

REQUEST FOR PROPOSALS



SUPERIOR COURT OF CALIFORNIA COUNTY OF VENTURA

REGARDING:

Ticketing / Queuing System, RFP # 2526-286

PROPOSALS DUE:

~~August 11, 2025~~
Extended to August 25, 2025

NO LATER THAN 5:00 P.M. PACIFIC TIME

1.0 BACKGROUND INFORMATION

The Superior Court of California, County of Ventura (hereinafter referred to as “Court”) is issuing this Request for Proposal (RFP) to solicit proposals from highly qualified vendors to provide and implement a physical and/or virtual ticketing and queuing system.

The system must include capabilities for both analytical and statistical reporting to assess and enhance overall service performance. It will be required for use at two separate locations within the same courthouse facility. The goal is to continuously improve the efficiency and organization of public services at the courthouse while enhancing the overall customer service experience.

This Request for Proposal (RFP) is expected to result in a contract with firm fixed pricing for services as defined by the contract. The contract term shall be for one (1) year, September 15, 2025, through September 14, 2026, with two (2) additional one (1) year renewal options.

2.0 DESCRIPTION OF GOODS AND/OR SERVICES

See Exhibit A – Statement of Work attached hereto.

3.0 TIMELINE FOR THIS RFP

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.

EVENT	DATE
RFP issued	7/28/2025
Deadline for questions	8/1/2025 5:00 P.M.
Questions and answers posted	8/4/2025 08/15/2025
Latest date and time proposal may be submitted	8/11/2025 08/25/2025 5:00 P.M.
Anticipated interview dates, if required (<i>estimate only</i>)	TBD
Evaluation of proposals (<i>estimate only</i>)	August 2025
Notice of Intent to Award (<i>estimate only</i>)	August 2025
Negotiations and execution of contract (<i>estimate only</i>)	August 2025
Contract start date (<i>estimate only</i>)	9/15/2025
Contract end date (<i>estimate only</i>)	9/14/2026

4.0 RFP ATTACHMENTS

The following attachments are included as part of this RFP:

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs	These rules govern this solicitation.
Attachment 2: General Terms and Conditions/Defined Terms	If selected, the person or entity submitting a proposal (the “Proposer”) must sign the attached Court Standard Form agreement
Attachment 3: Proposer’s Acceptance of Terms and Conditions	On this form, the Proposer must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions.
Attachment 4: General Certifications Form	The Proposer must complete the General Certifications Form and submit the completed certification with its proposal.
Attachment 5: Darfur Contracting Act Certification	Proposer must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
Attachment 6: Payee Data Record	This form contains information the JBE requires in order to process payments and must be submitted with the proposal.
Attachment 7: DVBE	Disabled Veterans Business Enterprise Declaration and Declaration Instructions.
Exhibit A: Statement of Work	Statement of Work

5.0 SUBMISSIONS OF PROPOSALS

- 5.1 Proposals should provide straightforward, concise information that satisfies the requirements of the “Proposal Contents” section below. 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.
- 5.2 The Proposer must submit its proposal in two parts, the technical proposal and the cost proposal.
 - a. The Proposer must submit **one (1) original and three (3) copies** of the technical proposal. The original must be signed by an authorized representative of the Proposer. The Proposer must write the RFP title and number on the outside of the sealed envelope.

- b. The Proposer must submit **one (1) original and three (3) copies** of the cost proposal. The original must be signed by an authorized representative of the Proposer. The original cost proposal (and the copies thereof) must be submitted to the Court in a single sealed envelope, separate from the technical proposal. The Proposer must write the RFP title and number on the outside of the sealed envelope.
 - c. The Proposer must submit an electronic version of the entire proposal on CD-ROM or USB memory stick/flash drive. The files must be in PDF, Word, or Excel formats.
- 5.3 Proposals must be delivered by the date and time listed on the coversheet of this RFP by **USPS Registered/Special Delivery (FedEx, UPS or Hand Delivery)** to:
- Superior Court of California, County of Ventura**
Attention: Rosa Castro, Financial Analyst / Chris Tegtmeyer, Director
800 S. Victoria Avenue, HOJ
Ventura, CA 93009
- 5.4 Late proposals will not be accepted.
- 5.5 Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g. FedEx), or delivered by hand. Proposals may not be transmitted by fax or email.

6.0 PROPOSAL CONTENTS

- 6.1 Technical Proposal. The following information must be included in the technical proposal. A proposal lacking any of the following information may be deemed non-responsive.
- 6.1.1 General information about the Proposer

Proposer's name, address, telephone and fax numbers, and federal tax identification number. **NOTE:** If Proposer is a sole proprietor using their social security number, the social security number will be required before finalizing a contract.
 - 6.1.2 Proposer's experience and ability to meet RFP deliverable requirements
 - 6.1.2.1 An overview of the Proposer's business activities, including a description, and the duration and extent, of the Proposer's activities, which are relevant to this proposal including a description, and the duration and extent, of the Proposer's experience conducting the proposed activities.

6.1.2.2 A description of five (5) similar projects that the Proposer has completed.

6.1.2.3 Names, addresses, and telephone numbers of five (5) clients for whom the Proposer has conducted similar projects. The Court may check references listed by Proposer.

6.1.2.4 For each key staff member who would work on this project, describe the individual's background, training, and experience, including the individual's ability and experience in conducting similar projects.

6.1.3 Management Summary

6.1.3.1 In addition to responding directly via Attachment A, Bidder shall provide a specific, detailed work plan that describes how Bidder intends to provide the requested services.

