

REQUEST FOR PROPOSALS

***SUPERIOR COURT OF CALIFORNIA, COUNTY OF
ALAMEDA***

REGARDING:

Employee Service Recognition Awards
SC 1101.2025.1.CF

PROPOSALS DUE:

February 4, 2025 NO LATER THAN 2:00 P.M. PACIFIC TIME

KEY INFORMATION SUMMARY SHEET

| | |
|--|--|
| Request for Proposal | Non-IT – Superior Court of California, County of Alameda – Employee Service Recognition Awards |
| RFP Number: | SC 1101.2025.1.CF |
| RFP Issue Date: | January 7, 2025 |
| RFP Issuing Office: | Executive Office |
| Procurement Contact: | Superior Court of California, County of Alameda Finance and Facilities Division Attention: Procurement – Eddie Sanchez RFP SC 1101.2025.1.CF 1225 Fallon Street, Room 210 Oakland, CA 94612 |
| e-mail: | bidquestions@alameda.courts.ca.gov |
| Proposals are to be sent to: | bidquestions@alameda.courts.ca.gov |
| Timeline for this RFP | |
| Deadline for Questions: | January 16, 2025 |
| Questions and Answers Posted (<i>estimate only</i>): | January 22, 2025 |
| Proposal Due (Closing) Date and Time: | February 4, 2025 no later than 2:00 PM Pacific Time |
| Interview and Demonstration Dates (<i>estimate only</i>): | February 25 – 27, 2025 |
| Evaluation of Proposals (<i>estimate only</i>): | February 5 – March 10, 2025 |
| Notice of Intent to Award (<i>estimate only</i>): | March 11, 2025 |
| Negotiations and Execution of Contract (<i>estimate only</i>): | March 12 – April 30, 2025 |
| Contract Duration: | May 1, 2025 through April 30, 2026 with four 1-year options to extend through April 30, 2030 |
| RFP Attachments | |
| Attachment 1: Administrative Rules Governing RFPs (Non-IT Services) | These rules govern this solicitation. |
| Attachment 2: Terms and Conditions | On this form, if exceptions are identified, Prospective Bidders must submit (i) a redlined version of Attachment 2 – Agreement |

| | |
|--|--|
| | Terms and Conditions and Supplemental Terms and Conditions that clearly track proposed changes to this attachment, (ii) written documentation to substantiate each such proposed change and (iii) written explanation to indicate how each proposed change will benefit the Court. If selected, the person or entity submitting a proposal (the “Prospective Bidder”) must sign Acceptance of Terms and Conditions form (Attachment 3): this Court Standard Form agreement (the “Terms and Conditions”). |
| Attachment 3: Prospective Bidder’s Acceptance of Terms and Conditions | <p>On this form, the Prospective Bidder must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions. If selected, the person or entity submitting a proposal must sign the form.</p> <p>If exceptions are identified, the Prospective Bidder must also submit (i) a red-lined version of the Standard Terms and Conditions that implements all proposed changes, and (ii) a written explanation or rationale for each exception and/or proposed change.</p> <p>Note: A material exception may render a proposal non-responsive.</p> |
| Attachment 4: General Certifications Form | The Prospective Bidder must complete the General Certifications Form and submit the completed form with its proposal. |
| Attachment 5: Payee Data Record Form | This form contains information the Court requires in order to process payments and must be submitted with the proposal. |
| Attachment 6: Unruh and FEHA Certification | <p>The Prospective Bidder must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification.</p> <p><i>Only for solicitations of \$100,000 or more</i></p> |
| Attachment 7: Bidder Declaration | The Prospective Bidder must complete this form only if it wishes to claim the disabled veteran business enterprise (DVBE) incentive associated with this solicitation. |
| Attachment 8: DVBE Declaration | Each DVBE that will provide goods and/or services in connection with the contract must complete this form. If Prospective Bidder is itself a DVBE, it must also complete and sign the DVBE Declaration. |
| Attachment 9: Darfur Contracting Act Certification | The Prospective Bidder must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal. |
| Attachment 10: Question and Answer Form | Prospective Bidder must use the attached form to submit any questions. |

| | |
|---|---|
| Attachment 11: Reference Check Form | Prospective Bidder must complete the Reference Check Form information and submit with proposal. |
| Attachment 12: Technical Proposal Template | Prospective Bidder must their proposal using the Technical Proposal Template. |
| Attachment 13: Cost Proposal Template | Prospective Bidder must propose the cost using the Cost Proposal Template. |
| Attachment 14: Check List | RFP Checklist. |

