

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF VENTURA**

**REQUEST FOR PROPOSALS FOR
CONTACT CALL CENTER / IVR SYSTEM
RFP No. 1819-216**

Bid 1819-216

Contact Call Center / IVR System

Bid Number	1819 -216
Bid Title	Contact Call Center / IVR System http://www.ventura.courts.ca.gov/vendors.html
Bid Start Date	Mar 1, 2019 9:30 AM PDT Bid
Question & Answer	Mar 14, 2019 3:00:00 PM PDT
End Date	Mar 28, 2019 3:00:00 PM PDT
Bid Contact	Jill Barrios, Contract Administrator RFPCallCenter216@ventura.courts.ca.gov
Bid Submittal Address	Superior Court of California, County of Ventura Attention: Jill Barrios, Sr. Analyst Finance & Planning 800 S. Victoria Ave. Ventura, CA 93003
Contract Duration	5 years
Contract Renewal	5 annual renewals
Prices Good for	150 days
Standard Disclaimer	The Court is not responsible for and accepts no liability for any technical difficulties or failures that result from conducting business electronically. The Court shall have no obligation to any company including the successful bidder unless or until the Court and the successful bidder fully execute a final contract negotiated between the parties. Administrative Rules are available on the Court's website at: http://www.ventura.courts.ca.gov/vendors.html. All questions or requests for clarification must be submitted through Bid Contact email listed above.
Bid Comments	The Superior Court of California, County of Ventura (the "Court") is requesting proposals from qualified sources ("Bidders") for a Contact Call Center / IVR system ("IVR System"). The Court's preference is for the IVR System to be Cloud-based; however, this preference does not preclude any proposal for an on premise or combination of on premise and cloud-based solution. Should Bidders wish to propose an entirely on premise or combination of on premise and cloud-based solution, Bidder must identify all equipment, hardware, software, etc. required which is not included in the proposed solution. Bidders are instructed to ensure they have thoroughly reviewed all of the information provided in this RFP prior to submitting any question for Court response. Bidders are further instructed to ensure they complete and submit any and all forms, certifications, documents, etc. included in this RFP.
Cooperative Agreement	Any Agreement reached as a result of this a competitive procurement may be extended to other California government agencies. The Court makes no guarantee to Contractor that any other government agency will make use of the provision.

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BIDDER'S RFP CHECKLIST

Critical Things to Keep in Mind When Responding to this RFP:

1. _____ **Read the *entire* document.** Note critical items such as: specifications/requirements; submittal dates; submittal requirements; contract requirements; etc.
2. _____ **Note the Buyer's name and contact information.** This is the only person you are allowed to communicate with regarding the RFP (unless specifically prohibited from doing so).
3. _____ **Take advantage of the "question and answer" period.** Submit your questions via **Bid Contact email** prior to the Q&A deadline and view the answers posted by the Court. Q&A will be conducted entirely online via Court Website: <http://www.ventura.courts.ca.gov/vendors.html> .
4. _____ **Follow the format required in the RFP.** When preparing your response, be sure to follow the format requirements specified in the RFP. Provide point-by-point responses to all sections in a clear and concise manner.
5. _____ **Provide complete answers/descriptions.** Read and answer ***all*** questions and requirements. Don't assume any of the Evaluation Committee members will know what your company capabilities are or what items/services you can provide, even if you have previously contracted with the Court. The proposals are evaluated based solely on the information and materials provided in your Proposal. Proposals will be redacted to allow for a "blind" evaluation.
6. _____ **Use the forms provided.** E.g., cover page, cost proposal form, standard forms, etc.
7. _____ **Access and Monitor Court Website for RFP information and addenda.** Before submitting your response, check Court Website to see whether any addenda were issued for the RFP. **Errors in proposals due to a lack of Bidder attention to the Court's activities in Website may lead to rejection of Bidder's Proposal.**
8. _____ **Review the RFP document again.** Make sure you've addressed all requirements. Proposals must be complete as they are provided as submitted to the Evaluation Committee members and will be used to rank your Proposal. The Court is under no obligation to reach out to Bidders to obtain missing or inadequate information.
9. _____ **Submit your proposal on time.** Note all dates and times listed on all documents, and be sure to submit all required items on time. Late proposal responses will not be accepted.

This checklist is provided for assistance only and should not be submitted with your Proposal(s).

INTRODUCTION

The Court is requesting proposals from highly qualified providers with expertise in providing Contact Call Center / IVR System as set forth further in Attachment 7 – Scope of Work.

