Length** |
| Litigation Type | 12 |
| Case Number | 12 |
| Case Type | 10 |
| Scanned Date/Creation Date | 10 |
|  |  |

* 1. Index metadata must be included with each file and capable of import into the Court’s record repository. The Court will provide a template for the data entry. Data to be captured in the metadata includes:
     1. File name.
     2. Case number.

1. **Existing Microfilm Reel Preparation and Scanning.**
   1. Reels will be provided to Contractor in one or more batches, boxed by Court.
   2. All reels will be uniquely labeled on each reel box by the Court.
   3. Contractor will scan each reel as a single multi-page document. The default electronic file name for each reel will be the actual reel name and number(s) assigned by Court at origination.
   4. Contractor will place each reel back in the original reel box and return it to the Court in its respective original shipping box with applicable transmittal/packing slip at Contractor’s expense.
   5. Contractor will not destroy or damage reels.
   6. Contractor will ensure resulting electronic file is not greater than 100 MB.
   7. Contractor will prepare and process microfilm with signs of deterioration such as vinegar syndrome, redox, or embrittlement, to provide the best possible image. Contractor will identify those images that are of insufficient quality for imaging and indexing and confer with the Court on how to handle.
2. **Description of Deliverables.**
   1. Upon completion of batches, Contractor will physically transfer the scanned images and metadata files to the Court. Contractor will place scanned images on two (2) court supplied external hard drives that will be exchanged in rotation and will upload specified files directly to a secure portal provided by Court. When hard drives are used, Contractor will place current imaged files on first external hard drive and will update the second hard drive when rotated.
   2. External Hard drive provisions:
      1. Contractor will provide a report listing the contents of each drive that will include; hard drive serial number, content/count of each hard drive, total file size contained on hard drives.
      2. The Court will fail an upload if the total file size does not match the delivered report or if any upload error was encountered with a hard drive.
   3. Failed hard drive uploads will be returned to the Contractor to be corrected within five (5) business days at no cost to Court.
   4. The hard drive media will be delivered to the Court by Contractor and will not be transported by any third-party carriers (e.g., FedEx, UPS, etc.).
   5. Secure site upload provisions:
   6. The Court will identify files for upload directly into a secure portal, provided and maintained by Court.
   7. The Court will provide naming conventions for both public and confidential files.
   8. Contractor will provide a report listing the uploads completed that will include: date of upload, case number, case name, and file name.
   9. The Court will fail an upload if a review of uploaded files does not meet the requirements of Section 8: Quality Control.
   10. Failed uploads will be returned to the Contractor to be corrected within five (5) business days at no cost to Court.
3. **Performance.** Contractor will be capable of prepping and imaging up to 1,000,000 pages per week. Document scanning to produce PDF files must keep up with the above prep work and vice versa.
4. **Other documents.** The Court may require Contractor to prep, scan, and image other Court documents, such as financial records, at the same rates. The specifications for these other documents will be stated in a duly executed Change Order pursuant to Attachment 2: General Terms and Conditions/Defined Terms Section 1.3.
5. **Transportation of Files.** If off-site imaging services are provided, Contractor may be required to pick up boxed records whether palleted or not, or on library carts, and transport them to the imaging facility. Contractor will perform such work within Court’s established pick-up windows.
6. **Storage.** If offsite imaging services are provided, Contractor will store and maintain files in a secure, climate-controlled storage facility equipped with fire prevention technologies and burglar alarm, and other necessary protections while the Court reviews the imaged documents for quality control purposes. Storage of such files will continue until Court directs Contractor to destroy the applicable files.
7. **Retrieval.** Contractor will retrieve specific files and/or boxes of files and deliver to Court within a 24-hour period of the Court’s request at Contractor’s expense. Court will specify the method of delivery, e.g., physical or electronic.

*End of Exhibit A*