



# Judicial Council of California

ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

455 Golden Gate Avenue • San Francisco, California 94102-3688  
Telephone 415-865-7960 • Fax 415-865-4325 • TDD 415-865-4272

RONALD M. GEORGE  
*Chief Justice of California*  
*Chair of the Judicial Council*

WILLIAM C. VICKREY  
*Administrative Director of the Courts*

RONALD G. OVERHOLT  
*Chief Deputy Director*

CHRISTINE M. HANSEN  
*Director, Finance Division*

**FRONT SECTION:**

**TO:**

POTENTIAL BIDDERS

**FROM:**

Administrative Office of the Courts  
Education Division

**DATE:**

December 20, 2004

**SUBJECT/PURPOSE OF  
MEMO:**

REQUEST FOR PROPOSALS  
INTERMITTENT, CUSTOM ELEARNING COURSE DEVELOPMENT

**ACTION REQUIRED:**

You are invited to review and respond to the attached Request for Proposals ("RFP"):

Project Title: Custom eLearning Course Development  
RFP Number: CJER-WBT-02

**MINIMUM  
REQUIREMENTS**

In responding to this RFP, you agree to the following requirements:

1. The eLearning development team members have at least two (2) years experience in custom eLearning course development.
2. Your company has the ability to convert any given content into eLearning solutions within an eight (8) week timeframe.
3. Your company has the ability to create flexible solutions dependant on varying network and end-user environments.
4. You agree to give ownership to the AOC for all materials produced, including source codes at no extra costs.

**PROPOSAL DUE DATE: Proposals must be received by 5 p.m. on January 19, 2005**

**SUBMISSION OF  
PROPOSAL:**

Proposals should be sent to:  
**Judicial Council of California**  
**Administrative Office of the Courts**  
**Attn: Nadine McFadden**  
**455 Golden Gate Avenue**  
**San Francisco, CA 94102**

<b>FOR FURTHER INFORMATION CONTACT:</b>	<b>NAME:</b> Ms. Linh Tran	<b>TEL:</b> 415-865- 8721	<b>FAX:</b> 415-865- 4335	<b>E-MAIL:</b> <u><a href="mailto:linh.tran@jud.ca.gov">linh.tran@jud.ca.gov</a></u>
<b>CONTRACTING OFFICER:</b>	<b>NAME:</b> Mr. Stephen Saddler	<b>TEL:</b> 415-865- 7989	<b>FAX:</b> 415-865- 4326	<b>E-MAIL:</b> <u><a href="mailto:stephen.saddler@jud.ca.gov">stephen.saddler@jud.ca.gov</a></u>

## 1.0 GENERAL INFORMATION

### 1.1 Background

The Judicial Council of California, chaired by the Chief Justice of California, is the chief policy making agency of the California judicial system. The California Constitution directs the Council to improve the administration of justice by surveying judicial business, recommending improvements to the courts, and making recommendations annually to the Governor and the Legislature. The Council also adopts rules for court administration, practice, and procedure, and performs other functions prescribed by law. The Administrative Office of the Courts (AOC) is the staff agency for the Council and assists both the Council and its chair in performing their duties.

The Education Division of the AOC provides training and education for judges, court staff, and other judicial branch personnel to enhance the administration of justice. Educational programs cover such topics as access and fairness, domestic violence, drug courts, complex civil litigation, and a variety of legal and administration issues.

The Education Technology Unit of the Education Division administers distance training and education programs through the production of broadcasts, video, and asynchronous self-paced modules delivered via CD-Rom and internally hosted web-based portals. Distance delivery will enable the judges and court personnel of California to access educational content on an as-needed basis, at their own locale, for initial training and/or for ongoing reference to material.

### 1.2 Current Course development

Most of the training and education courses offered by the AOC is delivered via video broadcasts, publications, face-to-face venues, Blackboard, and through secured web portals. There is no LMS or LCMS at this time. The AOC currently have a very small eLearning development team who has published less than ten web-based courses. The AOC hope to produce additional content to computer-based training (CBT) and web-based training (WBT) to reach more learners in the near future.

Because the AOC does not have information on the hardware and operating systems used in the courts and other locations; we have been confined to developing courses using HTML and/or limited FLASH. Most end-users are on a PC with Windows 95 or higher with Internet Explorer (5.5 or higher) as the browser. We also do not know what percentage of the potential user populations have audio/sound capabilities through their computers. More information on

technical specification, audience, and budgets will be provided upon specific project specifications during the work order process.

## **2.0 PURPOSE OF THIS RFP**

The AOC seeks to identify and retain qualified, non-exclusive service providers to develop custom web-based eLearning course(s) or modules on an as-needed basis. Service providers who are awarded contracts and who have established master agreements will be invited by the AOC Education Division to submit quotes on specific work orders as they arise. Please see Appendix A for the work order process. This RFP is the means for prospective service providers to submit their qualifications to the AOC and request selection as a service provider.

## **3.0 SCOPE OF SERVICES**

The AOC anticipates that the contractor will provide the types of services hereunder, including, but not limited to developing one or more custom web-based courses. Final WBT courses may be used as stand-alone self-paced course, as resources for live training, or as self-paced resources embedded in other web-based applications (e.g. Blackboard). Services to be performed for any specific project/course will be determined and communicated to vendors during the work order process as they arise. The AOC makes no representations hereunder about the amount of work that may be given to a contractor pursuant to this RFP; therefore, the information provided below is illustrative only to assist potential bidders in conceptualizing the anticipated services and deliverables to better estimate what resources would be required to produce them.

- 3.1. Services are expected to be performed by the consultant between March 1, 2005 thru June 30, 2006, with possible options to renew for up to two 1-year options, not to exceed a total contract period of three and a half (3.5) years.
- 3.2. The AOC anticipates the work of the contract may include but may not be limited to the following types of services:
  - 3.2.1 Project Management
    - Set, manage, and communicated overall direction, team roles, responsibilities, and expectations
    - Coordinate quality control of all development work and deliverables
    - Conduct reviews and overall usability testing
    - Ensures project(s) stay on schedule and within scope and budget
  - 3.2.2 Instructional Design
    - Gather content and make recommendations from analysis of business need, performance gap, and learner audiences.
    - Define learning objectives, learning strategies, and evaluative measures
    - Repurpose existing content to effective and efficient web delivery
    - Create design blueprint and/or storyboard
  - 3.2.3 Multimedia Development
    - Programming/Coding
    - Create multimedia files (e.g. HTML, FLASH, etc)

- Collaborate with instructional designers for most effective online presentation
- Identify technology and infrastructure implications to solution design
- Create custom graphics or identify existing art resources to give course unique identity
- Encode video and audio
- Develop user interfaces
- Pre-deployment quality assurance testing
- Conduct usability testing

### 3.3 Potential Audiences

The learner audience typically access eLearning courses at their own desks or at a shared workstation. The following table provides a brief glimpse of the potential audience by position/area.

Position/Area	Approximate Number	Computer Proficiency
Judges	1580	Assume Low
Court Staff	17,000	Assume Low
Court Supervisors & Managers	2000	Assume Some
AOC Staff	600	Assume Proficient

### 3.4 Potential Deliverables

The AOC anticipates that most CBT/WBT courses will be in the areas of workflow, process and procedures, professional skills, regulations, and compliance. It is highly unlikely for the content to be around products, software applications, or sales. In the course of project work, contractor may be called upon to create any, some, or all of the following deliverables:

- Course Outline(s)
- Storyboards
- Graphics
- Prototypes
- Interface Design
- Scripts
- Audio recordings (e.g. voice, sound clips)
- Multimedia files (e.g. Flash, HTML)
- Usability Testing Recommendations
- Video- encode / compress

It is desired for all courses to be industry compliant (e.g. SCORM, AICC, 508c, etc.), avoid the usage atypical plug-ins and work with a UNIX server.

## 4.0 SPECIFICS OF A RESPONSIVE PROPOSAL

The following information shall be included in the proposal:

- 4.1 Name, address, telephone and fax numbers, and social security number or federal tax identification number.
- 4.2 One (1) original and four (4) copies of the proposal signed by an authorized representative of the company, including name, title, address, and telephone number of one individual who is the responder’s designated representative.

- 4.3 Resumes describing the background and experience of key staff, as well as each individual's ability and experience in conducting the proposed activities. Please include this as an appendix and note that soft copies will be requested for those who are awarded Master Agreements.
- 4.4 Names, addresses, and telephone numbers of a minimum of three (3) clients for whom the consultant has conducted similar services in the past two (2) years. The references should have had web-based courses developed by your company and hosted internally by your client and accessed behind a company firewall. The AOC may check references listed by the consultant.
- 4.5 Responsive proposals should provide straightforward, concise information that satisfies the requirements noted above. Expensive bindings, color displays, and the like are not necessary. Emphasis should be placed on conformity to the state's instructions, requirements of this RFP, and completeness and clarity of content. Proposals should be single-spaced with an 11 point font minimum and no longer than 35 pages with a table of contents and page numbers.
- 4.6 Company Overview
- 4.6.1 Provide a very brief history of your company – when did you begin developed custom web-based courses?
- 4.6.2 Describe your organization's custom content eLearning development services and capabilities.
- 4.6.3 Indicate the percentage of total revenue that comes from your content development services.
- 4.6.4 List the number of completed custom eLearning course development projects for the past two years in areas *other than* sales, application, or product training. More specifically, list areas such as work flow, theories and concepts, professional development/soft skills, process and procedures, and legal.
- 4.6.5 List any awards or industry recognition your company has received, especially as related to rapid development of custom eLearning courses.
- 4.6.6 Name your top three competitors and your competitive advantages over those competitors.
- 4.7 Personnel
- 4.7.1 List the total number of employees, by function, who spend at least fifty percent of their time involved with custom web-based development projects you have on staff (Program Managers, Instructional Designers, Multimedia Developers, Graphic Artists, etc.).
- 4.7.2 Describe your staff's training, experience, and background as it relates to the CBT/WBT creation process
- 4.7.3 Indicate which development functions, if any, are outsourced to a third party or off-shore development team? Describe in detail, what parts are

outsourced, to whom, the relationship to this group/company, and the process you follow to ensure quality.

4.7.4 Do you have dedicated resources or shared resources on projects? If shared, how are your projects prioritized to minimize impact on timelines and deliverables?

4.7.5 Explain measures set in place if your organization has personnel crunches.

#### 4.8 Methodology and Process

4.8.1 Describe your project management process and methodology. Is it an in-house developed process or an adoption of an industry recognized process?

4.8.2 Explain your instructional design philosophy/methodology including any strategies for rapid development.

4.8.3 Describe the working relationship, especially how your staff would interact with the AOC's Subject Matter Experts, Education Specialists, and/or project owners

4.8.4 Summarize quality assurance process and any adherence to industry standards (i.e. 508c, SCORM, AICC, etc.)

#### 4.9 Technology

4.9.1 With which versions of web browsers are your courses accessible ?

4.9.2 What is the minimum connection speed necessary to run your courses?

4.9.3 What plug-ins and active x controls are required to view your content within Internet Explorer? Please describe the plug-in and version required?

4.9.4 Do we require any in-house developed plug-ins/ active x controls to view your content with Internet Explorer and/or Netscape?

4.9.5 Do you typically have any session management/cookies requirements to run your courses?

4.9.6 Describe or list the software applications used to develop custom CBT/WBT courses, please include any in-house built tools.

