

RFP Title: *Children's Waiting Rooms Services*
RFP Number: *212203*

REQUEST FOR PROPOSALS

***SUPERIOR COURT OF CALIFORNIA
COUNTY OF SANTA BARBARA***

REGARDING:

*Children's Waiting Rooms Services
RFP Number 212203*

PROPOSALS DUE:

Friday, July 29 NO LATER THAN **3:00** P.M. PACIFIC TIME

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DISCLAIMER

The Superior Court of California, County of Santa Barbara assumes absolutely no liability or responsibility of any type or any fashion related to this solicitation or any courts, or any other government agencies, use of any resulting Agreement, or such court’s/agency’s business relationship with Contractor.

1.0 INTRODUCTION

The Superior Court of Santa Barbara County requires the expertise and services of a Contractor to staff two (2) Children’s Waiting Rooms (CWR’s) in the County of Santa Barbara. One (1) waiting room is located in the Santa Maria Juvenile Court, Santa Maria. The other waiting room is located in the Figueroa Courthouse, in the city of Santa Barbara.

The Children’s Waiting Rooms will be operated on a drop-in basis, and are available to children of families having business in the courthouse (custody hearings, trials, witness duties, self-help services, etc.). The waiting rooms are free of charge to any and all users. Users must sign-in, and agree in writing to abide by all established procedures.

The waiting rooms are available for children ages two and one half (2 ½) years to twelve (12) years of age. All children utilizing the waiting rooms must be toilet trained.

Both of the waiting rooms are equipped with furniture, a television, DVD player, toys and books. Supplies (art supplies, games, snacks, etc.) will be

2.0 DESCRIPTION OF SERVICES AND DELIVERABLES

The Court seeks services meeting the specifications set forth in the Statement of Work of this RFP.

3.0 PERIOD OF PERFORMANCE

The Court will be contracting for an initial term of one (1) year, and shall renew automatically on an annual basis for four (4) years unless terminated in accordance with the provisions of Section 35.0 of the Sample Agreement.

4.0 RFP TIME-LINE

The Court has developed the following list of key events related to this RFP. All dates are subject to change at the discretion of the Court. Changes will be posted on the Court’s Website at <http://www.sbcourts.org/gi/Purchasing/index.shtm>.

Event	Date
RFP Issued	Monday, July 11, 2022
Deadline for Questions	Wednesday, July 20, 2022
Final Posting of Answers	Friday, July 22, 2022
Proposals Due Date	Friday July 29, 2022, no later than 3:00 pm.
Evaluation of Proposals (<i>estimate only</i>)	Friday, August 5, 2022
Notice of Intent to Award (<i>estimate only</i>)	Monday, August 8, 2022
Performance Start Date of New Contract (<i>estimate only</i>)	August 29, 2022

5.0 RFP ATTACHMENTS

All RFP Attachments may be found on the court website at

<http://www.sbcourts.org/gj/Purchasing/index.shtm>

5.1 Attachment 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.

5.2 Attachment 2 - Sample Agreement

Proposers are encouraged to review carefully the Sample Agreement. Please note that the Sample Agreement language is subject to change, that not all clauses shown may be used in any resultant Agreement, and that other Agreement provisions, which do not currently appear, may be included in any resultant Agreement. Proposers are not required to sign the Sample 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 Agreement upon completion of the negotiation process.

5.3 Attachment 3 - Administrative Rules Governing RFPs

These rules govern this solicitation and should be read carefully by Proposer.

5.4 Attachment 4A and 4B - Disabled Veteran's Business Enterprise Forms (If Applicable)

Complete the DVBE Declaration **and** the Bidder Declaration **only if** Proposer will claim the Disabled Veteran's Business Enterprise ("DVBE") preference associated with this solicitation. Please review the instructions before completing these forms. If Proposer submits incomplete or inaccurate information, it will not receive the DVBE preference.

5.5 Required Forms

All forms listed below must be completed and submitted with the proposal. The completed forms will become part of the Proposer's proposal.

- **Attachment 5 - General Certification Form**
- **Attachment 6 - Bidder Acknowledgment Form**
- **Attachment 7 - Acceptance of Terms and Conditions of Sample Agreement**
- **Attachment 8 - Darfur Contracting Act Certification**
- **Attachment 9 - Unruh, Fair Employment, and Housing Act Certification**
- **Attachment 10 - Iran Contracting Act Certification**

6.0 MINIMUM MANDATORY REQUIREMENTS

Proposals submitted shall fulfill the Court's established minimum mandatory requirements in order to be considered for further review and evaluation. Failure to comply in any one of the minimum mandatory requirements may be cause for disqualifying a proposal from further consideration.

6.1 Proposal Submission Deadline

Proposal must be received on or before the proposal due date.

6.2 Cover Letter

Proposal must include a cover letter, as described in Subsection 7.1 of this RFP.

6.3 Experience and Capability

Proposer must have at least two (2) consecutive years documented experience in providing services similar to the ones being solicited, as described in this RFP.

