

REQUEST FOR PROPOSALS

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

REGARDING:

Learning Management System
SC 1103.2025.1.ZX

PROPOSALS DUE:

OCTOBER 21, 2025 NO LATER THAN 2:00 P.M. PACIFIC TIME

KEY INFORMATION SUMMARY SHEET

Request for Proposal	IT – Superior Court of California, County of Alameda – Learning Management System
RFP Number:	SC 1103.2025.1.ZX
RFP Issue Date:	August 25, 2025
RFP Issuing Office:	Executive Office Projects and Programs (EOPP)
Procurement Contact:	Superior Court of California, County of Alameda Finance and Facilities Division Attention: Procurement – Eddie Sanchez RFP SC 1103.2025.1.ZX 1225 Fallon Street, Room 210 Oakland, CA 94612 bidquestions@alameda.courts.ca.gov
e-mail:	
Proposals are to be sent to:	bidquestions@alameda.courts.ca.gov
Timeline for this RFP	
Pre-Proposal Conference:	September 10, 2025 10:00AM PST (https://alameda-courts-ca-gov.zoomgov.com/j/1617471674?pwd=Qg0kBIMRPL1ILUNhtYfHaWhfulQd75.1)
Deadline for Questions:	September 19, 2025
Questions and Answers Posted (estimate only):	September 30, 2025
Proposal Due (Closing) Date and Time:	October 21, 2025 no later than 2:00 PM PST
Interview and Demonstration Dates (estimate only):	November 4, 2025 10:00AM-1:00PM PST November 10, 2025 10:00AM-1:00PM PST November 18, 2025 10:00AM-1:00PM PST November 19, 2025 10:00AM-1:00PM PST
Evaluation of Proposals (estimate only):	December 1, 2025 to December 10, 2025

Public Opening of Cost Portion of Proposals:	December 17, 2025 10:00AM PST (https://alameda-courts-ca.gov.zoomgov.com/j/1601873716?pwd=IXHi7rYb3aQ5DzKbvqwOoypINdRfx2.1)
Notice of Intent to Award <i>(estimate only):</i>	December 23, 2025
Negotiations and Execution of Contract <i>(estimate only):</i>	December 29, 2025 to February 28, 2026
Contract Duration:	March 1, 2026 to February 28, 2027 with four (4) one-year options to extend through February 28, 2030.
RFP Attachments	
Attachment 1: Administrative Rules Governing RFPs (IT Goods and 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: Small Business Declaration	The Prospective Bidder must complete this form only if it wishes to claim the small business preference associated with this solicitation.
Attachment 6: Payee Data Record Form	This form contains information the Court requires in order to process payments and must be submitted with the proposal.
Attachment 7: Unruh and FEHA Certification	The Prospective Bidder must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification.
Attachment 8: Bidder Declaration	The Contractor must complete this form only if it wishes to claim the disabled veteran business enterprise (DVBE) incentive associated with this solicitation.
Attachment 9: DVBE Declaration	Each DVBE that will provide goods and/or services in connection with the contract must complete this form. If Contractor is itself a DVBE, it must also complete and sign the DVBE Declaration.
Attachment 10: Darfur Contracting Act Certification	The Prospective Bidder must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
Attachment 11: Question and Answer Form	Prospective Bidder must use the attached form to submit any questions.
Attachment 12: Contact Sheet	Prospective Bidder must complete the contact information and submit with proposal.
Attachment 13: Reference Check Form	Prospective Bidder must complete the Reference Check Form information and submit with proposal.
Attachment 14: Technical Proposal Template	Prospective Bidder must submit their proposal using the Technical Proposal Template.