4.9.7 Do you custom create graphical images or use a clip art library?

4.9.8 Can source codes be modified by the AOC using standard authoring tools?

#### 4.10 Price Range

For evaluative purposes only, using the pricing provided pursuant to section 5.0, Fee Proposal, indicate for each box in the matrix, below, the typical price range (\$Range), average price (Avg. \$) and time allocation for each member of the development team - Program Manager (PM), Instructional Designer (ID), Multimedia Developer (MM), Graphic Artist (GA)- for one (1) finished instructional hour of knowledge-based course(s) typical of a project completed in the past. We anticipate that most of our eLearning development initiatives will fall under levels 1, 2, B, and C. Please note that

RFP No. CJER-WEB-02, for Custom eLearning Course Development

the AOC will use the pricing provided pursuant to section 5.0, Fee Proposal, for evaluation of the matrix calculations, in the event of any discrepancies.

*(remainder of page left blank intentionally)*

		Interactivity/ Multimedia Development Complexity					
		Low			High		
Instructional Design	Minimal	<b>1A</b>	\$ Range~ Avg \$ ~ PM~ < X > hours ID~ < X > hours MM~ < X > hours GA ~ < X > hours Total hours ~	<b>2A</b>	\$ Range~ Avg \$ ~ PM~ < X > hours ID~ < X > hours MM~ < X > hours GA~ <X> hrs Total hours ~	<b>3A</b>	\$ Range~ Avg \$ ~ PM~ < X > hours ID~ < X > hours MM~ < X > hours GA~ <X> hours Total hours ~
		<b>1B</b>	\$ Range~ Avg \$ ~ PM~ < X > hours ID~ < X > hours MM~ < X > hours GA ~ < X > hours Total hours ~	<b>2B</b>	\$ Range~ Avg \$ ~ PM~ < X > hours ID~ < X > hours MM~ < X > hours GA ~ < X > hours Total hours ~	<b>3B</b>	\$ Range~ Avg \$ ~ PM~ < X > hours ID~ < X > hours MM~ < X > hours GA ~ < X > hours Total hours ~
	Extensive	<b>1C</b>	\$ Range~ Avg \$ ~ PM~ < X > hours ID~ < X > hours MM~ < X > hours GA ~ < X > hours Total hours ~	<b>2C</b>	\$ Range~ Avg \$ ~ PM~ < X > hours ID~ < X > hours MM~ < X > hours GA ~ < X > hours Total hours ~	<b>3C</b>	\$ Range~ Avg \$ ~ PM~ < X > hours ID~ < X > hours MM~ < X > hours GA ~ < X > hours Total hours ~
		<b>1D</b>	\$ Range~ Avg \$ ~ PM~ < X > hours ID~ < X > hours MM~ < X > hours GA ~ < X > hours Total hours ~	<b>2D</b>	\$ Range~ Avg \$ ~ PM~ < X > hours ID~ < X > hours MM~ < X > hours GA ~ < X > hours Total hours ~	<b>3D</b>	\$ Range~ Avg \$ ~ PM~ < X > hours ID~ < X > hours MM~ < X > hours GA ~ < X > hours Total hours ~

**Interactivity/ Multimedia Development Complexity Levels**

Level 1:

Page turner with static images. Simple interactivity such as multiple choice questions and hypothetical scenarios which require user to click to proceed thru course. Basic graphic production, use of clip art and/or stock photos. Basic navigation controls. No animation, no sound/audio, basic graphic production.

Level 2:

Mid-level content interaction with at least 20% interactive learning activities such as discovery exercises, drag-and-drop exercises, linear path games/simulations, etc. Sophisticated navigational controls such as pause, and controllable animation timeline. Custom graphics, 2D animation, narration, audio, and/or video.

Level 3:

Sophisticated graphics and extensive multimedia elements such as 3D animation, custom graphics, multi-path and branching, interactive video, and audio. Simulation and game-based content, engaging theme development.



**Instructional Design Involvement Levels (by vendor)**

**Level A**

Vendor will produce only. Instructional design will be provided to the vendor by the AOC. Finished storyboards and related documentation are provided to the vendor in a pre-approved and acceptable format and order. Course design is typically linear.

**Level B**

Vendor will take existing course materials and create storyboard. Existing course content and supporting documentation, course outline, and design document will be provided by the AOC. Course design may contain multiple learner paths.

**Level C**

Vendor will provide basic instructional design. The vendor will work with designated AOC staff and/or course owner to create design document, storyboard, and course outline. Course design is richer and may include multiple learner paths and branching.

**Level D**

Comprehensive Instructional Design will be performed by vendor. Course content exists in various forms or nonexistent and must be gathered, organized, and analyzed to create course objectives, outline, preliminary design, and storyboarding.

**5.0 FEE PROPOSAL**

The list of potential prices set forth below is not intended to be exhaustive. Please be sure to include all potential pricing that could pertain to providing potential work to the AOC, if the AOC enters into a Master Agreement for your services. Requirements and description of services and the amount the AOC will pay for performance of such services will be set forth in Work Order(s), if any, issued pursuant to the Master Agreement. It is expected that all service providers responding to this RFP will offer the service provider’s government or comparable favorable rates.

Propose pricing for all possible costs, inclusive of personnel, materials, computer support, royalties, etc., and expenses, inclusive of travel, lodging, per diem, subcontractor markup, overhead rates, etc.. The method of payment to the consultant will be by cost reimbursement or fixed pricing, as further addressed in Attachment A, under Work Order Administration.

<b>Role</b>	<b>Rate per hour (USD)</b>
Project Manager	\$
Instructional Designer	\$
Graphic Artist	\$
Multimedia Developer (HTML, Photoshop, video/audio editing, Macromedia toolset, etc.)	On-shore \$
	Off-shore \$

<b>Role</b>	<b>Rate per hour (USD)</b>
If applicable, Junior Multimedia Developer (content conversion/packaging using authoring tool)	On-shore \$
	Off-shore \$

**6.0 RIGHTS**

The AOC reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement, obligation, or contract and in no way is the AOC or the State of California responsible for the cost of preparing the proposal. One copy of a submitted proposal will be retained for official files and becomes a public record.

Only written responses will be accepted. Responses should be sent by registered or certified mail or by hand delivery. The consultant [service provider] may send the AOC an advance copy by facsimile or email to the Project Manager at the fax number/email address listed in Section 7.0, below. However, sending an advance copy by fax or email does not satisfy the submission requirements of paragraph 4.2.

Pursuant to this RFP, the AOC intends to award more than one respondent a Master Agreement. Actual work assignments, if any, will be issued pursuant to a Master Agreement via Work Order(s), in accordance with the Work Order Process, as set forth in Attachment A, under Work Order Administration.

**7.0 PROJECT MANAGEMENT and TIMELINE**

7.1 The Project Manager for this RFP process is:

Mrs. Linh Tran  
 Education Division  
 Administrative Office of the Courts  
 455 Golden Gate Avenue  
 San Francisco, CA 94102-3660  
 Phone: 415-865-8721  
 Fax: 415-865-4335  
 Email: [linh.tran@jud.ca.gov](mailto:linh.tran@jud.ca.gov)

7.2 RFP Timeline

RFP issued	12/20/2004
Questions/Requests for Clarifications Due	01/12/2005
Responses Due	01/19/2005
Demonstrations & Interviews Completed by	02/02/2005
Contract negotiated by	02/25/2005
Contract Period Begins	03/01/2005

The AOC will invite the top ranked respondents, in writing, to provide demonstrations and to be interviewed by our selection committee. The AOC will give these candidates interview topics, demonstration content areas, and type of personnel to attend, and other details in writing closer to the demonstration & interview date. Respondents who decline

the invitation for demonstration and interview will no longer be considered a candidate for award of an agreement pursuant to this RFP.

## **8.0 EVALUATION OF PROPOSALS**

Submitted responses will be evaluated by the AOC using the criteria listed below in a two (2) step process. Firstly, the AOC will evaluate the proposals based on the criteria A thru D (worth a possible 75 points of total score) and will select no more than 5 final top ranked candidates based on these criteria. Secondly, the AOC will invite the top ranked candidates to provide demonstrations and to be interviewed for evaluation based on the criterion E (worth a possible 25 points of total score) below.

- A. Experience & Technical Competence (possible 20 Points): We will examine the breadth and depth of your company and personnel, and the extensiveness and scalability of your technology.
- B. Reasonableness of Price Range and Fee proposal (possible 30 Points): the hourly rates of your staff and the price range of your solutions should be competitive within the industry for government contracts
- C. Methodology and Strategies (possible 15 Points): we will examine the soundness of your proposed instructional design methodology and project management strategies to ensure quality, timelines, and integrity.
- D. References from past clients (possible 10 Points).
- E. Results of requested demonstrations and interview (possible 25 Points): This should reflect your innovation, expertise, ease of use, and creativity.

## **9.0 PROPOSED CONTRACT TERMS AND ADMINISTRATIVE RULES**

Contracts with successful firms will be signed by the parties on a State of California Standard Agreement form and will include terms appropriate for this project. Terms and conditions typical for the requested services are attached as Attachment A.

Incorporated in this RFP, and attached as Attachment B, is a document entitled "Administrative Rules Governing Requests for Proposals. Consultants [service providers] shall follow these rules in preparation of their proposals.

## **10.0 CONFIDENTIAL OR PROPRIETARY INFORMATION**

The Administrative Office of the Courts policy is to follow the intent of the California Public Records Act (PRA). If a vendor's proposal contains material noted or marked as confidential and/or proprietary that, in the AOC's sole opinion, meets the disclosure exemption requirements of the PRA, then that information will not be disclosed pursuant to a request for public documents. If the AOC does not consider such material to be exempt from disclosure under the PRA, the material will be made available to the public, regardless of the notation or markings. If a vendor is unsure if its confidential and/or proprietary material meets the disclosure exemption requirements of the PRA, then it should not include such information in its proposal.

**EXHIBIT \_\_\_\_, STANDARD PROVISIONS**

1. Indemnification

The Contractor shall indemnify, defend (with counsel satisfactory to the State), and save harmless the State and its officers, agents, and employees from any and all claims and losses accruing or resulting to any and all other contractors, Subcontractors, suppliers, and laborers, and any other person, firm, or corporation furnishing or supplying Work, Materials, Data, or services in connection with the performance of this Agreement, and from any and all claims and losses accruing or resulting to any person, firm, or corporation who may be injured or damaged by the Contractor or its agents or employees in the performance of this Agreement.

2. Relationship of Parties

The Contractor and the agents and employees of the Contractor, in the performance of this Agreement, shall act in an independent capacity and not as officers or employees or agents of the State of California.

3. Termination for Cause

A. Pursuant to this provision, the State may terminate this Agreement in whole or in part under any one of the following circumstances, by issuing a written Notice of termination for default to the Contractor:

- i. If the Contractor (a) fails to perform the services within the time specified herein or any extension thereof, (b) fails to perform any requirements of this Agreement, or (c) so fails to make progress as to endanger performance of this Agreement in accordance with its terms, and, after receipt of a written Notice from the State specifying failure due to any of the preceding three (3) circumstances, the Contractor does not cure such failure within a period of five (5) business days or, if authorized in the Notice of failure, a longer period,
- ii. If the Contractor should cease conducting business in the normal course, become insolvent or bankrupt, make a general assignment for the benefit of creditors, admit in writing its inability to pay its debts as they mature, suffer or permit the appointment of the receiver for its business or assets, merge with or be purchased by another entity, or avail itself of or become subject for a period of thirty (30) Days to any proceeding under any statute of any State authority relating to insolvency or protection from the rights of creditors.

Attachment A  
Contract Terms

- B. In the event the State terminates this Agreement in whole or in part, due to the Contractor's failure to perform, the State may procure, upon such reasonable terms and in such manner as it may reasonably deem appropriate, supplies or services similar to those so terminated, and the Contractor shall be liable to the State for any excess costs for such similar supplies or services, subject to the limitations contained elsewhere herein; further, the Contractor shall continue the performance of this Agreement to the extent not terminated under this provision.
- C. The Contractor shall not be liable for any excess costs if the failure to perform the Agreement arises out of acts of Force Majeure; but in every case the failure to perform must be beyond the control and without the fault or negligence of the Contractor.
- D. If, after Notice of termination for default of this Agreement, it is determined for any reason that the Contractor was not in default under this provision, or that the default was excusable under this provision, the obligations of the State shall be to pay only for the services rendered at the rates set forth in the Agreement.
- E. The rights and remedies of either party provided in this provision shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Agreement.