TABLE OF CONTENTS

| | |
|------|--|
| 1.0 | <u>Background Information</u> |
| 2.0 | <u>Description of Services and Deliverables</u> |
| 3.0 | <u>Payment Information</u> |
| 4.0 | <u>Submission of Proposals</u> |
| 5.0 | <u>Questions</u> |
| 6.0 | <u>Proposal Contents</u> |
| 7.0 | <u>Offer Period</u> |
| 8.0 | <u>Evaluation of Proposals</u> |
| 9.0 | <u>Confidential or Proprietary Information</u> |
| 10.0 | <u>Disabled Veterans Business Enterprise Incentive</u> |
| 11.0 | <u>Protests</u> |

1.0 BACKGROUND INFORMATION

- 1.1** The Superior Court of California, County of Alameda “Court”, recognizes the achievements, loyalty and dedication of staff through an annual service awards ceremony. A part of that ceremony is providing gifts (awards) to staff who have worked for the Court starting at five years of service and continuing in increments of every five years. These gifts are to recognize staff for their commitment to the mission and goals of the Court.

The Court is seeking a qualified and experienced vendor that can provide high quality employee recognition service awards along with consistent delivery and outstanding customer service.

2.0 DESCRIPTION OF SERVICES AND DELIVERABLES

- 2.1** The Court seeks the services of a person or entity with expertise in employee service awards. The Court expects the selected entity submitting a proposal (“Prospective Bidder”) to perform activities and responsibilities associated with the solicitation for up to one (1) year with the option to extend the Agreement for four consecutive one-year option terms under the same terms and conditions and compensation for each Option Term. The selected Prospective Bidder is expected to work closely with the in-house Court Program Administrator to execute orders placed by Court employees.

2.2 Customized Website

The Prospective Bidder will create and activate a custom award selection website for the Court. If a customized website build is required, it shall be invoiced as soon as the contract is awarded. The website shall have a designated Court landing page. Any future changes or alterations to the website requested by the Court that requires additional fees shall not exceed an hourly rate of \$200.00 per hour.

2.3 Catalog/ Brochure

The selected Vendor’s Catalog/Brochure shall be available in an electronic (web-based) format with the ability for Court employees to view and order awards. All costs associated with the creation, distribution, management, set-up, interface and delivery of all catalog/brochures shall be borne by the vendor. Die, cuts, molds, tools, hobs, templates, etc. produced by Contractor and used in the manufacture of awards will remain property of the Contractor. Contractor shall retain title to all products manufactured for Court until Contractor receives payment for such products.

2.4 Award Items Overview

- A. Once an order is placed by an employee on the website, the Court employee will receive by email a date, method of shipment and details of the order. The Court will be invoiced for each award ordered after the award is shipped.
- B. Vendor shall be responsible for providing all necessary components, subcontract costs and any other parts required and/or necessary in order to provide a complete and operational Employee Service Recognition Awards Program for the Court.
- C. There should be a recognizable increase in the value of items as the years of service increase. Contractor will have flexibility in suggesting the items to be offered for each service category. In evaluation of these items, consideration will be given to the quality, variety, workmanship and appearance of selection of choices for each service category. The Court requires the following tiers for years of service below as well as the dollar limits on value of the items associated with the tiers.

| Years of Service | Rate Limit |
|------------------|------------|
| 5 Years | \$35.00 |
| 10 Years | \$90.75 |
| 15 Years | \$102.83 |
| 20 Years | \$134.12 |
| 25 Years | \$209.43 |
| 30 Years | \$214.98 |
| 35 Years | \$245.28 |
| 40+ Years | \$268.33 |

2.5 Ordering & Delivery

Court employees should be able to view and order awards via a secure online web portal or application.

Delivery of gift (award) selection shall be in the name of the employee and the department/division in which that employee works

Items should be individually packaged per employee or, if grouped into a larger package, should be individually packaged and identifiable per employee within the larger package. No additional sorting or packaging should need to be done by Court Executive Office staff.

Additionally, the selected Vendor shall provide the option for the employee to ship the gift to their home address.

All employee recognition items should be delivered within three to five (3-5) business days.

Vendor agrees to replace any items shipped that are not received by the Court or awarded employee due to loss or misdirection of shipment. Vendor agrees to ship products within 3-business days of receipt of order.

A tracking number should be provided via email to the Court employee and Court Executive Office assigned contact for every award that is shipped.