Attachment 15: Cost Proposal Template	Prospective Bidder must propose the cost using the Cost Proposal Template.
Attachment 16: Checklist	RFP Checklist, is a reference checklist that lists the required documents and attachments to complete and submit for both the Technical Proposal and Cost Proposal.
Attachment 17: Interview and Demonstration	Prospective Bidder will refer to this document for questions pertaining to the required Interview and Demonstration component of this RFP.
Attachment 18: Minimum Requirements Checklist	Prospective Bidder must complete the Minimum Requirements Checklist and submit with proposal.

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1.0 BACKGROUND INFORMATION

The Superior Court of California, County of Alameda (hereinafter referred to as the “Court”) is one of 58 trial courts of general jurisdiction in California with approximately 73 Judges and 10 Commissioners. The Court employs approximately 670 people in more than 90 different job classifications to perform a wide range of non-judicial functions.

The Court’s current database size is about 100 MB which includes production and pilot site. We currently have 200 courses available in our LMS. These courses have been developed in-house or purchased and uploaded into the LMS. 95% of our existing content will need to be uploaded into the new LMS and the Contractor will be able to work with the existing training content.

2.0 DESCRIPTION OF GOODS AND/OR SERVICES

The Court seeks the services of a qualified entity who will be able to provide an efficient Learning Management System (LMS) which will enable the Court to provide training opportunities and improve the knowledge, skills and abilities of Court employees. The selected Contractor will have access to the Court’s existing training materials and courses.

The Court is requesting proposals for Software-as-a-Service (SaaS) cloud-based Learning Management System (LMS) to support mandatory training compliance, professional development, leadership training, and onboarding for all court staff, managers and judicial officers (commissioners).

The primary goals for implementing an LMS include:

- Supporting a centralized training platform that improves access, consistency and accountability.
- Ensuring court staff meet annual compliance training requirements.
- Providing opportunities for growth, leadership development, and retention through career path training.
- Enabling data-driven decisions through robust reporting and analytics.

Services should be available to staff 24 hours a day, 7 days per week and should be consistent in meeting **all** the Minimum Requirements set forth herein.

2.1 Subcontractors. Contractor will not use subcontractors unless the Court has specifically approved the use of subcontractors in writing.

2.2 Minimum Requirements of LMS (Attachment 18)

A. Accessibility & Core Functionality

- i. **Enrollment Management.** LMS must support automated, manual, and self-registration features. Integration options should include Human Resource Information System (HRIS) live feeds, file transfer, manual uploads, and self-enrollment (with approval) workflows. The system must support policy/rule-based enrollment and ability to automatically assign programs to individual learners.
- ii. **Assigned Training.** Ability to assign training by organization, individual, job title/classification, division/unit, group (i.e. manager, new hire, etc.).
- iii. **Individual Learning Plans.** Ability to create, assign and manage learning plans to include specified sequences of courses or curriculum.
- iv. **User Friendly and Single Sign On.** Must offer an intuitive and user-friendly interface. System access must be compatible with the Court's internal sign-in credentials via Single Sign-On (SSO).
- v. **Accessibility Compliance.** The LMS must be fully **ADA compliant**, supporting screen readers and other assistive technologies, and aligned with **WCAG 2.1 Level AA** standards. Vendors can provide a current **Voluntary Product Accessibility Template (VPAT)**.
- vi. **Technical Support.** Provide technical support for learners, instructors and LMS administrators. Support options may include live help, demonstrations, tutorials, searchable knowledgebase, documentation, etc.
- vii. **Automated Notifications.** Ability to configure specific rule-based notifications for enrollment, reminders, course due dates/past due dates, completions and certifications.
- viii. **System Reliability.** The LMS is reliable with a solid uptime record and business continuity measures.
- ix. **Mobile Compatibility.** Must be responsive and accessible on various mobile devices, regardless of operating system (OS-agnostic).
- x. **Extendable and Interoperable.** Support for third-party tool integrations, APIs, Services Oriented Architecture (SOA) and web services.

