

REQUEST FOR PROPOSALS

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

REGARDING:

English Legal Transcription Services
SC 5821.2025.1.JG

PROPOSALS DUE:

OCTOBER 29, 2025, NO LATER THAN 2:00 P.M. PACIFIC TIME

KEY INFORMATION SUMMARY SHEET

Request for Proposal	Non-IT – Superior Court of California, County of Alameda – English Legal Transcription Services
RFP Number:	SC 5821.2025.1.JG
RFP Issue Date:	September 30, 2025
RFP Issuing Office:	Records Management
Procurement Contact:	Superior Court of California, County of Alameda Finance and Facilities Division Attention: Procurement – Eddie Sanchez RFP SC 5821.2025.1.JG 1225 Fallon Street, Room 210 Oakland, CA 94612
e-mail:	bidquestions@alameda.courts.ca.gov
Proposals are to be sent to:	bidquestions@alameda.courts.ca.gov
Timeline for this RFP	
Deadline for Questions:	October 8, 2025
Questions and Answers Posted <i>(estimate only)</i>:	October 17, 2025
Proposal Due (Closing) Date and Time:	October 29, 2025, no later than 2:00PM PT
Evaluation of Proposals <i>(estimate only)</i>:	November 4, 2025 through November 21, 2025
Notice of Intent to Award <i>(estimate only)</i>:	December 3, 2025
Negotiations and Execution of Contract <i>(estimate only)</i>:	December 4, 2025 through December 31, 2025
Contract Duration:	January 1, 2026 through December 31, 2026 with four (4) 1-year options to extend through December 31, 2030
RFP Attachments	
Attachment 1: Administrative Rules Governing RFPs (Non-IT 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: Darfur Contracting Act Certification	The Prospective Bidder must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
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 Prospective Bidder 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 Prospective Bidder is itself a DVBE, it must also complete and sign the DVBE Declaration.
Attachment 10: Question and Answer Form	Prospective Bidder must use the attached form to submit any questions.

Attachment 11: Contact Sheet	Prospective Bidder must complete the contact information and submit with proposal.
Attachment 12: Reference Check Form	Prospective Bidder must complete the Reference Check Form information and submit with proposal.
Attachment 13: Technical Proposal Template	Prospective Bidder must submit their proposal using the Technical Proposal Template.
Attachment 14: Cost Proposal Template	Prospective Bidder must propose the cost using the Cost Proposal Template.
Attachment 15: Checklist	RFP Checklist is a reference checklist that lists the required documents and attachments to complete and submit both the Technical Proposal and Cost Proposal.

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1.0 BACKGROUND INFORMATION

The Superior Court of California, County of Alameda (“Court”) is issuing this Request for Proposal to obtain a vendor for English legal transcription services. The Court currently operates eight courthouses within the County of Alameda:

- Rene C. Davidson Courthouse
- Wiley M. Manuel Courthouse
- Juvenile Justice Center
- Hayward Hall of Justice
- George E. McDonald Hall of Justice
- Berkeley Courthouse
- Fremont Hall of Justice
- East County Hall of Justice.

In the last two fiscal years, the Court had 17 transcriptions totaling 6,796 pages from July 2023 to June 2024, and 38 transcriptions totaling 10,167 pages from July 2024 to June 2025.

2.0 DESCRIPTION OF SERVICES AND DELIVERABLES

The Court seeks the services of an entity with expertise in English legal transcription services as described in this section.

- 2.1** Legal transcripts delivered to the specifications stated in Division 24 of Title 16 of the California Code of Regulations. Other legal transcripts will be delivered in a line-numbered Microsoft Word document, unless specified otherwise. The transcript must have a certified signature of the court reporter.
- 2.2** All court transcripts and certified transcripts may only be delivered in a noneditable PDF format or hardcopy. All other documents shall be delivered to the Court as a Microsoft Word file unless specified otherwise.
- 2.3** Delivery of transcripts via email must be done with password protection and encryption to ensure document integrity. Express mail delivery and additional hardcopy options should also be available, as needed.
- 2.4** Vendor must be able to transcribe oral proceedings captured on disc created from Liberty Recording software.
- 2.5** Vendor is required to provide the completed transcription within a maximum period of 3 weeks.
- 2.6** No price increases will be permitted during the first year of any Agreement resulting from this bid. Any decreases in pricing will automatically be extended to the Court.