The anticipated term of any contract issued as a result of this RFP would be for a period of five (5) years, after which the Court shall have the option to extend the agreement on an annual basis for an additional period of five (5) years.

IMPORTANT NOTICES

1. Court Website

This bid document, associated documents, and/or all addenda that may be issued will be available on the following website, <http://www.ventura.courts.ca.gov/vendors.html>

2. Access / Monitor

Bidders should regularly access and monitor Court Website for any/all information related to this RFP. Bidders shall be responsible for knowledge of all items and conditions contained in their Proposals and in this RFP, including any Court issued clarifications, modifications, amendments, or addenda.

3. Additional Policies

Additional policies governing this RFP are available on the Court’s website at the following URL:

<http://www.ventura.courts.ca.gov/vendors.html>

COURT CONTACT(S)

Bidders are specifically directed NOT to contact any Court personnel or consultants for meetings, conferences, or discussions that are specifically related to this solicitation at any time prior to any award of a contract. Unauthorized contact with any Court personnel, consultants or representatives may be cause for rejection of the Bidder’s Proposal. All contact with the Court during the RFP process must be through the Court Contact.

Primary Bid Contact	Secondary Bid Contact
Jill Barrios Senior Analyst RFPCallCenter216@ventura.courts.ca.gov	Jay Widdows Senior Analyst jay.widdows@ventura.courts.ca.gov

SMALL BUSINESS AND/OR DISABLED VETERANS BUSINESS ENTERPRISE INCENTIVE

This RFP is eligible for both the “Small Business” or “Microbusiness” and the Disabled Veterans Business Enterprise incentives. Bidders must indicate if they are eligible for this incentive in their Proposal and include the appropriate certification(s).

PROCUREMENT SCHEDULE

1. Schedule of Events

The Court has developed the following list of key events as a general timeline. All deadlines are estimates and subject to change at the Court’s discretion. The final dates and times will be posted at Court’s Website.

No.	Event	Key Dates
1.	Solicitation Process:	March 2019
2.	Evaluation Period:	April-May 2019
3.	Notice of Award:	May 2019
4.	Agreement Start Date:	June 2019
5.	Agreement End Date:	June 2024

GENERAL EVALUATION PROCESS

1. Evaluation Committee

The Court will conduct a comprehensive and impartial evaluation of proposals received in response to this RFP. All Proposals received will be reviewed and evaluated by a committee consisting of Court staff (“Evaluation Committee” or “Eval Committee”). The name, unit, or experience of the individual members will not be made available to any Bidder.

2. Evaluation of Cost

Cost sheets, cost proposals, and/or submitted quotes, may be reviewed only if a Proposal is determined to be otherwise qualified.

The Court reserves the right to determine the highest evaluated Bidder, either on the basis of individual items, combination of items as specified in the RFP, or on the basis of all items included in the RFP, unless otherwise expressly provided.

3. Requests for Additional Information

The Court reserves the right to seek clarification or additional information from any Bidder throughout the RFP process. The Court may require a Bidder’s representative answer questions during the evaluation process with regard to the Bidder’s Proposal. Failure of a Bidder to demonstrate that the claims made in its Proposal are in fact true may be sufficient cause for deeming a Proposal non-responsive.

4. Interviews/Demos

Following the initial screening of Proposals, the Court reserves the right to require, and each Bidder must be prepared to conduct, oral presentations and other discussions (written or verbal) on the content of its Proposal. If the Court determines that interviews or presentations are required, selected Bidders will be notified in writing of the date, place, time and format of the interview or presentation. Bidders will be responsible for all costs related to the interview, which, at the Court’s sole discretion, may be in-person and/or by teleconference. Failure to participate in such interviews or presentations shall result in a Bidder’s disqualification from further consideration.

The Court shall not be obligated to conduct Interviews/Demos. The Court reserves the right to conduct interviews/demos with all or a select number of bidders. Should the Court opt to only allow for a select number of bidders to interview/demo, the selection(s) will be determined using the rankings established in the evaluation of proposals.

MINIMUM QUALIFICATIONS

To be considered for full evaluation and possible award, Bidders must meet the threshold minimum qualification requirements listed in the following table (minimum requirements can be met by combining experience, expertise, and resources of Bidder and any proposed Subcontractors):

0. Minimum Qualification	
1.	Experience. Five (5) or more years of experience providing similar or substantially similar services as set forth in Attachment A, Scope of Work for government entities, public sector clients, or similar clients. Proposal must include the contact information, contract value, duration, and time frame and must provide a brief summary on Bidder’s determination that services are similar or substantially similar to those set forth herein.
2.	Certification Requirements. Bidder must hold any/all required licenses and permits to conduct business in the State of California, the County of Ventura and, if a Corporation, must be in good standing with the State of California, and Bidder meets all Certification Requirements.
3.	References. Bidder must provide a minimum of three (3) references for which it is or has provided services deemed similar or substantially similar to those specified herein. Bidder must include all relevant information in its proposal. A notation stating or indicating that “References will be provided upon request” in lieu of actual references as required, shall not satisfy this requirement and may lead to Proposal being deemed nonresponsive.