B. Learning and Content Development

- i. **Course-Creation & Scheduling.** Ability to create instructor-led courses and curriculum and deliver synchronous and asynchronous, in-person, virtual, hybrid, and self-paced eLearning. Functionality must include the ability to register, schedule and reschedule courses. It must also include integration with Outlook or other calendar/email platforms for training notifications and scheduling.
- ii. **Competency-Based Learning.** Courses can be assigned as competencies, which can be tracked for completion and compliance.
- iii. **eLearning.** Ability to support industry standards such as SCORM, xAPI, and AICC. Learners must be able to resume eLearning from the last completion point (bookmarking).
- iv. **Progress Tracking & Manager Visibility.** Users can track their progress through courses and programs. Progress can also be tracked by managers, instructors, etc. Must have ability to send notifications to the users for the courses nearing due date.
- v. **Assessments.** Ability to create a variety of assessment types such as multiple choice, matching, fill-in-the-blank, essays and surveys.
- vi. **Gamification.** Allow learners to set goals and compare status with other users and collect points and badges. We want to use gamification in e-learning as a way to track and reward staff for achieving goals. We would like to offer badges and have some trainings use leader boards to compare completion status. We are looking for a fun way to motivate staff.
- vii. **Certifications & Credits.** Courses must be able to support prerequisites/post requirements and course completions must be capable of awarding certificates and tracking training/credit hours. For example, we have a pre-supervisory program and individuals who attend all 5 classes will be certified as having the foundational knowledge of the roles and responsibilities of a supervisor. They receive a physical paper certificate through the system, but when applying for jobs within the court, managers are able to view their transcripts to see that they have completed the certification process. This could show up as a badge or in another form.
- viii. **Completion Tracking.** System must track learner progress across various learning objects, including PDFs, videos, eLearning modules, and end-of-course evaluations.

- ix. **Reporting & Data Analysis.** Administrators, instructors, and managers will need easy access to reporting and analytics tools to determine various training data in multiple formats including dashboards, graphs, and export options (Excel, PDF, etc.). The system should provide pre-built automated report features (e.g., completion rates, overdue training, course effectiveness, learner feedback, etc.), with the ability to generate custom ad hoc reports.
- x. **Video Integration.** Ability to embed video into courses from either a built-in streaming service or a third-party streaming service (e.g., YouTube or Vimeo).
- xi. **Site Customization.** Ability to customize site branding, dashboards, and page layouts to reflect the Court's visual identity and user needs.

C. LMS Administration

- i. **Create User Roles.** Ability to define and assign standard and custom user roles with tailored permissions for administrative functions.
- ii. **Data Import/Export.** Ability to import/export data such as from/to LMS and between different learning management systems as well as course completion data between LMS and the Court's HRIS.
- iii. **LMS Administrator Training and Support.** Provide comprehensive onboarding and ongoing training and support for the LMS Administrator. Trainings can be either in-person or virtual.
- iv. **Implementation & Configuration.** Provide detailed plan for installation, configuration, and admin training for the LMS. Provide support for initial setup and configuration. The estimated go-live date is June 30, 2026.

Note: The Court's SME will work with the vendor on configuring the system.

D. Data Security

- i. **Authentication.** Provide adequate security to access the service. All administrative access to the LMS shall require a login ID and password, if appropriate. This product should support Azure AD integration and be LDAP compliant. The solution should also support multiple other authentication services for account and password purposes. The LMS is required to support SSL encryption of all data traffic to and from the LMS.

- ii. **Browser Dependencies.** Describe any third-party software dependencies (browser, plugins, or apps) and whether these applications can be updated as soon as security vulnerabilities are detected.
- iii. **Data Exposure.** Records only learning data (names, emails, course completion data, etc.) and does not expose employees or courts confidential data.
- iv. **Security Updates.** Contractor must agree that timely patching of security vulnerabilities for any external applications for which their product is dependent upon will not result in an outage of the LMS service.

