

RFP Title: *English Legal Transcription Services*
RFP Number: *SC 5820.2020.1*

REQUEST FOR PROPOSALS

*SUPERIOR COURT OF CALIFORNIA, COUNTY OF
ALAMEDA*

REGARDING:

*English Legal Transcription Services
RFP# SC 5820.2020.1*

PROPOSALS DUE:

May 7, 2020 no later than 3 p.m. Pacific Daylight Time

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1.0 BACKGROUND INFORMATION

- 1.1 The Superior Court of California, County of Alameda (“Court”) seeks one or more vendors to provide the Court with competitive bids for English Legal Transcription Services. The Court currently operates eight courthouses within the County of Alameda: Rene C. Davidson Courthouse, Wiley M. Manuel Courthouse, Juvenile Justice Center, Hayward Hall of Justice, George E. McDonald Hall of Justice, Berkeley Courthouse, Fremont Hall of Justice, and East County Hall of Justice.
- 1.2 All Court Divisions may require use of services and the Court reserves the right to award to multiple vendors with the intent to best meet the Court’s business needs.
- 1.3 The Court is seeking to award a one year contract with a renewal option term up to 2 additional years. No price increases will be permitted during the first year of any Agreement resulting from this bid. Any decreases in pricing will automatically be extended to the Court.

2.0 DESCRIPTION OF SERVICES AND DELIVERABLES

The Court seeks the services of a person or entity with expertise in English Legal Transcription Services. This RFP is seeking a solution which will provide:

- 2.1 Legal Transcripts delivered to the specifications laid out in Division 24 of Title 16 of the California Code of Regulations. Other legal transcripts will be delivered In a line-numbered Microsoft Word document, unless specified otherwise.
- 2.2 All Court transcripts and certified transcripts may only be delivered in an uneditable PDF format or hardcopy. All other documents shall be delivered to the Court as a Microsoft Word file unless specified otherwise.
- 2.3 Delivery of transcripts via email must be done with password protection and encryption to ensure document integrity. Express mail delivery and additional hardcopy options shall also be available, as needed.
- 2.4 Vendor must be able to transcribe oral proceedings captured on disc created from Liberty Recording software.

3.0 TIMELINE FOR THIS RFP

The Court has developed the following list of key events related to this RFP. All dates are subject to change at the discretion of the Court.

EVENT	DATE
RFP issued	<i>Tuesday, April 14, 2020</i>
Deadline for questions	<i>Tuesday, April 21, 2020 3 PM PDT</i>
Questions and answers posted	<i>Wednesday, April 29, 2020</i>
Latest date and time proposal may be submitted	<i>Thursday, May 7, 2020 3:00 PM PDT</i>
Notice of Intent to Award (<i>estimate only</i>)	<i>Friday, May 22, 2020</i>
Negotiations and execution of contract (<i>estimate only</i>)	<i>Friday, May 25, 2020</i>
Contract start date (<i>estimate only</i>)	<i>June 1, 2020</i>
Contract end date (<i>estimate only</i>)	<i>May 31, 2023</i>

4.0 RFP ATTACHMENTS

The following attachments are included as part of this RFP:

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs (Non-IT Services)	These rules govern this solicitation.
Attachment 2: Court Standard Terms and Conditions	If selected, the person or entity submitting a proposal (the “Proposer”) must sign a Court Standard Form agreement
Attachment 3: Proposer’s Acceptance of Terms and Conditions	On this form, the Proposer must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions.
Attachment 4: General Certifications Form	The Proposer must complete the General Certifications Form and submit the completed form with its proposal.
Attachment 5: Darfur Contracting Act Certification	The Proposer must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
Attachment 6: Payee Data Record Form	This form contains information the Court requires in order to process payments and must be submitted with the proposal.

5.0 PAYMENT INFORMATION

- 5.1 The Court will process for payment invoices within 45 days of receipt and approval by Court’s Project Manager.
- 5.2 All invoices must reference contract number and purchase order number.
- 5.3 Court will not pay or reimburse vendor, or their employees, for travel, or any other related, expenses that are required as part of the Scope of Work.
- 5.4 Vendor must provide written notice to Court of the specific excess charge and obtain Court’s consent prior to performing any additional service that would incur an excess charge.
- 5.5 Payment terms will be specified in the contract document that will be executed as a result of an award made under this RFP, however, prospective Contractors are

hereby advised that the Court payments are made by the State of California, and the State does not make any advance payment for services. Payment by the State is normally made based upon completion of tasks as provided for in the agreement between the Court and the selected Service Provider.

