



Judicial Council of California

ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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TO: POTENTIAL PROPOSERS

FROM: Administrative Office of the Courts
Finance Division

DATE: **March 12, 2008**

SUBJECT/PURPOSE OF MEMO: REQUEST FOR PROPOSALS
Proposals to provide ergonomic evaluation services.

ACTION REQUIRED: You are invited to review and respond to the attached Request for Proposals (“RFP”):

Project Title: Office Workstation Ergonomics Assessment Training
RFP Number: HR-200903-RB

PROPOSAL DUE DATE: Proposals must be received by 3:00 pm, Wednesday, April 8, 2009. Please refer to Section 3.1 of the RFP for additional key dates and events.

SUBMISSION OF PROPOSAL: Proposals must be sent to:
Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden HR-200903-RB
455 Golden Gate Avenue
San Francisco, CA 94102

FOR FURTHER INFORMATION: E-MAIL:
Solicitations@jud.ca.gov

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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 the 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.

For the purpose of this RFP, the term “trial court” is used synonymously with “superior court.”

Trial Courts

AB433 and SB2140 legislation merged the municipal courts and superior courts of California into one Superior Court system. The Superior Court system in California is comprised of fifty-eight trial courts, one in each county, with from one to fifty branches, located throughout the state. Trial courts provide a forum for resolution of criminal and civil cases under state and local laws.

Trial courts have been insured or self-insured for workers’ compensation alone or as a part of a master program with their respective counties in which they are located. The legislation establishes the trial courts as separate public entities from the counties and requires the AOC to develop a workers’ compensation alternative for the trial courts. There are approximately 20,000 employees in the California trial courts. The trial courts range in size from 6 to more than 5,300 employees (full-time equivalent (FTE) basis). Attachment F, California Judicial Officers and Court Employees, provides a list of the trial courts and their FTE for your information. Currently, 55 of the 58 trial courts participate in the Judicial Branch Workers’ Compensation program (JBWCP) which is permissively self insured. JBWCP program administration is with the AOC Human Resources Division in San Francisco. The current third party administrator (TPA) is CorVel Corp (CorVel). Prior to CorVel, Tristar Risk Management (Tristar) was the TPA and prior to Tristar, the TC claims were administered by their respective counties. The three non participating courts at this time are: Los Angeles, Mono and Yuba.

Judiciary

Members of the Judiciary program are primarily located in San Francisco with the exception of the trial court judges who reside in their respective courts and the Second

through Sixth Appellate Districts of the Courts of Appeal who are located in respective order in Los Angeles, Sacramento, San Diego, Riverside, Santa Ana, Fresno, and San Jose. The First Appellate District is in San Francisco. The Judiciary provides coverage for approximately 1,600 judicial branch employees, 111 justices, and approximately 1,500 trial court judges. In addition, the AOC maintains three regional offices in San Francisco, Sacramento, and Burbank. Judiciary program claims prior to CorVel were administered by Tristar, prior to Tristar claims were administered by JT2 and the State Compensation Insurance Fund (SCIF) was the administrator prior to JT2.

1.2 Administrative Office of the Courts' (AOC) Ergonomics Program

The mission of the Administrative Office of the Courts' (AOC) Ergonomics Program is to reduce the number of repetitive stress injuries suffered by employees, to reduce Workers' Compensation costs, and to foster good health, self-awareness, and development of practical knowledge in ergonomics.

2.0 PURPOSE OF THIS RFP

- 2.1 The Judicial Council of California seeks to provide a safe and healthful workplace for all of its employees, both a pre-injury and post injury basis. This Request for Proposals (RFP) is for office workstation ergonomics training for key individuals of various Judicial Branch Entities (JBE), including the State Supreme Court, Courts of Appeal, Commission on Judicial Performance, Habeas Corpus Resource Center, Judicial Library, the Judicial Council of California, Administrative Office of the Courts, and 55 trial courts, which at this time excludes Los Angeles, Mono, and Yuba. This RFP is not intended for, nor does it include, performing ergonomic assessments or evaluations.
- 2.2 The AOC seeks a qualified service provider to i) develop/modify a customized training course on basic office workstation ergonomics, ii) on a per Work Order basis, deliver the training course in person to selected key individuals from JBEs within California using the existing office workstations and equipment at each location, and iii) on an as needed basis, provide telephone and/or e-mail follow up support to those key individuals that have received the training course. On-site follow up support may also be required. To maintain continuity in the delivery of the training, a single service provider is preferred.
- 2.3 The training course is to include a toolbox of written guidelines, checklists and contact information of vendors (preferably local to the area serviced) of ergonomic supplies/equipment.