4. No Assignment

Without the written consent of the State, the Contractor shall not assign this Agreement in whole or in part. The State agrees not to unreasonably withhold its consent to an assignment of this contract made in connection with a sale of all or substantially all of Contractor's business.

5. Time of Essence

Time is of the essence in this Agreement.

6. Validity of Alterations

Alteration or variation of the terms of this Agreement shall not be valid unless made in writing and signed by the parties, and an oral understanding or agreement that is not incorporated shall not be binding on any of the parties.

7. Consideration

The consideration to be paid to the Contractor under this Agreement shall be compensation for all the Contractor's expenses incurred in the performance of this Agreement, including travel and per diem, unless otherwise expressly provided.

## EXHIBIT \_\_\_, SPECIAL PROVISIONS

### 1. Definitions

The terms defined below and elsewhere throughout the Contract Documents shall apply to the Agreement as defined.

- A. “**Acceptance**” means the written acceptance issued to the Contractor by the State after the Contractor has completed a Deliverable, Submittal, or other Contract requirement, in compliance with the Contract Documents and the authorized Work Order, including without limitation, Exhibit \_\_\_, Work Order Administration, and the Acceptance of the Work provision set forth in this Exhibit.
- B. “**Administrative Director**” refers to that individual, or authorized designee, empowered by the State to make final and binding executive decisions on behalf of the State.
- C. “**Amendment**” means a written document issued by the State and signed by the Contractor which alters the Contract Documents and identifies the following: (i) a change in the Work; (ii) a change in Work Order Amount; (iii) a change in time allotted for performance; and/or (iv) an adjustment to the Agreement terms.
- D. “**Confidential Information**” means trade secrets, financial, statistical, personnel, technical, and other Data and information relating to the State’s business or the business of the Courts, their personnel, officers, or constituents, and including any confidential communications between the Contractor and the State, the Court, their personnel, officers, or constituents. Confidential Information does not include (i) information that is already known by the receiving party, free of obligation of confidentiality to the disclosing party; (ii) information that becomes generally available to the public, other than as a result of disclosure by the receiving party in breach of this Agreement; (iii) information that is independently developed by the receiving party without reference to the Confidential Information; and (iv) information that the receiving party rightfully obtains from a Third Party free of the obligation of confidentiality to the disclosing party.
- E. The “**Contract**” or “**Contract Documents**” constitute the entire integrated agreement between the State and the Contractor, as attached to and incorporated by a fully executed State Standard Agreement form, including, without limitation, the Master Agreement and all related Work Orders. The terms “Contract” or “Contract Documents” may be used interchangeably with the term “**Agreement.**”

Attachment A  
Contract Terms

- F. The “**Contractor**” means the individual, association, partnership, firm, company, consultant, corporation, affiliates, or combination thereof, including joint ventures, contracting with the State to do the Contract Work. The Contractor is one of the parties to this Agreement.
- G. The “**Contractor’s Technology**” refers to various concepts, ideas, methods, methodologies, procedures, processes, know-how, and techniques including, without limitation, function, process, system and data models, including Contractor’s proprietary delivery system; templates; generalized features of the structure, sequence and organization software, user interfaces and screen designs; general purpose consulting and software tools, utilities and routines; and, logic, coherence and methods of operation of systems which the Contractor has created, acquired or otherwise has rights in and may, in connection with the performance of services hereunder, create, acquire or otherwise obtain rights in.
- H. “**Court(s)**” means one or more of the seven (7) Courts of Appeal, the Supreme Court, Habeas Corpus Resource Center, and/or Commission on Judicial Performance in the California state court system.
- I. “**Data**” means all types of raw data, articles, papers, charts, records, reports, studies, research, memoranda, computation sheets, questionnaires, surveys, and other documentation.
- J. “**Day**” means calendar day, unless otherwise specified.
- K. “**Deliverable(s)**” or “**Submittal(s)**” means one or more items, if specified in the Contract Documents, that the Contractor shall complete and deliver or submit to the State for acceptance.
- L. “**Force Majeure**” means a delay, which impacts the timely performance of Work for which neither the Contractor nor the State are liable because such delay or failure to perform was beyond the control of the party. Force Majeure events include, but are not limited to:
- i. Natural disasters or acts of a public enemy;
  - ii. Fire or other casualty for which a party is not responsible;
  - iii. Quarantine or epidemic;
  - iv. Strike or defensive lockout; and,
  - v. Unusually severe weather conditions.
- M. “**Key Personnel**” refers to the Contractor’s personnel named in Exhibit \_\_\_, Contractor’s Key Personnel, whom the State has identified and approved to perform the Work of the Contract.
- N. “**Master Agreement**” means the component of the Agreement that sets forth the terms and conditions under which the State retains the Contractor and the

Attachment A  
Contract Terms

Contractor will provide consulting Work by executing an individual Work Order, if any, for a particular Project and for a particular Work Order Amount.

- O. “**Material**” means all types of tangible personal property, including but not limited to goods, supplies, equipment, commodities, and information and telecommunication technology.
- P. “**Milestone(s)**” means one or more events or dates, if specified in the Contract Documents, by which Work, as identified, must be provided by the Contractor.
- Q. “**Notice**” means a written document initiated by the authorized representative of either party to this Agreement and given by:
- i. Depositing in the U. S. Mail (or approved commercial express carrier) prepaid to the address of the appropriate authorized representative of the other party, which shall be effective upon date of receipt; or
  - ii. Hand-delivered to the other party’s authorized representative, which shall be effective on the date of service.
- R. “**Project**” refers to all activity relative to a Work Order and/or this Agreement including activity of the Contractor, its Subcontractors, the State, Court(s) and the State or Court’s representatives in connection with the Contract Work.
- S. The “**State**” refers to the Judicial Council of California / Administrative Office of the Courts (“**AOC**”). The State is one of the parties to this Agreement.
- T. “**State Standard Agreement**” means the form used by the State to enter into agreements with other parties. Several originally signed, fully executed versions of the State Standard Agreement, together with the integrated Contract Documents, shall each represent the Agreement as an individual “**Contract Counterpart**.”
- U. “**Stop Work Order**” means the written Notice, delivered in accordance with this Agreement, by which the State may require the Contractor to stop all, or any part, of the Work of this Agreement, for the period set forth in the Stop Work Order. The Stop Work Order shall be specifically identified as such and shall indicate that it is issued pursuant to the Stop Work provision in this Exhibit.
- V. “**Subcontractor**” shall mean an individual, firm, partnership, or corporation having a contract, purchase order, or agreement with the Contractor, or with any Subcontractor of any tier for the performance of any part of the Agreement. When the Contract Documents refer to Subcontractor(s), and unless otherwise expressly stated, the term “Subcontractor” includes, at every level and/or tier, all subcontractors, sub-consultants, suppliers, and material .



Attachment A  
Contract Terms

- W. “**Task(s)**” means one or more functions, if specified in the Contract Documents, to be performed by the Contractor for the State.
- X. “**Term**” refers to the period defined by a beginning date and an end date, in accordance with the terms and conditions set forth in the Agreement, during which the Contractor is authorized to provide the Contract Work. The possible Terms of the Agreement are described further in this Exhibit’s paragraph 38, Agreement Term(s) and Options to Renew.
- Y. “**Third Party**” refers to any individual, association, partnership, firm, company, corporation, consultant, Subcontractor, or combination thereof, including joint ventures, other than the State or the Contractor, which is not a party to this Agreement.
- Z. “**Work**” or “**Contract Work**” or “**Work to be Performed**” may be used interchangeably to refer to the service, labor, Materials, Data, and other items necessary for the execution and completion of the activities related to this Agreement to the satisfaction of the State. Work may also be defined to include Tasks, Deliverables, and/or Submittals required by the individual Work Order(s) that are performed or provided by the Contractor. The general nature of the Work of this Contract is for consulting real estate services, as more particularly described in Exhibit \_\_, Work Order Administration, and in any individual Work Order.
- AA. “**Work Order**” refers to a document, substantially in the form of Exhibit \_\_, Attachment \_\_, Work Order Form, that is used by the State to authorize Work pursuant to this Master Agreement. Each Work Order, if any, will include details about the nature of the Work the Contractor will perform, the timeline for completion of the Work, budget requirements, additional reporting guidelines, or other practical details. A Work Order is authorized when the State Standard Agreement form that is the first page of the Work Order has been bilaterally executed.
- BB. “**Work Order Amount**” refers to the amount of funds that is encumbered via the State Standard Agreement form that is the first page of each authorized Work Order. The amount that the State may pay to the Contractor for Work provided pursuant to each Work Order shall not exceed the Work Order Amount stated therein.
2. Manner of Performance of Work

The Contractor shall complete all Work specified in the Contract Documents to the State's satisfaction and in compliance with the Nondiscrimination/No Harassment Clause, as set forth in this Exhibit.

3. Termination Other Than for Cause

- A. In addition to termination for cause under Exhibit \_\_\_, Standard Provisions paragraph 3, the State may terminate this Agreement in whole or in part at any time upon providing the Contractor written Notice at least ten (10) Days before the effective date of termination. Upon receipt of the termination Notice, the Contractor shall promptly discontinue all services affected unless the Notice specifies otherwise.
- B. If the State terminates all or a portion of this Agreement other than for cause, the State shall pay the Contractor for the fair value of satisfactory services rendered before the termination, not to exceed the Work Order Amount(s) applicable to the terminated portion of the Project(s).

4. State's Obligation Subject to Availability of Funds

- A. The State's obligation under this Agreement is subject to the availability of authorized funds. The State may terminate the Agreement or any part of the Contract Work, without prejudice to any right or remedy of the State, for lack of appropriation of funds. If expected or actual funding is withdrawn, reduced or limited in any way prior to the expiration date set forth in this Master Agreement, any individual Work Order or in any Amendment hereto, the State may, upon written Notice to the Contractor, terminate this Master Agreement or any individual Work Order in whole or in part. Such termination shall be in addition to the State's rights to terminate for convenience or default.
- B. Payment shall not exceed the amount allowable for appropriation by Legislature. If the Agreement is terminated for non-appropriation:
  - i. The State will be liable only for payment in accordance with the terms of this Agreement for services rendered prior to the effective date of termination; and
  - ii. The Contractor shall be released from any obligation to provide further services pursuant to the Agreement as are affected by the termination.
- C. Funding for this Agreement in whole or in part through any individual Project beyond the current appropriation year is conditional upon appropriation by the Legislature of sufficient funds to support the activities described in this Agreement. Should such an appropriation not be approved, the Agreement or the affected parts will terminate by these terms without any further action of the parties at the close of the current appropriation year. The appropriation year ends on June 30 of each year.

