

ANSWERS TO SUBMITTED QUESTIONS

Q #	Question	IFB Reference (Document & Page-Section-Item)	Answer
1	Please confirm whether any holidays may be added or removed during the contract term.	Invitation for Bids, Page 3, Section 3.2.1.1	It is unlikely that the Judicial Council will add or remove holidays from the current listing in Invitation for Bids (IFB) section 3.2.1.1 and Attachment B, Appendix A, section 1.1.1.1.
2	For overflow coverage during CSC's regular hours, can you provide an estimate of historical usage or expected call volume?	Invitation for Bids, Page 3, Section 3.2.1.2	The Judicial Council's Customer Support Center (CSC) may roll the phones over during regular business hours occasionally or infrequently. The duration is often just a few hours and for the purpose of CSC staff to attend special meetings.
3	Can the Judicial Council provide historical data on average and peak call volumes by month for the last 12 months?	Invitation for Bids, Pages 3–5, Section 3.2	The average call volume between September 2024 and September 2025 is two-hundred twenty (220) calls per month. There is no substantive evidence that suggests any month has a particularly higher call volume than another.
4	Will the CSC provide both scripts in advance, and how often are script updates expected?	Invitation for Bids, Page 4, Section 3.2.2.1	A) Yes, scripts will be provided to the selected Service Provider during configuration. B) Scripts are not expected to change very often (i.e., rarely).
5	Regarding the calling tree list, how frequently does the CSC update this directory?	Invitation for Bids, Page 4, Section 3.2.2.2	The calling tree list is updated when staffing on the tree changes or responsibilities change. Updates could occur monthly or quarterly.
6	What is the preferred format and method for delivering call recordings (e.g., secure portal, email, SFTP)?	Invitation for Bids, Page 4, Section 3.2.2.4	The CSC's preferred method for delivering call recordings is via secure portal. The CSC's second preference is via email.
7	Is there a template for the Monthly Call Data Report, or should vendors propose one?	Invitation for Bids, Page 4, Section 3.2.4.1	A) No, there is not a template. The selected Service Provider will work with the CSC to establish a format for monthly call data reports. B) The selected Service Provider may propose formats too.
8	For the Daily Call Data Emails, please clarify whether attachments are acceptable or if the data must be in the body of the email.	Invitation for Bids, Page 4, Section 3.2.4.2	Yes, daily call data attachments to an email is acceptable to the CSC.
9	Will call answer times be measured per month, per week, or on a rolling average?	Invitation for Bids, Page 4, Section 3.2.5.1	Call answer times will be measured per month.
10	How will accuracy in capturing caller information be audited and scored?	Invitation for Bids, Page 4, Section 3.2.5.3	A) To audit accuracy in capturing caller information, the CSC will compare the actual information collected to the required information established on scripts. B) Accuracy in capturing caller information will be scored as "Pass" or "Fail".

Q #	Question	IFB Reference (Document & Page-Section-Item)	Answer
11	Is the 3–5 minute average handle time target measured per call or averaged across all calls?	Invitation for Bids, Page 5, Section 3.2.5.5	The three to five (3–5) minute average handle time target is measured per call.
12	Please confirm whether the 99% uptime requirement applies to both telephony and reporting systems.	Invitation for Bids, Page 5, Section 3.2.5.7	The ninety-nine percent (99%) uptime requirement applies to both telephone and reporting systems.
13	For escalation of urgent calls within three minutes, what communication method is preferred (phone call, text, email)?	Invitation for Bids, Page 5, Section 3.2.5.9	Phone call is the CSC's preferred method for escalation of urgent calls.
14	Will questions and answers be posted only on the Judicial Council's RFP website, or also emailed to interested vendors?	Invitation for Bids, Page 6, Section 4.3	A) The Judicial Council will only post questions and answers on the IFB's web page. B) The Judicial Council will <i>not</i> email questions and answers to any interested Service Providers. Service Providers are advised to visit the posting for this IFB on the Judicial Council's website (http://www.courts.ca.gov/rfps.htm) frequently to check for changes and updates to this IFB including the Schedule of Events.
15	Will the public Cost Bid opening allow vendors to ask clarifying questions, or is it observation only?	Invitation for Bids, Page 6, Section 4.2	The Public Opening of Cost Bids is not an open platform and questions will not be taken.
16	Cost Bids must be submitted in Word format only. May bidders also provide a locked PDF copy for reference?	Invitation for Bids, Page 7, Section 5.3.3.1	It is not necessary for Service Providers to submit a locked PDF copy of their Cost Bid.
17	Since Judicial Council cannot confirm receipt of Cost Bids until the opening, can bidders request an email "delivery receipt" for verification?	Invitation for Bids, Page 7, Section 5.3.3.3	Yes, Service Providers may request a delivery receipt when submitting their Cost Bid to the Judicial Council's mailbox.
18	For proof of good standing, will a screenshot from the California Secretary of State's website be acceptable?	Invitation for Bids, Page 10, Section 6.1.11.5	Yes, a screenshot from the California Secretary of State's website is acceptable and may be included in a Service Provider's Technical Bid to meet the requirements of IFB section 6.1.11.5.
19	For "fully burdened pricing," please confirm whether costs must include technology/software licensing fees used to deliver the service.	Invitation for Bids, Page 10, Section 6.2.1.2 Attachment J, Cost Bid, Page J-1	Yes, all Firm Fixed Prices must be fully burdened and inclusive of <u>all costs</u> payable to Service Provider for the Services including technology/software licensing fees used to deliver the Service, if applicable.
20	Services will be billed monthly. What are the Judicial Council's standard payment terms (e.g., Net 30, Net 45)?	Invitation for Bids, Page 11, Section 9.5	The Judicial Council endeavors to pay invoices within sixty (60) days after receipt of a correct, itemized invoice.
21	Has the current contract gone full term?	Attachment B, Standard Agreement (Sample Document) Coversheet, Item 2	The current agreement became effective on January 1, 2019, and expires on December 31, 2025.
22	Have all options to extend the current contract been exercised?	Attachment B, Standard Agreement (Sample Document) Coversheet, Item 2	Yes, all option terms for the current agreement have been exercised.