3.0 RFP SCHEDULE AND GENERAL INSTRUCTIONS

- 3.1 The AOC has developed the following list of key events from RFP issuance through notice of contract award. All key dates are subject to change at the AOC's discretion.

Event	Date
Issue RFP	3/12/09
Deadline for Proposer Requests for Clarifications or Modifications	3/25/09
AOC Posts Clarification/Modification Response (estimated)	4/1/09
Proposal Due and Time	4/8/09 3:00 p.m.
Posting of Short Listed Proposers on CourtInfo website (estimated)	4/22/09
Interviews/demonstrations of short listed Proposers on site at AOC Offices in San Francisco, CA (estimated)	5/6/09
Posting of Intent to Award on CourtInfo website (estimated)	5/20/09
Commencement of contracted service(estimated)	6/10/09

The RFP and any addenda that may be issued will be available on the following website:

<http://www.courtinfo.ca.gov/reference/rfp/> (“Courtinfo website”)

3.2 Proposal Submittal Address:

Nadine McFadden
RFP# HR-200903-RB
Judicial Council of California
Administrative Office of the Courts
455 Golden Gate Avenue, 7th Floor
San Francisco, CA 94102-3688

3.3 Request for Clarifications or Modifications

- 3.3.1 Proposers interested in responding to the solicitation may submit questions by e-mail only on procedural matters related to the RFP or requests for clarification or modification of this solicitation document, including questions regarding the Terms and Conditions in Attachment B, to the Solicitations mailbox referenced below. If the proposer is requesting a change, the request must set forth the recommended change and the proposer’s reasons for proposing the change.

Solicitations mailbox: solicitations@jud.ca.gov

- 3.3.2 All questions and requests for clarification or modification must be submitted by email to the Solicitations mailbox by no later than the date and time specified in the RFP Schedule in Section 3.1, above. Questions or requests submitted after the due date will not be answered.
- 3.3.3 All email submissions sent to the Solicitations mailbox MUST contain the RFP number and other appropriate identifying information in the email subject line. In the body of the e-mail, always include paragraph numbers whenever references are made to content of this RFP. Failure to include the RFP number as well as other sufficient identifying information in the email subject line may result in the AOC taking no action on a proposer's email submission.
- 3.3.4 Without disclosing the source of the question or request, the AOC Contracting Officer will post a copy of the questions and the AOC's responses on the Courtinfo website.
- 3.3.5 If a proposer's question relates to a proprietary aspect of its proposal and the question would expose proprietary information if disclosed to competitors, the proposer may submit the question in writing, conspicuously marking it as "CONFIDENTIAL." With the question, the proposer 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 proposer will be notified.

4.0 RFP ATTACHMENTS

4.1 The following documents are incorporated into this Request For Proposals (RFP) by reference:

- Attachment A - Administrative Rules Governing Request For Proposals
- Attachment B - Terms and Conditions
- Attachment C - Contract Exceptions
- Attachment D - DVBE Forms
- Attachment E - Payee Data Record
- Attachment F - Map - California Judicial Officers and Court Employees

4.2 Attachment A, Administrative Rules Governing Request for Proposals. Proposers shall follow the rules, set forth in Attachment A, in preparation of their proposals.

4.3 Attachment B, Terms and Conditions. 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 B and include the following provisions:

- Exhibit A, Standard Provisions.
- Exhibit B, Special Provisions.
- Exhibit C, Payment Provisions.
- Exhibit D, Work To Be Performed.
- Exhibit E, Contractor's Key Staff. (To Be Determined)
- Exhibit F, Attachments, including Attachment 1, Acceptance and Signoff Form, and Attachment 2, Work Authorization Form

- 4.4 Attachment C, Contract Exceptions. Proposers must either indicate acceptance of the Agreement Terms, as set forth in Attachment B, or clearly identify exceptions with a written summary of relevance and rationale to substantiate each proposed change.
- 4.5 Attachment D, DVBE Forms. Proposers must complete and include this form with its proposal.
- 4.6 Attachment E, Payee Data Record Form. The AOC is required to obtain and keep on file, a completed Payee Data Record for each vendor prior to entering into a contract with that vendor. Therefore, proposer's proposal must include a completed and signed Payee Data Record Form, set forth as Attachment E.
- 4.7 Attachment F, Map - California Judicial Officers and Court Employees. This map provides a list of the trial courts and their FTE for your information.