2.3 Maintenance and Support Services

A. Maintenance

- i. Contractor will provide a service or support needed for LMS to be available for court system administrators for standard M&S hours considered to be 7:00 a.m. to 7:00 p.m. Pacific Time on the Court's business day.
- ii. Providing software patches and version updates as they become available, so that the work operates under new versions or releases of the Court's operating system or database platforms.
- iii. Having its customer support department responsible for the on-going support and maintenance of the LMS once deployment begins.
- iv. Contractor shall promptly provide the Court with all LMS upgrades, such as: (i) All upgrades generally made available by contractor to its other customers; and (ii) Upgrades as necessary so that the work complies with the specifications, without limiting any other obligations of Contractor under this Agreement, Contractor represents and warrants that it will maintain services, equipment's, software or any other part of the work so that they operate in accordance with their Specifications and Documentation.

- 2.4 **Customer Service.** Contractor will provide a customer service team that is dedicated to the Court. Contractor's customer service team must have the capabilities to (i) track each customer service contact with the Court, (ii) track resolution of each contact, and (iii) initiate an escalation process to resolve outstanding customer service issues.

2.5 Project Manager. Contractor shall assign a Project Manager dedicated to the Court (“Project Manager”). The Project Manager will have the power and authority to make management decisions relating to Contractor’s obligations under the Agreement. The Project Manager will serve as the Court’s primary point of contact and will work closely with the Court’s assigned project manager. The Project Manager will not to be removed from the project without the Court’s written approval. In the case of death, illness, retirement, disability, resignation or termination of the Project Manager, the replacement Project Manager shall be subject to the reasonable approval of the Court prior to the commencement of work under the Agreement. The duties of the Project Manager shall include, but are not limited to:

- A.** Responsible for all services, and workmanship attributable to the Contractor.
- B.** Responsible for managing the end-result, including day-to-day project management for the implementation of LMS, including any development, integration, installation, and testing activities provided and agreed upon by the Court and Contractor.
- C.** Responsible for identifying and coordinating the installation specifics through the Court’s assigned project manager through a detailed deployment planning discussion, involving all related parties, prior to installation and deployment.
- D.** Ensure that application software is provided in accordance with the deployment requirements developed and agreed upon by the Court and Contractor.
- E.** Provide regular status reports to the Court indicating the status of project tasks as applicable and participate in periodic meetings as deemed necessary.
- F.** Proactively anticipate project deviations and take immediate corrective action.
- G.** Proactively assist with resolution of issues with any aspect of project plan deliverables.
- H.** Act as a single point of contact for all development, design, and maintenance of project deliverables.
- I.** Work together with the Court, as needed, to effectively integrate the LMS with the Court provided platform and network architecture, if applicable.
- J.** Provide written acceptance, if requested, upon notifications from the Court that system is ready for delivery and installation.
- K.** Verify that the Court has provided all installation requirements, prior to installation of LMS.

- L. The Court will contact Contractor's customer service support directly to report any problems. The Project Manager will work with the Court as required to resolve any reported problems.

2.6 Project Plan. If requested by the Court, the Contractor will create and develop an overall Project Plan to be approved by the Court. The Project Plan will include a Specifications Requirements document, if applicable. The Project Plan document will include, but not be limited to:

- Management of resource requirements;
- Direction of project tasks and milestones; and,
- Interaction between Contractor Project Team and Court Project Manager.

The requested Project Plan will be provided to the Court no later than ten (10) business days from the execution of the Agreement. The Court shall have five (5) business days to review the Project Plan document and provide a written counterproposal to any items that are not to the Court's satisfaction. Contractor shall provide an updated Project Plan document within three (3) business days of receiving the Court's written response.