6.0 SUBMISSIONS OF PROPOSALS

- 6.1 Proposals should provide straightforward, concise information that satisfies the requirements of the “Proposal Contents” section below. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the RFP’s instructions and requirements, and completeness and clarity of content.
- 6.2 The Proposer must submit its proposal in two parts, the technical proposal and the cost proposal.
 - a. The Proposer must submit **one (1) original and five (5) copies** of the technical proposal. The original must be signed by an authorized representative of the Proposer. The original technical proposal (and the copies thereof) must be submitted to the Court in a single sealed envelope, separate from the cost proposal. The Proposer must write the RFP title and number on the outside of the sealed envelope.
 - b. The Proposer must submit **one (1) original and five (5) copies** of the cost proposal. The original must be signed by an authorized representative of the Proposer. The original cost proposal (and the copies thereof) must be submitted to the Court in a single sealed envelope, separate from the technical proposal. The Proposer must write the RFP title and number on the outside of the sealed envelope.
 - c. The Prospective Bidder must submit an electronic version of the **entire proposal on one (1) USB memory stick/flash drive**. The files must be in PDF, Word, or Excel formats
- 6.3 Proposals must be delivered by the date and time listed on the coversheet of this RFP to:

*Superior Court of California, County of Alameda
Attention: Procurement, RFP # SC 5820.2020.1
1225 Fallon Street, Room 210
Oakland, CA 94612*

- 6.4 Late proposals will not be accepted.
- 6.5 Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g. FedEx), or delivered by hand. Proposals may not be transmitted by fax or email.

7.0 PROPOSAL CONTENTS

- 7.1 Technical Proposal. The following information must be included in the technical proposal. A proposal lacking any of the following information may be deemed non-responsive.
- a. The Proposer's name, address, telephone and fax numbers, and federal tax identification number. Note that if the Proposer is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.
 - b. Name, title, address, telephone number, and email address of the individual who will act as the Proposer's designated representative for purposes of this RFP.
 - c. For each key staff member: a resume describing the individual's background and experience, as well as the individual's ability and experience in conducting the proposed activities.
 - d. Names, addresses, and telephone numbers of a minimum of three (3) clients for whom the Proposer has conducted similar services. The COURT may check references listed by the Proposer.
 - e. Proposed method to complete the work.
 - i. The evaluation team will be evaluating all proposals submitted based on their ability to provide all the products and services requested by the Court in this RFP. The vendor's ability to meet the requirements provided in Section 2.0G
 - ii. Vendor shall describe the level of customer service that will be provided, including procedures that the vendor has the ability to deliver high quality translation services. Selection will result from the Court's overall judgement that a proposal meets or exceeds its requirements, as measured against the following criteria (not listed in the order of importance):
 - Experience on similar assignments
 - Credentials of staff to be assigned to the project

- iii. Please provide background on the Quality Assurance Department and the experience in handling work orders for translation services from a client with the Court's size and number of locations.
- f. Acceptance of the Terms and Conditions.
- i. On Attachment 3, the Proposer must check the appropriate box and sign the form. If the Proposer marks the second box, it must provide the required additional materials. An "exception" includes any addition, deletion, or other modification.
 - ii. If exceptions are identified, the Proposer must also submit (i) a red-lined version of the Terms and Conditions that implements all proposed changes, and (ii) a written explanation or rationale for each exception and/or proposed change.
- g. Certifications, Attachments, and other requirements.
- i. The Proposer must complete the General Certifications Form (Attachment 4) and submit the completed form with its proposal.
 - ii. The Proposer must complete the Darfur Contracting Act Certification (Attachment 5) and submit the completed certification with its proposal.
 - iii. If Contractor is a California corporation, limited liability company ("LLC"), limited partnership ("LP"), or limited liability partnership ("LLP"), proof that Contractor is in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor conducts or will conduct (if awarded the contract) intrastate business in California, proof that Contractor is qualified to do business and in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor does not (and will not if awarded the contract) conduct intrastate business in California, proof that Contractor is in good standing in its home jurisdiction.
 - iv. Copies of the Proposer's (and any subcontractors') current business licenses, professional certifications, or other credentials.
 - v. Proof of financial solvency or stability (e.g., balance sheets and income statements).

