



**SUPERIOR COURT OF CALIFORNIA,
COUNTY OF GLENN**

**REQUEST FOR PROPOSALS
(Non-IT Services)**

RFP NUMBER SP-2024-0031

TRANSCRIPTION SERVICES

A. BACKGROUND / PURPOSE

The Superior Court of California, County of Glenn (“Court”) is requesting proposals from well-qualified Proposers to provide transcription services. Interested and qualified Proposers who can demonstrate their ability to successfully provide the services described in this Request for Proposal (“RFP”) are invited to submit a proposal.

This is a fully electronic RFP process. All proposals must be submitted electronically on the Court’s Online Procurement Website at www.BidSync.com (“Periscope S2G”). See the attached *Court Online Procurement Procedures* document for further information.

B. DESCRIPTION OF GOODS AND/OR SERVICES NEEDED

The Court seeks transcription services meeting the requirements set forth in the Statement of Work.

C. RFP TIME-LINE

The Court has developed the following list of key events related to this RFP. The listed dates are not binding upon the Court and subject to change at the discretion of the Court. Changes to the listed dates will be posted on Periscope S2G or on the Court’s website.

EVENT	DATE
RFP Issued	See Periscope S2G for exact date
Pre-Bid Conference	See Periscope S2G for exact date
Deadline for Submission of Questions	See Periscope S2G for exact date
Proposal Due Date (Late proposals will not be accepted by the Court)	See Periscope S2G for exact date
Proposal Evaluations Process	Month of August, 2024 (estimated)
Notice of Intent to Award	Month of September, 2024 (estimated)
Project Target Start Date	Month of September, 2024 (estimated)

D. RFP PACKET ATTACHMENTS

1. Statement of Work

Describes in detail the specific services for which proposals are being solicited. Once a contractor has been selected, the Statement of Work will become part of the final Agreement.

2. **Cost Proposal**

Proposer must complete and submit the Cost Proposal form where indicated on Periscope S2G.

3. **Court Online Procurement Procedures**

These rules and procedures govern this solicitation and should be read carefully by Proposer.

4. **Terms and Conditions**

Proposers are encouraged to carefully review the *Model Agreement*, which includes the Court's *Standard Business Terms and Conditions*. Please note that the language may be subject to change. Proposers are not required to sign the *Model Agreement* at this time. The contractor selected to provide services as a result of this RFP process will be required to sign the final version of the *Model Agreement* upon completion of the negotiation process.

Any proposed exceptions/modifications to the Model Agreement must be submitted on a red-line version of the Model Agreement with comments to substantiate each proposed exception/modification.

5. **Required Forms**

All forms posted on Periscope S2G must be completed and submitted electronically on Periscope S2G. The completed forms will become part of Proposer's proposal.

6. **Incorporated Documents**

The following documents are incorporated in this RFP Packet by reference only and are available on the internet:

DVBE Rules and Procedures:

<http://www.lacourt.org/SPS/UI/ViewDoc.aspx?sid=6&did=641>

E. MINIMUM REQUIREMENTS

Proposer must meet the minimum requirements listed below. Failure to comply with any one of the minimum requirements may be cause for disqualifying a proposal from further consideration. The Court may, in its discretion, waive minor deviations or defects. Only those proposals that are deemed as meeting the minimum requirements may be considered for a full evaluation and a possible contract award.

1. **Proposal Submission Deadline.** The proposal must be submitted on Periscope S2G on or before the Proposal Due Date. The Court will not accept proposals submitted by email, unless otherwise specified.
2. **Experience and Capability.** Proposer must have at least five (5) consecutive years documented experience in providing services similar to the ones being solicited, as described in this RFP. Such experience shall be documented by completing the *Vendor Information Questionnaire* on Periscope S2G.

Proposers may also demonstrate their experience and capability by providing:

- a. Resumes of key staff with five (5) or more years of experience performing the desired services, and/or
- b. Business references that will attest to Proposer's ability and expertise in performing the desired services.

3. **Insurance.**

The selected contractor must procure and maintain the insurance coverages as indicated below. The Court *Standard Business Terms and Conditions 1.0* describes the Court's specific insurance requirements.

- Standard Business Terms and Conditions 1.0*, Section 19.2 Insurance Requirements – Specific Coverages
 - Workers Compensation/Employer's Liability
 - Commercial General Liability
 - Business Automobile Liability

4. **Business License and Certifications.** Upon request of the Court, Proposer must submit copies of any current business licenses, professional licenses, certificates or other credentials required by the nature of the contract work to be performed by Proposer.

5. **Required Forms.** Proposer must complete and submit all Required Forms as directed.

F. TECHNICAL PROPOSAL

In preparing its proposal, Proposer should do so in its own words and take care not to simply copy the language in the RFP. Specific information is requested from all Proposers to ensure that the proposals can be fairly compared in a standard manner. Only that information which is contained in the proposal will be evaluated. Incomplete or inaccurate information may result in disqualification of the proposal.

