



Superior Court of California County of Contra Costa

Request for Proposals # 1806-02: Vendor Funded Public Copier Vending Services

Final Filing: 5:00 p.m. PST on August 3, 2018

1.0 BACKGROUND INFORMATION

The Superior Court of Contra Costa County (“Court”) has courthouses at four locations viz. Martinez, Pittsburg, Richmond and Walnut Creek in the Contra Costa County. The Court is posting this Request for Proposals (RFP) to identify a vendor to expand vendor funded public copier vending services. The Court currently has seven coin and bill operated public use black and white copiers deployed at its Martinez (five copiers) and Pittsburg (two copiers) locations. The Court’s contract with the current vendor for existing copiers has expired. The Court wants to expand the services to two more court locations in Walnut Creek and Richmond, and offer more payment options to the user public. It is expected that prospects of this service will improve significantly with these initiatives.

2.0 DESCRIPTION OF REQUIRED SERVICES

Requirement of public copiers varies between locations. The primary public users are attorneys and their clients, or self-represented litigants, who need to make copies of filing documents for submission at the Court window during court hours. Generally, a public user would need to make single-sided copies of a few documents. For certain case-types, however, public users may need to make multiple copies of large – double-sided and single-sided documents.

2.1 CURRENT STATUS

Number of copies made by the public on seven coin and bill operated public use copiers at various locations are as follows:

LOCATION	FROM TO	NUMBER OF COPIES
Martinez – Spinetta Family Law Center - 1st floor	1/31/17 to 10/31/17	17,073
Martinez – Spinetta Family Law Center - 1st floor	1/31/17 to 10/31/17	28,703
Martinez – Spinetta Family Law Center – 2nd floor	1/31/17 to 10/31/17	2,041
Arnason Justice Center, Pittsburg	10/31/16 to 10/31/17	89*
Arnason Justice Center, Pittsburg	10/31/16 to 10/31/17	6,324
Martinez – Wakefield Taylor Courthouse – 1st floor	1/31/17 to 10/31/17	425**
Martinez – Annex to Bray Courthouse - 1st floor	1/31/17 to 10/31/17	5*
* Low usage is due to incorrect spot of the copier in the building.		
** Better copier maintenance can improve usage.		

The current vendor charges \$0.20 per single-sided copy (for paper size: 8.5 inch x

11 inch or 8.5 inch x 14 inch). The vendor ensures equipment upkeep and consumables supply, and shares a portion of the revenue with the Court. The vendor repairs or replaces the machines as and when felt necessary by them. The machines provided by the current vendor do not accept debit, credit or preloaded card payments.

2.2 BUSINESS POTENTIAL

Based on its assessment, the Court needs seven copiers capable of accepting card based payments. The current and desired locations of copiers are given in the table below. The final number of public copiers will be mutually agreed upon by the Court and the vendor balancing the Court needs and business potential for the vendor.

LOCATION	EXISTING COPIERS	COPIER/S DESIRED
Walnut Creek Superior Court (Floor not decided)	0	1*
Arnason Justice Center, Pittsburg (1 st & 2 nd Floor)	2	1*
George D Carrol Courthouse, Richmond (Floor not decided)	0	1*
Martinez – Spinetta Family Law Center – two on 1 st floor and one on 2 nd floor	3	2**
Martinez – Wakefield Taylor Courthouse – 1 st floor	1	1
Martinez – Annex to Bray Courthouse - 1st floor	1	0
Martinez – Bray Courthouse – 3 rd or 4 th floor.	0	1*
TOTAL	7	7
* Location- copier spot in the building to be jointly decided by the vendor and Court Manager		
** Both copiers will be on the first floor.		

The current copiers do not have card payment facility. It is believed that credit card payment facility would facilitate the public to pay for the copies when they are not carrying change. This would increase the number of copies made on public copiers.

Currently there are no public copiers at Walnut Creek Superior Court and George D Carrol Courthouse in Richmond. The juvenile department was moved from Martinez to Walnut Creek in August 2017. It is believed that there is good demand of public copying services at both these locations.

2.3 BUSINESS PROPOSAL

The vendor will set up black and white copying facility and payment facility at identified locations at their own cost and risk. The Court will not pay for any costs incurred or provide funds to the vendor in any manner.

The vendor will keep the revenue earned from the public usage of the copiers but will share part of this revenue with the Court. The percentage of the revenue share will be indicated by the vendor in their proposal to this RFP.