6.4 Staff Qualifications

Proposals must include resumes of each key staff member.

6.5 Training Program

Proposer shall provide a description of the training program and requirements to perform the Services.

6.6 Business References

Proposer shall provide a minimum of three (3) references of clients for whom the Proposer has conducted similar services, as described in the Statement of Work of this RFP.

6.7 Financial Stability

Proposer must provide proof of Proposer's financial stability for the last three (3) years.

6.8 Insurance

Selected Proposer agrees to procure, maintain, and provide to the Court proof of insurance coverage for all the programs of insurance in the amounts specified in Section 25.0 (Insurance) of the Sample Agreement.

6.9 Business License and Certification

Proposer must include a copy of business and professional licenses and certifications related to the Services.

6.10 Cost Proposal

Proposer must submit its rates for the Services described in the Statement of Work.

6.11 Required Forms

Proposer must complete all Required Forms listed in Subsection 5.5 of this RFP. The Required Forms can found on the Superior Court website using the following link: <http://www.sbcourts.org/gi/Purchasing/index.shtm> and must be submitted as directed on the website posting of this RFP.

7.0 PROPOSAL CONTENTS

In preparing its proposal, Proposer should do so in its own words and take care not to simply copy the language in the RFP. Care should also be taken to ensure that the proposal responds completely and thoroughly to all of the requirements set forth in this RFP. The objective of the proposal submission is for the Court to ascertain Proposer's ability to provide or exceed the required service levels. In addition, 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 will result in disqualification of Proposer.

IMPORTANT: PROPOSALS MUST BE SUBMITTED IN THE FORMAT DESCRIBED BELOW, BOTH AS TO SEQUENCE AND CONTENT. FAILURE TO COMPLY WITH THESE PROVISIONS MAY, IN THE COURT'S SOLE DISCRETION, RESULT IN DISQUALIFICATION OF THE PROPOSAL.

7.1 Cover Letter

The proposal must start with a cover letter on Proposer's stationery. A corporate officer or person who is authorized to represent Proposer must sign this letter on behalf of Proposer. The letter must include the following:

- 7.1.1 The name, title, address, telephone number, e-mail address and facsimile number of person(s) authorized to make representations for Proposer during negotiations and commit Proposer to a contract;
- 7.1.2 A statement that confirms Proposer is registered to do business in California and provide its corporate charter number;
- 7.1.3 A statement that confirms Proposer has completed a thorough background check of all security guards that may provide Services for the Court; and
- 7.1.4 Proposer's Federal Tax Identification Number.

7.2 Experience and Capability

- 7.2.1 Describe the size, number of personnel, extent of your operations, and headquarters site of your company.
- 7.2.2 Provide a summary of relevant background information about Proposer. State how long Proposer has been in business under the current business name. If in business under another name, indicate prior business name(s). Proposer must have a minimum of five (5) years documented experience providing services similar to those being solicited under this RFP. If Proposer has been in existence less than two (2) years, then information regarding the principals in the company must be provided to substantiate compliance with the experience requirement. Provide names of persons with whom the principals associated as partners or business associates in the last five (5) years.
- 7.2.3 Provide a specific listing of current and previous contracts for the same or similar services with the Court or other government agency in the past three (3) years. The information should identify each contract, time period of the contract, department name, contact person and their telephone number, annual contract

dollar amount and a description of the service provided. If Proposer has not had any contracts during the last three (3) years with the Court or other government agency, a statement to that effect must be included.

7.2.4 Provide a list of commitments and potential commitments that may impact assets, lines of credit, guarantor letters, or otherwise that may affect Proposer's ability to perform the contract. If Proposer does not have any commitments or potential commitments that may affect Proposer's ability to perform the contract, a statement to that effect must be included.

7.3 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.

7.4 Training Program

Describe the training program and requirements for each classification to provide the Services.

7.5 Business References

Provide a list of a minimum of three (3) references of clients for whom the Proposer has conducted similar services as described in the Statement of Work of this RFP. Please include name, title, address, telephone number, and e-mail address of person(s) authorized to make representations for the client. The Court will check references listed by the Proposer.

7.6 Proof of Financial Stability

Provide a copy of Proposer's reviewed financial statements for the last three (3) years. Statements should include the company's assets, liabilities and net worth. At a minimum, include the Balance Sheet (Statement of Financial Position), Income Statement (Statement of Operations), and the Retained Earnings Statement.

Do not submit Income Tax Returns to meet this requirement. Financial statements will be kept confidential if so identified on each page.

7.7 Insurance

Attest that Proposer complies with the Indemnification and Insurance requirements of Section 32.0 (Indemnification by Contractor) and Section 25.0 (Insurance) of the Sample Agreement. Include proof of current insurance for other contracts. ACORD Certificate of Liability Insurance is preferred. If required levels of insurance are not in place, a letter from Proposer's insurance broker stating that the required amounts will be provided should a contract be awarded is acceptable. If a contract is awarded, an insurance certificate specifically endorsing the Court will be required prior to start of work.