5.0 SCOPE OF SERVICES

- 5.1 Services are estimated to be performed by the consultant between June, 2009 (estimated) through June, 2011, with the AOCs options to renew for up to two consecutive 1-year options. The AOC will have the sole discretion to exercise any such option pursuant to the terms and conditions of the executed agreement.
- 5.2 The contractor may be required to provide services to up to 65 different locations within any of the participating TC counties in California, at any time of the year, including during months with inclement weather, and visit each of the locations in this program. It is anticipated that this may take two (2) years to complete.
- 5.3 The contractor will be required to contact those trainees provided by the AOC in order to coordinate schedules, develop a travel itinerary, and submit its portion of a Work Authorization. See paragraph 5.13, below, and Attachment B, Terms and Conditions.
- 5.4 The contractor will develop one 3-4 hour training course customized for the AOC subject to the AOC's approval and acceptance. The AOC will own all rights to the customized course.

- 5.5 The contractor will conduct on site, practical, “hands on” training utilizing the office equipment on site. This training will include written instructions outlining the areas a successful ergonomic assessment should cover.
- 5.6 The contractor will use its own course presentation equipment when delivering any course, including easels, flip charts, markers, computer image projection systems, projection screens, etc.
- 5.7 The contractor will identify qualified resources in the surrounding area of the court that will provide prompt equipment delivery and set up (if needed). The courts would not be required to utilize vendors on the list. The list would be made available as an upon request of a participating JBE. The contractor will review and update the list on an annual basis.
- 5.8 On an as needed basis, provide telephone and/or e-mail follow up support to those key individuals that have received the training course. On-site follow up support may also be required and would be specified in a Work Order.
- 5.9 The project will involve traveling throughout California to deliver the training course to key individuals at JBEs wishing to receive training. In order to minimize travel expenses, the AOC Program Manager and the Contractor will jointly coordinate the delivery of the training course to several JBEs within a geographic location at a time. The contractor may be required to be on the road for up to one full business week at a time to deliver the training.
- 5.10 The contractor will provide post training support of the trainees which may include follow up site visits.
- 5.11 The contractor will deliver the course to the JBE’s specified in a Work Order taking into consideration the workstations and equipment at each location where training is delivered. Each delivery shall include:
 - 5.11.1 All course scheduling efforts including development of itinerary plans and not to exceed travel costs
 - 5.11.2 One training session of approximately 3 to 4 hours in duration
 - 5.11.3 One hard copy or online access to training material (including any pre-course materials), tools, instructions on use of tools, per attendee of the training class
 - 5.11.4 One hard copy or online access to qualified resources in the surrounding areas of the court per attendee.
 - 5.11.5 Follow up telephone support, as needed.
 - 5.11.6 Any other valued added products, technology, processes, or services that may be specified in a Master Agreement.
- 5.12 Contractor’s delivering the training are required to have a valid driver’s license.

5.13 The following is the estimated scheduling and delivery procedure for the training course:

- a) The AOC Project Manager will contact JBEs in selected geographic regions to determine those that wish to receive the training and their availability.
- b) The AOC Project Manager will provide the contractor with a three part Work Order. Part 1 is the description and locations of the work required, Part 2 is the contractor's firm, not-to-exceed quotation for performing the work based on contracted rates and travel expenses, and Part 3 is the AOC's approval of the Work Order. No work is to be performed or travel arrangements made prior to receiving a written, approved Work Order. Please refer to the Sample Terms and Conditions in Attachment B regarding the Work Order procedures.
- c) The contractor delivers the on-site training course approved in the Work Order.
- d) Following each training course delivered, the contractor will provide the AOC Project Manager with a written report transmitted electronically in Word format or other format acceptable to the AOC Project Manager. The written reports must include:
 - a. Work Order Number
 - b. Date of Training
 - c. Participant Roster, including the names, titles and contact information of the individuals trained
 - d. Building address and workstation address, if applicable
 - e. Brief description of the current workstation configuration used for training

6.0 SPECIFICS OF A RESPONSIVE PROPOSAL

6.1 Proposers must address each of the following paragraphs 6.2 through 6.7 and their sub paragraphs sequentially in order. All proposals must reference each paragraph/sub-paragraph number along with the proposer's response.

