

**SUPERIOR COURT OF CALIFORNIA, COUNTY OF VENTURA**

**Questions and Answers**

**RFP # CT-1415-02**

**Traffic Administration Program**

**Question 1.** Will the Ventura Court (Court) allow any of the services to be provided outside of the courthouse, and if so, which ones?

**Answer 1.** No, all staff positions will be placed at one of the three Courthouse locations.

**Question 2.** How much is the Traffic School fee charged to Ventura Superior Court (VSC) defendants who elect to take traffic school – minus the \$49 fee collected statewide for the Immediate and Critical Needs Account of the State Court Facilities Construction Fund (pursuant to California Vehicle Code 42007.1)?

**Answer 2.** \$13.00

**Question 3.** Staff assigned at Court locations provide their services primarily from designated “traffic school only” service counters that are alongside regular traffic court service counters staffed by Court staff. These designated service counters were established by the Los Angeles Superior Court. Does the Court envision a similar arrangement at the three courthouse locations mentioned in the RFP (Hall of Justice in Ventura, the Juvenile Courthouse in Oxnard, and East County Courthouse in Simi Valley)?

**Answer 3.** No.

**Question 4.** Section 2.5 of Appendix A “Goods and Services” of RFP 1415-02 states that the vendor, “is responsible for providing any and all facilities, materials and resources (including personnel, equipment and software) necessary and appropriate for performance of the Services and to meet Contractor’s obligations under this Agreement.” Shall the Court make any exemptions to Section 2.5 of Appendix A to provide the Vendor with resources (i.e. Work spaces, computer workstations, software, database access, equipment) at the three courthouse locations mentioned in the RFP for the purpose of performing the proposed services? If so, what resources shall be provided?

**Answer 4.** This is referring to the Administrative oversight of this contract only. Court will provide the needed resources for contractor’s staff placed at courthouse locations.

**Question 5.** If the Court shall provide any resources to the Vendor, shall the Court charge the Vendor for the provision of these resources? If so, can the Court provide a list of these resources and their cost to the Vendor (preferably on or close to the date RFP questions and answers will be posted by the Court, on March 25, 2014)?

**Answer 5.** The costs associated with the resources listed above will not be charged to the selected vendor. Do not include this cost in your response.

**Question 6.** To provide a more accurate cost proposal, what resources will be provided to Vendor staff working at the three courthouse locations specified in the RFP. Will the Court provide the Vendor staff with telephone and email/Internet access at courthouse locations for the purpose of communicating and transmitting personnel information (e.g. time card entry and benefits administration) to the Vendor's home office?

**Answer 6.** Yes

**Question 7.** Will the Court charge rent or other fees for work spaces and infrastructure resources (i.e. telephone lines, computer workstations, Internet service, parking) provided to Vendor at the courthouses? If so, what is the projected annual cost to the Vendor for rent and infrastructure resources?

**Answer 7.** No. Space and infrastructure are responsibility of the Court and not passed on to the vendor.

**Question 8.** If a Court customer request a hardcopy of a traffic violator school list, shall the Vendor be responsible for providing the resources necessary (i.e. printers, ink, paper) to provide a printed traffic violator school list? If so, how many hardcopy traffic violator school lists does the Court provide to its customers on an annual or monthly basis?

**Answer 8.** No. Vendor staff may be required to print out or make copies of the list. Printers, ink, paper, etc., will be supplied by the Court.

**Question 9.** Section 8.1(d) of the RFP requests applicants to provide a résumé for, "each key staff member." Does "key staff" include all staff performing the proposed work, or should it only include managers and supervisory staff?

**Answer 9.** "Key staff" refers to your staff that will be assigned to handle this contract. Applications will be required for staff assigned to work at any one of the court locations.

**Question 10.** Section 8.0 of the RFP requests, "Examples of any contracts which are made between the vendor and traffic violator schools and home study programs." Although the Commission previously utilized monitoring agreements with traffic violator schools and home study programs, the Commission currently does not have any active contracts with these schools and programs. Additionally, the "Description of Services and Deliverables To Be Provided" (in Section 3.0 of the RFP) does not include any services that would require a contract between the Vendor and any Traffic School program, as the contract does not involve any monitoring or oversight of traffic violator schools. Is this a request for copies of (1) current and active contracts between the vendor and traffic violator schools/home study programs; (2) inactive contracts between the vendor and a traffic violator school/home study program; or (3) a sample contract form to be signed between the Vendor and a traffic violator school/home study program?

**Answer 10.** Please disregard this section.

**Question 11.** Section 8.0 of the RFP mentions that the Vendor's proposal shall include a, "Description of the specific steps which vendor will take if a complaint is received." Just to clarify, does "complaint" here refer to a complaint from the Ventura Court to the Vendor regarding services provided?

**Answer 11.** Yes.

**Question 12.** 2.0 Staffing indicates that you are looking for 8 support staff to assist in one of three locations, How many will be assigned to each location?

**Answer 12.** Currently, there is one (1) staff assigned to the Juvenile Courthouse; seven (7) staff are assigned to the Ventura Courthouse and on Mondays and Tuesday, two (2) of the seven (7) staff will be assigned to the East County Courthouse.

**Question 13.** 2.0 Staffing- you indicate that fingerprinting and a criminal background check must be done, we currently fingerprint our employees and do a criminal background check, however we do not qualify as a government agency per the DOJ for live scan, we do however reimburse the courts when our clerks are sent for a live scan, is this acceptable for the court?

**Answer 13.** Yes.

**Question 14.** 3.0 Process the TVS completions on a daily basis, whether the certificates are submitted electronically or required to be retrieved from the DMV TVCC database, currently in our other courts we utilize the Secure Certificate Management System (SCMS) to upload the certificates from the DMV's TVCC system. The SCMS has the ability to automatically update the courts case management system with our Automatic Processing Integration (API). The system also allows the court to email the schools and the defendants the disposition of the case which cuts down on telephone calls and foot traffic at the court. Is this something the Court would be interested in?

**Answer 14.** Yes, Court is willing to consider.

**Question 15.** Page A-3 Eight (8) employees are employed by the current vendor to fulfill this requirement, is the Court interested or wanting to keep the current employees, and, If so what is their current rate of pay?

**Answer 15.** Yes, the Court would like to keep the employees currently contracted under existing contracted vendor. The employees are paid \$13.50/hr.

**Question 16.** Page A-3 If vendor's employees are unable to work due to illness, injury, or any other circumstance back up personnel would be needed, when you say illness is this for one day or if it is an extended illness?

**Answer 16.** [Extended illness only.](#)

**Question 17.** Bullet three ask for information and vendor's process and contact person for resolving issues related to service provider services such as equipment, personnel or monitoring services, could you please clarify what you mean by monitoring services? Our definition of monitoring services means to monitor traffic violator schools which falls under the Department of Motor Vehicles responsibility.

**Answer 17.** [Please disregard "monitoring" services.](#)