2.7 Program Technical Lead. Contractor will assign a Program Technical Lead. The Program Technical Lead responsibilities will include, but not be limited to:

- A. Commence the project after both Contractor and Court have signed and/or received appropriate procurement documentation.
- B. Provide the Court with a detailed Specifications Requirements document developed by both the Court and Contractor, as may be requested by the Court.
- C. Specifications Requirements, if requested by the Court, shall be consistent in scope and specificity with this RFP. Contractor and Court shall work together in good faith to identify and resolve any out of scope condition, should it arise.
- D. Any change requested by the Court after the Specifications Requirements have been agreed to by both the Contractor and the Court, shall be considered a change in scope.
- E. If requested by the Court, provide the Specifications Requirements document to the Court no later than twenty (20) business days from the completed procurement documentation. The Court shall have ten (10) business days to review the Specifications Requirements document and provide a written counterproposal to any items that are not to the Court's satisfaction. Contractor shall provide an updated Specifications Requirements document within five (5) business days of receiving the Court's written response.

- F.** If requested by the Court, provide ongoing assistance during the development of the Specifications Requirements document to ensure that both Contractor and Court fully understand and agree to the requirements stated herein.
- G.** Work with the Court as needed to facilitate mutual execution of the Specifications Requirements document, if such documentation is requested by the Court. Neither party will unreasonably withhold approval.
- H.** Provide software and associated application server objects, if any and as needed, in order for the LMS to run effectively and efficiently.
- I.** Provide a demonstration of LMS and services.
- J.** Provide the LMS available to the Court for acceptance testing, if requested.

2.8 Service Level Requirements

A. Service Level Definitions:

- i. “Level 1 support” means qualifying and logging all technical support incidents, answering technical inquiries via telephone support and email regarding the work and performing limited diagnostic services.
- ii. “Level 2 support” means, with the use of technical support specialists:
 - a. Performing defect isolation, defect replication and interoperability testing;
 - b. Performing remote diagnostic services and on-site troubleshooting, if required;
 - c. Identifying the source of defects;
 - d. Developing a reproducible test case for any defect and documenting the details of such defect for escalation to level 3 support; and
 - e. Developing and implementing workarounds where reasonably possible.
- iii. “Level 3 support” means, with the use of backup engineering and technical support staff, isolating defects and developing defect corrections including, without limitation, upgrades.
- iv. “Reporting Date” means the date that the court reports the defect as issue.

- v. “Resolution period” means the period of the time elapsed from contractor’s receipt of a report of a defect until the time such defect is resolved, and normal production functionality has been achieved, excluding any time of the court to perform acceptance testing on the applicable defect correction.
- vi. “Severity Level” means the actual impact of a defect on a user’s operational environment as further described in the table below.
- vii. “Standard M&S Hours” is considered to be 7:00 a.m. to 7:00 p.m. Pacific Time on the Court’s business days.
- viii. “Technical Support Incident” means a single, indivisible problem reported or technical inquiry made regarding the Deliverable, Services, Licensed Software or any other part of the work, including without limitation user questions or defect reports. A Technical Support Incident is only closed when mutually agreed by the parties.

B. Services. Contractor shall agree to provide the maintenance, support services and service levels as set forth in this section for all the work provided under the Agreement.

C. LMS Availability. Contractor shall ensure that LMS is fully available for users 24/7 and functioning not less than 95% of the day.

D. Normal Service Calls. For Service Calls placed during the hours of 7:00 a.m. to 7:00 p.m., Monday through Friday, Contractor shall provide a one (1) hour maximum response time to any calls received from Court. The maximum response time shall be defined as from the time the Court contacts Contractor to the time the Court receives a call back from the Contractor to discuss regarding the service request.

E. Response Time. Contractor shall respond to the Court within four (4) hours after the Court reports a Technical Support Incident (such hours all occurring during standard M&S Hours) to Contractor or within the applicable Response Periods, whichever is shorter

F. Call Back Response Time. Contractor will complete all call backs within two (2) hours of initial contact by the Court.

