



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
RESPONSE TO QUESTIONS POST ON 04/06/2020			
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 affordable 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.



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RESPONSE TO QUESTIONS POST ON 04/20/2020			
5	March 23, 2020 Update to Attachment 3	Given the age of the equipment listed in the Spreadsheet, Please provide documentation showing the past 3 months service calls broken down into P1 and P2 priority per site. The information is needed to estimate the hours required for service.	Service calls vary month to month and are not a useful indicator of how much work to expect. Previous service history is irrelevant and will not impact the cost structure. Vendors will be compensated based on the amounts provided in the proposal on an hourly basis for P1 & P2 services respectively.
6	March 23, 2020 Update to Attachment 3	Please provide Preventive Maintenance documentation for the past 3 months	Refer to answer above
7	March 23, 2020 Update to Attachment 3	Please provide a few examples of maintenance or service calls within the past 3 months.	Refer to answer above
8	Attachment J	Will the Judicial Council accept an alternate bid format to cover the pricing for requested services	To ensure that pricing is comparted and scored evenly the Judicial Council requests that all proposers submit pricing as described in the RFP document by completing Attachment J – Cost Proposal Template. No alternate bid formats will be accepted.
9	-	Specify what PW DIR scale to use	See RFP Section 16.2 - Prevailing Wage. Contractor's who are awarded an agreement under this solicitation will be responsible for researching and applying the applicable prevailing wages on a project by project basis. For prevailing wage rates go to: https://www.dir.ca.gov/OPRL/DPreWageDetermination.htm
10	RFP Section 3.4.6	We are expected to work directly with manufacturers for warranty claims. Does the customer have all of the required information and kept on warranty for all equipment?	The JCC holds all the information regarding equipment covered under warranty.



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11	<i>RFP Section 3.4.8 Contractor shall provide on call and/on-site support for calendared Judicial Council meetings.</i>	<i>Are they going to pay for on call pay for 3 years? Or will this be billed per calendared event and what kind of notice will be given to the contractor?</i>	<i>These events are prescheduled and will be scheduled in advance, therefore qualifying as a P2 service request and will be billed hourly per event. The events are calendared annually, not in 3-year cycles.</i>
12	<i>RFP Section 3.5</i>	<i>Preventive maintenance, I don't think we can offer this as we did not install the original equipment.</i>	<i>The intent is to have systems that require preventive maintenance to be serviced accordingly regardless of who installed them. If the vendor determines equipment needs preventive maintenance services, then they will be scheduled under the P2 guidelines and be billed hourly for that service.</i>
13	-	<i>Will we have access to existing programming codes</i>	<i>Yes. Judicial Council holds all code and uncompiled code for existing systems.</i>
14	-	<i>Will they provide Single Line Drawings for these rooms</i>	<i>Judicial Council has single line drawings for a majority of these rooms. Drawings will be provided as needed when a project arises.</i>
15	-	<i>Will they have onsite or remote IT support available</i>	<i>Judicial Council has IT support available for systems that require it.</i>
16	-	<i>Since we were not the original installers of the equipment how would we go about requesting an RMA for any equipment that is under warranty, since we did not purchase the equipment. We would need serial numbers for the existing equipment and possibly purchase dates</i>	<i>Judicial Council will provide the information necessary for equipment covered under warranty.</i>