Q #	Question	IFB Reference (Document & Page-Section-Item)	Answer
23	Who is the incumbent, and how long has the incumbent been providing the requested services?	Attachment B, Standard Agreement (Sample Document) Coversheet, Item 1	A) Refer to the Notice of Intent to Award for the previous solicitation available on Judicial Council's website (http://www.courts.ca.gov/rfps.htm). <u>Solicitation Number:</u> FSO-2017-17-RP <u>Solicitation Title:</u> Afterhours Answering Services B) See answer to Question 21.
24	To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?	Invitation for Bids, Pages 3–5, Section 3.2	The CSC prefers that the selected Service Provider be based in the continental United States.
25	How are fees currently being billed by any incumbent(s), by category, and at what rates?	Attachment B, Standard Agreement (Sample Document), Page B-1, Appendix B, Section 2.1	A) The current Service Provider is compensated for actual quantities at firm fixed prices similar to those set forth in Exhibit B, Payment Provisions, of the sample Agreement including (1) a monthly recurring Fee; and (2) a per Minute Overage. B) For other contract related questions, please submit requests to: REQUEST FOR JUDICIAL ADMINISTRATIVE RECORDS https://www.courts.ca.gov/documents/fillable-intake-form.pdf JUDICIAL COUNCIL COURTS WEBPAGE FOR PUBLIC USE https://www.courts.ca.gov/publicrecords.htm
26	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	Attachment B, Standard Agreement (Sample Document) Coversheet, Item 3	The annual cost of the services paid last year was \$3,600.
27	Is previous experience with any specific customer information systems, phone systems, or software required?	Invitation for Bids, Page 8, Sections 6.1.4.3. and 6.1.5	No previous experience with specific customer information systems, phone systems, or software is required.
28	What is the minimum required total call capacity?	Invitation for Bids, Pages 3–5, Section 3.2	The minimum required total call capacity shall meet the agent requirements set forth in IFB section 3.2.2.
29	What is the minimum simultaneous inbound call capacity?	Invitation for Bids, Pages 3–5, Section 3.2	There is no minimum simultaneous inbound call capacity; however, the selected Service Provider is expected to meet the benchmarks described in IFB section 3.2.5.
30	What percentage of inbound calls must be answered by a live operator?	Invitation for Bids, Page 4, Section 3.2.2	One hundred percent (100%) of inbound calls must be answered by a live operator.
31	Is there a minimum or maximum number of operators and supervisors?	Invitation for Bids, Page 4, Sections 3.2.2 and 3.2.3	Yes, there is a minimum number of agents and supervisors, but not a maximum number. Refer to IFB sections 3.2.2 and 3.2.3 for more information regarding these requirements.
32	What are the required language options?	Invitation for Bids, Pages 3–5, Section 3.2	English is the only required language option, but agents that are bilingual in Spanish would be beneficial to the CSC.
33	What is the required degree of dedication for the call center? (Can the call center work on other contracts at the same time as this one)?	Invitation for Bids, Pages 3–5, Section 3.2	Yes, the selected Service Provider may work on other contracts at the same time as this one.
34	What is the required degree of dedication for the operators? (Can the operators assigned to this contract work on others at the same time as this one)?	Invitation for Bids, Page 4, Section 3.2.2	Yes, the agent(s) and supervisor(s) assigned to the resulting Agreement may work on other contracts at the same time as this one.

