

REQUEST FOR PROPOSALS

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

REGARDING:

*Audio-Video Systems and IT Equipment:
Installation, Maintenance and Repair Services
SC 1900.2019.9*

PROPOSALS DUE:

August 8, 2019 NO LATER THAN **3:00** P.M. PACIFIC DAYLIGHT TIME

RFP Title: *Audio-Video Systems and IT Equipment: Installation, Maintenance and Repair Services.*
RFP Number: *SC 1900.2019.9*

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1.0 BACKGROUND INFORMATION

- 1.1 The Superior Court of California, County of Alameda ‘Court’, is seeking qualified and experienced Contractors to provide installation, maintenance and repair services of the Court’s Audio-Video Systems and IT Equipment in nine (9) courthouse locations in Alameda County.
- 1.2 The Court utilizes audio video systems and IT equipment in courthouses, courtrooms, and shared conference spaces for the purposes of public, administrative, educational, and ceremonial functions. The equipment and space vary depending upon Court location. Each location within consists of integrated audio-video systems and controls. The Court is equipped with a multitude of IT equipment used in daily operations such as desktop printers, scanners, telecommunication devices and conference systems that require maintenance support and repair.

2.0 DESCRIPTION OF GOODS AND/OR SERVICES

- 2.1 The Court seeks to identify and award multiple Contractors to provide installation, maintenance and repair services of the Court’s audio-video systems and minor IT equipment. This RFP is the means for that person or entity to submit a proposal to provide their qualifications to the Court for selection as the Contractor.
- 2.2 The Court expects the selected person or entity submitting a proposal (“Prospective Bidder”) to perform activities and responsibilities associated with the solicitation for up to three (3) years, in accordance with the Option Terms outlined in section 2.3.
- 2.3 If a contract is awarded, Services are expected to be performed by the Contractor for a period of one (1) year from **September 1, 2019 to August 31, 2020 (“Initial Term”)** with the option to extend the Agreement for two consecutive one-year option terms under the same terms and conditions and compensation for each Option Term. Option terms to extend will be solely decided by the Court and at the Court’s discretion to offer and award Contractor(s) on an annual basis. The option terms are defined as: **First Option Term: September 1, 2020 to August 31, 2021** and **Second Option Term: September 1, 2021 to August 31, 2022.**
- 2.4 The Contractor is expected to provide the following services at each Court location including but not limited to installation, on-site maintenance and repair, replacement services of equipment and parts, remote telephonic support services, installation services, maintenance and support of desktop printers, scanners, image and telecommunication devices, onsite network and structured cabling services, small programming and system configuration, software upgrades and

patches, preventative maintenance, site visits and reporting services. The Contractor must also perform standard and Emergency Assistance Maintenance and Repair at all Court locations as needed in accordance with the work of the Agreement. The documentation for services will be detailed on the Contractor's invoice including date, time, staff name, work detail and the person authorizing the service.

2.5 Preventative Maintenance Services

2.5.1 The Contractor will coordinate and provide a planned and controlled program of systematic inspection, adjustment, and replacement of parts and equipment as needed, as well as performance testing and analysis of all installed and portable audio-video systems and minor IT equipment such as desktop printers, low volume scanners and telecommunication devices.

2.5.2 The Contractor shall provide the court with a report on all Preventative Maintenance visits, including equipment check-lists, recommended repair and replacement analysis, and recommended time intervals for equipment maintenance schedules

2.5.3 The Contractor shall provide the court with audio-video industry updates on new technologies and best practices for installed and portable equipment.

2.5.4 The Contractor shall provide software upgrades, patches and small programming as necessary or required for the audio visual system controllers and operating systems.

2.6 Maintenance Repair Services

2.6.1 The Contractor shall provide a toll free number to receive trouble and service request calls from Court personnel during standard business hours.

2.6.2 The Contractor shall coordinate and provide standard on-site maintenance and assessment of malfunctioning equipment within two (2) days of the request.

2.6.3 The Contractor shall coordinate and provide emergency assistance and assessment of malfunctioning equipment within four (4) standard business hours on the same day of the request, if such request is received before 12:00 PM Pacific Time.

2.6.4 The Contractor shall coordinate and provide service location maintenance and repair of malfunctioning equipment for all Court locations.

2.6.5 The Contractor will coordinate and oversee the factory repair equipment process on behalf of the Court.

2.6.6 If applicable the Contractor shall provide and install loaner equipment if repairs are to exceed forty-eight hours (48) and assistance in securing that equipment from a third-party vendor if necessary.

2.7 **Training and Consulting Services**

2.7.1 The Contractor will provide training of Court staff on an “as needed basis” determined by the Courts Project Manager for applicable installation of portable audio-visual equipment and systems in coordination with the Court’s Project Manager.

