

REQUEST FOR INFORMATION

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

REGARDING:

Rubber Stamp and Engraving Services
RFI SC 1801.2023.1

RESPONSES DUE:

March 30, 2023 NO LATER THAN 2:00 P.M. PACIFIC TIME

1.0 BACKGROUND INFORMATION

- 1.1 The Superior Court of California, County of Alameda, hereinafter “Court”, is seeking information from highly qualified Vendors with expertise in providing rubber stamps and engraving services for the Court’s nine locations.
- 1.2 In Fiscal Year 2021-2022, the Court’s expenditure for rubber stamps and engraving services was approximately \$18,000. The stamps and engraving services included electronic stamps, ergonomically held stamps, date stamps, signature stamps, endorsed/filed stamps, case stamps, seal stamps, line stamps, filed stamps, received stamps, certification stamps, custom self-inking stamps, engraved name plates for desk and doors, repairing stamp handles and re-banding. Samples of selected stamps are shown in **Attachment 1**.

2.0 OPPORTUNITY

Vendors are invited to respond with information to assist the Court in forming high-level surveying of available services to pair with the Court’s needs in searching for a rubber stamps and engraving services Vendor.

The primary objective of this RFI is to gather information from rubber stamp and engraving services Vendors about the ability and availability of services to be provided to the Court.

It is the intention of the Court to issue a Request for Proposal for the rubber stamp and engraving services in the near future.

3.0 DESCRIPTION OF SERVICES

- 3.1 The Court is requesting responses from highly qualified Vendors with expertise in providing services involving standard and custom stamps and engraving that meet the following specifications.

A. Delivery Locations

The Vendor can provide stamps and engraving services and delivery of the completed jobs to the following Court locations:

Court Location	Address
Alameda County Administration Building (Admin Building)	1221 Oak Street, 3 rd & 4 th Floors Oakland, CA 94612
Berkeley Courthouse (BCH)	2120 Martin Luther King Jr. Way Berkeley, CA 94704

East County Hall of Justice (ECHOJ)	5151 Gleason Drive Dublin, CA 94568
Fremont Hall of Justice (FHJ)	39439 Paseo Padre Parkway Fremont, CA 94538
George E. McDonald Hall of Justice (GEM)	2233 Shoreline Drive Alameda, CA 94501
Hayward Hall of Justice (HHJ)	24405 Amador Street Hayward, CA 94544
Juvenile Justice Center (JJC)	2500 Fairmont Drive, Suite C3013 San Leandro, CA 94578
Rene C. Davidson Courthouse (RCD)	1225 Fallon Street Oakland, CA 94612
Wiley W. Manuel Courthouse (WWM)	661 Washington Street Oakland, CA 94607

B. Job Quotation

The Court will request a quote prior to ordering a specific job. The Vendor must provide quotes that include the contracted pricing and any shipping, if applicable, along with an estimated date and time of completion and delivery from the date the order is placed.

C. Quantities

Vendor can supply stamps and engraving services on an “as needed” basis as ordered by the Court. The Court will not be obligated to any minimum or maximum quantities.

D. Stamp and Engraving Jobs

Vendor can accommodate the Court providing signature samples or 3-to-4-line message samples to be banded or engraved. Samples would be provided to the Vendor via email. Stamp jobs may be made in black and white or colored ink, when specified.

Vendor can provide a proof sample of the requested job when requested by the Court.

E. Re-banding and Repairing Jobs

Vendor can accommodate jobs that include the following but are not limited to:

- Repairing damaged handles
- Remove old names and replace with new names
- Update years on dated wheel stamps
- Repair mechanical damages

Vendor can provide a proof sample of the requested job when requested by the Court.

F. Job Specifications

Vendor can accommodate the following specified information at the ordering of custom requests.

- i. Custom message imprint stamps may include but not limited to the following:
 - 3 to 4 lines message per stamp
 - Colored ink
- ii. Signature stamps
 - Court would provide sample signatures

G. Job Request Workflow

Vendors with an electronic job request and approval system is preferred. Court staff would be responsible for submitting job requests to the Court's Procurement Unit. Upon approval by Procurement, a purchase order will be issued. Court staff should have access to submit a job request order electronically via the Vendor's site and the job request will be sent to the Vendor electronically.

H. Output

Vendor shall label all packages, boxes, and cartons as to the contents. Output delivery will be specified at time of order.

I. Errors

Errors in printing, where the Vendor is at fault, will be returned and replaced at the Vendor's cost.

J. Delivery Timeline

Vendor shall be able to deliver custom jobs in no more than 10 business days from the date of request and non-custom jobs in no more than 5 business days from the date of request. Vendor must take into consideration the Court's business days and hours of Monday through Friday from 8:00 a.m. to 5:00 p.m. excluding Court holidays.

Occasions may arise where orders require expedited shipping of stamps.

K. Customer Service

Vendor's customer service process shall ensure that all customer service issues are addressed in a consistent manner, including problem escalation and resolution. The customer service process includes but is not limited to:

- Customer service organization structure
- Contact process (phone, email, etc.)
- Follow up process
- Process to handle back order or out-of-stock stamps or pads
- Escalation process to resolve outstanding customer service issues

L. Pricing

Vendor shall be able to price each job to include pick up, delivery, artwork, negatives, raw materials, production costs, freight, and other relevant charges.

M. Invoicing

Vendor must be able to submit individual invoices for each stamp and engraving job with the approval purchase order number identified.

N. Cost

The cost for jobs will include all materials including the provision of proofs, corrections, follow up proofs and any other setup.

O. Copyright

All copyrights of material remain with the Court.

P. Confidentiality

All information that has been transmitted to the Vendor, under any contract resulting from a Request for Proposal, by the Court or any person or entity on the Court's behalf, shall be kept confidential by the Contractor.

4.0 SUBMISSION INFORMATION

Complete **Attachment 2**, Response Template and return to bidquestions@alameda.courts.ca.gov no later than March 30, 2023 at 2:00 p.m. Pacific Time.

5.0 INFORMATION EXCHANGE

After the Court have reviewed Vendor's response, Vendors may be contacted and invited to participate in an information exchange with Court staff. The objective of the information exchange is to gain further understanding of the Vendor's response. The information exchange can be in the form of a phone conversation/conference call or zoom meeting. Please note, the Court will not reimburse Vendors for any expenses incurred due to your participation in any information exchange activities.

6.0 DISCLAIMER

This RFI is issued to gather information and is intended for planning purposes only. This RFI does not constitute a solicitation. A response to this RFI is not an offer and cannot be accepted by the Court to form a binding contract. The Court shall have no obligation to, and will not, reimburse Vendors for any expenses associated with responding to this RFI. Responses to this RFI will not be returned. The Court shall have no obligation to respond to in any manner to a submission.

Note: Nothing in this section limits the Court's ability to use an RFI. An RFI is used to gather information about goods or services available in the marketplace, what goods or services generally cost, or similar topics. An RFI is not used to separate those Prospective Bidders that intend to participate in an upcoming solicitation from those that have no interest in participating.