Q #	Question	IFB Reference (Document & Page-Section-Item)	Answer
35	What was your average monthly call volume over the past year?	Invitation for Bids, Pages 3–5, Section 3.2	See answer to Question 3.
36	What is the current number of seats for operators and supervisors at your existing call center?	Invitation for Bids, Pages 3–5, Section 3.2	The current number of seats for agent(s) and supervisor(s) at the current Service Provider's call center is unknown.
37	What is the current average wait time for phone calls?	Invitation for Bids, Page 4, Section 3.2.5.6	The current average wait time for phone calls is unknown.
38	What is the current average after-call work time for operators?	Invitation for Bids, Pages 3–5, Section 3.2	The current after-call work time is unknown.
39	Over the past year, what is the percentage of calls received in English versus non-English?	Invitation for Bids, Pages 3–5, Section 3.2	The percentage of calls received in English versus non-English is unknown.
40	Over the past year, what percentage of calls received were in Spanish?	Invitation for Bids, Pages 3–5, Section 3.2	The percentage of calls received in Spanish is unknown.
41	What time of day, days of the week, or times of the year do calls typically peak?	Invitation for Bids, Pages 3–5, Section 3.2	See answer to Question 3.
42	Please reconfirm the due date for this procurement by providing it in response to answers to questions.	Invitation for Bids, Page 6, Section 4.2, Item 4	The Judicial Council confirms that the deadline for the submission of Bids is Monday, October 20, 2025, at 3:00 PM.
43	If there was a previous solicitation for these services, what was its title, number, release date, and due date?	Invitation for Bids, Pages 5–6, Section 4.2	Please refer to the previous solicitation; see answer to Question 23.
44	Why has this bid been released at this time?	Invitation for Bids, Page 5, Section 4.2, Item 1	The Judicial Council's current agreement for the services expires on December 31, 2025. The Judicial Council has issued this IFB to (1) seek bids from firms to provide the services of qualified, properly licensed Service Providers with expertise in afterhours call answering services for urgent or emergency facility-related calls; and (2) enter into a new Agreement with a Service Provider to continue these services for the Judicial Council's Customer Support Center.
45	Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?	Attachment J, Cost Bid, Pages J-1 and J-2	A) No, refer to the instructions on Page J-1 of Attachment J for information on how to submit a responsive Cost Bid and do not deviate in any way. B) No, Service Providers must not submit an alternate fee structure. C) Refer to the instructions on Page J-1 of Attachment J for information on how to submit a responsive Cost Bid and enter Service Provider Firm Fixed Pricing in Table A on Page J-2.
46	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	Invitation for Bids, Pages 3–5, Section 3.2	The CSC's level of satisfaction with the current Service Provider is not relevant to this solicitation. See answers to Questions 21 and 22.
47	Under the Business Associate Agreement (BAA), proper credentialing, and secure data and infrastructure controls, does this solicitation permit the use of offshore agents or contact center operations?	Invitation for Bids, Pages 3–5, Section 3.2	No, this solicitation does not permit the use of offshore agents or contact center operations.

Q #	Question	IFB Reference (Document & Page-Section-Item)	Answer
48	What constitutes a call resolution?	Invitation for Bids, Page 4, Section 3.2.5.4	The required actions used to resolve an issue during the first call received without escalation is call resolution.
49	Are you able to share the 'scripts' referenced?	Invitation for Bids, Page 4, Section 3.2.2.1	See Answers to Question 4.
50	Again, what will constitute a resolution?	Invitation for Bids, Page 4, Section 3.2.5.4	See answer to Question 48.
51	Will you share your QA scoring measure/model?	Invitation for Bids, Page 5, Section 3.2.5.8	Yes, the CSC will share the scoring measure/model with the selected Service Provider upon award of a contract and during setup.
52	Can you please provide call arrival data from the past year (for purposes of staffing to meet SLAs) including peak or seasonal trends?	Invitation for Bids, Pages 3–5, Section 3.2	See answer to Question 3.
53	How often are script and call-tree updates issued, and what turnaround time is expected for implementation?	Invitation for Bids, Page 4, Section 3.2.2.3	A) See answers to Questions 4 and 5. B) Implementation of any changes to a calling tree or script should occur immediately.
54	What is the required retention period and secure-transfer method for call recordings?	Invitation for Bids, Page 4, Section 3.2.2.4	A) The required retention period for call recordings is sixty (60) days. B) The secure transfer method is to be determined during setup.
55	Is there a preferred format or template for daily and monthly call reports?	Invitation for Bids, Page 4, Sections 3.2.4.1 and 3.2.4.2	See answers to Questions 7 and 8.
56	Will the Council provide its QA scoring matrix or rubric to align with required benchmarks?	Invitation for Bids, Pages 4–5, Sections 3.2.5.3 and 3.2.5.8	See answer to Question 51.
57	How is uptime measured and verified? Are penalties applied for non-compliance?	Invitation for Bids, Page 5, Section 3.2.5.7	A) CSC measures uptime though self-reporting or customer reporting of unavailability. B) Yes, see Attachment B, Appendix A, section 1.3, Acceptance Criteria.
58	What is the preferred escalation method (phone, email, SMS) and who are the designated contacts?	Invitation for Bids, Page 5, Section 3.2.5.9	A) See answer to Question 13. B) Designated contacts will be established during setup.
59	Will alternative pricing models (per-call or per-minute) be considered in lieu of fixed monthly pricing?	Invitation for Bids, Pages 10–11, Section 6.2 Attachment J, Cost Bid, Pages J-1 and J-2	See answers to Question 45.
60	Are any non-price factors considered in evaluation, or is award based solely on lowest responsive bid?	Invitation for Bids, Page 11, Section 7	Yes, Technical Bids and Cost Bids will be reviewed for minimum requirements and the presence or absence of all required contents. Refer to IFB section 7.2 and 7.3.

