

Superior Court of California
County of Santa Barbara
Request for Proposals RFP 181901
Addendum No. 1 – Questions and Answers

The following answers are incorporated into RFP 181901 by way of this Addendum:

Question 1: Can you please clarify the following section?

2.7 The answering service must be able to field phone calls from a judge who returns a call within a reasonable period of time in response to the initial contact. The answering service must be able to connect the responding judicial officer with the operator originally placing the call.

When the judge calls back, can any operator or supervisor transfer the judge to the caller’s number that they provided.

Answer 1: To ensure that the call is quickly and easily retrieved from the answering service records, and to ensure that the judge is connected to the caller, the court requires that the answering service is able to re-connect the judge to the original operator. If an operator or supervisor is unable to immediately connect the judge to the caller’s number, the judge must be connected to the original operator.

Question 2: Can you please provide some details on the expected call volume? Number of calls per month and average length of each call (inbound & outbound) or if you’re currently utilizing another answering service then how many minutes are being used per month?

Answer 2: Currently, we have two accounts, one for our North County Judicial Officers, and one for our South County Judicial Officers. Each account includes 210 minutes. The number of minutes used over the base amount are reported; however, **the number of minutes under the base is not reported**. The chart below shows the number of minutes used each month by account, **or** the base number of minutes if the minutes were not exceeded.

Account	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
North County	297	403	*210	215	265	*210	*210	213	295	*210	*210	*210
South County	362	243	249	408	278	*210	*210	226	210	*210	211	228
Total Minutes	659	646	459	623	543	420	420	439	505	420	421	438

*210 minutes or less were used during the course of the month for the account.

Question 3: Section 8 Proposal Contents d. Proof of financial solvency or stability (e.g., balance sheets and income statement). Can you please clarify the length of financials that you’d like? Last three years, one year, or year to date?

Answer 3: The Last three years.

Question 4: Would you be willin to sign an NDA so we can provide financials for the call center RFP?

Answer 4: Financial information remains confidential with the courts unless it is for a publicly traded corporation, which are available to the public. If your firm is not a publicly traded corporation, the financials will remain confidential, even if a public records request is made. We include the below paragraph in the RFP to protect vendor information, and to notify responding bidders what we are required to provide upon request. The Public Records Act prevents us from categorizing other information as confidential, even if it is marked as such.

12.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

PROPOSALS ARE SUBJECT TO DISCLOSURE PURSUANT TO APPLICABLE PROVISIONS OF THE CALIFORNIA PUBLIC CONTRACT CODE AND RULE 10.500 OF THE CALIFORNIA RULES OF COURT. The JBE will not disclose (i) social security numbers, or (ii) balance sheets or income statements submitted by a Proposer that is not a publicly-traded corporation. All other information in proposals will be disclosed in response to applicable public records requests. Such disclosure will be made regardless of whether the proposal (or portions thereof) is marked “confidential,” “proprietary,” or otherwise, and regardless of any statement in the proposal (a) purporting to limit the JBE’s right to disclose information in the proposal, or (b) requiring the JBE to inform or obtain the consent of the Proposer prior to the disclosure of the proposal (or portions thereof). Any proposal that is password protected, or contains portions that are password protected, may be rejected. Proposers are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.