



**SUPERIOR COURT OF CALIFORNIA,
COUNTY OF NEVADA**

**REQUEST FOR PROPOSALS
(IT Goods / Services)**

RFP NUMBER SP-2022-0002

CITATION PROCESSING SERVICES

A. BACKGROUND / PURPOSE

The Superior Court of California, County of Nevada (“Court”) is requesting proposals from well-qualified Proposers to provide citation processing 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”) in accordance with the requirements set forth in this document. See the attached *Court Online Procurement Procedures* for further information.

B. DESCRIPTION OF GOODS AND/OR SERVICES NEEDED

The Court seeks citation processing 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(s)
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 January, 2022 (estimated)
Notice of Intent to Award	Month of February, 2022 (estimated)
Project Target Start Date	Month of February, 2022 (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*. 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>
- *Small Business Preference Rules and Procedures - Information Technology Procurements*
<http://www.lacourt.org/SPS/UI/ViewDoc.aspx?sid=6&did=643>

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.

3. **Insurance.**

The selected contractor must procure and maintain the insurance coverages as indicated below. The *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
 - Comprehensive 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. **Proposers must also include a records retention plan that satisfies the criteria set forth in Section C of the Statement of Work.**
3. **Staff Qualifications.** For each key staff member provide a resume describing the individual's background and experience, as well as the individual's ability and experience in conducting the proposed activities.
4. **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).
5. **Required Forms.** Proposer shall complete and submit all Required Forms posted on Periscope S2G where indicated on Periscope S2G.

G. COST PROPOSAL

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

2. The Cost Proposal shall include Proposer’s pricing for the services described in the Statement of Work.
3. In calculating pricing to be offered, Proposers are cautioned to include all costs associated with providing this service.

NOTE: It is unlawful for any person engaged in business within this state to sell or use any article or product as a “loss leader” as defined in Section 17030 of the Business and Professions Code.

H. EVALUATION OF PROPOSALS

1. The Court shall evaluate the proposals using the criteria set forth in the table below.
2. If a contract will be awarded, an Intent to Award Notification will be posted on the Court’s website at

<http://nccourt.net>

EVALUATION CRITERIA	PERCENT WEIGHTED
Experience on Similar Assignments	20%
Quality of Work Plan Submitted	20%
Cost	50%
Warranties, Guarantees, Support, and/or Return Policies	10%

I. ADDITIONAL PROVISIONS

1. **Cooperative Agreement (“Piggybacking”).** The “piggybacking clause,” provided in the *Model Agreement*, will be included in the final form of the Agreement.
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% of the highest scoring proposal.
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.

4. **Small Business Preference**

- a. The Court has established rules and procedures for its Small Business Preference program. Qualified Proposers wishing to claim the Small Business preference should refer to the *Small Business Preference Rules and Procedures – Information Technology Procurements* for further information. The Court's *Small Business Preference Rules and Procedures – Information Technology Procurements* can be located at the following website:
<http://www.lacourt.org/SPS/UI/ViewDoc.aspx?sid=6&did=643>
- b. A Proposer will receive a Small Business preference if, in the Court's sole discretion, Proposer has met all applicable requirements. If the Proposer receives the small business preference, the score assigned to its proposal will be increased by an amount equal to 5% of the points assigned to the highest scored proposal. If a DVBE incentive is also offered in connection with this solicitation, additional rules regarding the interaction between the Small Business preference and the DVBE incentive apply.

ATTACHMENT A – STATEMENT OF WORK (SOW)

A. SERVICES

Contractor shall provide digital imaging, data entry and data processing services to Court documents, including transfer of the source documents to and from the Court. Contractor will provide pick up or shipping options for the Court to send citations securely from the Court's locations.

Contractor shall receive the Court documents and image them for use in key data entry from image process to ensure at least 99% accuracy. The images resulting from this process will be made available to the Court for use in the Court's Case Management System (CMS) through a direct integration or, if an integration is not desired by the Court, through a secure FTP transfer.

The Court and Contractor shall agree on specifications for processing the data keyed from citations and data format specifications for the delivery of the data.

The Contractor shall successfully test delivery of image and data files with the Court of each County prior to the delivery of production data to that Court. The data resulting from this process will be made available to the Court for use in their case management system by placing them on a secure FTP server or another agreed-upon method. A detailed process flow for the paper and data transfer process between the Court and the Contractor shall be developed and accepted by the Court prior to the delivery of production data. The data transfer process will provide the Court the ability to download citation images for inclusion in the case file and provide indexed fields as specified by the Court.

