

**SUPERIOR COURT OF ALAMEDA COUNTY
REQUEST FOR INFORMATION (RFI) - SERVICES**

RFI NO.: SC 010/011

Date Issued: October 1, 2010

From (Court Contact Info):

Superior Court of Alameda County
Department: Finance Bureau
Address: 1225 Fallon Street
City, State ZIP: Oakland, CA 94612

To:

Vendor: Multiple vendors

Address: _____

Contact: _____

Buyer: Linda Salcido
Phone: 510-891-6216 Fax: 510-891-6219

Phone: _____ Fax: _____

E-mail: bidquestions@alameda.courts.ca.gov

E-mail: _____

Acceptable Delivery Methods:

Mail or Express Delivery:

Hand Delivery:

Facsimile:

THIS IS NOT AN ORDER

Deadline For Submitting Information:

November 1, 2010 by 1:00pm (Pacific Standard Time)

Conference call:

Call in # 218-339-3600

October 18, 2010 at 10:00AM (Pacific Standard time)

Participant Code: 127146

This is not an invitation to bid, and is not binding on either the Superior Court or agency's responding to this RFI. Depending on funding this may or may not lead to a Request for Proposal (RFP). This posting will expire 30 days from the date of issuance. All information submitted will be reviewed and responses will be made available via phone or email format by Court authorized representatives. **The conference call is to address any questions or clarifications you may have. If you'd like to submit your questions beforehand you can direct them to the email address noted above. Please do not send questions or comments to Court staff as they will not be addressed.**

Description of Requested Service

The Court is interested in creating a list of qualified service provider(s) to perform maintenance or repair services on existing equipment on an as needed basis. Services/requests may also include the replacement of existing equipment if needed. Equipment in question includes, but is not limited to the following:

- ❖ Security camera systems, indoor and outdoor equipment, including monitors
- ❖ Install and service panic alarms/panic switches and buttons/transmitters
- ❖ Closed circuit tv equipment repairs

If you are interested in becoming prequalified in order to be placed on a list of service providers to the court for these types of services please provide a response to the following questions:

- 1) Do you provide Maintenance Agreements and/or Preventative Maintenance Agreements or service repairs on existing equipment that has been installed by other vendors?
- 2) What other/additional types of other services do you provide?
- 3) What types of products do you carry and/or supply?
- 4) What is the typical delivery time if new equipment is ordered? (please give examples)
- 5) Do you currently have contracts or maintenance agreements with government agencies?
If so, whom?
- 6) Can you provide a list of references that can be contacted? (minimum of 3 if available)
- 7) If specific certifications are required to perform services on the noted equipment what are they and do you have them? Is the requirements company wide or specific to each technician?
- 8) Do you have a local office located within Alameda County?

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- 9) Do you have a standard response time when calls are made?
 If so, what is it and is it negotiable?
- 10) What is your hourly rate for labor?

The Court locations requiring service include:

Wiley W. Manuel Courthouse, 661 Washington Street, Oakland, CA 94607
George E. McDonald Hall of Justice, 2233 Shoreline Drive, Alameda, CA 94501
Berkeley Courthouse, 2120 Martin Luther King Jr. Way, Berkeley, CA 94704
Hayward Hall of Justice, 24405 Amador Street, Hayward, CA 94544
Fremont Hall of Justice, 39439 Paseo Padre Pkwy., Fremont, CA 94538
Winton Building, 224 W. Winton, Hayward, CA 94544
Gale/Schenone Hall of Justice, 5672 Stoneridge Drive, Pleasanton, CA 94588
Administration Building, 1221 Oak Street, Oakland, CA 94612
Post Office Building, 201 13th Street, Oakland, CA 94612