1. **Executive Summary.** Provide an Executive Summary of your proposal. The Executive Summary should be a high-level, general overview of how Proposer intends to accomplish the requirements of this RFP. The Executive Summary should demonstrate the Proposer's understanding of the requirements. The Executive Summary must also address how Proposer meets the minimum requirements.
2. **Work Plan for Providing the Requested Services.** Provide a detailed Work Plan, which must include a proposed method for completing the work set forth in the Statement of Work.
3. **Business License and Certification.** Proposer must submit a copy of all business or professional licenses or certificates required by the nature of the services to be performed and held by Proposer (i.e. California State Board of Equalization Seller's Permit and Business License).
4. **Required Forms.** Proposer shall complete and submit all Required Forms posted on Periscope S2G where indicated on Periscope S2G.

G. COST PROPOSAL

1. Proposer shall submit on Periscope S2G, where indicated, the Cost Proposal form with its pricing for the services described in the Statement of Work.
2. In calculating pricing to be offered, Proposers are cautioned to include all costs associated with providing the service.

H. EVALUATION OF PROPOSALS

1. The Court shall evaluate the proposals using the criteria set forth in the table below. An award, if any, will ultimately be made to the highest scoring proposal.
2. If a contract will be awarded, an Intent to Award Notification will be posted on the Court's website.

www.Glenncourt.ca.gov/pressinfo/default.cfm

EVALUATION CRITERIA	PERCENT WEIGHTED
Experience on Similar Assignments	25%
Quality of Work Plan Submitted	25%
Cost	25%
Warranties, Guarantees, Support, and/or Return Policies	25%
Disabled Veteran Business Enterprise	3%

I. ADDITIONAL PROVISIONS

1. **Cooperative Agreement ("Piggybacking").** Following discussion and consideration by the Court and the successful bidder/proposer, the "piggybacking clause," provided in the *Model Agreement*, may be included in the final form of the Agreement if mutually desired.
2. **Disabled Veteran Business Enterprise ("DVBE") Preference.**
 - a. The Court has established rules and procedures for its DVBE program. Qualified Proposers wishing to claim the DVBE incentive should refer to the *DVBE Rules and Procedures* for further information. The Court's *DVBE Rules and Procedures* can be located at the following website:
<http://www.lacourt.org/SPS/UI/ViewDoc.aspx?sid=6&did=641>
 - b. A Proposer will receive the DVBE incentive if, in the Court's sole discretion, Proposer has met all applicable requirements. If Proposer receives the DVBE incentive, the final score of its proposal will be increased (for evaluation purposes only) by an amount equal to 3% the total possible available points.
3. **Multiple Awards.** The Court reserves the right, but is under no obligation, to award multiple contracts to more than one vendor under this RFP. If multiple awards are made, the Court will not be obligated to procure any minimum amount of Work under such contracts executed under this RFP.

ATTACHMENT A – STATEMENT OF WORK (SOW)

1. Background.

Written transcripts of official electronic recordings may be prepared under California Rule of Court 2.952. A transcript prepared and certified as provided in that rule is prima facie a true and complete record of the oral proceedings it *purports* to cover and satisfies any requirement in these rules or in any statute for a reporter's transcript of oral proceedings.

2. Court's Responsibilities.

- Provide copy of court order/request to prepare original plus designated number of copies.
- Provide electronically recorded audio file to Contractor.
- Provide copies of dockets or minute orders upon request.
- Provide any special instructions.
- Answer questions related to spellings, format, and transcript deadlines.

3. Vendor's Responsibilities.

- Contractor will transcribe any type of recorded proceedings including motions, hearings, or pretrials as requested by the Court in a timely manner as specified in this Statement of Work.
- Contractor will provide an online Administrative portal (or equivalent on-line tool). The Court shall have access to the portal to check the status of pending jobs.

4. Task and Deliverables.

- Contractor will provide the Court with one (1) copy of the transcribed proceedings. Transcriptions have a standard turnaround time of fourteen (14) days.
- Contractor will provide expedited transcriptions, upon request by the Court. Expedited transcriptions have a standard turnaround time of thirteen (13) days or less.
- All transcripts that Contractor generates must be submitted to the Court and must conform to the requirements of a reporter's transcript as provided for in California Rule of Court 8.144.
- Contractor must submit proof of certification by the federal court system or the Judicial Council of California.
- In addition to paper transcripts, Contractor will provide transcripts electronically to the Court in PDF format.
- Contractor will provide a cost estimate, upon request of the Court, within seven (7) days of the request on cases to be determined by the Court.
- Contractor must provide a declaration under penalty of perjury that the transcript is a full, true, and correct transcript of the designated portions of the electronically recorded proceedings.
- Contractor must provide a bonded overnight courier service to be used for expedited requests only. A bonded standard courier service may be used on non-expedited requests.