5. Stop Work

- A. The State may, at any time by written Notice as a Stop Work Order to the Contractor, require the Contractor to stop all, or any part, of the Work of this Agreement, for a period up to ninety (90) Days after the Notice is delivered to the Contractor, and for any further period to which the parties may agree. The Stop Work Order shall be specifically identified as such and shall indicate it is issued under this provision. Upon receipt of the Stop Work Order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the Work covered by the Stop Work Order during the period of Work stoppage. Within a period of ninety (90) Days after a Stop Work Order is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the State shall either:
- i. Cancel the Stop Work Order; or
  - ii. Terminate the Work covered by the Stop Work Order as provided for in either of the termination provisions of this Agreement.
- B. If a Stop Work Order issued under this provision is canceled or the period of the Stop Work Order or any extension thereof expires, the Contractor shall resume Work. The State shall make an equitable adjustment in the delivery schedule and/or the Work Order Amount, and the Agreement shall be modified, in writing, accordingly, if:
- i. The Stop Work Order results in an increase in the time required for, or in the Contractor's cost properly allocable to the performance of any part of this Agreement; and
  - ii. The Contractor asserts its right to an equitable adjustment within thirty (30) Days after the end of the period of Work stoppage; however, if the State decides the facts justify the action, the State may receive and act upon a proposal submitted at any time before final payment under this Agreement.
- C. If a Stop Work Order is not canceled and the Work covered by the Stop Work Order is terminated in accordance with the Termination Other Than For Cause provision or the State's Obligation Subject to Availability of Funds provision, as set forth under Exhibit B, the State shall allow reasonable costs resulting from the Stop Work Order in arriving at the termination settlement.
- D. The State shall not be liable to the Contractor for loss of profits because of the Stop Work Order issued under this provision.

Attachment A  
Contract Terms

6. Agreement Administration/Communication

A. State Project Management

- i. The State's Project Manager assigned to this Agreement shall be \_\_\_\_\_, who will be responsible for monitoring and evaluating the Contractor's performance as a representative of the State and will grant Acceptance of the Work. All requests and communications about the services to be performed under this Agreement shall be made through the State's Project Manager, unless otherwise designated.
- ii. For a particular Work Order, the State's Project Manager may authorize another individual, to serve as the designated State's Project Manager, to be responsible for day-to-day management of that Work Order. The State's Project Manager will consult with any designee(s) to determine if the Contractor has satisfactorily performed the Work in accordance with the terms and conditions of the Agreement.

B. Communications with the AOC

- i. Any Notice from the Contractor to the State shall be in writing and shall be delivered to the State's Project Manager as follows:

\_\_\_\_\_, State's Project Manager  
Judicial Council of California  
Administrative Office of the Courts  
Education Division, 6<sup>th</sup> Floor  
455 Golden Gate Avenue  
San Francisco, CA 94102-3660

- ii. Other than for Notices, the State's Project Manager may be contacted as follows:

Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
Email: \_\_\_\_\_

C. Communications with the Contractor

- i. Any Notice to the Contractor shall be directed in writing to:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Attachment A  
Contract Terms

7. Authorization of Any Work Orders

The State does not guarantee that the Contractor will receive a specific volume of Work, a specific total Contract or Work Order Amount, or a specific order value under this Master Agreement. Additionally, there will be no limit on the number of Work Orders the State may issue under this Master Agreement, nor will there be any specific limitation on the quantity, minimum and/or maximum value of individual Work Orders.

8. Standard of Professionalism

The Contractor shall conduct all Work consistent with professional standards for the industry and type of Work being performed under the Agreement.

9. Acceptance of the Work

- A. The State's Project Manager shall be responsible for the sign-off acceptance of all the Work required and submitted pursuant to this Agreement. Prior to approval of the Work and prior to approval for payment, the State's Project Manager will apply the acceptance criteria set forth in subparagraph B of this provision, as appropriate, to determine the acceptability of the Work provided by the Contractor. Unsatisfactory ratings will be resolved as set forth in this provision.
- B. Acceptance Criteria for Work ("**Criteria**") provided by the Contractor pursuant to this Agreement:
- i. Timeliness: The Work was delivered on time;
  - ii. Completeness: The Work contained the Data, Materials, and features required in the Contract; and
  - iii. Technical accuracy: The Work is accurate as measured against commonly accepted standard (for instance, a statistical formula, an industry standard, or de facto marketplace standard).
- C. The Contractor shall provide the Work to the State, in accordance with direction from the State's Project Manager. The State shall accept the Work, provided the Contractor has delivered the Work in accordance with the Criteria. The State's Project Manager shall use the Acceptance and Signoff Form, provided as Attachment \_\_ in Exhibit \_\_ of this Agreement, to notify the Contractor of the Work's acceptability.
- D. If the State rejects the Work provided, the State's Project Manager shall submit to the Contractor a written rejection using Attachment \_\_, the Acceptance and Signoff Form, describing in detail the failure of the Work as measured against the Criteria. If the State rejects the Work, then the Contractor shall have a

Attachment A  
Contract Terms

period of ten (10) business days from receipt of the Notice of rejection to correct the stated failure(s) to conform to the Criteria.

- E. If the State's Project Manager requests further change, the Contractor shall meet with the State's Project Manager, within three (3) business days of such request, to discuss changes for the final submission of the Work. The Contractor shall provide the Work within three (3) business days after this meeting, at which time the Work will be accepted or the question of its acceptability referred to the Administrative Director of the AOC and a principal of the Contractor, as set forth in subparagraph F below.
- F. If agreement cannot be reached between the State's Project Manager and the Contractor on the Work's acceptability, a principal of the Contractor and the Administrative Director of the AOC, or its designee, shall meet to discuss the problem. If agreement cannot be reached, in the reasonable judgment of the Administrative Director of the AOC, or its designee, and/or the Contractor fails to cure such deficiencies that are perceived in the Work to the reasonable satisfaction of the Administrative Director, or its designee, in the reasonable time established by the Administrative Director, the State may reject the Work and will notify the Contractor in writing of such action and the reason(s) for so doing. Upon rejection of the Work, the State may terminate this Agreement pursuant to the terms of Standard Provisions paragraph 3, as set forth in Exhibit A. Termination does not relieve the State of liability for wrongfully rejected Work.
- G. The State's acceptance of the Work shall not relieve the Contractor from its responsibility for the Work. The State's acceptance shall not be deemed to be a waiver of its rights should any claims arise from the performance of the Contractor's Work.

10. Contractor's Personnel and Replacement of Personnel

- A. The Contractor shall provide for the staffing requirements as set forth in Exhibit \_\_, Work Order Administration, and each Work Order, if any, prior to commencing any Work pertaining to the staffing requirements.
- B. The State has the right to review resumes of the Contractor's proposed personnel prior to commencement of the Work of this Agreement. If, in the State's reasonable opinion, any of the proposed personnel is unsatisfactory or does not meet the State's requirements, the Contractor shall submit a different candidate for consideration.
- C. The State reserves the right to disapprove the continuing assignment of any of the Contractor's personnel provided to the State under this Agreement if, in the State's opinion, the performance of the Contractor's personnel is unsatisfactory. The State agrees to provide Notice to the Contractor in the

Attachment A  
Contract Terms

event it makes such a determination. If the State exercises this right, the Contractor shall immediately assign replacement personnel, possessing equivalent or greater experience and skills.

- D. If any of the Contractor's Key Personnel, identified in Exhibit \_\_\_, become unavailable during the Term(s) of this Agreement, the Contractor shall immediately assign replacement personnel, possessing equivalent or greater experience and skills; any substitute will be acceptable to the State's Project Manager.
- E. The Contractor shall endeavor to retain the same individuals on the Project during the performance of the Work of this Agreement. However, the Contractor may, with approval of the State's Project Manager, introduce personnel to the Project with specific skill sets or release personnel from the Project whose skill set is not needed at the time.
- F. If any of the Contractor's Key Personnel become unavailable or are disapproved and the Contractor cannot furnish a replacement acceptable to the State, the State may terminate this Agreement for cause pursuant to Standard Provisions paragraph 3, as set forth in Exhibit \_\_\_.

11. Subcontracting

The Contractor shall not subcontract this Agreement or services provided under this Agreement, unless the State agrees to the subcontracting in writing. Any authorized subcontract(s) shall be executed in the same manner as this Agreement. No party to this Agreement shall in any way contract on behalf of or in the name of another party to this Agreement.

12. Services Warranty

The Contractor warrants and represents that each of its employees, consultants, independent contractors or agents assigned to perform any services or provide any technical assistance in planning, development, training, consulting or related services under the terms of this Agreement shall have the skills, training, and background reasonably commensurate with his or her level of performance or responsibility, so as to be able to perform in a competent and professional manner. The Contractor further warrants that the services provided hereunder will conform to the requirements of this Agreement. All warranties, including any special warranties specified elsewhere herein, shall inure to the State, its successors, assigns, the Court, and any other customer agencies or other beneficiaries of the Work provided hereunder.

13. Accounting System Requirement

The Contractor shall maintain an adequate system of accounting and internal controls that meet Generally Accepted Accounting Principles or GAAP for purposes of enabling the State to exercise its audit rights set forth below.

14. Retention of Records

The Contractor shall maintain all financial Data, supporting documents, and all other records relating to performance and billing under this Agreement for a period in accordance with State and Federal law, a minimum retention period being no less than three (3) years after final payment under this Agreement. The Contractor is also obligated to protect Data adequately against fire or other damage.

15. Audit

The Contractor shall permit the authorized representative of the State or its designee or both at any reasonable time to inspect or audit all Data relating to performance and billing to the State under this Agreement. The Contractor further agrees to maintain such Data for a period of three (3) years after final payment under this Agreement.

16. Changes and Amendments

Changes or Amendments to any component of the Contract Documents can be made only with prior written approval from the State's Project Manager. Requests for changes or Amendments must be submitted in writing and must be accompanied by a narrative description of the proposed change and the reasons for the change. Additional funds may not be encumbered under the Agreement due to an act of Force Majeure, although the performance period of the Agreement may be amended due to an act of Force Majeure. After the State's Project Manager reviews the request, a written decision shall be provided to the Contractor. Amendments to the Agreement shall be authorized via bilateral execution of a State Standard Agreement.

17. Insurance Requirements

A. General. The Contractor shall obtain and maintain the minimum insurance set forth in subparagraph B, below. By requiring such minimum insurance, the State shall not be deemed or construed to have assessed the risks that may be applicable to the Contractor under this Agreement. The Contractor shall assess its own risks and if it deems appropriate and/or prudent, maintain greater limits and/or broader coverage. For full coverage, each insurance policy shall be written on an "occurrence" form; excepting that insurance for professional liability, when required, may be acceptable on a "claims made" form. If coverage is approved and purchased on a "claims made" basis, the Contractor warrants continuation of coverage, either through policy renewals or the purchase of an extended discovery period, if such extended coverage is available, for not less than three (3) years from the date of completion of the Work which is the subject of this Agreement.

B. Minimum Scope and Limits of Insurance. The Contractor shall maintain coverage and limits no less than the following:



Attachment A  
Contract Terms

- i. Workers' Compensation at statutory requirements of the State of residency.
  - ii. Employers' Liability with limits not less than \$1,000,000.00 for each accident.
  - iii. Comprehensive General Liability Insurance with limits not less than \$1,000,000.00 for each occurrence, Combined Single Limit Bodily Injury and Property Damage, with aggregate limits at \$2,000,000.00.
  - iv. Comprehensive Automobile Liability Insurance with limits not less than \$1,000,000.00 for each occurrence, Combined Single Limit Bodily Injury and Property Damage, including owned and non-owned and hired automobile coverage, as applicable.
  - v. Professional Liability: Errors and Omissions; \$1,000,000.00 single occurrence and \$2,000,000.00 aggregate limit.
- C. Deductibles and Self-Insured Retentions. Any deductibles or self-insured retentions must be declared to the State. The deductible and/or self-insured retention of the policies shall not limit or apply to the Contractor's liability to the State and shall be the sole responsibility of the Contractor.
- D. Other Insurance Provisions. The General Liability policy required in this Agreement is to contain, or be endorsed to contain, the following provisions:
- i. The State, its officers, officials, employees and agents, as well as the officers, officials, employees and agents of the Courts are to be covered as additional insureds as respects liability arising out of activities performed by or on behalf of the Contractor in connection with this Agreement.
  - ii. To the extent of the Contractor's negligence, the Contractor's insurance coverage shall be primary insurance as respects the State, its officers, officials, employees and agents as well as the officers, officials, employees and agents of the Courts. Any insurance and/or self-insurance maintained by the State or the Courts, its officers, officials, employees or agents shall not contribute with the insurance or benefit the Contractor in any way,
  - iii. The Contractor's insurance shall apply separately to each insured against whom a claim is made and/or lawsuit is brought, except with respect to the limits of the insurer's liability.
- E. The Contractor shall provide the State certificates of insurance satisfactory to the State evidencing all required coverages before Contractor begins any Work under this Agreement, and complete copies of each policy upon the State's request.