2.7.2 The Contractor will make all commercial efforts to provide immediate remote telephone consultation services for new equipment and technology assessment and solution inquiries.

2.7.3 The Contractor shall provide all resources necessary to meet the Court’s needs such as upgrade and replacement services which shall include design and system integration of the Court’s audio-video system.

2.7.4 The Contractor shall program, test, and configure new and existing equipment and ensure successful integration and operation.

2.8 **Installation Services**

The Contractor will perform installation of new and existing Court owned equipment, provide setup and programming configuration to the Court’s control system and cabling services in accordance with the performance set forth in this Agreement.

2.9 **Reporting Services**

The Contractor will provide a biannual service report of all Maintenance and Services Work completed, as set forth in this Agreement to the Project Manager in a report format suggested by the Prospective Bidder’s and approved by the Court Project Manager.

2.10 **Equipment and Replacement Parts**

The Contractor will replace equipment and parts as needed with a similar name brand or identical model. It is assumed the Contractor will provide the best available market pricing for all equipment and replacement parts. Equipment and parts must be in new condition. Pre-approval authorization is required by the Court Manager for all equipment and part replacement.

2.11 Contractor Requirements

The vendor shall have a minimum of five (5) years of proven experience in the installation and servicing of complex Audio-Video systems and maintenance support of IT equipment of similar size, complexity, and performance of the Court or other similar government entities.

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>July 25, 2019</i>
Deadline for questions	<i>July 31, 2019</i>
Questions and answers posted	<i>August 2, 2019</i>
Latest date and time proposal may be submitted	<i>August 8, 2019 at 3:00pm (PDT)</i>
Evaluation of Technical Proposals (<i>estimate only</i>)	<i>August 12 – 14, 2019</i>
Public opening of cost proposals (ECHOJ 5151 Gleason Drive A100, Dublin Ca 94568) and evaluation of cost Proposal.	<i>August 15, 2019 at 2:00pm (PDT)</i>
Notice of Intent to Award (<i>estimate only</i>)	<i>August 16, 2019</i>
Negotiations and execution of contract (<i>estimate only</i>)	<i>August 19 - 30, 2019</i>
Contract start date (<i>estimate only</i>)	<i>September 1, 2019</i>
Contract end date (<i>estimate only</i>)	<i>August 31, 2020</i>
First Option Term	<i>September 1, 2020 – August 31, 2021</i>
Second Option Term	<i>September 1, 2021 – August 31, 2022</i>

4.0 RFP ATTACHMENTS

The following attachments are included as part of this RFP:

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs (IT Goods and Services)	Separate Attachment. These rules govern this solicitation.
Attachment 2: Court General Terms and Conditions – IT Goods and Services	Separate Attachment. If selected, the person or entity submitting a proposal (the “Prospective Bidder”) must sign a Court Standard Form agreement containing these terms and conditions.
Attachment 3: Prospective Bidder’s Acceptance of Terms and Conditions	Separate Attachment. On this form, the Prospective Bidder must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions. Note: A material exception to a Minimum Term will render a proposal non-responsive.
Attachment 4: General Certifications Form	Separate Attachment. The Prospective Bidder must complete the General Certifications Form and submit the completed form with its proposal.
Attachment 5: Darfur Contracting Act Certification	Separate Attachment. The Prospective Bidder must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
Attachment 6: Payee Data Record Form	Separate Attachment. This form contains information the Court requires in order to process payments and must be submitted with the proposal.
Attachment 7: Iran Contracting Act Certification	Not Applicable for this solicitation. The Prospective Bidder must complete the Iran Contracting Act Certification if bid is over \$1,000,000.00
Attachment 8: Unruh and FEHA Certification	Not Applicable for this solicitation. The Prospective Bidder must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification only for bids over \$100,000.00
Attachment 9: Small Business Declaration	Separate Attachment. The Prospective Bidder must complete this form only if it wishes to claim the small business preference associated with this solicitation.
Attachment 10: Question and Answer Submission Form	Separate Attachment. Form must be submitted when Prospective Bidder has a question regarding the RFP. Answers will be posted onto the Court’s website.

Attachment 11: Bidder Declaration	Separate Attachment. Prospective Bidder claiming DVBE incentive.
Attachment 12: DVBE Declaration	Separate Attachment. Forms for Prospective Bidder claiming DVBE Declaration.
Attachment 13: RFP Checklist	Separate Attachment. Prospective Bidder’s checklist detailing required documents for this RFP.
Attachment 14: Contact Sheet	Separate Attachment. Prospective Bidder’s contact information.
Attachment 15: Reference Sheet	Separate Attachment. Prospective Bidder’s List of Reference.
Attachment 16: Cost Proposal Pricing Form	Separate Attachment. Prospective Bidder’s Cost Proposal required to fulfill the Cost Proposal of the RFP (Ref 8.2 section B).

