

**JUDICIAL COUNCIL OF CALIFORNIA**

**QUESTIONS AND ANSWERS**

**RFP Title: Ergonomic Services Master Agreement**

**RFP Number: HR-2024-02-LV**

**February 21, 2025**

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QUESTION #1: Although the RFP statement focuses on finding an entity with expertise in performing remote and onsite ergonomic evaluations, consultation services, follow-up evaluations, provide self-assessment tools, and training, as well as other ergonomic resources, for current and new JBE employees, would you consider an office specific ergonomic technology tool that provides ergonomic e-learning training and a risk assessment on top of the onsite and remote services.

**ANSWER: Please refer to section 2 of the Request for Proposals which outlines the description of services and deliverables requested.**

QUESTION #2: How does the JBE currently implement the ergonomist recommendations, procure the necessary equipment, and coordinate installations? Is any assistance needed for this part of the program as well?

**ANSWER: Post evaluation procurements and coordination of installations are handled internally.**

QUESTION #3: Are you able to provide the annual number of evaluations that were requested over the last 3 years?

**ANSWER: The Master Agreement for ergonomic services is open to all Judicial Branch Entities and their use of this Master Agreement is not centrally tracked.**

QUESTION #4: Will some of the Onsite Ergonomic Assessments be the result of Workers Comp claim? How many WC requests occurred in 2023, 2024?

**ANSWER: No, this is for non-industrial related onsite ergonomic assessments.**

QUESTION #5: When would a "Follow-up" visit be required? What triggers a "Follow-up" visit?

**ANSWER: If an evaluation is provided and the employee continues to experience discomfort, a follow-up is requested.**

QUESTION #6: Will a “Follow-up” visit be needed every time?

**ANSWER: No.**

QUESTION #7: What was the volume of assessments for: Onsite, Remote, Online, in 2023 and 2024?

**ANSWER: The Master Agreement for ergonomic services is open to all Judicial Branch Entities and their use of this Master Agreement is not centrally tracked.**

QUESTION #8: Will the Online Self-Assessment tool be a single use (as needed) or a program with access for all employees?

**ANSWER: This Master Agreement is open to all Judicial Branch Entities as an optional online tool for ergonomic assistance. If a Judicial Branch Entity elects to use the Online Self-Assessment tool, implementation will vary.**

QUESTION #9: If the Online tool will be for single use, what triggers the need for employee access?

**ANSWER: This Master Agreement is open to all Judicial Branch Entities as an optional online tool for ergonomic assistance and implementation will vary.**

QUESTION #10: If the Online tool will give access to all employees, how many employees do you want to have access during the Initial Term?

**ANSWER: Please include tiered pricing with your cost proposal. If other Judicial Branch Entities decide to participate in the Master Agreement, their headcounts will vary.**

QUESTION #11: Is the expected volume of work such that a staff of ergonomists (or at least more than one contractor) must be available? Or, based on experience, would it be possible for one contractor alone to manage the complete case load?

**ANSWER: The expected volume of work will vary across the Judicial Branch Entities. It is expected that an ergonomist will be available to provide the level of services outlined in the Request for Proposal.**

QUESTION #12: Would it be possible to add subcontractors later, if necessary? Or should additional contractors be written into the contract from the beginning?

**ANSWER: It is expected that an ergonomist is available to provide the level of services outlined in the Request for Proposal.**

QUESTION #13: Will specific levels of evaluations be requested? I.e. quick check/preventative, comprehensive, Post-injury etc.? Are there specific time allowances? (30 min., 1 hr., 1.5 hrs., etc.)

**ANSWER: Please reference sections 2.5 and 2.6 for evaluation requirements. These assessments are typically not post-injury.**

QUESTION #14: Online resources such as videos, graphics, pamphlets etc.: is it expected that the contractor creates these or can 2<sup>nd</sup>-party materials be used (if done so legally)? How is billing for these materials determined?

**ANSWER: It is expected that the vendor will provide materials as referenced in the Request for Proposal section 2.9. Please include the proposed costs in the cost proposal.**

QUESTION #15: How are trainings (onsite & remote) usually billed; hourly etc.? Or is that to be determined by the contractor?

**ANSWER: Please include your proposed cost and fee structure in the cost proposal.**

QUESTION #16: If an evaluation is requested for an employee in a location outside of the 60-mile radius of the Judicial Council of San Francisco or Sacramento offices, will a remote evaluation be expected in all cases?

**ANSWER: Yes.**

QUESTION #17: Under “7.1.5.6: Indicate primary physical location(s)”: Does this refer to the location used while providing virtual (remote) evaluations and for writing reports? Would all in-person evaluations be performed at the employee’s own worksite?

**ANSWER: This question is requesting you to provide the location(s) of your office(s) as well as the location(s) of the ergonomist(s).**

**In-person evaluations are expected to be performed at the employee’s onsite office work location and not their home office.**

QUESTION #18: Under 7.1.5.10, this is not clear:

“Describe how you would handle an unexpected cancellation or shortened evaluation by the ergonomist and state whether you would charge any fee to compensate for the lost appointment?” It seems there must be an error in this question; i.e. if I cancelled or shortened my evaluation, I would not be charging a fee.

**ANSWER: Please provide how you would handle a cancellation by an employee with the Judicial Branch Entity. Please provide how you will handle a situation if the ergonomist cancels the appointment or terminates the assessment early.**

QUESTION #19: For any printed or digital materials provided by the contractor: How would billing usually be managed? For example, might the contractor total up the hours spent creating each item, determine an hourly rate, and base the cost of each item on hours spent on the creation of the item?

**ANSWER: Please include your proposed costs and fee structure in the cost proposal.**

QUESTION #20: Under “2.16. Resources. Contractor is responsible for providing any and all facilities, materials and resources ...” For “Facilities,” wouldn’t all services be provided within the Judicial Council properties?

**ANSWER: It is expected that the chosen vendor provides all necessary resources for their ergonomists and staff.**

QUESTION #21: Must another person be designated as the Proposer’s representative, or can the Proposer go through the process without using a designated representative?

**ANSWER: It is expected that the chosen vendor will provide a project manager for the Master Agreement.**

QUESTION #22: In “Cost Proposal, Table 2: Online Self-Evaluation Tool: Please specify flat rate or rate per user”: This is not clear; should the proposer ignore this “TBD” and just list the costs for the different terms?

**ANSWER: Please include all the information you would like us to consider when reviewing your proposal. This would include proposed costs for additional terms.**

QUESTION #23: The same question applies for Table 4 (Ergonomic Consultation) and Table 5 (Other Ergonomic Resources): where “TBD” is written, should that just be ignored and proposed costs be written into the columns for initial and subsequent terms?

**ANSWER: Please include all the information you would like us to consider when reviewing your proposal. This would include proposed costs for additional terms.**

QUESTION #24: SELF-ASSESSMENT SYSTEM:

- Would the online assessment system be made available online to all employees (with references, diagrams and other information included)? Would the goal be for each employee to answer questions, to be submitted individual to the contractor? (Or is the structure of the system completely up to the contractor?)

**ANSWER: Please provide the information regarding the online assessment system you would like us to review and consider when evaluating your proposal.**

- How would the pre-assessment and post-assessment scores be determined? For example, would the pre-assessment score be based on answers given to questions prior to the evaluation? Then, would the post-assessment score be based on answers given afterwards?)

**ANSWER: It is expected that the self-assessment system will provide a pre- and post-assessment evaluation result.**

- Would the self-assessment report then be considered part of the evaluation report, or would it be a separate document?

**ANSWER: Please provide an example of your online tool evaluation result as part of your submission.**