G. Services and Monthly Support Case Report. Contractor shall (i) Provide the Court with Level 1 support, Level 2 support and Level 3 support, and (ii) Deliver to the Court Project Manager a monthly report summarizing Technical Support Incidents opened, continuing, or closed during the preceding calendar month. Without limiting the foregoing, contractor shall respond to and resolve all defects in accordance with the Severity Levels determined by the Court for each defect and the table set forth below.

Severity Level	Description	Resolution Hours	Response Period	Resolution Period
Severity Level 1	<p>A Severity Level 1 Defect exists if:</p> <p>(i) a critical component of a service, Deliverable, Licensed Software or other item of Work has stopped, or is so severely impacted that the Work or component cannot reasonably continue to operate, or the Court or user is prevented from using LMS and there is no Workaround available for the foregoing; or</p> <p>(ii) data is corrupted, or data integrity issues related to security or confidentiality leads to noncompliance with legal requirements or regulations.</p>	24 hours per day, 7 days per week	Immediate	1 hour
Severity Level 2	<p>A Severity Level 2 Defect exists if:</p> <p>(i) a critical component of a service, Deliverable, Licensed Software, or other item of Work is unavailable or will not work but a Workaround is available; or</p> <p>(ii) a noncritical component of a service, Deliverable, Licensed Software or other item of Work is unavailable or will not work and there is no Workaround.</p>	Standard M&S Hours	1 hour	2 hours
Severity Level 3	A Severity Level 3 Defect exists if the noncritical component result is not as expected but a Workaround for the item of Work is available and there is no significant impact to the end user.	Standard M&S Hours	2 hours	8 hours
Severity Level 4	All Defects other than Severity Level 1 Defects, Severity Level 2 Defects and Severity Level 3 Defects (e.g., minor or cosmetic Defects). Workarounds are available.	Standard M&S Hours	4 hours	1 business day

2.9 Reports. Contractor shall provide a monthly usage report as requested by the Court. Reports should have the details (e.g., enrollment and completion rates) and numbers of users accessed LMS during that month. Contractor shall discuss with the Court Project Manager to suggest or determine what other reports they can be able to provide as part of LMS.

2.10 Problem Escalation. Contractor will work with Court to develop a quantifiable, achievable service level agreement, prior to the implementation of LMS program. This service level agreement will act as a set of guidelines to ensure that service levels are consistently met or exceeded. When an issue, either potentially or realized, is identified, Contractors Branch Support team will work with the Court and partner to objectively identify all aspects of the issue, including:

- Root cause analysis – why did/will the issue occur?
- Is this a one-time or recurring issue?

- What impact does this issue have on customer operations?
- What potential solutions to this issue can be identified?
- How quickly can this issue be practically corrected?

2.11 Court Responsibilities. The Court's responsibilities include:

- A.** Assign a Court Project Manager to act as the single point of contact for Contractor.
- B.** Work with Contractor, as needed, to effectively integrate LMS service with the Court provided platform and network architecture.
- C.** Report any errors to Contractor's Project Manager during the testing phase, as mutually agreed upon by Contractor and the Court, upon commencement of testing activities.
- D.** Provide the Contractor with final approval that the LMS is ready for deployment following successful testing by completing a corresponding System Acceptance Certification ("SAC"), if requested by Contractor.
- E.** Implement/deploy new system changes/updates received from Contractor in a timely manner.
- F.** Ensure that all appropriate technical and user personnel are available should the Court and Contractor determine in good faith that a site visit is essential at the Court Location(s) in order to resolve development, testing, or user training issues.
- G.** Ensure that all appropriate technical personnel are available should the Court and Contractor determine in good faith that a site visit is essential at the Court Location(s) in order to deploy, integrate and set up the learning management system. Contractor shall perform final testing in the operational environment, with Court's assistance, to ensure functionality, quality, and efficient performance.
- H.** It is the Court's intention to proceed with service in a phased-in approach. The Contractor's Project Manager will work with the Court's project manager on an agreed upon schedule for phasing.