- F. Acceptability of Insurers. Unless otherwise approved by the State:
  - i. Insurance is to be placed with insurers with an A.M. Bests' rating of no less than A:VIII, or, if not rated with A.M. Bests, with minimum surpluses the equivalent of A.M. Bests' surplus size VIII.
  - ii. Professional Liability, Errors and Omissions insurance may be placed with insurers with an A.M. Bests' rating of B+: VII. Any exception must be approved by the State.
  
- G. Subcontractors. The Contractor shall include any Subcontractors as insureds under its policies, or shall furnish separate certificates of insurance and policy endorsements for each Subcontractor. Insurance coverages provided by Subcontractors as evidence of compliance with the insurance requirements of this Agreement shall be subject to all of the requirements stated herein.
  
- H. All of the Contractor's policies, including Subcontractors' policies, shall be endorsed to provide advanced written Notice to the State of cancellation, nonrenewal, and reduction in coverage, within thirty (30) Days, mailed to the following address: Judicial Council, Administrative Office of the Courts, Business Services Manager, 455 Golden Gate Ave., 7<sup>th</sup> Floor, San Francisco, CA 94104.

18. Confidentiality

- A. Both the State and the Contractor acknowledge and agree that in the course of performing the Work under this Agreement, the State may disclose Confidential Information to the Contractor.
  
- B. The Contractor agrees not to disclose the Confidential Information to any Third Party and to treat it with the same degree of care as it would its own confidential information. It is understood, however, that the Contractor may disclose the State's Confidential Information on a "need to know" basis to the Contractor's employees and Subcontractors and, as directed by the State's Project Manager, representatives of the State that are working on the Project. All such employees and Subcontractors of the Contractor shall have executed a confidentiality agreement with the Contractor requiring a promise of confidentiality concerning the Contractor's clients and business.
  
- C. The Contractor shall acquire no right or title to the Confidential Information. The Contractor agrees not to use the Confidential Information for any purpose except as contemplated pursuant to this Agreement. Notwithstanding the foregoing, the Contractor may disclose the Confidential Information (i) to the extent necessary to comply with any law, rule, regulation or ruling applicable to it; (ii) as appropriate to respond to any summons or subpoena applicable to it; or (iii) to the extent necessary to enforce its rights under this Agreement.

19. Ownership of Data & Materials

- A. Any interest of the Contractor in the Data and Materials prepared or collected by the Contractor in the performance of the Work of this Contract, in any form, whether in hard copy or stored computer files shall become the property of the State. Upon the State's written request, the Contractor shall provide the State with all these Data and Materials within thirty (30) Days of the request.
- B. The Contractor agrees not to assert any rights at common law, or in equity, or establish any claim to statutory copyright in such Data and Materials. The Contractor shall not publish or reproduce such Materials in any form, in whole or in part, or any manner or form, or authorize others to do so without the written consent of the State.
- C. Notwithstanding the foregoing, the parties acknowledge that the Contractor may, employ, disclose, provide or modify the Contractor's Technology in connection with the performance of the Work hereunder. The parties acknowledge and agree that the Contractor shall own all right, title, and interest, including without limitation, all rights under all copyright, patent, and other intellectual property laws, in and to the Contractor's Technology and the Contractor may employ, modify, disclose, and otherwise exploit the Contractor's Technology (including, without limitation, providing services or creating programming for other clients). Except as otherwise provided, upon full and final payment hereunder, the Data and Materials prepared or collected by the Contractor in the performance of the Work of this Contract, in any form, whether in hard copy or stored computer files related to this Project shall become the State's property. To the extent that any of the Contractor's Technology is contained in any of the Data and Materials resulting from the Work, the Contractor hereby grants the State, a royalty-free, fully paid, worldwide, non-exclusive license to use the Contractor's Technology in connection with the Data and Materials resulting from the Work hereunder. To the extent that the Contractor uses any of its property, including the Contractor's Technology or any hardware or software of the Contractor's in connection with the performance of the Work hereunder, such property shall remain the property of the Contractor and, except for the license expressly granted herein, the State shall acquire no right or interest in such property.
- D. The State shall have the right to use the Material and Data that result from the Work of this Agreement, as it deems appropriate, however the parties acknowledge that the Work is intended for internal use of the State and its contingents. The State may use the Materials or Data in conjunction with other works or works at its sole discretion.

20. Protection of Proprietary Software and Other Proprietary Data

- A. The State agrees that all Data and Materials appropriately marked or identified by Contractor in writing as proprietary, and furnished hereunder, are provided for the State's exclusive use by the Contractor, or any Subcontractor or agent for the purposes of this Agreement only. All such proprietary Data shall remain the property of the Contractor. The State agrees to take all reasonable steps to insure that such proprietary Data are not disclosed to others, without prior written consent of the Contractor.
- B. The State will use reasonable efforts to insure, prior to disposing of any media, that any licensed Data and Materials contained thereon have been erased or otherwise destroyed.
- C. The State agrees that it will take appropriate action by instruction, agreement, or otherwise, with its employees or other persons permitted access to licensed software and other proprietary Data, to satisfy its obligations under this Agreement with respect to use, copying, modification, protection, and security of proprietary software and other proprietary Data.

21. Trade Secret, Patent and Copyright Indemnification

- A. The Contractor shall hold the Court and the State, its officers, agents, and employees, harmless from liability of any nature or kind, including costs and expenses, for infringement or use by the State or the Court of any copyrighted or un-copyrighted composition, secret process, patented or un-patented invention, article, or appliance furnished or used in connection with the Agreement.
- B. Should the Data, Materials, or the operation thereof, become, or in the Contractor's opinion are likely to become, the subject of a claim of infringement of a United States patent or copyright or a trade secret, the State shall permit the Contractor at its option and expense either to procure for the State the right to continue using the Data or Materials, or to replace or modify the same so that they become non-infringing. If none of these options can reasonably be taken, or if the use of such Data or Materials by the State shall be prevented by injunction, the Contractor agrees to take back such Data or Materials and make every reasonable effort to assist the State in procuring substitute Data or Materials. If, in the sole option of the State, the return of such infringing Data or Materials makes the retention of other Data or Materials acquired from the Contractor under this Agreement impractical, the State shall then have the option of terminating this Agreement, or applicable portions thereof, without penalty or termination charge. The Contractor agrees to take back such Data or Materials and refund any sums that the State has paid the Contractor less any reasonable amount for use or damage.

Attachment A  
Contract Terms

- C. The Contractor shall have no liability to the Court or the State under any provision of this clause with respect to any claim of patent, copyright, or trade secret infringement which is based upon the following:
  - i. The combination or utilization of Data and/or Materials furnished hereunder with equipment or devices not made or furnished by the Contractor; or,
  - ii. The operation of equipment furnished by the Contractor under the control of any operating software other than, or in addition to, the current version of Contractor-supplied operating software; or,
  - iii. The modification by the State of the equipment furnished hereunder or of the software; or,
  - iv. The combination or utilization of software furnished hereunder with non-Contractor supplied software.
- D. The Contractor certifies that it has appropriate systems and controls in place to ensure that State funds will not be used in the performance of this Agreement for the acquisition, operation, or maintenance of computer software in violation of copyright laws.
- E. The foregoing states the entire liability of the Contractor to the Court and the State with respect to infringement of patents, copyrights, or trade secrets.

22. Limitation on Publication

The Contractor shall not publish or submit for publication any article, press release, or other writing relating to the Contractor's services for the State without prior review and written permission by the State.

23. Limitation on State's Liability

The State shall not be responsible for loss of or damage to any non-State equipment arising from causes beyond the State's control.

24. Use of State or Court Provided Equipment

Neither the State nor the Courts shall be responsible for any damage to persons or property as a result of the use, misuse or failure of any equipment used by the Contractor, or by any of its employees, Subcontractors or agents, even though such equipment may be furnished, rented, or loaned to the Contractor by the State or Courts.

25. Conflict of Interest

- A. The Contractor and employees of the Contractor shall avoid actions resulting in or creating the appearance of (i) use of an official position with the government for private gain; (ii) preferential treatment to any particular person associated with this Agreement or the Work of this Agreement; (iii) loss of independence or impartiality; (iv) a decision made outside official channels; or, (v) adverse effects on the confidence of the public in the integrity of the government or this Agreement.
- B. The Contractor certifies and shall require any Subcontractor to certify to the following:

Former State employees will not be awarded a contract for two (2) years from the date of separation if that employee had any part of the decision making process relevant to the contract, or for one (1) year from the date of separation if that employee was in a policy making position in the same general subject area as the proposed contract within the twelve (12) month period of his or her separation from state service.

26. Covenant Against Gratuities

The Contractor warrants by signing this Agreement that no gratuities, in the form of entertainment, gifts, or otherwise, were offered by the Contractor or any agent, director, or representative of the Contractor, to any officer, official, agent, or employee of the State with a view toward securing the Contract or securing favorable treatment with respect to any determinations concerning the performance of the Contract. For breach or violation of this warranty, the State will have the right to terminate the Contract, either in whole or in part, and any loss or damage sustained by the State in procuring, on the open market, any items which the Contractor agreed to supply, shall be borne and paid for by the Contractor. The rights and remedies of the State provided in this provision shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.

27. National Labor Relations Board

By executing this Master Agreement, the Contractor certifies under penalty of perjury under the laws of the State of California that no more than one (1) final, unappealable finding of contempt of court by a federal court has been issued against the Contractor within the immediately preceding two (2) year period because of the Contractor's failure to comply with an order of the National Labor Relations Board.

28. Drug-Free Workplace

The Contractor certifies that it will provide a drug-free workplace as required by California Government Code, Sections 8355 through Section 8357.

29. Nondiscrimination/No Harassment Clause

- A. During the performance of this Agreement, the Contractor and its Subcontractors shall not unlawfully discriminate against any employee or applicant for employment because of race, religion, color, national origin, ancestry, physical or mental disability, medical condition, marital status, age (over 40), sex, or sexual orientation. The Contractor shall ensure that the evaluation and treatment of employees and applicants for employment are free of such discrimination.
- B. During the performance of this Agreement, the Contractor and its Subcontractors shall not engage in unlawful harassment, including sexual harassment, with respect to any persons with whom the Contractor or its Subcontractors interact in the performance of this Agreement. The Contractor and its Subcontractors shall take all reasonable steps to prevent harassment from occurring.
- C. The Contractor shall comply with applicable provisions of the Fair Employment and Housing Act, California Government Code, Sections 12990 *et seq.*, and the applicable regulations promulgated under California Code of Regulations, title 2, Sections 7285 *et seq.* The applicable regulations of the Fair Employment and Housing Commission implementing California Government Code, Section 12990, set forth in chapter 5 of division 4 of title 2 of the California Code of Regulations, are incorporated into this Agreement by reference and made a part of it as if set forth in full.
- D. The Contractor and any of its Subcontractors shall give written Notice of their obligations under this clause to labor organizations with which they have a collective bargaining or other agreement.
- E. The Contractor shall include the nondiscrimination/no harassment and compliance provisions of this clause in any and all subcontracts issued to perform Work under the Agreement.

30. Americans with Disabilities Act

By signing this Master Agreement, Contractor assures the State that it complies with applicable provisions of the Americans with Disabilities Act (“ADA”) of 1990 (42 U.S.C. Sections 012101 *et seq.*), which prohibits discrimination on the basis of disability, as well as with all applicable regulations and guidelines issued pursuant to the ADA.