- 2.6** Price is to include delivery of all equipment, gift destination, to the locations listed herein. Pricing for services is to include all supervision as needed, all parts, equipment and materials, start-up fees, labor mileage, and any other expenses needed to complete the services required. Court will reject shipments sent cash on delivery (C.O.D.) or freight collect.

Vendor shall not require a minimum dollar level spend per year and shall invoice for products after delivery with net 45 payment terms. No pre-payment of any orders shall be allowed. Vendor shall provide, at a minimum, an itemized invoice for each individual employee award shipment.

3.0 PAYMENT INFORMATION

- 3.1** The Contractor will submit an invoice or invoices for individual completed deliveries. The Court will issue payment upon acceptance of the completed deliverables by the Court's Project Manager.
- 3.2** Invoices should be submitted to the Court's Accounts Payable at accountspayable@alameda.courts.ca.gov.
- 3.3** The Court will process invoices within forty-five (45) days of receipt and approval by the Court's Project Manager. All invoices must reference the Contractor's purchase order number which will be provided by the Court.
- 3.4** Contractor must provide written notice to the Court of any excess charge and obtain the Court Project Manager's written approval prior to performing any additional service that would incur an excess charge.
- 3.5** Payment terms will be specified in the contract 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 payments for services. Payment by the State is normally made based upon completion of tasks as provided for the agreement between the Court and the selected Contractor.
- 3.6** If requested, the contracting agency will promptly correct any inaccuracy and resubmit an invoice. If the Court rejects any services or work product after payment is issued, the Court may exercise all contractual and other legal remedies, including:

- A. Setting off the overpayment against future invoices payable by the Court,
- B. Setting off the overpayment against any other amount payable for the benefit of the contractor pursuant to the agreement or otherwise, and
- C. Requiring the Contractor to refund the overpayment within thirty (30) days of the Court's request.

4.0 SUBMISSION OF PROPOSALS

- 4.1 The Court may conduct interviews with Prospective Bidders to clarify aspects set forth in their proposals or to assist in finalizing the ranking of top-ranked proposals. The interview process may require a demonstration. The interview may also require a demonstration of equivalence if a brand name is included in the specifications. The interviews may be conducted via Zoom or by phone. The Court will notify eligible Prospective Bidders regarding interview arrangements.
- 4.2 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.
- 4.3 The Prospective Bidder must submit its proposal in two separate emails, the Technical Proposal and the cost portion by the date and time listed on the coversheet of this RFP.
 - A. The proposals must be emailed to bidquestions@alameda.courts.ca.gov. The subject line of the email must include the RFP title and number.
 - B. The proposal must be signed by an authorized representative of the Prospective Bidder.
- 4.4 Late proposals will not be accepted.

5.0 QUESTIONS

- 5.1 Interested parties may submit a request for clarifications, modifications, or questions to the Court using the Question and Answer Form, provided in Attachment 10. Requests shall be submitted via email to bidquestions@alameda.courts.ca.gov no later than the date specified in the RFP timeline. Please indicate the RFP number and title in the subject line of the email. Contact with the Court shall be made only through the email address.

- 5.2 The Court will not accept telephone calls related to the RFP. All communications must be made with the Question and Answer Form.

6.0 PROPOSAL CONTENTS

- 6.1 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. Completed Attachment 12 Technical Proposal
- B. Response to Attachment 12 Technical Proposal Questionnaire
- C. Acceptance of the Terms and Conditions.
 - i. On Attachment 3, the Prospective Bidder must check the appropriate box and sign the form. If the Prospective Bidder 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 Prospective Bidder 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.
- D. Certifications, Attachments, and other requirements.
 - i. The Prospective Bidder must complete the General Certifications Form (Attachment 4) and submit the completed form with its proposal.
 - ii. The Prospective Bidder must complete the Darfur Contracting Act Certification (Attachment 9) 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 Prospective Bidder's (and any subcontractors') current business licenses, professional certifications, or other credentials.
- v. The Prospective Bidder must complete the Payee Data Record (Attachment 5) and submit with its bid.
- vi. The Prospective Bidder must complete the Reference Check Form (Attachment 11) and submit with its bid.

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

A. Completed Attachment 13 Cost Proposal Template

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.

7.0 OFFER PERIOD

A Prospective Bidder's proposal is an irrevocable offer for ninety (90) 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.

8.0 EVALUATION OF PROPOSALS

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

8.1 Evaluation Committee. The Court will conduct a comprehensive and impartial evaluation of proposals received in response to this RFP. All proposals received from Contractors will be reviewed and evaluated by a committee of qualified personnel ("Evaluation Committee"). The name, units, or experience of the individual members will not be made available to any Contractor.