6.2 Provide the following information about your company and its capabilities:

- a) A description of your organization's services and capabilities. Include the type of business entity, e.g. corporation, LLC, LLP, sole proprietorship, etc., number of part-time employees and full-time employees (exclude subcontractors).
- b) A statement referencing when you/your firm began providing ergonomic evaluations.
- c) A statement referencing any awards or industry recognition you/your company has received.

- d) A statement referencing the prior types courses successfully developed and delivered.
- e) A statement referencing how a project that, in hindsight, could have been handled differently.
- f) Provide copies of its key personnel's certifications, such as CPE (Certified Professional Ergonomist) or CEA (Certified Ergonomics Associate) from the Board of Certification in Professional Ergonomics (BCPE), Registered Physical Therapist, or equivalent in a related field.
- g) Provide resumes for and identify i) the person(s) developing the training course, and 2) each person who will deliver the training course, collectively referred to as "Key Personnel". Ensure that each person's city of legal residence is included in the resume.
- h) A statement of availability of proposed Key Personnel during the initial two-year term of a contract (June 2009 through June 2011). State the name, and potential unavailable dates. If dates are not available, indicate the event(s).
- i) A statement referencing the employee/business relationship status of each individual Key Personnel. Include the person's name, and status, e.g. owner, partner, employee, subcontractor.
- j) A statement referencing the type of retention program the proposer has established in order to retain the Key Personnel. If none, so state.

6.3 Work Plan

The proposer must submit a work plan which includes:

- a) A synopsis of how it would meet or comply with the specifications in Section 5.0, Scope of Services, above.
- b) A description of its telephone follow-up support capabilities
- c) A description of how problems are resolved.
- d) A description of the ergonomic tools and/or techniques used in its evaluations.
- e) A sample training course and table of contents. Provide the table of contents and one sample excerpt of a redacted training course. If samples or any part of your proposal are proprietary, confidential, or copyrighted, your proposal must clearly identify the parts so affected and you must include a release statement to permit the AOC to use the samples and proposal for evaluation purposes. Also, in regards to disclosure under the California Public Records Act, please see Section 11.0 below and Section J of Attachment A, Administrative Rules Governing Requests For Proposals, entitled Disposition of Materials.
- f) For those proposers on the short list, a mock training session will be required.

6.4 Cost/fee proposal

- 6.4.1 Provide a firm fixed fee for development of the training materials that the AOC will own.
- 6.4.2 Provide a fixed fee per delivery of one AOC-approved training course, as described in 5.11, above. All items in 5.11 through 5.11.6 are to be

included in the “per delivery” price without any additional charges. Also, describe any added value products, technology, processes, or services that are within the scope of this RFP, and are provided at no additional charge to the AOC or any JBE, and is included in the fixed fee per delivery of one training course. Do not include travel, as travel will be reimbursed according to the specifications in Exhibit C, Payment Provisions of Attachment B, Terms and Conditions.

- 6.4.3 For evaluation purposes only, please provide three separate mock sample itinerary/travel plans with a not-to-exceed amounts for the travel expenses for the delivery of one training course to each of three courts within a single week, for each trip. Base your travel expenses on the travel reimbursement provisions in Attachment B. Assume a 4-week lead time prior to departure and fair weather.

Mock Sample Trip No. 1

To be delivered on Tuesday, 9:00 a.m. to:
Superior Court of California, County of Modoc
205 South East Street
Alturas, CA, 96101,:

To be delivered on Wednesday, 9:00 a.m. to:
Superior Court of California, County of Lassen
220 South Lassen Street, Suite 6
Susanville, CA, 96130

To be delivered on Thursday, 9:00 a.m. to:
Superior court of California, County of Shasta
1500 Court Street
Redding, CA, 960011685

Mock Sample Trip No. 2

To be delivered on Tuesday, 9:00 a.m. to:
Superior Court of California, County of Riverside
4050 Main Street
Riverside, CA, 92501

To be delivered on Wednesday, 9:00 a.m. to:
Superior Court of California, County of Imperial
939 West Main Street
El Centro, CA, 92243