31. Public Contract Code References

References to the Public Contract Code are provided for convenience only and shall not imply that the Public Contract Code applies to the AOC, but rather shall be used to

Attachment A  
Contract Terms

define the Contractor's obligations under the particular contract provision in which such code section is referenced.

32. California Law

This Agreement shall be subject to and construed in accordance with the laws of the State of California.

33. Permits and Licenses

The Contractor shall observe and comply with all federal, state, city, and county laws, rules, and regulations affecting services under this Agreement. The Contractor shall procure and keep in full force and effect during the Term(s) of this Agreement all permits and licenses necessary to accomplish the Work contemplated in this Agreement.

34. Severability

If any term or provision of this Agreement is found to be illegal or unenforceable, the remainder of this Agreement shall remain in full force and effect and that term or provision shall be deemed stricken.

35. Waiver

The omission by either party at any time to enforce any default or right, or to require performance of any of this Agreement's terms, covenants, or provisions by the other party at the time designated, shall not be a waiver of the default or right, nor shall it affect the right of the party to enforce those provisions later.

36. Signature Authority

The parties signing this Master Agreement and any subsequent Work Order certify that they have proper authorization to do so.

37. Survival

The termination or expiration of the Agreement shall not relieve either party of any obligation or liability accrued hereunder prior to or subsequent to such termination or expiration, nor affect or impair the rights of either party arising under the Agreement prior to or subsequent to such termination or expiration, except as expressly provided herein.

38. Agreement Term(s) and Options to Renew

A. Until this Agreement is mutually signed and delivered, none of the terms and conditions of this Agreement shall have any legal force or effect, and any such prior commencement of performance by the Contractor shall be at the Contractor's own risk; provided, however, following mutual execution and



Attachment A  
Contract Terms

delivery of this Agreement, the terms and conditions of this Agreement shall be deemed to apply equally to both subsequent and prior performance.

- B. The Master Agreement shall remain in effect from \_\_\_\_\_ through \_\_\_\_\_ (“**Initial Term**”), unless otherwise set forth in writing, in accordance with the terms and conditions of the Master Agreement.
- C. The parties agree that the State may elect to extend the Master Agreement up to two (2) consecutive optional one-year Terms, identified as follows, if authorized in writing in accordance with the terms and conditions of the Master Agreement:
  - i. \_\_\_\_\_ through \_\_\_\_\_ (“**First Option Term**”).
  - ii. \_\_\_\_\_ through \_\_\_\_\_ (“**Second Option Term**”).
- C. In the event the State elects to exercise an option to extend the Master Agreement, as set forth in this provision, the parties will modify the Agreement via bilateral execution of the State’s Standard Agreement form.
- D. In the event any option Term is exercised under this Agreement, the rates applicable for each option Term shall be set forth in any subsequent Amendments to extend this Agreement. The parties agree that any rate, as set forth in Exhibit \_\_, Payment Provisions, may be amended by the parties to a higher rate for the next subsequent consecutive Term for that item, as long as the negotiated rate does not increase more than three percent (3%) over rate for that item under the preceding Term.

39. Entire Agreement

This Agreement, consisting of all documents as defined herein, constitutes the entire agreement between the parties with respect to the subject matter hereof and shall supersede all previous proposals, both oral and written, negotiations, representations, commitments, writing and all other communications between the parties. No waiver, alteration, modification of, or addition to the terms and conditions contained herein shall be binding unless expressly agreed in writing by a duly authorized officer of the State.

**EXHIBIT \_\_, PAYMENT PROVISIONS**

1. Compensation for Contract Work

- A. For performing the Work of this Agreement as set forth in any Work Order, the State shall compensate the Contractor an amount not to exceed the Work Order Amount set forth in such Work Order.

Attachment A  
Contract Terms

- B. Unless otherwise agreed upon by the parties, the rates set forth in Table 1, below, shall be used in a Work Order for one or more of the following purposes:
- i. The basis for determining the fixed price(s) for particular Task(s), Milestone(s), or Deliverable(s), which the State shall pay the Contractor upon completion and Acceptance of such Work;
  - ii. The basis for determining a lump sum amount, which the State shall pay the Contractor upon completion and Acceptance of all the Work of a Work Order; or,
  - iii. The basis for compensation, which the State shall pay the Contractor for actual costs expended to provide the Work.

**Table 1: Rates For Each Term**

Item	Initial Term Rates	First Option Term Rates	Second Option Term Rates

- C. The parties agree to amend the Agreement to replace the “TBD’s,” as set forth in Table 1, above, for each applicable option Term, with applicable rates, in accordance with Exhibit \_\_, paragraph 38, Agreement Term(s) and Options to Renew.
- D. All rates must be set forth in the Agreement and shall be inclusive of any and all salary, associated benefits, overhead, profit, incidental materials, fees, and other costs necessary to perform the Work. Any Subcontractor rates must be set forth as fully burdened, inclusive of any mark-ups, as well.
- E. The Contractor shall not charge nor shall the State pay any overtime rate.
- F. The Contractor shall not request nor shall the State consider any reimbursement for non-production work including but not limited to time spent traveling to and from the job site or any living expenses.

2. Compensation for Allowable Expenses

Unless otherwise set forth in a Work Order as inclusive in fixed price(s) or lump sum amount, the State shall reimburse the Contractor as follows:

A. Administrative and Operating Expenses

- i. The State shall reimburse the Contractor for itemized administrative and operating expenses associated with the Work of an individual Work Order that are reasonably incurred in performing this Agreement.
- ii. The Contractor shall keep and maintain original invoices, receipts and/or other documentation for these expenses, and provide them for review if requested by the State's Project Manager.
- iii. Administrative and operating expenses shall be reimbursed at the Contractor's cost with no mark-ups, and include postage, overnight delivery or courier services, Project website subscription costs, and long-distance telephone charges, and reproduction of documents distributed to the State.
- iv. Prior to incurring any expenses greater than **\$2,500.00**, the Contractor shall submit a detailed estimate of the expenses, for approval by the State's Project Manager.
- v. Overnight delivery and courier services shall be at the Contractor's cost with no mark-up.
- vi. The total amount the State may pay the Contractor for allowable administrative and operating expenses under any Work Order shall be included in the Work Order Amount that is set forth in the Work Order.

B. Transportation, Meals, and Lodging Expenses

- i. The State shall reimburse the Contractor for necessary transportation outside the regional business area where the office of the Contractor that his personnel are based, meals, lodging, and other travel-related expenses associated with the Work of individual Work Orders.
- ii. The Contractor shall keep and maintain original invoices and receipts for these expenses, and provide them for review if requested by the State's Project Manager.
- iii. The Contractor shall submit a written travel plan to the State's Project Manager, including estimated costs, for review and approval, at the beginning of the Project.
- iv. For necessary air transportation, the State will reimburse the Contractor for the actual cost incurred for coach class on a standard carrier.

Attachment A  
Contract Terms

- v. The Contractor shall keep and maintain original invoices and receipts for these expenses, and provide them for review if requested by the State's Project Manager.
- vi. For overnight travel, in accordance with the California Victim Compensation and Government Claims Board (formerly State Board of Control) guidelines, the State will reimburse the Contractor for meal and lodging expenses in an amount not to exceed **\$110.00** per Day, plus sales tax. Meals shall be reimbursed at the actual cost not to exceed the following maximum amounts per person per Day: breakfast~**\$6.00**; lunch~**\$10.00**; dinner~**\$18.00**; and/or incidentals~**\$6.00**. Hotel room rental shall be reimbursed for the actual cost not to exceed **\$110.00** per Day plus tax, if applicable.
- vii. For necessary private vehicle ground transportation usage, the State will reimburse the Contractor **\$0.34** per mile.
- viii. The total amount the State may pay the Contractor for allowable administrative and operating expenses under any Work Order shall be included in the Work Order Amount that is set forth in the Work Order. The total amount the State may pay the Contractor for allowable administrative and operating expenses under any Work Order shall be included in the Work Order Amount that is set forth in the Work Order.

3. Other Expenses

The State shall not consider reimbursement for costs or expenses not defined as allowable in this Agreement.

4. Taxes

The State is exempt from federal excise taxes and no payment will be made for any taxes levied on the Contractor's or any Subcontractor's employees' wages. The State will pay for any applicable State of California or local sales or use taxes on the services rendered or equipment or parts supplied pursuant to this Agreement.

5. Method of Payment

- A. Upon providing the Work, Task(s), Milestone(s), and/or Deliverable(s), as set forth in a Work Order, but no more often than once a month, the Contractor shall submit an invoice for Work completed. In the event of multiple Work Orders, the Contractor shall provide a separate invoice for each Work Order. After receipt of the invoice, the State will either approve the invoice for payment or give the Contractor specific written reasons why part or all of the payment is being withheld and what remedial actions the Contractor must take to receive the withheld amount.

Attachment A  
Contract Terms

- B. The State will make payment in arrears after receipt of the Contractor's properly completed invoice. The Contractor shall submit detailed and precise billings. Invoices shall clearly indicate applicable lump sum amount, fixed price(s), or actual costs and/or expenses, in accordance with the terms of the Master Agreement and the applicable Work Order, for the preceding month and shall include:
- i. The Contract number;
  - ii. The Work Order number;
  - iii. Unique invoice number;
  - iv. The Contractor's name and address;
  - v. Taxpayer identification (the Contractor's federal employee identification number);
  - vi. Description of the completed Work, Task(s), Milestone(s) performed, and/or Deliverable(s) provided, as appropriate;
  - vii. Identification of the Key Personnel and other staff which provided the Work;
  - viii. The dates and hours Work was actually provided, by Key Personnel, assigned other staff, Subcontractors, or for other items, as applicable;
  - ix. The applicable contractual charges, including the appropriate rate, fixed price, lump sum amount, progress payment, or expenses, if allowable under this Contract;
  - x. The appropriate receipts for reimbursement of allowable expenses, if the Work Order provides for reimbursement of allowable expenses; and,
  - xi. Preferred remittance address, if different from the mailing address.
- C. The Contractor shall submit one (1) original and two (2) copies of invoices to:

Judicial Council of California  
Administrative Office of the Courts  
c/o \_\_\_\_\_, Education Division  
455 Golden Gate Avenue, 6<sup>th</sup> Floor  
San Francisco, CA 94102-3660

- D. Please note that invoices or vouchers not on printed bill heads shall be signed by the Contractor or the person furnishing the supplies or services.

6. Payment Does Not Waive Responsibility for Professional Work

The granting of any payment by the State as provided in any Work Order shall in no way lessen the liability of the Contractor to replace unsatisfactory Work or Material, even if the unsatisfactory character of such Work or Material may not have been

Attachment A  
Contract Terms

apparent or detected at the time such payment was made. Materials, Data, components, or workmanship that do not conform to the requirements of this Master Agreement shall be rejected and shall be replaced by the Contractor without delay.

7. Disallowance

If the Contractor claims or receives payment from the State for a service or reimbursement that is later disallowed by the State, the Contractor shall promptly refund the disallowed amount to the State upon the State's request. At its option, the State may offset the amount disallowed from any payment due or that may become due to the Contractor under this Agreement or any other agreement.

**EXHIBIT \_\_\_\_, WORK ORDER ADMINISTRATION**

1. Background

- A. The Judicial Council of California, chaired by the Chief Justice of California, is the chief policy making agency of the California judicial system. The California Constitution directs the Council to improve the administration of justice by surveying judicial business, recommending improvements to the courts, and making recommendations annually to the Governor and the Legislature. The Council also adopts rules for court administration, practice, and procedure, and performs other functions prescribed by law. The Administrative Office of the Courts (AOC) is the staff agency for the Council and assists both the Council and its chair in performing their duties.
- B. The Education Technology Unit of the Administrative Office of the Courts develops self-paced online learning modules and courses for a variety of audiences, including but not limited to California judicial officers, Court staff and supervisors, and AOC staff. These web-based courses can be stand-alone or elements of live and other online training programs.