B. SERVICE REQUIREMENTS

1. Citation Packaging and Transport

On a mutually agreed upon basis, the Court's locations will package traffic citations in a Contractor pre-provided tamper-proof plastic bag. Contractor will pick up or facilitate delivery of citations from their respective Court locations.

Citation data shall be returned to the Court no more than forty-eight (48) hours following processing by the Contractor. Contractor shall arrange a pickup time at mutually agreed upon intervals and times.

2. Citation Scanning and Data Capture

Contractor shall propose a data capture methodology which will ensure at least 99% accuracy to the information on the documents submitted.

Upon receipt, traffic citations will be scanned at a resolution of at least 200 dots per inch (but no more than 300 dots per inch) bi-tonal as a group IV multi-page TIFF image;

Up to ten (10) percent of the citations maintain "attachments" and "attachments" do not require data entry but must be imaged;

Some, but not most, citations maintain "multi-page citations" where data is collected from multiple pages such as proof of service for corrections and/or continuances of information from the first page of the citation. The additional pages of such citations require data entry;

Contractor will return the data file formatted as agreed upon inclusive of the electronically scanned images.

3. Data Security and Confidentiality Measures

Contractor shall propose a methodology, process, and procedure for ensuring the protection of personal information sent to internal or external data entry operators. This personal information is defined as an individual's first and last name in combination with any of the following: Social Security Number, Driver's license number, financial account number or credit card number. Vendor will redact the confidential information to the best of their ability. Contractor will perform and provide the services requested in this Statement of Work exclusively within the United States of America. All Court information and data, whether in physical or digital media, obtained by Contractor will remain stored on servers, storage devices, and any other necessary facilities physically located exclusively within the United States of America.

4. FTP Uploading of Data to the Court

After citation data has been captured by vendor and each record has been formatted correctly for import, the data and images will be encrypted and transmitted using a secure FTP connection, or another agreed-upon solution, to the Court for uploading.

5. Citation Hosting (retrieval of Citation images)

Following the data capture process, vendor will extract data fields and import this limited data set along with the citation images for upload to the Court's CMS. These images and data reside in the vendor image repository. Authorized users may access the Citation images through the three retrieval fields shown below:

- Citation Number
- Last Name
- First Name

6. Data Validation

The Court may periodically provide the Contractor revised "control tables" containing information on valid charge codes, officer badge numbers, etc. These control tables will be incorporated into the internal software developed by the Contractor for purposes of data entry validation. The Contractor shall load revised control data into their internal software within forty-eight (48) hours of receipt.

7. Ownership of Data

All data prepared, written, created, or developed pursuant to the specifications in this Request for Proposal (RFP) shall become the property of the Court and the Contractor has no interest in or claim to any of the data. The documents transferred by the Court to the Contractor pursuant to the terms of this RFP are also the property of the Court and the Contractor has no interest in or claim to any of such documents. Further, the Court owns all title, right, and interest in all documents transferred to the Contractor and all data prepared, written, created, or developed pursuant to the specifications this RFP including the right to reproduce or distribute said material.

8. Turn-Around Time

Turn-around time from Contractor pickup at Court locations to availability of the data and image on the Contractor's FTP site shall be no more than seventy-two (72) hours (forty-eight (48) hours on average) unless mutually agreed upon with the Court. The following table illustrates the citation pickup to data availability timeframe for a Court week.

CITATION PICKUP	CITATION DATA AVAILABILITY
Monday (Court Hours)	Thursday at 8:00 A.M.
Tuesday (Court Hours)	Friday at 8:00 A.M.
Wednesday (Court Hours)	Monday at 8:00 A.M.
Thursday (Court Hours)	Tuesday at 8:00 A.M.
Friday (Court Hours)	Wednesday at 8:00 A.M.

A Court holiday shall extend the time to the next Court Day. The Contractor shall maintain a list of Court holidays available on the Judicial Council of California website.

C. Document Storage, Destruction or Return

Court and Contractor shall determine a mutually agreeable records retention plan with the purpose of reasonably limiting the impact to Contractor of document storage.

D. User Group Meeting

The Court and Contractor will have a meeting prior to the start of services in order to develop and test the required software and procedures changes.

In order to ensure the smooth operation of processes and procedures agreed upon by Contractor and the Court, a quarterly user group meeting will be established. Contractor and the Court will meet in January, April, and October to review processes and procedures. Contractor shall contact the Court during these months to set-up the meeting. The user group meeting may be via telephone conference; videoconference or in-person as may be appropriate.