To be delivered on Thursday, 9:00 a.m. to:
Superior court of California, County of San Diego
220 W Broadway

San Diego, CA 92101

Mock Sample Trip No. 3

To be delivered on Tuesday, 9:00 a.m. to:
Superior Court of California, County of Marin
3501 Civic Center Drive
San Rafael, California 94903

To be delivered on Wednesday, 9:00 a.m. to:
Superior Court of California, County of Sonoma
600 Administration Drive
Santa Rosa, CA, 95403

To be delivered on Thursday, 9:00 a.m. to:
Superior court of California, County of Napa
825 Brown Street
Napa, CA, 94559

For each trip, include the following for each day's travel:

Day of departure
Departure location,
Day of arrival
Arrival location,
Travel expenses (break out by mileage, auto rental, air fare,
cab/shuttle expenses, parking, etc., as applicable)
Meals
Lodging
Other expenses (specify)
Daily Total Amount
Not To Exceed Total Trip Amount

- 6.4.4 The AOC may consider alternate pricing methods so long as proposers first submit its responses to paragraphs 6.4.1, 6.4.2, and 6.4.3., above. Do not propose additional products or services outside the scope of this RFP.

6.5 References

Provide references with names, addresses, email address and telephone numbers of five (5) clients for whom the proposer's key staff has conducted similar services. The AOC may check references listed by the proposer in our assessment of proposer's timeliness, accuracy, and reliability of reports and advice.

6.6 Technology

Describe any technology features your firm uses and the benefits to the AOC and/or person being trained. Include descriptions of any on-line tools that would be used by an employee or a trainee that will be inclusive of the price. Do not propose the use of any technology that is not within the scope of this RFP.

6.7 Acceptance of Contract Terms and Conditions

Proposers must sign and include Attachment C, Contract Exceptions, identifying any contract exceptions.

7.0 EVALUATION OF PROPOSALS

7.1 The evaluation team will first evaluate all parts of submitted proposals and score them as described below. The final scores will be used to create a short list of firms to be interviewed. Proposers not on the short list will not be eligible for further consideration for this Project. Those firms selected on the short list will be interviewed on site at the AOC in San Francisco, and will also be asked to provide a demonstration of a mock training session. The interview/demonstration will be evaluated on the same criteria as the proposals. After interviews/demonstrations are conducted, each evaluation team member will review his/her own points previously assigned to each proposer on the short list and make adjustments if necessary, and the final scores will be re-calculated.

7.2 The total available score will be 100 points. The AOC will evaluate proposals using the criteria below, with the maximum point value for each category.

7.3 Company stability and capabilities, extent of subcontracting. 30 points

7.3.1 Considering the specialized experience and technical competence of the proposer and the proposer's key personnel, and the proposer's organization, program team, key personnel and other program staff, will be evaluated. Recent experience and expertise with similar programs and issues pertaining to successful development and implementation of a similar program will be a key consideration. Consideration will be given to the proposed team's ability to demonstrate relevant knowledge and experience.

7.3.2 Demonstration of the proposer and its team's capacity to successfully handle the workload for the program, including approach for redistribution of workload in the event a trainer or other key personnel is incapacitated without notice shortly prior to or during the delivery of a training course.

- 7.3.3 Consideration will be given to proposer's ability to service remote locations.
- 7.3.4 Past record of performance on contracts with (1) the State, other government agencies or public bodies, and (2) with private industry, including such factors as control of costs, quality of work, ability to meet schedules, cooperation, responsiveness, compliance with Workers' Compensation laws, and other managerial and attitudinal considerations, including demonstrated ability to manage program teams and work at multiple locations.
- 7.3.5 For those selected on the short list, further evaluation in this category will include any clarifications revealed during of their interview.

7.4 Quality of work plan, 30 Points

- 7.4.1 Demonstration of the overall proposed approach to implementing the program, ability to maintain a high quality level of service, including any operational and managerial contingency plans and the proposer's approach to attracting and retaining skilled workers, ability to transfer knowledge and information to trainees with a high degree of success, and the ability fulfill the requirements of program and manage the various work components.
- 7.4.2 Demonstration of the proposer's plan for replacement of personnel, when required, will be considered and plan for continuity of the delivery of the program from one court to another.
- 7.4.3 The proposer and its team's ability to work collaboratively and communicate effectively within the program team, with management and staff of the AOC and participating judicial entities.
- 7.4.4 The proposers planned approach for assuring quality, including identification of potential areas of concern, errors, issues, etc., and the planned steps for remediation of those problems.
- 7.4.5 Consideration will be given to a well developed written sample training course and table of contents.
- 7.4.6 For those selected on the short list, further evaluation in this category will include any clarifications revealed during of their interview and the quality of their demonstration of a mock training session.