- vii. *[for solicitations of \$100,000 or more]* The Proposer must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification (Attachment 8) and submit the completed certification with its bid.

7.2 Cost Proposal. The following information must be included in the cost proposal.

- i. A detailed line item budget showing total cost of the proposed services.
- ii. A full explanation of all budget line items in a narrative entitled “Budget Justification.”
- iii. A “not to exceed” total for all work and expenses payable under the contract, if awarded.

NOTE: It is unlawful for any person engaged in business within this state to sell or use any article or product as a “loss leader” as defined in Section 17030 of the Business and Professions Code.

8.0 OFFER PERIOD

A Proposer's proposal is an irrevocable offer for one hundred- eighty (180) days following the proposal due date. In the event a final contract has not been awarded within this period, the Court reserves the right to negotiate extensions to this period.

9.0 EVALUATION OF PROPOSALS

At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents.

The Court will evaluate the proposals on a 100 point scale using the criteria set forth in the table below. Award, if made, will be to the highest-scored proposal.

If a contract will be awarded, the Court will post an intent to award notice at

<http://www.alameda.courts.ca.gov/Pages.aspx/Contract-Opportunities>

CRITERION	MAXIMUM NUMBER OF POINTS
<i>NOTE: THESE ARE SAMPLE CRITERIA. THE ACTUAL CRITERIA USED SHOULD BE TAILORED TO THE SPECIFIC PROCUREMENT.</i>	
<i>Quality of work plan submitted</i>	<i>25</i>
<i>Experience on similar assignments</i>	<i>15</i>
<i>Cost</i>	<i>30</i>
<i>Credentials of staff to be assigned to the project</i>	<i>10</i>
<i>Acceptance of the Terms and Conditions</i>	<i>10</i>
<i>Ability to meet timing requirements to complete the project</i>	<i>10</i>

10.0 INTERVIEWS

The Court may conduct interviews with Proposers to clarify aspects set forth in their proposals or to assist in finalizing the ranking of top-ranked proposals. The interviews may be conducted in person or by phone. If conducted in person, interviews will likely be held at the Court’s offices. The Court will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The Court will notify eligible Proposers regarding interview arrangements.

11.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

PROPOSALS ARE SUBJECT TO DISCLOSURE PURSUANT TO APPLICABLE PROVISIONS OF THE CALIFORNIA PUBLIC CONTRACT CODE AND RULE 10.500 OF THE CALIFORNIA RULES OF COURT. The Court will not disclose (i) social security numbers, or (ii) balance sheets or income statements submitted by a Proposer that is not a publicly-traded corporation. All other information in proposals will be disclosed in response to applicable public records requests. Such disclosure will be made regardless of whether the proposal (or portions thereof) is marked “confidential,” “proprietary,” or otherwise, and regardless of any statement in the proposal (a) purporting to limit the Court’s right to disclose information in the proposal, or (b) requiring the Court to inform or obtain the consent of the Proposer prior to the disclosure of the proposal (or portions thereof). Any proposal that is password protected, or contains portions that are password protected, may be rejected. Proposers are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.

12.0 DISABLED VETERAN BUSINESS ENTERPRISE INCENTIVE

The Court has waived the DVBE incentive in this solicitation.

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13.0 PROTESTS

Any protests will be handled in accordance with Chapter 7 of the Judicial Branch Contracting Manual (see www.courts.ca.gov/documents/jbcl-manual.pdf). Failure of a Proposer to comply with the protest procedures set forth in that chapter will render a protest inadequate and non-responsive, and will result in rejection of the protest. The deadline for the Court to receive a solicitation specifications protest is on May 7, 2020 **at 3 PM**. Protests must be sent to:

Superior Court of California, County of Alameda

Finance and Facilities Division

Attention: Melanie Lewis

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1225 Fallon Street, Room 210

Oakland, CA 94612