

**ADMINISTRATIVE OFFICE OF THE COURTS**

**QUESTIONS AND ANSWERS**

**RFP FIN-11810CK**

**ARMORED CAR SERVICES**

**April 14, 2011**

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1. Question: Will the Council consider alternate contract language and additional terms?

Answer: We will consider it but won't necessarily accept or negotiate additional terms.

2. Question: How quickly, after the date of service or pickup, will the Council notify the Armored Carrier in the event of a loss or shortage?

Answer: Reference Attachment 2, Claims Section 7.

3. Question: It is industry practice to have a not to exceed period of time (days) in which to notify the Armored Carrier in the event of loss or shortage. Will the Council agree to this type of language below?

- a. In the event of a loss, the Council agrees to notify Contractor within 30/45/60 days after the pick-up by Contractor of the securely sealed container in connection with which the loss is asserted; and, unless such notice shall have been given, such claim shall be deemed waived. It is agreed that both parties will work together to determine the extent of the loss, and if possible, the cause of the loss.

Answer: Yes and we are issuing an Addendum to add this to the RFP.

4. Question: What is the maximum individual shipment amount for each location in this RFP?

Answer: This varies from Court to Court. Your quote should reflect the different costs if applicable. If the Courts decide to utilize any Master Agreement for these services, they will give full details on the maximum shipment amounts per location.

5. Question: What is the average individual shipment amount for each location in this RFP?

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Answer: This varies from Court to Court. Your quote should reflect the different costs if applicable. If the Courts decide to utilize any Master Agreement for these services, they will give full details on the maximum shipment amounts per location.

6. Question: Are all checks reconstructable?

Answer: No

7. Question: Please describe the need for up to \$2,000,000 in check reconstruction costs per occurrence? Which locations would have a need for this high of an amount?

Answer: The Courts have various amounts of deposits that can range from \$50,000 to \$100,000 almost every day; this will depend on the size of the Court and the number of days of service required. This threshold ensures check reconstruction cost for high dollar check deposits which may vary from court to court.

8. Question: Is the carrier required to quote all locations on Attachment 9 or can they quote only those locations in their existing service area:

Answer: Please provide quotes for the locations that you can serve. The Judicial Council prefers that all locations be served by a carrier but will accept quotes for specific locations i.e. Los Angeles area only.

9. Question: In lieu of picking up receipts from multiple court locations and taking them to a central court location for processing and deposit preparation, would the Courts be interested in a quote from the Carrier for providing deposit processing services?

Answer: Please provide this information as an alternate quote along with the pricing required in the RFP.

10. Question: Please explain what is meant by "Proposer shall not assess an additional charge if a Purchasing Group member fails to have one of its deposits available for pick-up at the designated time and the bag(s) are carried forward to the next business day's pickup".

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Answer: If the Court calls in advance, i.e. 4 to 8 hours to let the Carrier know that a deposit will not be available at the designated pickup time, then that Court should not be charged for a missed pickup. If the Court doesn't advise the Carrier that the deposit won't be available then the Court would be charged.

11. Question: In view of security concerns and employee right to privacy will the Purchasing Group members waive the right to review the personal background and qualifications of the Carrier's assigned personnel?

Answer: No. We require photos of each employee that will come to the Court. They are given to Court security and posted on the Court's door. We request updates if there are any changes in the personnel.

12. Question: Will the Master Agreement permit a separate fuel surcharge?

Answer: Yes, however any increases may only be accepted once every 6 months and we must receive documentation that supports the increase. You should list this as a separate cost.

13. Question: Please identify what carrier currently provides service for the court locations.

Answer: Various carriers throughout the state.

14. Question: Please indicate what each Court is currently paying for armored car services.

Answer: Each Court has different needs and your response to the RFP should set forth how you are going to calculate charges for the number of pickups or provide a chart indicating the charges broken down by the number of stops. Tier pricing would work just fine.