3.0 PAYMENT INFORMATION

- 3.1** After the Court has accepted Services and/or Work Product, Contractor will send one (1) original correct, itemized invoice for the accepted Services and/or Work Product.
- 3.2** Invoices for Learning Management System are to be submitted yearly for the services provided.

- 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** Invoices must be submitted to the Court's Accounts Payable department at accountspayable@alameda.courts.ca.gov, with a copy to the Project Manager's email.
- 3.5** Court will not pay or reimburse the Contractor, or their employees, for travel, or any other related, expenses that are required as part of the Scope of Work.
 - A.** The Court may not be able to provide parking for automobiles or a technician's vehicle. The Court does not validate or reimburse for parking expenses.
- 3.6** 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.
- 3.7** Contractor must provide written notice to the Court of the specific excess charge and obtain Court's consent prior to performing any additional service that would incur an excess charge.
- 3.8** Each yearly billing statement should contain the latest contact phone number to correct or update billing information.
- 3.9** 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.

4.0 PRE-PROPOSAL CONFERENCE

The Court will hold a pre-proposal conference on the date identified in the timeline above. The pre-proposal conference will be held at the Court's offices at

[<https://alameda-courts-ca-gov.zoomgov.com/j/1617471674?pwd=Qg0kBlMRPL1lLUNhtYfHaWhfulQd75.1>].

Attendance at the pre-proposal conference is optional. Prospective Bidders are strongly encouraged to attend.

5.0 SUBMISSIONS OF PROPOSALS

5.1 The Court will 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 will require a demonstration. The interview may also require a demonstration of equivalence if a brand name is included in the specifications. Please refer to **Attachment 17** for the interview and demonstration component of the RFP. The interviews will be conducted via Zoom. The Court will notify eligible Prospective Bidders regarding interview arrangements.

5.2 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.

5.3 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.

5.4 Late proposals will not be accepted.

6.0 QUESTIONS

6.1 Interested parties may submit a request for clarifications, modifications, or questions to the Court using the Question and Answer Form, provided in **Attachment 11**. 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.

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

7.0 PROPOSAL CONTENTS

The Prospective Bidder should refer to the RFP Checklist (**Attachment 16**) for a list of required documents and attachments to be included with your submission of the proposal contents below.

7.1 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 separate document of Prospective Bidder's proposed method to complete the work.

7.2

A. 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 (a) a red-lined version of the Terms and Conditions (**Attachment 2**) that implements all proposed changes, and (b) a written explanation or rationale for each exception and/or proposed change.

Note: A material exception to a Minimum Term may render a proposal non-responsive. The Court, in its sole discretion, will determine what constitutes a material exception.

B. 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 Small Business Declaration (**Attachment 5**), if applicable, and submit the completed form 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 Unruh Civil Rights Act and California Fair Employment and Housing Act Certification (**Attachment 7**) and submit the completed certification with its bid.
- v. The Prospective Bidder must complete the Bidder Declaration, DVBE Incentive (**Attachment 8**), if applicable, and submit the completed form with its proposal.
- vi. The Prospective Bidder must complete the DVBE Declaration (**Attachment 9**), if applicable, and submit the completed form with its proposal.
- vii. The Prospective Bidder must complete the Darfur Contracting Act Certification (**Attachment 10**) and submit the completed certification with its proposal.

- viii. The Prospective Bidder must complete the Contact Sheet (**Attachment 12**) and submit the completed form with its proposal.
- ix. The Prospective Bidder must complete the Reference Check Form (**Attachment 13**) and submit the completed form with its proposal. This includes names, addresses, and telephone numbers of a minimum of three (3) clients for whom the Prospective Bidder has conducted similar services. The Court may check references listed by the Prospective Bidder.
- x. The Prospective Bidder must provide a detailed response to each item in the technical proposal questionnaire (**Attachment 14**). Any incomplete technical proposal lacking a detailed response to any of the items may be deemed non-responsive.
- xi. The Prospective Bidder must complete the Minimum Requirements Checklist (**Attachment 18**) and submit the completed checklist with its proposal.