Q #	Question	IFB Reference (Document & Page-Section-Item)	Answer
61	Will there be a transition period or overlap with the incumbent vendor before the December 1 start date?	Attachment B, Standard Agreement (Sample Document) Coversheet, Item 2	No, there will not be a transition period or overlap with the Judicial Council's current Service Provider <i>before</i> the new Service Provider's December 1, 2025, contract start date.
62	Is there an incumbent? Have they taken the contract full term?	Attachment B, Standard Agreement (Sample Document) Coversheet, Items 1 and 2	Yes, the services are currently under contract. See answers to Questions 21 and 22.
63	How frequently does overflow coverage occur during regular business hours? How much notice will be given?	Invitation for Bids, Page 3, Section 3.2.1.2	A) See answer to Question 2. B) Notice of overflow coverage may be given several days in advance or may be ad-hoc based on the needs of the CSC.
64	If staffing requires dedicated representatives, are we able to make adjustments in the Cost Bid form?	Invitation for Bids, Pages 10–11, Section 6.2 Attachment J, Cost Bid, Pages J-1 and J-2	No, do not make any changes to the Cost Bid form. See answers to Question 45.
65	How much training time is required per representative?	Attachment B, Standard Agreement (Sample Document), Page C-1, Appendix C, Section 1.1	Attachment B, Appendix C, Section 1.1, Qualifications, is clear and requires the selected Service Provider to provide qualified staff to successfully perform the Services outlined in the IFB, Section 3.2, and the Standard Agreement, Appendix A, Section 1.1.
66	Can we get a clear definition of what qualifies as a “system incident”?	Invitation for Bids, Page 5, Section 3.2.5.11	IFB Section 3.2.5.11 provides examples (system downtime or major outage, significant impairment, minor issues and requests).
67	Is meeting a target of 80% of calls answered within 30 seconds acceptable?	Invitation for Bids, Page 4, Section 3.2.5.1	No, a target of eighty percent (80%) of calls answered within 30 seconds is not acceptable to the CSC.
68	Are there any penalties associated with not meeting SLA requirements?	Invitation for Bids, Pages 4–5, Section 3.2.5	See answer to Question 57(B).
69	Will we be using or integrating with any of CSC’s software systems?	Invitation for Bids, Pages 3–5, Section 3.2	No, the selected Service Provider will not be using or integrating with any of CSC’s software systems.
70	Are we responsible for building the post-call survey?	Attachment B, Standard Agreement (Sample Document), Page A-3, Appendix A, Section 1.3.10	No, the selected Service Provider will not be responsible for building the post-call survey.
71	Is there any flexibility to bill in advance? Please outline the full background check requirements.	Attachment B, Standard Agreement (Sample Document), Page B-1, Appendix B, Section 3.1 Attachment B, Standard Agreement (Sample Document), Page C-1, Appendix C, Section 1.3	A) No, the Council will not make any advance payment for Services. The selected Service Provider shall submit invoices to the Council <i>in arrears</i> no more frequently than monthly. B) See Appendix C, section 1.3, of the Standard Agreement. If background checks are requested by the Judicial Council, see Facilities Services’ Internal Background Check Policy, issued with Addendum 1, for contractors working on the Judicial Council’s behalf in restricted areas.
END OF QUESTIONS AND ANSWERS			