7.5 Reasonableness of cost/fee proposal, including costs for development of the course, cost for delivery of a course, costs for travel. 20 points

- 7.5.1 Consideration will be given to proposers costs proposed, as well as the AOC's estimated costs to administer the program, the proposer and its team's ability to control costs, and the overall value of the service as compared to the costs, and any additional value added technology, products, services or processes inclusive of the price.
- 7.5.2 For those selected on the short list, further evaluation in this category will include any clarifications revealed during of their interview.

7.6 Technology - Demonstrated benefits through the use of technology. 15 points

- 7.6.1 Consideration will be given to proposers whose technology enhances the overall program, including in the following areas: course development, pre-training, delivery of the program, post-training, and ability to produce quality, legible, accurate, and relevant reports and invoices.
- 7.6.2 For those selected on the short list, further evaluation in this category will include any clarifications revealed during of their interview.

7.7 Acceptance of Contract Terms and Conditions 5 points

- 7.7.1 The quality of the proposal will be considered in how it complies with the RFP and program requirements and anticipated contract terms and conditions, including the AOC's standard provisions, special provisions, payment provisions, and work to be performed. Consideration will be given to the extent of any proposed changes, omissions, deviations, alternatives, or exceptions to solicitation and program requirements as well as terms and conditions and overall intent of the contract.
- 7.7.2 For those selected on the short list, further evaluation in this category will include any clarifications revealed during of their interview.

8.0 SUBMISSION OF PROPOSALS

- 8.1 The proposer must prepare a cover letter on the prime proposer's business letterhead to accompany the proposal. The purpose of this letter is to transmit the proposal; therefore, it should be brief. The letter must be signed by an individual who is authorized to bind his or her firm to all statements, including services and prices, contained in the proposal. The cover letter must state who the proposed prime contractor is, name the proposed subcontractors, and provide proposer's point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers.
- 8.2 Responsive proposals should provide straight-forward, concise information that satisfies the requirements noted in section 6.0, Specifics of a Responsive Proposal.

Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the state's instructions, requirements of this RFP, and completeness and clarity of content.

8.3 Proposals must be delivered by the Proposal Due Date to the individual listed in the Submission of Proposals section of the coversheet to this RFP and must include the following:

- a. One (1) original hard copy of the entire proposal.
- b. Four (4) duplicate hard copies of the entire proposal.
- c. One (1) electronic copy of the entire proposal in MS Word compatible format on a CD-ROM.

8.4 Only written proposals, accompanied by the CD-ROM submittal, will be accepted.

9.0 RIGHTS

9.1 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.

9.2 The AOC reserves the right to award more than one contract pursuant to this RFP.

9.3 The AOC does not guarantee that a proposer will receive a specific volume of work, a specific total contract amount, or a specific order value under any agreement executed pursuant to this RFP.

10.0 ADDITIONAL REQUIREMENTS

After proposal submission, it may be necessary to interview prospective service providers to clarify aspects of their submittal. If needed, the AOC will notify prospective providers to set up an interview.

11.0 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 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 proposer is unsure if its confidential and/or proprietary material meets the disclosure exemption requirements of the PRA, then the proposer should not include such information in its proposal.

12.0 DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION GOALS

The State of California Executive Branch requires contract participation goals of a minimum of three percent (3%) for disabled veteran business enterprises (DVBEs). The AOC is subject to this participation goal. If it would be impossible for your company to comply, an explanation of why and demonstration of written evidence of a "good faith effort" to achieve participation is required. Your company must complete the DVBE Compliance form and include the form with your Cost Proposal. If your company has any questions regarding the form, you should contact the individual listed in the Submission of Proposal section on the coversheet of this RFP. Information about DVBE resources can be found on the Executive Branch's Internet web site at: <http://www.dgs.ca.gov/default.htm> or by calling the Office of Small Business and DVBE Certification, at 916-375-4940.

[END OF RFP]