15. Question: Are the Court locations currently paying a fuel surcharge and if so in what amount?

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Answer: Some may be however there is no documentation readily available.

16. Question: Please provide the name, address and zip code for the depository used by each location.

Answer: Bank of America is the lead bank used. In areas where there is no Bank of America, they work with correspondent banks. The actual names and addresses are not readily available to the AOC.

17. Question: What is the average value of a pick-up at each location?

Answer: Each Court has different needs and your response to the RFP should set forth how you are going to calculate charges for different values. We would be interested in tier pricing.

18. Question: What percentage of a pickup is cash vs. checks?

Answer: This will vary from Court to Court but typically both cash and checks are picked up for deposit

19. Question: Can each location identify the maker of a check in the event it is lost or stolen?

Answer: It depends. If a parent pays for a child we probably would not know....This will vary from Court to Court and is contingent on the Courts ability to identify constituents who paid by check and their corresponding court case.

20. Question: Are there any security requirements at any location that the carrier should be aware of?

Answer: Yes, must pass through Court security. Court security is given photos of personnel.

21. Question: Can the carrier be armed at all times in the performance of their duties?

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Answer: This would depend on the individual Courts requirements which will be detailed out if any of the Courts decide to utilize any Master Agreements we execute.

22. Question: Do any locations require that the carrier be escorted while in the building?

Answer: This would depend on the individual Courts requirements which will be detailed out if any of the Courts decide to utilize any Master Agreements we execute.

23. Question: Can the carrier park at the location entrance so the driver can observe the guard enter and exit the building?

Answer: In some locations yes. In others no.

24. Question: How many items are presented for pick-up on each day of service? (Average number)

Answer: Usually 1-2 deposit bags. This will vary from court to court. Each county has various numbers of courthouses.

25. Question: Please identify any locations where the pick-up point is not on the ground floor and whether stairs or an elevator will be used to reach the pick-up point.

Answer: All Courts have different pickup points. In your RFP response please provide, if applicable, costs to different pickup points.

26. Question: Do all locations on Attachment 9 require armored car service?

Answer: Yes.

27. Question: Will all locations choosing to participate in the Master Agreement that results from this RFP start service on the same date? If not, please provide the anticipated start of service date for each location.

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Answer: No. It is up to the individual Courts to decide if and when they will use the Master Agreement.

28. Question: Please identify which if any locations require change order delivery and what is the average value of a change order.

Answer. This would depend on the individual Courts requirements which will be detailed out if any of the Courts decide to utilize any Master Agreements we execute.

29. Question: Will the deposit be ready when the carrier arrives?

Answer: Yes.

30. Question: Do any locations use safes that the carrier will be required to access?

Answer: Yes there are locations that have safes. Carrier will not have access to the safes.

31. Question: Attachment 2 indicates that same day delivery to the bank is required. Will the locations accept quotes for next day delivery to the bank?

Answer: You should include this as an alternate proposal to your RFP response. May allow next day if circumstances come up that are outside of the carrier or Courts control which may cause delays.

32. Question: Please provide the same day cut off time for each depository location.

Answer: Pickup times range from 8:00 am to 5:00 pm. Different Courts will have different pickup times. This would depend on the individual Courts requirements which will be detailed out if any of the Courts decide to utilize any Master Agreements we execute.

33. Question: Can the carrier provide pick-up service for each location within the 8:00 to 5:00 pick-up window provided in Attachment 2?

Answer: Yes, however different Courts may have different pick up times.

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34. Question: Can locations picked up in the late afternoon be delivered to the bank on the next business day?

Answer: No, prefer final pick-up be done in a timely manner to get to the bank same day unless there are extraneous reasons that would require a next day delivery.

35. Question: Attachment 2 indicates that the carrier is required to provide deposit bags. Please provide the size and number of bags required by each location.

Answer: It will differ at each location. Please provide tier pricing to reflect charges.

