

ATTACHMENT 11

Form for Vendor Question Submission

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
1	Who is the incumbent on this contract, and can you send a copy of the current contract?	N/A	The incumbent's information on the this contract may be requested through the Courts public access request email at PubAccessRequest@alameda.courts.ca.gov Charges may apply for public access request of information.
2	What was the term of the previous contract?	N/A	The current contract provider has an effective term date from 2022 with an expiration date of 2025.
3	Can you send the cost analysis of the previous contract deliberations.	N/A	A cost analysis of the previous contract deliberations may be provided through a public records request to PubAccessRequest@alameda.courts.ca.gov Charges may apply for public access request of information.
4	How often are the requests for printing/mailing for each batch? Daily? How many times a week?	2.1 Jury Summons and Notices Printing	Once Per month.
5	When there is less than 500 to print/mail out, can we charge a minimum cost per project to cover the setup costs? How is that handled currently?	2.1	There has never been a request for less than 500 prints to be mailed out.

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6	When mail quantity is less than 500 for the request, only first-class retail is feasible for postage, is that the current procedure? How is that handled?	2.1	There has never been a request for less than 500 prints to be mailed out.
7	Please elaborate on the due date of 2 business day of receipt of file transfer from the court? Let's say the request for file transfer is received on Monday at 5pm, can the due date be Thursday?	2.1 b	There is a two-days Turnaround. If a file is sent out on Monday at five, which never happens, the summons should be out by Wednesday. If there are problems, the office should be contacted immediately.
8	Since the postal permit account is held by USPS, we don't have access to the court's balance as it is not our account, so the USPS does not disclose this information. We can only have a report and postage usage for each request, is that sufficient.	2.3 d	We ask Contractors to manage this account with the USPS directly for the Court's, the Court and the Contractor will coordinate funding the account. Contractor will monitor the balance level and work directly with the Court to replenish the account balance. This is a pass-through cost the Court will fund.
9	Please elaborate more on the requirement to provide a secure site with online view and approve capabilities, production tracking, mailing reports, and message board. Is it currently in place with vendor? Is this requirement a must to get the contract?	2.6 a	Yes. A secure site must be available for Court to monitor online activity with approval capabilities, such as production tracking, mailing reports, and message boards capabilities for Court usage. This is currently in place with all previous vendor and current vendor provider.

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10	Is the toll-free number also a must to get the contract? And how often is this toll-free number used for inquiries? Or are inquiries done by email?	2.6 b	Information regarding the summons is done via email or the vendor's dashboard.
11	What file type will the Court provide to the vendor (e.g., data, PDF)?	Document: RFP SC 5621.2025.1.LM Jury Summons Printing Mailing and Postage Services Page-Section-Item: Page 6 – Section 2.0 DESCRIPTION OF SERVICES AND DELIVERABLES – Item 2.1 Jury Summons and Notices Printing - e. The Court will generate a jury summons and notices file using the vendors provided process and upload it to a secure FTP site maintained and managed by the Contractor.	The Contractor should have the ability to accept various commonly used standard data file types. The primary file the Court utilizes is in a SPF (Sender Policy Framework, Sources and Probes File, shadow protect full backup files) file format.
12	Is the Court currently paying estimated or actual USPS postage rates realized by the current vendor?	Document: Attachment 14 Cost Proposal Page-Section-Item: Template - PART 1: Printing, Mailing and Postage Cost – Postage Cost	The Court pays actual postage rates set by the USPS, rates will vary annually, the Contractor will monitor the account on behalf of the Court and coordinate with the Court to replenish fund balance. The vendor will provide actual postage spending activity against mailing activity and manage refill efforts with the Court. This is a pass-through cost with the Contractor and the Court will fund.

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13	How should potential vendors estimate USPS postage rates for the next 5 years?	Document: Attachment 14 Cost Proposal Page-Section-Item: Template - PART 1: Printing, Mailing and Postage Cost – Postage Cost	This should be treated as a pass-through cost under the contract. Rates should be based on the Court’s estimated mailing of 425K notices annually by the average postage rate (considering annual increases) for each year of contract. The Contractor will manage a postage account on behalf of the Court and monitor spending and balance. When balances near zero, the Contractor will coordinate with the Court on refill and replenishing efforts.
14	Will the Court accept pass through postage?	Document: Attachment 14 Cost Proposal Page-Section-Item: Template - PART 1: Printing, Mailing and Postage Cost – Postage Cost	Yes, this is how the service for postage is allocated in our current and previous contracts. Postage are passthrough cost with our contractor that is funded, refilled and replenished on a quarterly basis or when the balance near zero. The contractor will monitor the Court’s postage usage and balances and when needed coordinate replenishing efforts, through a passthrough cost (refill invoice issued to the Court).
15	Are there any production or service issues that led you to go out to bid for these services and/or any areas in which the Court would like to improve on the current level of service?	Document: RFP SC 5621.2025.1.LM Jury Summons Printing Mailing and Postage Services Page-Section-Item: Page 6 – Section 1.0 BACKGROUND INFORMATION – Item 1.1	Yes, communications regarding delays, summons errors, not sending out summons at scheduled dates.

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16	How often are notices sent out?		Once per month.
17	How often are requests sent to the vendor?		Once per month.
18	What is the frequency (daily, weekly, biweekly, etc.)?		Once per month.
19	Does there need to be an available website to access orders?		Yes.
20	With a Contract start date of October 1st, will the first job be given to us that day? If not, when is the estimated project start date?		Between the 1 st and the 3 rd of the month.
21	Will the 2-day turnaround apply to the first mailing?		We would hope so.
22	How long has the current provider been a provider of these services for the Court? Has the Court had other providers?	N/A	Our current provider has provided services since 2022. The Court has had previous providers from Staples, Xerox, Avenu, Conduent and Multi Business Systems.
23	How can we get information on the current charges for these services? Will there be a charge to obtain this information?	N/A	Requesting additional information related to current charges for services maybe requested through the Courts public request email at PubAccessRequest@alameda.courts.ca.gov Charges may be assessed for public access request of information.

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24	Since Cost is worth 50% of the Evaluation Criteria, will the Court provide current pricing for these services?	Document: RFP SC 5621.2025.1.LM Jury Summons Printing Mailing and Postage Services Page-Section-Item: Page 16 – Section 9.0 EVALUATION OF PROPOSALS – Item 9.3 Evaluation Criteria	The current pricing of services will not be provided under this RFP. Potential bidders may request this information through the Courts public access request email at PubAccessRequest@alameda.courts.ca.gov Charges may apply for public access request of information.