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. All invoices must reference contract number and purchase order number.
- 5.2 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.
- 5.3 Any requests made outside of the contract scope of work will be considered a separate purchase order outside of the contract purchase order and will be processed on a separate purchase order.
- 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.
- 5.6 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 will be made based upon completion of tasks as provided for in the agreement between the Court and the selected Service Provider.

6.0 QUESTIONS

Interested parties may submit a request for clarifications, modifications, or questions to the Court using the Question and Answer Submission 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 (**SC 1900.2019.9**) and

title in the subject line of the email. Contact with the Court shall be made only through the email address. Answers will be posted on the Court's website www.alameda.courts.ca.gov.

7.0 SUBMISSIONS OF PROPOSALS

7.1 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.

7.2 The Prospective Bidder's must submit its proposal in two parts, the Technical Proposal and the Cost Proposal

- a. The Prospective Bidder's must submit **one (1) original copy** of the **Technical Proposal**. The original must be signed by an authorized representative of the Prospective Bidder's. 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 Prospective Bidder's must write the RFP title and number on the outside of the sealed envelope.
- b. The Prospective Bidder's must submit **one (1) original and (3) copies** of the **Cost Proposal**. The original must be signed by an authorized representative of the Prospective Bidder's. The original cost portion of the proposal (and the copies thereof) must be submitted to the Court in a single sealed envelope, separate from the non-cost portion. The Prospective Bidder's 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.

7.3 **Proposals must be delivered** by the date and time listed on the coversheet of this RFP to:

Superior Court of California, County of Alameda
Finance and Facilities Division
Attn: Procurement Unit,
RFP SC 1900.2019.9
1225 Fallon Street, Room 210
Oakland, CA 94612

7.4 Late proposals will not be accepted.

- 7.5 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.

8.0 PROPOSAL CONTENTS

8.1 **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. **Cover Letter:** That must be signed by an authorized representative of the Prospective Bidder's which should be no more than one (1) page, including the following information:
 - i. The Prospective Bidder's name, address, telephone, email and fax numbers, and federal tax identification number.
 - ii. Name, title, address, telephone number, and email address of the individual who will act as the Prospective Bidder's designated representative for purposes of this RFP.
 - iii. **Note** that if the Prospective Bidder is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.
- b. **Resume:** 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.
- c. **Reference:** Names, addresses, and telephone numbers of a minimum of three (3) client for whom the Prospective Bidder has conducted similar services. The Court may check references listed by the Prospective Bidder (**Attachment 15**).
- d. **Experience on similar assignments:** Provide a narrative detail on similar assignments performed outlined in the RFP section 2.0. Describe the task and the work performed, the technical systems used and the outcome of the assignment.
- e. **Acceptance of the Terms and Conditions.**
 - i. On **Attachment 3**, the Prospective Bidder's must check the appropriate box and sign the form. If the Prospective Bidder's 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's must also submit (a) a **red-lined** version of the Terms and Conditions that implements all proposed changes, and (b) a written explanation or rationale for each exception and/or proposed change.

f. **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 5**) and submit the completed certification with its proposal.
- iii. The Prospective Bidder must complete the Payee Data Record Form (**Attachment 6**) and submit the completed form with its proposal
- iv. The Prospective Bidder must complete the Contact sheet (**Attachment 14**) and submit the completed form with its proposal.
- v. The Prospective Bidder must submit with its proposal, for itself and each of its affiliates that make sales for delivery into California, a copy of either (i) a California seller's permit issued under Revenue and Taxation Code section 6066 et seq. or (ii) a certificate of registration issued under Revenue and Taxation Code section 6226.
- vi. 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.
- vii. Copies of the Prospective Bidder’s (and any subcontractors’) current business licenses, professional certifications, or other credentials.

8.2 **Cost Proposal.** The following information must be included in the cost proposal. The Prospective Bidder must submit pricing, reflecting the anticipated work to be performed and payment provisions that would be set forth in a subsequent contract, if awarded.

A. Installation, Maintenance and Repair Services.

- 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.”

B. Cost Proposal Pricing Form (Attachment 16).

- i. The Prospective Bidder is to provide a cost proposal which encompasses all pricing, including the applicable charges, costs, fees, labor, benefits, expenses, markups, overhead, and profits, necessary to provide the Court with the Work.

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.

9.0 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.

10.0 EVALUATION OF PROPOSALS

The cost proposals will be publicly opened at the date and time noted in Section 3.0 at the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents.