7.8 Business License and Certification

Proposer must submit copies of all business or professional licenses or certificates required by the nature of the contract work to be performed and held by Proposer (i.e. California State Board of Equalization Seller's Permit and Business License).

7.9 Cost Proposal

7.9.1 Proposer shall submit electronically, or a hard copy submission of its rates for the Services described in the Statement of Work, with submission of the proposal.

7.9.2 Proposer may submit its monthly rates for one or more facilities listed in the Statement of Work.

7.10 Required Forms

Proposer shall complete and submit all Required Forms listed in Subsection 5.5. electronically, or by hard copy with submission of the proposal.

8.0 COOPERATIVE PROCUREMENT

The Court is conducting a competitive procurement process in compliance with California Judicial Branch Contract Law and Manual. The provisions and pricing of this agreement may be extended to other California government agencies. A government agency wishing to utilize the provisions of this agreement will be responsible for issuing its own purchase documents and making any and all payments relative to its agreement. Any participating government agency is responsible for obtaining its own certificates of insurance and any required performance bonds. The Court makes no guarantee to other government agencies that may utilize the provisions and pricing of the agreement. By utilizing the provisions and pricing of this agreement, the participating agency agrees to hold the Court harmless from all claims, demands, or actions of every kind resulting directly or indirectly, arising out of, or in any way connected with the utilization of the provisions or pricing of this agreement. The Court makes no guarantee to the Contractor that any other government agency will make use of the provisions or pricing of this agreement.

9.0 SUBMISSION OF PROPOSALS.

Proposals should provide straightforward, concise information that satisfies the requirements of the "Proposal Contents" section above. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the RFP's instructions and requirements, and completeness and clarity of content.

9.1 The Proposer must submit its proposal electronically, with associated attachments, the technical proposal and the cost proposal.

9.1.1 The Proposer must submit **an electronic copy** of the technical proposal. The proposal must be signed by an authorized representative of the Proposer. The technical proposal must be submitted via email to sbsolicitation@sbcourts.org. **The Proposer must write the RFP title and number in the subject line of the email.**

9.1.2 The Proposer must **an electronic copy** of the cost proposal. The Cost Proposal must be submitted in the same email as the Technical Proposal above (*via email*) to sbsolicitation@sbcourts.org) but should be a separate attachment marked "Cost Proposal," from the technical proposal. The Proposer must write the RFP title and number in the subject line of the email.

9.1.3 Submission acceptance will be based on the date and time the emails are received by the Court. If multiple emails are required for bid submission, Proposer must include in the subject line 1 of 2, 2 of 2, etc. All emails must be received prior to the due date and time or the proposal will not be accepted.

9.2 Late proposals will not be accepted.

10.0 EVALUATION CRITERIA

Proposals will be evaluated by the Evaluation Committee using the criteria set forth in the table below. The total maximum allowable points will be 240 points. Award, if made, will be to the highest-scored proposal.

EVALUATION CRITERIA	Maximum Points
Experience and Capability (See Subsection 7.2)	45 (19%)
Staff Qualifications (See Subsection 7.3)	30 (13%)
Training Program (See Subsection 7.4)	15 (6%)
Cost Proposal The Cost Proposal will be evaluated on the overall reasonableness of the prices submitted.	120 (50%)
Format of Proposal Order of information presented within proposal documents follows the order outlined in Section 7.0 (Proposal Contents) and proposal documents include Cover Letter and all information requested in Section 7.0.	15 (6%)
Acceptance of Terms and Conditions (As set forth in the Required Form entitled “Acceptance of Terms and Conditions of Sample Agreement”)	15 (6%)
TOTAL MAXIMUM ALLOWABLE POINTS	240 (100%)

11.0 PROTESTS

Any protests will be handled in accordance with Chapter 7 of the Judicial Branch Contract Manual (see www.courts.ca.gov/documents/jbcl-manual.pdf). Failure of Proposer to comply with the protest procedures set forth in that chapter will render a protest inadequate and non-responsive, and will result in rejection of the protest. The deadline for the Court to receive a solicitation specifications protest is the proposal due date. The deadline for the Court to receive an award protest is five (5) court days after the Court posts the intent to award. If the Court receives a timely award protest, the protester will have five (5) calendar days after the Court receives the protest to submit the required information. Protests should be sent to:

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Attn: Darrel E. Parker
Superior Court of California
County of Santa Barbara
Santa Maria Division
312 East Cook Street, Bldg. E
Santa Maria, California 93454

Any written protest or objection received by the Court after five (5) court days shall not be considered and the Court's decision to recommend the award of the Agreement to the successful Proposer shall be upheld.

THE COURT SHALL TAKE NO RESPONSIBILITY WHATSOEVER FOR THE RECEIPT OR HANDLING OF ANY PROTEST OR OBJECTION WHICH IS NOT RECEIVED BY THE PERSON INDICATED ABOVE BY THE STATED DEADLINE.