



REQUEST FOR INFORMATION

**ADMINISTRATIVE OFFICE OF THE
COURTS (AOC)**

REGARDING:

**TELEPHONE APPEARANCES SERVICES
RFI# 010611OGC-GW**

RESPONSES DUE:

CLOSE OF BUSINESS, JANUARY 28, 2011

I. Invitation to Respond

You are invited to respond with information (submissions) to assist the Judicial Council of California, Administrative Office of the Courts (AOC), in identifying prospective service providers that have the capabilities to provide telephone appearance services for the California courts. Please use the information contained in this document and the format requested as the basis for your response. Responses to this Request for Information (RFI) may be used to prepare one or more statewide master agreements for telephone appearance services and to determine the amount of the fees to be set for such services.

A. Background

The Judicial Council of California, chaired by the Chief Justice of California, is the governing and chief policy-making body of the California judicial branch. The AOC is the staff organization for the Judicial Council.

Under Senate Bill 857, the Judicial Council has been authorized to take actions to establish services that will enable parties to appear by telephone in civil cases. Specifically, SB 857 provides that:

- The Judicial Council shall, on or before July 1, 2011, and periodically thereafter as appropriate, enter into one or more master agreements with a vendor or vendors to provide for telephone appearances in civil cases under section 367.5 of the Code of Civil Procedure or as otherwise authorized by law; and
- The Judicial Council shall, on or before July 1, 2011, establish uniform, statewide fees to be paid by parties for appearing by telephone, which shall supersede any fees paid to vendors or courts under existing agreements and procedures.

B. Description

The purpose of this RFI is to request information from potential vendors of telephone appearance services to enable the Judicial Council to implement the requirements of SB 857 on or before July 1, 2011.

Please use the information contained in this document and the format requested as the basis for your submission.

II. Requirements

The AOC is asking vendors that are interested in, and capable of, providing telephone appearance services for the courts to respond to this RFI with information regarding their experience, qualifications, resources, capabilities, and cost and pricing.

III. Response Format

The following is an outline for responding to this RFI. This outline is intended to minimize the effort of the respondent and structure the responses for ease of analysis by the AOC. Please adhere to this format without compromising your response.

Section 1: Profile

Describe your company, including its:

- history;
- ownership and management structure;
- business practices;
- products and services;
- locations;
- human, technological and other resources;
- financial profile; and
- other information you deem relevant.

Section 2: Experience and Capability

- Describe your firm's experience and capabilities in providing telephone appearance services.
 - Provide examples of previous and ongoing services provided by your firm, including services to courts in California or in other states.
 - Describe your firm's ability to provide telephone appearances services on a statewide basis. If your firm will not be able to provide these services statewide, describe the scope of the services that you will be able to offer.

Section 3: Functionality

- Describe the functionality of the telephone equipment and services that your firm currently offers, including
 - The level and types of assistance that your firm provides to callers; and
 - The level and types of assistance that your firm provides to the courts.
- Describe any additional services that your firm would provide to the public or the courts under a master agreement.
- Describe the capability for your firm to satisfy the requirements of SB 857, including
 - The timely transmission of fees to the State Treasury; and
 - The submission of quarterly reports setting forth the amount of fees collected, number of liens established, and the amount collected from previously waived fees.

Section 4: Costs and Pricing

- Describe the costs your firm will incur and the amounts it proposes to charge in providing telephone services pursuant to a master agreement under SB 857, including:
 - The costs of providing and installing telephonic equipment
 - The costs of providing telephone appearances services to parties and the courts
 - Specific costs incurred in accommodating late requests for telephone services
 - Specific costs incurred as a result of the cancellation of a scheduled telephone appearance
 - What equipment or services have been or will be one-time costs
 - What costs are ongoing (per transaction, etc.)
 - Maintenance costs
 - Volume discounts and other savings
 - Proposed charges for telephonic appearances services and the basis for those charges
 - Other information concerning costs and charges that you deem relevant

- Describe the total amount of revenue received by all California courts from your firm for providing telephonic appearances in the 2009-2010 fiscal year (July 1, 2009 to June 30, 2010); and provide the specific amounts received by each court during that period. Also, describe the total amount of revenue received by all California courts from your firm for providing telephonic appearances so far in the 2010-2011 fiscal year (July 1, 2010 to June 30, 2011); and provide the specific amounts received by each court so far during that period.

The information requested in this section is important not only for the purpose of preparing the terms of the master agreement or agreements but also for establishing the amounts of the statewide fees authorized under SB 857; hence, it is essential to receive full, detailed information.

Section 5: Additional Information

- Provide any other information, materials, suggestions, and discussion you deem appropriate.

IV. Submission Information

A. Disclaimer

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

Responders are solely responsible for all expenses associated with responding to this RFI.

CONFIDENTIAL OR PROPRIETARY INFORMATION

The Administrative Office of the Courts is bound by California Rules of Court 10.500, which can be found at <http://www.courtinfo.ca.gov/rules/> with respect to disclosure of its administrative records. Respondents may note or mark portions of the information submitted in response to this RFI indicating that the information contains material that is confidential and/or proprietary. If the AOC disagrees, the respondent will be given an opportunity to withdraw the information.

If the AOC receives a request for public access to material submitted in response to this RFI, the AOC will determine, in its sole opinion, whether marked material is exempt from disclosure under rule 10.500 or other applicable law. If the AOC, in its sole opinion, finds or reasonably believes that the material so marked is exempt from disclosure, that material will not be disclosed. If the AOC finds or reasonably believes that the material so marked is **not** exempt from disclosure, the AOC will contact the respondent with a request to substantiate its claim for confidential treatment, but may disclose the information pursuant to rule 10.500 and other applicable law regardless of the marking or notation seeking confidential treatment.

B. Closing Date for Submission and Contact Information

All communication with the AOC must be in writing and must be directed to the AOC single Point of Contact (POC) for this RFI at the following email address:
solicitations@jud.ca.gov

Interested parties must not contact any court or other judicial branch entity regarding this RFI except as provided above. Submissions should provide straightforward and concise responses to the requests for information set forth in this RFI.

The closing date for submissions is January 28, 2011, by Close of Business.

Submissions may be emailed to: solicitations@jud.ca.gov

Or, you may deliver your submission and any supplemental hardcopy materials to:

Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden – RFI# 010611OGC-GW
455 Golden Gate Avenue
San Francisco, CA 94102-3688

C. Information Exchange

After the AOC has reviewed the submitted material, your firm may be contacted and asked to participate in an information exchange with the AOC. The objective of this forum is to gain further understanding of your proposed approach.

D. Rights of AOC

Notwithstanding anything else in this RFI, the AOC has the unqualified right to:

- change any of the dates, schedule, deadlines, process and requirements described in this RFI
- supplement, amend or otherwise modify this RFI
- elect to cancel or to not proceed with the RFI for any reason whatsoever, without incurring any liability for costs or damages incurred by any interested parties or potential interested parties.

The AOC has the right to require clarification or accept or request new or additional information from any or all interested parties without offering other interested parties the same opportunity, and to interview any or all interested parties. The AOC may independently verify any information in any submission.

The AOC reserves the right to amend or modify one or more provisions of this RFI by written notice posted on the RFI website prior to the closing date.

The AOC reserves the right to invite one or more interested parties to meetings, for interviews or to make individual presentations.