8.2 Requests for Additional Information. The Court reserves the right to seek clarification or additional information from any Contractor throughout the solicitation process. The Court may require a contractor's representative to answer questions throughout the evaluation process with regard to the Contractor's proposal. Failure of a Contractor to demonstrate that the claims made in its proposal are in fact true may be sufficient cause for deeming a proposal non-responsive.

8.3 Evaluation Criteria. 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 <https://www.alameda.courts.ca.gov/general-information/contract-opportunities>

| CRITERION | MAXIMUM NUMBER OF POINTS |
|--|--------------------------|
| Response to Technical Proposal | 55 |
| Cost | 40 |
| Acceptance of the Terms and Conditions | 5 |
| DBVE Incentive Qualification | 5 |

Although some factors may be weighted more than others, all are considered necessary, and a proposal must be technically acceptable in each area to be eligible for award. With regard to cost, the Court reserves the right, in its sole discretion, to reject any proposal whose price is outside the competitive range.

9.0 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 Prospective Bidder 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 Prospective Bidder 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. **Prospective Bidders are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.**

10.0 DISABLED VETERAN BUSINESS ENTERPRISE INCENTIVE

Qualification for the DVBE incentive is not mandatory. Failure to qualify for the DVBE incentive will not render a proposal non-responsive.

Eligibility for an application of the DVBE incentive is governed by the Court's DVBE Rules and Procedures. Prospective Bidder will receive a DVBE incentive if, in the Court's sole determination, Prospective Bidder has met all applicable requirements. If Prospective Bidder receives the DVBE incentive, a number of points will be added to the score assigned to Prospective Bidder's proposal. The number of points that will be added is specified in Section 8.3 above.

To receive the DVBE incentive, at least 3% of the contract goods and/or services must be provided by a DVBE performing a commercially useful function. Or, for solicitations of non-IT goods and IT goods and services, Prospective Bidder may have an approved Business Utilization Plan ("BUP") on file with the California Department of General Services ("DGS").

If Prospective bidder wishes to seek the DVBE incentive:

1. Prospective Bidder must complete and submit with its proposal the Bidder Declaration (**Attachment 7**). Prospective Bidder must submit with the Bidder Declaration all materials required in the Bidder Declaration.
2. Prospective Bidder must submit with its proposal a DVBE Declaration (**Attachment 8**) completed and signed by each DVBE that will provide goods and/or services in connection with the contract. If Prospective Bidder is itself a DVBE, it must complete and sign the DVBE Declaration. If Prospective Bidder will use DVBE subcontractors, each DVBE subcontractor must complete and sign a DVBE Declaration. NOTE: The DVBE Declaration is not required is Prospective Bidder will qualify for the DVBE incentive using a BUP on file with DGS.

Failure to complete and submit these forms as required will result in Prospective Bidder not receiving the DVBE incentive. In addition, the Court may request additional written clarifying information. Failure to provide this information as requested will result in Prospective Bidder not receiving the DVBE incentive.

If Prospective Bidder receives the DVBE incentive: (i) Prospective Bidder will be Required to complete a post-contract DVBE certification if DVBE subcontractors are used; (ii) Prospective Bidder must use any DVBE subcontractor(s) identified in its proposal unless the Court approves in writing the substitution of another DVBE; and (iii) failure to meet the DVBE commitment set forth in its proposal will constitute a breach of contract.

FRAUDULENT MISREPRESENTATION IN CONNECTION WITH THE DVBE INCENTIVE IS A MISDEMEANOR AND IS PUNISHABLE BY

IMPRISONMENT OR FINE, AND VIOLATORS ARE LIABLE FOR CIVIL PENALTIES. SEE MVC 999.9.

11.0 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 Prospective Bidder 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 the proposal due date. Protests must be sent to the Court address listed below via certified mail including signature required upon delivery. Personal and hand delivery of Protests will not be accepted.

Superior Court of California, County of Alameda
Finance and Facilities Division
Attention: Protest Hearing Officer
RFP SC 1101.2025.1.CF
1225 Fallon Street, Room 210
Oakland, CA 94612

The deadline to submit an Award Protest is five (5) business days after the Court posts the Intent to Award. Protests must be sent to the Court address listed below via certified mail including signature required upon delivery. Personal and hand delivery of Award Protests will not be accepted.

Superior Court of California, County of Alameda
Finance and Facilities Division
Attention: Protest Hearing Officer
RFP SC 1101.2025.1.CF
1225 Fallon Street, Room 210
Oakland, CA 94612