- xii. 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.
- xiii. Financial Stability. The Court reserves the right to request Prospective Bidder’s proof of financial stability. The Court may request this information at any time during the solicitation process.

7.3 Cost Proposal. The following information must be included in the cost proposal (**Attachment 15**). A proposal lacking any of the following information may be deemed non-responsive.

- A. Any tiered cost will be provided based on an estimate of 650 employees.
- B. Cost associated with initial setup and configuration must be included in detail.
- C. A description of the training associated with the training fees.
- D. A description of what is included in the cost for ongoing maintenance support.
- E. If applicable, detail the cost model for the mobile application and other options. Identify if the mobile application is an additional cost or included as part of the base solution.
- F. If applicable, describe storage capacity-related costs including storage management support.

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.

8.0 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.

9.0 EVALUATION OF PROPOSALS

Technical proposals will be evaluated and scored by an evaluation committee. The technical scores will be posted to the Court's website prior to the Public Opening of Cost Proposals. The Court may not make an award to a bidder with a technical score less than 28 points (70% of the available technical proposal points).

The cost portion of proposals will be publicly opened at the date and time noted in the RFP Timeline.

- 9.1 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.
- 9.2 Evaluation of Cost Proposals.** Cost proposals may be reviewed only if the technical proposal received a score of at least 28 points (70% of the available technical proposal points) and is deemed to be qualified. Where more than one-line item is specified in the solicitation, the Court reserves the right to determine the highest evaluated Contractor, either on the basis of individual items, combination of items as specified in the solicitations, or on the basis of all items included in the solicitation, unless otherwise expressly provided.
- 9.3 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.
- 9.4 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
Cost (Attachment 15)	30
Firm Experience (Attachment 13, Attachment 14)	2
Business Functionality and General Services (Attachment 14)	10
Support Services (Attachment 14)	10

CRITERION	MAXIMUM NUMBER OF POINTS
System Compatibility (Attachment 14)	10
Implementation (Section 7.1 B. xiv, Attachment 14)	8
Interview and Demonstration (Attachment 17)	25
Acceptance of Terms and Conditions, and Completion of Certifications, Attachments and Other Requirements (Attachment 3)	5
TOTAL POINTS (not including DVBE Incentive)	100
DVBE Incentive	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.

10.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

PROPOSALS ARE SUBJECT TO DISCLOSURE TO THIRD PARTIES AND MEMBERS OF THE PUBLIC PURSUANT TO APPLICABLE LAWS, INCLUDING PUBLIC DISCLOSURE PURSUANT TO RULE 10.500 OF THE CALIFORNIA RULES OF COURT. Except as required by law, 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 may be disclosed in response to applicable public records requests, or as otherwise required by law. Such disclosure may be made regardless of whether the proposal (or portions thereof) is marked “confidential,” “proprietary,” “copyright ©,” 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. Submission of any proposal pursuant to this RFP constitutes acknowledgment and consent by the Prospective Bidder to the potential public disclosure of its proposal content, as set forth in this Section 10. **Prospective Bidders are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.**

11.0 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 9.4 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 8**). 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 9**) 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 this solicitation is for IT goods and services, the application of the DVBE incentive may be affected by application of the small business preference. For additional information, see the Court's Small Business Preference Procedures for the Procurement of Information Technology Goods and Services.

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.

12.0 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 will receive a small business preference if, in the Court's sole determination, the Prospective Bidder has met all applicable requirements. If the Prospective Bidder 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 5**). 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 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 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 PREFERENCE IS UNLAWFUL AND IS PUNISHABLE BY CIVIL PENALTIES. SEE GOVERNMENT CODE SECTION 14842.5.

13.0 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 1103.2025.1.ZX
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 1103.2025.1.ZX
1225 Fallon Street, Room 210
Oakland, CA 94612