- i. Proposals that contain false or misleading statements may be rejected if, in the opinion of the Court, the information was intended to mislead the state regarding a requirement of the solicitation document.
- ii. If a proposal fails to meet a material solicitation document requirement, the proposal may be rejected. A deviation is material to the extent that a response is not in substantial accord with solicitation document requirements. Material deviations cannot be waived. Immaterial deviations may also cause a proposal to be rejected.
- iii. Cost sheets will be checked only if a proposal is determined to be otherwise qualified. All figures entered on the cost sheets must be clearly legible.
- iv. During the evaluation process, the Court may require a Prospective Bidder's representative to answer questions with regard to the Prospective Bidder’s proposal. Failure of a Prospective Bidder to respond and demonstrate in a timely manner that the claims made in its proposal are, in fact, true may be sufficient cause for deeming a proposal nonresponsive.
- v. A Prospective Bidder is eligible for a total of one hundred (100) points, with 3 extra points added for DVBE preference using the criteria set forth in the table below. An award will be made to the highest-scored proposal. Written proposals will be evaluated by the Court per the following selection criteria and weighting:

- vi. The Court will post the intent to award notice at the Court’s Website:
<http://www.alameda.courts.ca.gov/Pages.aspx/Contract-Opportunities>

CRITERION	MAXIMUM NUMBER OF POINTS
Cost (Ref 8.2 and Attachment 16)	50
Quality of work plan submitted (Ref 8.1)	40
Reference List (Attachment 15)	5
Acceptance of the Terms and Conditions (Attachment 3)	5
DVBE Incentive (Ref 13.0) *If applicable.	3

11.0 INTERVIEWS

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 in person or by phone. If conducted in person, interviews will likely be held at the Court’s offices. The Court will not reimburse Prospective Bidder for any costs incurred in traveling to or from the interview location. The Court will notify eligible Prospective Bidder regarding interview arrangements.

12.0 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’s 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’s 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

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

13.0 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 and application of the DVBE incentive is governed by the Court's DVBE Rules and Procedures. Prospective Bidder's will receive a DVBE incentive if, in the Court's sole determination, Prospective Bidder's has met all applicable requirements. If Prospective Bidder's 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 10.0 above. A DVBE incentive of 3 points is open to all DVBE (Disabled Veteran Business Enterprise) vendors participating in this solicitation. Vendor's applicable for the DVBE incentive, must complete **Attachment 11** (Bidders Declaration form) and **Attachment 12** (DVBE Declaration). Please submit the form along with your RFP for review.

14.0 SMALL BUSINESS PREFERENCE

Small business participation is not mandatory. Failure to qualify for the small business preference will not render a proposal non-responsive.

Eligibility for and application of the small business preference is governed by the Court's Small Business Preference Procedures for the Procurement of Information Technology Goods and Services. The Prospective Bidder's will receive a small business preference if, in the Court's sole determination, the Prospective Bidder's has met all applicable requirements. If the Prospective Bidder's receives the small business preference, the score assigned to its proposal will be increased by an amount equal to 5% of the points assigned to the highest scored proposal. If a DVBE incentive is also offered in connection with this solicitation, additional rules regarding the interaction between the small business preference and the DVBE incentive apply.

To receive the small business preference, the Prospective Bidder must be either (i) a Department of General Services ("DGS") certified small business or microbusiness performing a commercially useful function, or (ii) a DGS-certified small business nonprofit veteran service agency.

If the Prospective Bidder wishes to seek the small business preference, the Prospective Bidder must complete and submit with its proposal the Small Business Declaration (**Attachment 9**). The Prospective Bidder must submit with the Small Business Declaration all materials required in the Small Business Declaration.

Failure to complete and submit the Small Business Declaration as required will result in the Prospective Bidder's not receiving the small business preference. In addition, the Court may request additional written clarifying information. Failure to provide this information as requested will result in the Prospective Bidder's not receiving the small business preference.

If the Prospective Bidder receives the small business preference, (i) the Prospective Bidder will be required to complete a post-contract report; and (ii) failure to meet the small business commitment set forth in its proposal will constitute a breach of contract.

FRAUDULENT MISREPRETATION IN CONNECTION WITH THE SMALL BUSINESS PREFERNCE IS UNLAWFUL AND IS PUNISHABLE BY CIVIL PENALTIES. SEE GOVERNMENT CODE SECTION 14842.5.

15.0 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:

Superior Court of California, County of Alameda
Finance and Facilities Division
Attention: Procurement
RFP No. SC 1900.2019.9
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 should be sent to:

Superior Court of California, County of Alameda
Finance and Facilities Division
Attention: Procurement
RFP No. SC 1900.2019.9
1225 Fallon Street, Room 210
Oakland, CA 94612