Subject to the Court’s right at its sole discretion to waive minor deviations or defects, only those proposals that meet all of the foregoing minimum qualifications may be considered for full evaluation and a possible contract award.

EVALUATION

Proposals will be evaluated to determine the proposal or proposals that offer the best value to the Court and the community that the Court serves.

1. Evaluation Criteria

The Court will evaluate proposals using the criteria set forth in the table below. Award, if made, will be to the highest scored proposal.

Criteria	Weight
1. Cost / Pricing Factors <ul style="list-style-type: none"> • Points awarded based upon the reasonableness of the Bidder’s cost proposal, and the completeness, accuracy and level of cost detail provided; • The Court may contact Bidders; however, is under no obligation to do so, in order to obtain clarification on any Cost Proposal which is not clear or detailed enough to allow for a proper evaluation; • Cost Proposal should not require advanced metrics or analysis to determine applicability. Cost should be presented in an easy to understand and extrapolate manner in order to allow the Court to apply multiple cost scenarios to determine which cost would apply. • Any optional or extra priced or costed items will not impact Bidder’s cost score unless such options or extra items or services are required in order to meet the technical requirements of this RFP. 	30%
2. Solution Functional Fit <ul style="list-style-type: none"> • Quality of the system(s) proposed; • Conformity with technical specifications; • Responses such as “concur” or “will comply” will receive a lower evaluation ranking than those Bidders who demonstrate they understand the requirements and have a plan to meet or exceed them and illustrate a comprehensive understanding of the requirements that include an explanation of how they will approach and meet or exceed the requirements. 	30%
3. Project Plan & Timeline <ul style="list-style-type: none"> - Ability, capacity and skill of Bidder to provide the goods and services required; - Implementation plan; - Training, Maintenance and ongoing services plan; - Transition Plan 	20%
4. Qualification & Experience of Bidder <ul style="list-style-type: none"> - Bidder’s past work performance; - Bidder / Solution Reputation (previous deployments/implementations). 	15%
5. Acceptance of Court Terms and Conditions <ul style="list-style-type: none"> - Court Terms and Conditions as provided in Attachment B – Model Contract - By not taking exception to any specific term, provision, or condition and/or not providing a description or reason for taking exception to any specific term, provision, or condition, Bidder shall be deemed to have accepted the Court’s Terms and Conditions as-is. - At no time after award is made will additional exceptions by the selected Bidder to the Court’s Terms and Conditions be considered by the Court. Any such exceptions not identified in Bidder’s Proposal may lead to disqualification. 	5%

Each of the above criteria (1 – 5) will be given a score, of 0 through 100, by each member of the Evaluation Committee. The scores are as follows:

90 – 100:	Excellent
80 – 89:	Good
70 – 79:	Average
60 – 69:	Fair
Below 60:	Poor

After review and scoring of proposals by the Eval Committee, individual scores will be averaged and scored based on the percentages listed above. Bidders will be ranked based on scores with the highest score having the most favorable ranking.

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 regards to cost, the Court reserves the right, in its sole discretion, to reject any Proposal whose price is outside the competitive range.

2. Minimum Technical Score

In order to advance to Cost Score evaluation, Proposals should achieve a **minimum technical score equal to 70%** of the total available points in #s 2 through 5 above.

Any Proposal not meeting the Minimum Technical Score may not be included in the Cost Score evaluation or any further step of the evaluation process.

3. Evaluation of Interview(s) / Demo(s)

Interview(s) / Demo(s), if scheduled and conducted will be evaluated separately. Criteria will be established at that time.

BID SUBMITTAL

The Proposer must submit its proposal in two parts, the non-cost portion and the cost portion.

- a. The Proposer must submit **one (1) original and four (4) copies of the non-cost portion** of the proposal. The original must be signed by an authorized representative of the Proposer. The original non-cost portion of the proposal (and the copies thereof) must be submitted to the Court in a single sealed envelope, separate from the cost portion. The Proposer must write the RFP title and number on the outside of the sealed envelope.
- b. The Proposer must submit **one (1) original and four (4) copies of the cost portion** of the proposal. The original must be signed by an authorized representative of the Proposer. 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 Proposer must write the RFP title and number on the outside of the sealed envelope.
- c. The Proposer must submit an electronic version of the entire proposal on a USB flash drive. The files must be in MSWord, or Excel. In addition to these formats, Proposer may also provide copies in PDF.