The specifications of the copying machines will be decided by the vendor. However the vendor providing new and latest model copiers will be preferred.

Modes of payment will be bill, coin and card based payment. The vendor will propose various types of card based payments and the Court and vendor will jointly decide the most suitable mode(s).

The vendor will maintain the facility to ensure its optimal performance at all times. Vendor will ensure that the copiers always have required consumables and paper.

The Court will provide electricity plug and internet/telephone socket as needed. The Court will not charge the vendor for providing electricity or internet services.

Court personnel will not be involved in operation of the copiers in any way. Vendor will provide in-person or telephone support to the customer as required.

The vendor will have customer service set up to respond to complaints, requests for refunds, and any other questions from customers.

The vendor will put up signs, duly approved by the Court, to guide the customer in proper copier usage, and phone number for customers to call.

The vendor will deposit the Court's share of the revenue every quarter with the back-up data substantiating the deposit amount.

The vendor will submit to the Court every quarter activity report detailing monthly performance of each copier in excel format by email.

The vendor will ensure that the payment machine is regularly filled up with change.

3.0 CONTRACT PERIOD

The contract period for this contract is two years with the option to renew through two two-year options periods (up to six years total).

4.0 PAYMENT RATE AND TERMS

The Court and winning proposer will agree on payment terms before executing the contract.

5.0 REQUIRED AND DESIRED QUALIFICATIONS

5.1 REQUIRED QUALIFICATIONS:

- The proposer must currently be providing vendor funded public copier vending services to a minimum of three (3) government institutions. Vendor may provide information on additional government and non-government institutions to support its proposal. Details should be provided in the following format:

<i>Customer Contact & Organization name</i>	<i>Customer Phone & Email address</i>	<i>Number of public copiers</i>	<i>Year providing service</i>	
			<i>From</i>	<i>To</i>

Proposer must state that it agrees to the Court contacting those organizations.

- If the proposer is a California corporation, limited liability company ("LLC"), limited partnership ("LP"), or limited liability partnership ("LLP"), proof that proposer is in good standing in California. If the proposer is a foreign corporation, LLC, LP, or LLP, and proposer conducts or will conduct (if awarded the contract) intrastate business in California, proof that proposer is qualified to

do business and in good standing in its home jurisdiction.

- Certification of Acceptance of Standard Agreement with its Terms and Conditions.
- The proposer should be able to provide all the documents indicated at Section 9.0 of this RFP before award of contract.

5.2 DESIRED QUALIFICATIONS:

- The proposer should have an organizational set up to service and maintain public copy vending machines and the payment transactions.
- The proposer should have experience of alternate payment plans suitable to court visitors.
- Public copying service requirements vary with each court location. The proposer should have copiers that can cater to low volume as well as high volume copying service requirements, and provide other features such as double-sided copying, etc.

6.0 PROPOSAL SUBMISSION:

The proposer must also include the following in its proposal:

1. Technical Proposal

Provide proposer's name, address, telephone and fax numbers, and federal tax identification number. Note that if the Proposer is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.

Proposer shall provide a specific, detailed project plan that describes how the proposer intends to provide the requested services which are set forth at section 2.0 Description of Required Services. Proposer shall explain, in full detail, how the proposer will meet all the needs of the Court. Proposer should not summarize its services in this section. Rather, explain exactly how the Proposer can meet Court's needs. If applicable, include items such as technical details and descriptions, key personnel resume, implementation plans, customer service, timetables, deliverables, etc. As part of the Work Plan and Methodology, as applicable to the Required Services, proposer should respond to the requirements item by item and explain how the proposer can/cannot meet each requirement.

Proposer should demonstrate a clear understanding of the tasks and the potential problems in meeting the requirements. The Proposer should include a statement and discussion of anticipated major difficulties and problems areas, together with potential or recommended approaches for their resolution.

The proposer should specifically include the following in its proposals:

- a. Make and model of copiers and payment machines.
- b. Various payment plans it can offer and recommend plan that would suit the Court's customers best and why.
- c. Maintenance and upkeep of the copiers as well as replacement policy.
- d. Set-up for customer service for payment of refund.