36. Question: Should the carrier provide separate pricing for tamper evident bank bags or should this pricing be added to the pick-up rate?

Answer: Please provide pricing as an alternate proposal in your response.

37. Question: Attachment 2 indicates that supplier (bags) should be delivered to the location within three business days of the request. Will the location pay for the expedited delivery or should this fee be build into the standard costs?

Answer: Same as #36.

38. Question: Please identify which locations do not require pick-up Monday through Friday.

Answer: This may vary from court to court, but typically pickups are needed Mon through Fri.

39. Question: Attachment 3 requests pricing for service 7 days a week. Please identify which locations will require service on either Saturday or Sunday.

Answer: Even though this was included in the RFP, no courts currently require service 7 days a week. This will be included in an Addendum to the RFP.

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40. Question: Attachment 3 requests pricing for service 6 days a week. Please identify which locations will require service on either Saturday or Sunday.

Answer: Same as #39.

41. Question: Please identify the locations that will require 5 day service.

Answer: Most locations will be 5 day service. This would depend on the individual Courts requirements which will be detailed out if any of the Courts decide to utilize any Master Agreements we execute. Please provide tier pricing to accommodate this.

42. Question: Please identify the locations that will require 4 day, 3 day, 2 day or 1 day service.

Answer: Same answer as question 41.

43. Question: Which locations will be on call?

Answer: This will vary from court to court, but most courts do not require on call services. You may quote on call services as an alternate proposal.

44. Question: Attachment 3 asks for pricing for deposit bags. Please indicate the size and number of bags to be quoted.

Answer: Please provide the different sizes of bags you use and their pricing as this could vary from Court to Court.

45. Question: If some of the locations within a county are considered out of area should the vendor still offer a bid based on the locations they can service?

Answer: Yes

46. Question: Can pricing be offered by county as opposed to statewide.

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Answer: Yes, pricing can be offered by county as opposed to statewide.

47. Will the State accept a scheduled form of service with monthly billing:

Answer: Some Courts may accept this, and others may not.

48. Question: Will you accept quotes for next business day delivery to the bank?

Answer: Yes.

49. Question: Can you provide a spreadsheet that lists the locations that wish armored car service, address including zip code, the depository including address and zip code, days of service, earliest pick up time and latest pick up time?

Answer: This information is not readily available to the AOC and will vary from Court to Court. If a Court chooses to use the Master Agreement(s) resulting from this RFP, they will be able to provide this information.

50. Question: During the teleconference it was suggested that the carrier provide tier pricing such as: 1 to 19 locations-x pricing; 20 to 39 locations-y pricing.

a. How would this work since the courts will be starting at different times?

Answer: If the pricing is per Court/County, the number of locations within a jurisdiction would determine the number of stops and the distances the Carrier will need to travel in any one day to make the pickups and the number of routes the Carrier will need in order to meet that Courts requirements and to formulate tiered pricing.

b. How would the carrier know how many locations are being awarded to their company and what tier price would be applicable.

Answer: The Master Agreement will not specify what Courts will be using which carrier. Each Court has the choice of using the Master Agreement, or not using it. The individual Courts will contact the carrier and set up services with their particular requirements.

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51. Question: Can you clarify the number of locations the carrier is to quote on. During the teleconference 58 courts were mentioned, but the location list provided includes more than 400 sites. Please clarify.

Answer: There are 58 Courts with various divisions within those Courts. Some of the divisions may need armored car services and some may not. This will be up to the individual Court to decide.

52. Question: Since the Carrier is required to submit a CD of their response can a Word copy of the RFP documents be provided.

Answer: Per Section 8.2 a Word copy is required.

53. Question: How would the carrier know how many locations are being awarded to their company and what the "tier" price would be?

Answer: If a Court decides to use the Master Agreement(s) they would work out the details of how many of their locations would be participating and this information would be included on the Purchase Order issued by the Court. The tier prices would be based on the number of stops and distances traveled within the Court's county.