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

Superior Court of California, County of Ventura
Attention: Jill Barrios, Sr. Analyst
Finance & Planning
800 S. Victoria Ave.
Ventura, CA 93003

Late proposals will not be accepted. 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.

BID CONTENT

Most of the requested information can be submitted directly via Attachment A, Scope of Work; however, Bidder should attach any additional or supplemental information as required, including Cost Proposal. Responsive Proposals will include the following:

Each Proposal shall be prepared simply and economically, providing a straightforward, concise delineation of the Bidder's capabilities to satisfy the requirements of this RFP. Colored displays and promotional material are not required. Emphasis in each proposal shall be on completeness and clarity of content. To expedite the evaluation of proposals, it is essential that Bidders follow the format and instructions contained herein.

1. Scope of Work

- 1.1 In addition to responding directly via Attachment A, Bidder shall provide a specific, detailed work plan that describes how Bidder intends to provide the requested services.
- 1.2 Explain, in full detail, how Bidder will meet all the needs of the Court as set forth in the Scope of Work. Bidder should not summarize its services in this section. Rather, explain exactly how the solution meets and how Bidder intends to meet the Court's needs. If applicable, include items such as technical details and descriptions, key personnel, implementation plans, customer service, timetables, deliverables, ongoing communications with the Court, etc.
- 1.3 Bidder should demonstrate a clear understanding of the tasks and the potential problems in meeting the requirements of the Court. Bidder should include a statement and discussion of anticipated major difficulties and problem areas, together with potential or recommended approaches for their solution.

2. Cost Proposal

- 2.1 Bidder must submit cost/pricing as required in this RFP.
- 2.2 The cost/pricing proposed in Bidder's Proposal will be valid for a minimum of 150 days following the submission deadline for the RFP.
- 2.3 Bidders Cost Proposal must meet all requirements of the SOW and the Evaluation Criteria.
- 2.4 Bidder should suggest a Payment Milestone Schedule in accordance with Bidder's Work Plan.

3. Acceptance / Certifications

All certification requirements listed in the RFP and/or included in the RFP notification. Available at <http://www.ventura.courts.ca.gov/vendors.html>

4. SLAs and EULAs

If applicable, Bidder **must** provide a copy of any and all applicable Service Level Agreements (SLAs) and End User License Agreements (EULAs) as part of its Proposal. All applicable SLAs and EULAs must be attached.

5. Failure to Comply with Instructions

Bidders failing to comply with these instructions may be subject to ranking reductions. The Court may also choose not to evaluate, may deem non-responsive, and/or may disqualify from further consideration any proposal(s) that do not follow this RFP format, are difficult to understand, are difficult to read, or are missing any requested information.

ATTACHMENTS

The following attachments are listed as part of this RFP:

- Request for Proposals
- Attachment 1, Administrative Rules
- Attachment 2, Model Contract / Terms and Conditions
- Attachment 3, Proposer's Acceptance of Terms and Conditions
- Attachment 4, General Certifications Form
- Attachment 5, Iran Contracting Act Certification
- Attachment 6, Unruh FEHA Certification
- Attachment 7, Introduction to Scope of Work
- Attachment 7-1, Scope of Work

ADDITIONAL SOLICITATION DOCUMENTS

Additional documents are posted on the Court's website at:

<http://www.ventura.courts.ca.gov/vendors.html>

1. Subcontractors

Bidders who intend to use Subcontractors must complete the subcontractor forms and include as part of their Proposal.

2. Disabled Veteran Business Enterprise (DVBE) Declarations

Bidders seeking the DVBE incentive must download the DVBE Instructions and Declarations with all materials specified, and attach as part of their Proposal.

[https://www.cdfa.ca.gov/egov/fe/manual/docs/DisabledVeteranBusinessEnterprise\(DVBE\)Declaration\(Std.843\).pdf](https://www.cdfa.ca.gov/egov/fe/manual/docs/DisabledVeteranBusinessEnterprise(DVBE)Declaration(Std.843).pdf)

3. Small Business Declaration

Bidders seeking Small Business Declaration Incentive must download the Instructions and Declarations with all materials specified, and attach as part of their Proposal.

4. Payee Data Record Form

This form contains information the Court requires in order to process payments and must be submitted with the proposal.

5. Court Locations