3.0 PAYMENT INFORMATION

- 3.1** The Court will process invoices within forty-five (45) days of receipt and approval by Court's Project Manager.
- 3.2** All invoices must reference the Contractor's purchase order number which will be provided by the Court.
- 3.3** Contractor must provide itemized invoices to include the Court's case number, case name, date, total pages, rate, and total amount for each transcript.
- 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.
- 3.6** Any requests made outside of the contract scope of work will be considered a separate purchase order and will be processed in 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 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 Bidders 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 SUBMISSION OF PROPOSALS

- 4.1** 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 via Zoom or by phone. The Court will notify eligible Prospective Bidders regarding interview arrangements.

- 4.2** 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.
- 4.3** 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.
- 4.4** Late proposals will not be accepted.

5.0 QUESTIONS

- 5.1** Interested parties may submit a request for clarifications, modifications, or questions to the Court using the Question and Answer 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 and title in the subject line of the email. Contact with the Court shall be made only through the email address.
- 5.2** The Court will not accept telephone calls related to the RFP. All communications must be made with the Question and Answer Form.

6.0 PROPOSAL CONTENTS

The Prospective Bidder should refer to the RFP Checklist (**Attachment 15**) for a list of required documents and attachments to be included with your submission of the proposal contents below.

- 6.1 Technical Proposal.** The following information must be included as part of the technical proposal. A proposal lacking any of the following information may be deemed non-responsive.
- 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 (i) a red-lined version of the Terms and Conditions (**Attachment 2**) that implements all proposed changes, and (ii) a written explanation or rationale for each exception and/or proposed change.

Note: A material exception to a Minimum Term will 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 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 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 Contact Sheet (**Attachment 11**) and submit the completed form with its proposal.
- viii. The Prospective Bidder must complete the Reference Check Form (**Attachment 12**) by providing names, addresses, and telephone numbers of a minimum of three (3) clients for whom they have conducted similar services. The Court may check references listed by the Prospective Bidder.
- ix. The Prospective Bidder will provide a detailed response to each item in the Technical Proposal questionnaire (**Attachment 13**). Any incomplete technical proposal lacking a detailed response to any of the items may be deemed non-responsive.

- x. 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.
- xi. The Prospective Bidder (and any subcontractors) must provide copies of current business licenses, professional certifications, or other credentials.
- xii. 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.
- xiii. 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.

6.2 Cost Proposal. The following information must be included in the cost proposal (**Attachment 14**). A proposal lacking any of the following information may be deemed non-responsive.

- a. A detailed line item budget showing total cost of the proposed services.
- b. Transcription service costs should be per page.
- c. Detailed justification for any price increase in the proposed budget for the contract term.

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.

7.0 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.

8.0 EVALUATION OF PROPOSALS

At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents.

- 8.1 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.
- 8.2 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.
- 8.3 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
Technical Proposal (Attachment 13 Questions 1-4)	10
Quality of work plan submitted (Attachment 13 Question 5)	20
Experience on Similar Assignments (Attachment 12, Attachment 13 Question 6)	20
Cost Proposal (Attachment 14)	30
Credentials of staff to be assigned to the project (Section 6.1 b. xiii)	5
Acceptance of the Terms and Conditions and Completion of Certifications, Attachments and Other Requirements (Attachment 3, Section 6.1b)	5
Ability to meet timing requirements (Section 2.5, Attachment 14)	10
TOTAL POINTS (not including DVBE Incentive)	100
DVBE Incentive (Section 10.0 – Attachments 8 and 9)	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.

9.0 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 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 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 Bidders are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.**

10.0 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 8.3 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 if 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 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.

11.0 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 5821.2025.1.JG
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.

RFP Title: English Legal Transcription Services
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Finance and Facilities Division
Attention: Protest Hearing Officer
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