2. General Description of Work

- A. The AOC anticipates that the Contractor may provide the types of services set forth in this Exhibit, including but not limited to developing one (1) or more web-based courses. Audiences for the course(s) may include California judicial officers and/or personnel from the AOC, the Supreme Court, the Courts of Appeal, Habeas Corpus Resource Center, and/or Commission on Judicial Performance. Web-based course(s) may vary in length from 30 to 90 minutes, and may be used as stand-alone self-paced courses, as resources for live training, or as self-paced resources embedded in other online courses (e.g.

Attachment A  
Contract Terms

Blackboard®). The Contractor may be required to execute educational design; to deliver basic HTML programming, “flash” development, or other web-development; and, to assume Project management responsibilities during the course of the Project.

- B. The State makes no representations about the amount of Work that may be given to the Contractor hereunder. Work to be performed for any specific Project / course will be determined, as needed, and authorized via a bilaterally executed Work Order, under direction from the State’s Project Manager, or a designee identified in each Work Order.
- C. The examples set forth below are provided to demonstrate the type of Work the State anticipates it will need the Contractor to provide, if authorized in a Work Order. The State anticipates the Work may include but may not be limited to the following types services:
  - i. Project Management
    - a. Set overall direction, monitor progress, and manage, schedule, and coordinate all Project activities, including Project plans, timelines, the Agreement, and internal resources.
    - b. Coordinate quality control of all development Work.
    - c. Conduct overall usability testing.
  - ii. Instructional Design
    - a. Provide high-level instructional design (i.e. analysis and recommendations).
    - b. Develop specific learning objectives and evaluative items.
    - c. Re-purpose existing content for web delivery.
    - d. Specify any necessary graphics, movies, audio, and interactivity to meet instructional requirements.
    - e. Provide script content.
    - f. Provide storyboard content.
    - g. Design online activities.
    - h. Aid in the conducting of usability testing.
    - i. Design and administer user testing protocols.
    - j. Serve in an advisory capacity and providing direction in the organization and branching of the content.
    - k. Participate in the review of web-based course(s) at various points in Project lifecycle.
    - l. Work with AOC’s Instructional Designer to develop online activities and assessments.
  - iii. Multimedia-development
    - a. Convert content and/or storyboards into basic HTML.

Attachment A  
Contract Terms

- b. Program interactive course elements using scripting languages like JavaScript® and/or animation programs such as Macromedia Flash®.
  - c. Create custom graphics or identify existing digital art resources to give course(s) unique identity.
  - d. Encode video and audio components.
  - e. Develop user interfaces for web-based course(s).
  - f. Conduct usability testing.
  - g. Provide pre-deployment QA testing.
  - h. Edit course content, including scripts, storyboards, graphics, and any other text elements for usage, clarity, grammar, and consistency.
  - i. Check links.
- iv. In the course of Project Work, the Contractor may be called upon to create any, some, or all of the following Deliverables:
- a. Course outline(s).
  - b. Scripts.
  - c. Storyboards.
  - d. Mock-ups.
  - e. Graphics.
  - f. Interface Design.
  - g. Prototypes.
  - h. Usability Testing Recommendations.
  - i. HTML Files.
  - j. Flash Files.

3. Contractor's Responsibilities

- A. If assigned Work under this Agreement via any Work Order, the **Contractor's Project Manager** will have the following responsibilities under this Agreement:
- i. Serve as overall manager for Project assignments and give direction to staff and sub-consultants assigned to the Project.
  - ii. Work with State's Project Manager to develop and implement Project schedules.
  - iii. Manage resolution of any contractual and compensation issues.
  - iv. Manage the Work to ensure successful completion of Deliverables.
  - v. Proactively anticipate Project deviations and be responsible for taking immediate corrective action.
  - vi. Proactively assist with resolution of any State dissatisfaction with any aspect of the Work.
  - vii. Coordinate quality control measures of all Work.
  - viii. Conduct overall usability testing.



Attachment A  
Contract Terms

- B. If assigned Work under this Agreement via any Work Order, the **Contractor's Instructional Designer** will have the following responsibilities under this Agreement:
- i. Provide high-level instructional design (i.e. analysis and recommendations).
  - ii. Develop specific learning objectives and evaluative items.
  - iii. Re-purpose existing content for web delivery.
  - iv. Specify any necessary graphics, movies, audio, and interactivity to meet instructional requirements.
  - v. Provide script content.
  - vi. Provide storyboard content.
  - vii. Design online activities.
  - viii. Aid in the conducting of usability testing.
  - ix. Design and administer user testing protocols.
  - x. Serve in an advisory capacity and providing direction in the organization and branching of the content.
  - xi. Participate in the review of web-based course(s) at various points in Project lifecycle.
  - xii. Work with designated AOC personnel to develop online activities and assessments.
- C. If assigned Work under this Agreement via any Work Order, the **Contractor's Multimedia Developer** will have the following responsibilities under this Agreement:
- i. Programming/Coding.
  - ii. Create multimedia files (e.g. HTML, FLASH, etc).
  - iii. Collaborate with instructional designers for most effective online presentation.
  - iv. Identify technology and infrastructure implications to solution design.
  - v. Create custom graphics or identify existing art resources to give course unique identity.
  - vi. Encode video and audio.
  - vii. Develop user interfaces.
  - viii. Pre-deployment quality assurance testing.
  - ix. Conduct usability testing.
- D. If assigned Work under this Agreement via any Work Order, the **Contractor's Graphic Artist** will have the following responsibilities under this Contract:
- i. Create custom graphics, sketches, illustrations, and photographs.
  - ii. Identify existing art resources.
  - iii. Design graphical user interface.
  - iv. Digitize, reformat artwork for optimal file size and transmission speed.
  - v. Collaborate with instructional designers and multimedia developers for creation of most effective online presentation.

Attachment A  
Contract Terms

4. State Responsibilities

- A. The **State's Project Manager** will have the following responsibilities under this Contract:
- i. Assign and coordinate of AOC resources in support of the Work;
  - i. Provide on-going status reports to AOC management and escalate issues for resolution to AOC management; and
  - ii. Review and approval of Contractor's reports, Deliverables, and invoices for services.

5. Work Order Process

- A. As it is likely that more than one (1) contractor has been awarded a master agreement pursuant to RFP No. CJER-WEB-02, for Custom eLearning Course Development, the State will request a proposal from each of these contractors to propose the Work of a forthcoming project. Such a request will describe the nature and extent of the proposed project, its scope, preliminary schedule, and rough order of magnitude of individual components, plus identify the evaluation criteria and submittal information necessary for the State to award the selected firm a Work Order for the project.
- B. The Contractor will then prepare a proposal that includes an applicable scope of Work, and a schedule for completion of the Work, including due dates for applicable Milestones, Deliverables, and Tasks as well as identify Key Personnel, other staff, Subcontractors, and/or other items to provide for the proposed Work, including roles and applicable billing rates. The proposal shall include a budget that provides an estimate of all rates and expenses. The Contractor shall submit the proposal to the State's Project Manager within ten (10) business days of receiving the Work request. The proposal shall be binding for sixty (60) Days after receipt by the State's Project Manager.
- C. The State will rank the proposals and award of a Work Order, if any, will be made to the contractor with the top ranked proposal. Based upon information provided in the proposal and the scope of the project, it will be determined if the Work shall be (i) reimbursable at contracted rates at actual cost or (ii) paid at fixed price(s) or a lump sum amount. Payment method will then be specified in the Work Order.
- D. If awarded a Work Order, final approval of the Work will be in the form of an executed Work Order in the form of the Work Order Form attached hereto as Attachment \_\_ to Exhibit \_\_.

6. Work Order Amount

- A. The parties shall use the appropriate rates for items from Exhibit \_\_\_, Payment Provisions, including the Key Personnel, other staff, Subcontractors, and/or other items and associated rates and/or other costs proposed to determine appropriate fixed price(s), a lump sum amount, or cost reimbursement, and the appropriate pricing structure shall be incorporated into the Work Order.
- B. In no event will the State pay more than the Work Order Amount set forth in the authorized Work Order unless the Work Order is amended.

7. Authorized Work Order

- A. All Work performed under this Agreement will be authorized only by a fully executed Work Order.
- B. The Contractor shall identify the Key Personnel, other staff, Subcontractors, and/or other items that will provide services on any particular Contract Work set forth in a Work Order. The Work Order will identify the appropriate assigned Key Personnel, other staff, Subcontractors, and/or other items. The Contractor and the State are not precluded from incorporating other agreed upon rates for different staff roles in a specific Work Order.
- C. A Work Order may include additional requirements as the specific Work may require and as the parties may agree.
- D. Once a Work Order is agreed upon, the State will provide multiple originals of the Work Order to the Contractor for signature. The Contractor will indicate acceptance of the Work Order by its signature on each of the Work Order forms and return the originals to the State within two (2) business days.
- E. If there is a need to revise the approved scope of Work, schedule, or price, the parties may agree to amend the Work Order or execute a new Work Order, executed in accordance with the terms and conditions of this Agreement. No Work Order shall amend the terms and conditions of the Master Agreement.
- F. Any commencement of performance of Work prior to the Contractor's receipt of the authorized Work Order shall be done so at the Contractor's own risk.
- G. All Work Orders are subject to the terms and conditions of the Master Agreement. In the event of a conflict between a Work Order and the Master Agreement, the Master Agreement shall prevail.

**JUDICIAL COUNCIL OF CALIFORNIA  
ADMINISTRATIVE OFFICE OF THE COURTS**

**ADMINISTRATIVE RULES GOVERNING REQUESTS FOR PROPOSALS**

**A. General**

1. This solicitation document, the evaluation of proposals, and the award of any contract shall conform with current competitive bidding procedures as they relate to the procurement of goods and services. A vendor's proposal is an irrevocable offer for 75 days following the deadline for its submission.
2. In addition to explaining the Administrative Office of the Courts' (AOC's) requirements, the solicitation document includes instructions which prescribe the format and content of proposals.

**B. Errors in the solicitation document**

1. If a vendor submitting a proposal discovers any ambiguity, conflict, discrepancy, omission, or other error in this solicitation document, the vendor shall immediately provide the AOC with written notice of the problem and request that the solicitation document be clarified or modified. Without disclosing the source of the request, the AOC may modify the solicitation document prior to the date fixed for submission of proposals by issuing an addendum to all vendors to whom the solicitation document was sent.
2. If prior to the date fixed for submission of proposals a vendor submitting a proposal knows of or should have known of an error in the solicitation document but fails to notify the AOC of the error, the vendor shall bid at its own risk, and if the vendor is awarded the contract, it shall not be entitled to additional compensation or time by reason of the error or its later correction.

**C. Request for Clarifications or Modifications**

1. Vendors interested in responding to the solicitation may submit questions on procedural matters related to the RFP or requests for clarification or modification of this solicitation document, including questions regarding Attachment A, to the Contracting Officer, as identified on the front section of the RFP. If the vendor is requesting a change, the request must set forth the recommended change and the vendor's reasons for proposing the change. All questions and requests must be submitted in writing (email is authorized) to the Contracting Officer no later than the date specified in section 7.2, RFP Timeline. Questions or requests submitted after the due date will not be answered.

Attachment B  
Administrative Rules Government Requests for Proposals

2. Without disclosing the source of the question or request, a copy of the questions and the AOC's responses will be posted on the Courtinfo website.
3. If a vendor's question relates to a proprietary aspect of its proposal and the question would expose proprietary information if disclosed to competitors, the vendor may submit the question in writing, conspicuously marking it as "CONFIDENTIAL." With the question, the vendor must submit a statement explaining why the question is sensitive. If the AOC concurs that the disclosure of the question or answer would expose proprietary information, the question will be answered, and both the question and answer will be kept in confidence. If the AOC does not concur regarding the proprietary nature of the question, the question will not be answered in this manner and the vendor will be notified.

