



Form for Submission of Questions, Judicial Council Response to Questions

Request for Proposals Form for Submission of Questions

RFP Number: FS-2019-09-BD

#	Solicitation Reference	Question	Response
1	Sections 3.4.4 and 3.4.5	Regarding the numbers of hours to respond in section 3.4.4 (especially) and 3.4.5, is that for phone support?	This is for on-site support. It is expected that for P1 services the vendor can be on-site within four hours once the request is made. Local firms will be preferred for each of the three locations.
2	Section 3.4.4	Please elaborate on "shall assess any malfunctioning equipment" from these sections.	The vendor is expected to evaluate and troubleshoot all malfunctioning AV equipment or recommend alternative solutions.
3	Section 2.1, 3.4.4 and 3.4.5	The RFP states that as many as two (2) contractors will be selected. As a northern California contractor, can I responsibly bid just for my region, with expectation that you would also contract with a southern California Contractor. I just can't see any situation where we could be in LA in 4 hrs. The same would figure to apply to those contractors from southern California.	Firms only need to bid for the locations they can support. Multiple bids may be awarded is to allow for different regions to be serviced independently and to provide the Judicial Council flexibility with vendors and services.
4	Sections 3.4.4 and 3.4.5	Due to the fact that nobody in northern California can affordably get to your southern California office in four hours, and vice versa, does that eliminate all but central California companies from the RFP?	Firms may bid for their specific territory and are not obligated to bid on all-sites.