- e. Share of the Court in the revenue generated from the public copiers, mode of calculation and payment.
 - f. The vendor will indicate per page copy rate it will charge the public. If the rate for double-sided copying is different, it will also indicate the same. Any other rates that are applicable will also be indicated in the proposal.
 - g. Implementation and review plan.
2. Acceptance of the Standard Agreement with its Terms and Conditions.
- i. On Attachment - Proposer's Acceptance of Standard Agreement with its Terms and Conditions, the proposer must check the appropriate box and sign the form. If the proposer 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 proposer must also submit (a) a red-lined version of the Terms and Conditions that implements all proposed changes, and (b) a written explanation or rationale for each exception and/or proposed change.
3. Proposer must complete/provide the following:
- i. Bidder – Proposer Information Questionnaire
 - ii. Certification of Acceptance of Standard Agreement with its Terms and Conditions.
 - iii. CA Secretary of State Business License or comparable license in home jurisdiction

All proposal submissions must be sent by email to CCCourtRFPs@contracosta.courts.ca.gov.

7.0 EVALUATION OF PROPOSALS:

At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents. The Court will award a contract to the proposer deemed most capable of providing the service indicated in this RFP. The Court will evaluate the proposals of qualified proposers, on a 100 point scale using the criteria set forth in the table below. The award, if made, will be to the highest-scored proposal.

CRITERION	MAXIMUM NUMBER OF POINTS
Ability to meet requirements of the RFP: Plan to provide comprehensive, high quality and timely service. It should include description of how services will be provided; manpower and facilities available with the proposer to provide the service, etc.	40
References of state or local government agencies like court, school district, county agencies and departments, etc. in the format provided at section 5.1 Required Qualifications of this RFP.	30
Reasonableness of revenue sharing proposal and proposed per copy rate charged to the public user.	15
Acceptance of the Contract Terms and Conditions	10
DVBE Incentive	5

7.1 INTERVIEWS

The Court may conduct interviews with proposers to clarify aspects set forth in their proposals or to assist in finalizing the ranking of top-ranked proposals. The interviews may be conducted in person or by phone. If conducted in person, interviews will likely be held at the Court's offices. The Court will not reimburse proposers for any costs incurred in traveling to or from the interview location. The Court will notify eligible proposers regarding interview arrangements.

8.0 PROPOSAL SUBMISSION TIMELINES

Timeline for RFP # 1806-02: Vendor funded public copier vending services

ID	EVENT	LOCATION	TIME	DATE
1	RFP issued	On Court Website www.cc-courts.org	12.00 Noon	7/17/2018
2	Deadline for questions	Email to CCCourtRFPs@contracosta.courts.ca.gov	5.00 pm	7/26/2018
3	All questions and answers posted	On Court Website www.cc-courts.org	5.00 pm	7/31/2018
4	Latest date and time proposal may be submitted	Email to CCCourtRFPs@contracosta.courts.ca.gov	5.00 pm	8/3/2018
5	Proposal opened (estimate only)	725 Court Street 4 th Floor, Martinez CA 94553	12.00 Noon	8/7/2018
6	Interviews / Presentations scheduled, as needed (estimate only)	725 Court Street, 4th Floor, Martinez, 94553	(To be decided)	8/14/2018
7	Notice of Intent to Award (estimate only)	On Court Website www.cc-courts.org	(To be decided)	8/21/2018
8	Negotiations and execution of contract (estimate only)	725 Court Street, 4th Floor, Martinez, 94553	(To be decided)	8/28/2018
9	Contract start date (estimate only)	Not Applicable	(To be decided)	9/5/2018
<p>Court Website: www.cc-courts.org, Click on: “Bids/Solicitations” Webpage: “Requests for Proposals (RFP) and Invitations for Bid (IFB)” will open. OR click on the following link: www.cc-courts.org/rfp</p>				

9.0 REQUIREMENTS BEFORE AWARD OF CONTRACT

Proposer will provide following certifications / documents before award of contract:

- a. Proposer will provide an insurance certificate endorsing the Court as an additional insured for Workers Compensation and Employer's Liability (if applicable) and Automobile insurance.
- b. Darfur Contracting Act Certification
- c. Proposer may not be currently under suspension or other disciplinary review by any local, state, or federal government agency.
- d. Proposer may not be tax delinquent with the State of California or Federal Government.
- e. The proposer will provide abridged financial statements for the years 2017, 2016 and 2015 to establish their financial stability.

Court will provide formats for the above referred certifications for the Proposer to agree and sign wherever they are available and applicable.

(End of RFP Document)