**D. Ambiguity, Discrepancies, Omissions**

1. If a vendor submitting a proposal discovers any ambiguity, conflict, discrepancy, omission, or other error in this solicitation document, the vendor shall immediately provide the Contracting Officer, listed in the front section of the RFP, written notice of the problem and request that the solicitation document be clarified or modified. Without disclosing the source of the request, the AOC may modify the solicitation document prior to the date fixed for submission of proposals by posting the addendum on the Courtinfo website.
2. If prior to the date fixed for submission of proposals a vendor submitting a proposal knows of or should have known of an error in the solicitation document but fails to notify the AOC of the error, the vendor shall propose at its own risk, and if the vendor is awarded the contract, the vendor shall not be entitled to additional compensation or time by reason of the error or its later correction.
3. Written notification of any ambiguity, conflict, discrepancy, omission, or other error in this solicitation document submitted after the Proposal due date and time will not be responded to by the AOC.

**E. Contact with Judicial Branch Entities**

1. Vendors are specifically directed NOT to contact any Judicial Branch entity personnel or consultants for meetings, conferences, or discussions that are specifically related to this RFP at any time prior to any award and execution of a contract. Unauthorized contact with any Judicial Branch entity personnel consultants may be cause for rejection of the vendor's proposal.

**F. RFP Addenda**

1. The AOC may modify the solicitation document prior to the date fixed for submission of proposals by posting an addendum on the Courtinfo website. If any potential vendor determines that an addendum unnecessarily restricts its ability to propose, it must notify the Contracting Officer, listed in the front section of the RFP, no later than three (3) business days following the date the addendum posted on the AOC's website.
2. Proposer's proposal, including prices/fee rates offered, shall reflect all addenda issued by the AOC. Failure to do so will permit the AOC to interpret the proposal to include all addenda issued in any resulting contract.

**G. Withdrawal and resubmission/modification of proposals**

1. A vendor may withdraw its proposal at any time prior to the deadline for submitting proposals by notifying the AOC in writing of its withdrawal. The notice must be signed by the vendor. The vendor may thereafter submit a new or modified proposal, provided that it is received at the AOC no later than the proposal due date and time listed on the cover letter of this RFP. Modifications offered in any other manner, oral or written, will not be considered. Proposals cannot be changed or withdrawn after the proposal due date and time listed on the cover letter of this RFP.

**H. Evaluation process**

1. An evaluation team will review in detail all proposals that are received to determine the extent to which they comply with solicitation document requirements.
2. If a proposal fails to meet a material solicitation document requirement, the proposal may be rejected. A deviation is material to the extent that a response is not in substantial accord with solicitation document requirements. Material deviations cannot be waived. Immaterial deviations may cause a bid to be rejected.
3. Proposals that contain false or misleading statements may be rejected if in the AOC's opinion the information was intended to mislead the state regarding a requirement of the solicitation document.
4. Cost sheets will be checked only if a proposal is determined to be otherwise qualified. All figures entered on the cost sheets must be clearly legible.
5. During the evaluation process, the AOC may require a vendor's representative to answer questions with regard to the vendor's proposal. Failure of a vendor

Attachment B  
Administrative Rules Government Requests for Proposals

to demonstrate that the claims made in its proposal are in fact true may be sufficient cause for deeming a proposal nonresponsive.

**I. Rejection of bids**

1. The AOC may reject any or all proposals and may or may not waive an immaterial deviation or defect in a bid. The AOC's waiver of an immaterial deviation or defect shall in no way modify the solicitation document or excuse a vendor from full compliance with solicitation document specifications. The AOC reserves the right to accept or reject any or all of the items in the proposal, to award the contract in whole or in part and/or negotiate any or all items with individual vendors if it is deemed in the AOC's best interest. Moreover, the AOC reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or against the best interest of the State of California.

**J. Award of contract**

1. Award of contract, if made, will be in accordance with the solicitation document to a responsible vendor submitting a proposal compliant with all the requirements of the solicitation document and any addenda thereto, except for such immaterial defects as may be waived by the AOC.
2. The AOC reserves the right to determine the suitability of proposals for contracts on the basis of a proposal's meeting administrative requirements, technical requirements, its assessment of the quality of service and performance of items proposed, and cost.

**K. Decision**

1. Questions regarding the AOC's award of any business on the basis of proposals submitted in response to this solicitation document, or on any related matter, should be addressed to the Contracting Officer, as set forth on the front section of the RFP.

**L. Execution of contracts**

1. The AOC will make a reasonable effort to execute any contract based on this solicitation document within 30 days of selecting a proposal that best meets its requirements. However, exceptions taken by a vendor may delay execution of a contract
2. A vendor submitting a proposal must be prepared to use a standard state contract form rather than its own contract form.

## **M. Protest Procedures**

Failure of a vendor to comply with the protest procedures set forth in this section will render a protest inadequate and non-responsive, and will result in rejection of the protest.

### **1. Prior to Submission of Proposal**

An interested party that is an actual or prospective proposer with a direct economic interest in the procurement may file a protest based on allegedly restrictive or defective specifications or other improprieties in the solicitation process that are apparent, or should have been reasonably discovered prior to the submission of a proposal. Such protest must be received prior to the Proposal due date and time. The protestor shall have exhausted all administrative remedies, such as those specified in Section C, Request for Clarification or Modifications; Section D, Ambiguity, Discrepancies, Omissions; and Section F, RFP Addenda, as applicable, prior to submitting the protest. Failure to do so may be grounds for denying the protest.

### **2. After Award**

A vendor submitting a proposal may protest the award based on allegations of improprieties occurring during the proposal evaluation or award period if it meets all of the following conditions:

- a. The vendor has submitted a proposal that it believes to be responsive to the solicitation document;
- b. The vendor believes that its proposal meets the administrative and technical requirements of the solicitation, proposes services of proven quality and performance, and offers a competitive cost; and,
- c. The vendor believes that the AOC has incorrectly selected another vendor submitting a proposal for an award.

Protests must be received no later than five (5) business days after the protesting party receives a non-award letter.

### **3. Form of Protest**

A vendor who is qualified to protest should submit the protest to the Contracting Officer at the address noted below.



Attachment B  
Administrative Rules Government Requests for Proposals

Stephen Saddler  
Contracting Officer  
Administrative Office of the Courts  
455 Golden Gate Avenue, 7<sup>th</sup> Floor  
San Francisco, CA 94102-3660

- a. The protest must be in writing and sent by certified, or registered mail, or **overnight delivery service (with proof of delivery)**, or delivered personally to the address noted above. If the protest is hand-delivered, a receipt must be requested.
- b. The protest shall include the name, address, telephone and facsimile numbers, and email address of the party protesting or their representative.
- c. The title of the solicitation document under which the protest is submitted shall be included.
- d. A detailed description of the specific legal and factual grounds of protest and any supporting documentation shall be included.
- e. The specific ruling or relief requested must be stated.

The AOC, at its discretion, may make a decision regarding the protest without requesting further information or documents from the protestor. Therefore, the initial protest submittal must include all grounds for the protest and all evidence available at the time the protest is submitted. If the protestor later raises new grounds or evidence that was not included in the initial protest but which could have been raised at that time, the AOC will not consider such new grounds or new evidence.

#### **4. Determination of Protest Submitted Prior to Submission of Proposal**

Upon receipt of a timely and proper protest based on allegedly restrictive or defective specifications or other improprieties in the solicitation process that are apparent, or should have been reasonably discovered prior to the submission of a proposal, the AOC will provide a written determination to the protestor prior to the Proposal due date and time. If required, the AOC may extend the Proposal due date and time to allow for a reasonable time to review the protest. If the protesting party elects to appeal the decision, the protesting party will follow the appeals process outlined below and the AOC, at its sole discretion, may elect to withhold the contract award until the protest is resolved or denied or proceed with the award and implementation of the contract.

#### **5. Determination of Protest Submitted After Submission of Proposal**

Upon receipt of a timely and proper protest, the AOC will investigate the protest and will provide a written response to the vendor within a reasonable time. If the AOC requires additional time to review the protest and is not able to provide a response

Attachment B  
Administrative Rules Government Requests for Proposals

within ten (10) business days, the AOC will notify the vendor. If the protesting party elects to appeal the decision, the protesting party will follow the appeals process outlined below. The AOC, at its sole discretion, may elect to withhold the contract award until the protest is resolved or denied or proceed with the award and implementation of the agreement.

**6. Appeals Process**

The Contracting Officer's decision shall be considered the final action by the AOC unless the protesting party thereafter seeks an appeal of the decision by filing a request for appeal within five (5) calendar days of the issuance of the Contracting Officer's decision with the AOC's Business Services Manager, as set forth below.

Grant Walker  
Business Services Manager  
Administrative Office of the Courts  
455 Golden Gate Avenue, 7<sup>th</sup> Floor  
San Francisco, CA 94102-3660

The justification for appeal is specifically limited to:

- a. Facts and/or information related to the protest, as previously submitted, that were not available at the time the protest was originally submitted;
- b. The Contracting Officer's decision contained errors of fact, and that such errors of fact were significant and material factors in the Contracting Officer's decision; or
- c. The decision of the Contracting Officer was in error of law or regulation.

The vendor's request for appeal shall include:

- a. The name, address telephone and facsimile numbers, and email address of the vendor filing the appeal or their representative;
- b. A copy of the Contracting Officer's decision;
- c. The legal and factual basis for the appeal; and
- d. The ruling or relief requested. Issues that could have been raised earlier will not be considered on appeal.

Upon receipt of a request for appeal, the AOC's Business Services Manager will review the request and the decision of the Contracting Officer and shall issue a final determination. The decision of the AOC's Business Services Manager shall constitute the final action of the AOC.

## 7. Protest Remedies

If the protest is upheld, the AOC will consider all circumstances surrounding the procurement in its decision for a fair and reasonable remedy, including the seriousness of the procurement deficiency, the degree of prejudice to the protesting party or to the integrity of the competitive procurement system, the good faith efforts of the parties, the extent of performance, the cost to the AOC and the Judicial Branch entities, the urgency of the procurement, and the impact of the recommendation(s) on the AOC and the Judicial Branch entities. The AOC may recommend any combination of the following remedies:

- a. Terminate the contract for convenience;
- b. Re-solicit the requirement;
- c. Issue a new solicitation;
- d. Refrain from exercising options to extend the term under the contract, if applicable;
- e. Award a contract consistent with statute or regulation; or
- f. Other such remedies as may be required to promote compliance.

## N. News releases

1. News releases pertaining to the award of a contract may not be made without prior written approval of the Business Services Manager of the AOC.

## O. Disposition of materials

1. All materials submitted in response to this solicitation document will become the property of the State of California and will be returned only at the AOC's option and at the expense of the vendor submitting the proposal. One copy of a submitted proposal will be retained for official files and become a public record. Any material that a vendor considers as confidential but does not meet the disclosure exemption requirements of the California Public Records Act should not be included in the vendor's proposal as it may be made available to the public.

## P. Payment

1. Payment terms will be specified in any agreement that may ensue as a result of this solicitation document.
2. **THE STATE DOES NOT MAKE ANY ADVANCE PAYMENT FOR SERVICES.** Payment is normally made based upon completion of tasks as provide in the agreement between the AOC and the selected vendor. The AOC

Attachment B  
Administrative Rules Government Requests for Proposals

may withhold ten percent of each invoice until receipt and acceptance of the final product. The amount of the withhold may depend upon the length of the project and the payment schedule provide in the agreement between the AOC and the selected vendor.