6.1.3.2 Explain, in full detail, how Bidder will meet all the needs of the Court as set forth in the Scope of Work. Bidder should not summarize its services in this section. Rather, explain exactly how the solution meets and how Bidder intends to meet the Court's needs. If applicable, include items such as technical details and description, key personnel, implementation plans, customer service, timetables, deliverables, ongoing communications with the Court, etc.

6.1.3.3 Bidder should demonstrate a clear understanding of the tasks and the potential problems in meeting the requirements of the Court. Bidder should include a statement and discussion of anticipated major difficulties and problem areas, together with potential or recommended approaches for their solution.

6.1.4 Acceptance of the Terms and Conditions

6.1.4.1 On Attachment 3, Proposer's Acceptance of Terms and Conditions, the Proposer must either indicate acceptance of the Terms and Conditions or clearly identify exceptions to the Terms and Conditions. An "exception" includes any addition, deletion, qualification, limitation or other change.

6.1.4.2 If exceptions are identified, the Proposer must also submit a redlined version of the Terms and Conditions that clearly tracks proposed changes, and a written explanation or rationale for each exception and/or proposed change.

NOTE: A proposal that takes a material exception (addition, deletion, or other modification) to a Minimum Term will be deemed

nonresponsive. The Court, in its sole discretion, will determine what constitutes a material exception.

6.1.5 Certifications, Attachments, and other requirements

6.1.5.1 Proposer must include in its proposal a completed and signed Attachment 6, Payee Data Record Form, or provide a copy of a form previously submitted to the Court.

6.1.5.2 If Proposer is a corporation and the contract will be performed within California, Proposer must provide proof that it is in good standing and qualified to conduct business in California. Court may verify by checking with California's Office of the Secretary of State.

6.1.5.3 Proposer must provide copies of current business licenses, professional certifications, or other credentials.

6.2 Cost Proposal. The following information must be included in the cost proposal.

6.2.1 Bidder must submit cost/pricing as required in this RFP.

6.2.2 The cost/pricing proposed in Bidder's Proposal will be valid for a minimum of 150 days following the submission deadline for the RFP.

6.2.3 Bidder's cost proposal must meet all requirements in the SOW and evaluation criteria.

6.2.4 A "not to exceed" total for all work and expenses payable under the contract, if awarded.

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.

7.0 OFFER PERIOD

A Proposer's proposal is an irrevocable offer for ninety (90) days following the proposal due date. In the event a final contract has not been awarded within this period, the Court reserves the right to negotiate extensions to this period.

8.0 EVALUATION OF PROPOSALS

At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents.

The Court will evaluate the proposals on a 100-point scale using the criteria set forth in the table below. Award, if made, will be to the highest-scored proposal.

If a contract will be awarded, the Court will post an intent to award notice at <http://Ventura.courts.ca.gov/info/purchasing>

CRITERION	MAXIMUM NUMBER OF POINTS
Cost/Pricing Factors <ul style="list-style-type: none">• Points awarded based upon the reasonableness of the Bidder's cost proposal, and the completeness, accuracy and level of cost detail provided.• The Court may contact Bidders; however, is under no obligation to do so, in order to obtain clarification on any Cost Proposal which is not clear or detailed enough to allow for a proper evaluation.• Cost proposal should not require advanced metrics or analysis to determine applicability. Cost should be presented in an easy to understand and extrapolate manner in order to allow the Court to apply multiple cost scenarios to determine which cost would apply.	30
Solution Function Fit <ul style="list-style-type: none">• Quality of the system(s) proposed.• Conformity with technical specifications.• Responses such as 'concur' or 'will comply' will receive a lower evaluation ranking than those Bidders who demonstrate they understand the requirements and have a plan to meet or exceed them and illustrate a comprehensive understanding of the requirements that include an explanation of how they will approach and meet or exceed the requirements.	30
Project Plan and Timeline <ul style="list-style-type: none">• Ability, capacity and skill of Bidder to provide the goods and services required.	20

CRITERION	MAXIMUM NUMBER OF POINTS
<ul style="list-style-type: none"> • Implementation plan. • Training, Maintenance and ongoing services plan. • Transition Plan 	
Qualifications and Experience of Bidder <ul style="list-style-type: none"> • Bidder's past work performance • Bidder reputation (previous deployments/ implementations). 	15
Acceptance of Court Terms and Conditions <ul style="list-style-type: none"> • By not taking exception to any specific term, provision, or condition and/or not providing a description or reason for taking exception to any specific term, provision, or condition, Bidder shall be deemed to have accepted the Court's Terms and Conditions as-is. • At no time after award is made will additional exceptions by the selected Bidder to the Court's Terms and Conditions be considered by the Court. Any such exceptions not identified in Bidder's Proposal may lead to disqualification. 	5

9.0 INTERVIEWS

The Court may conduct interviews with Proposers to clarify aspects set forth in their proposals or to assist in finalizing the ranking of top-ranked proposals. The interviews may be conducted in person or by phone. If conducted in person, interviews will likely be held at the Court's offices. The Court will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The Court will notify eligible Proposers regarding interview arrangements.

10.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

PROPOSALS ARE SUBJECT TO DISCLOSURE TO THIRD PARTIES AND MEMBERS OF THE PUBLIC PURSUANT TO APPLICABLE LAWS, INCLUDING PUBLIC DISCLOSURE PURSUANT TO RULE 10.500 OF THE CALIFORNIA RULES OF COURT. Except as required by law, 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 may be disclosed in response to applicable public records requests, or as otherwise required by law. Such disclosure may be made regardless of whether the proposal (or portions thereof) is marked "confidential," "proprietary," "copyright ©," 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. Submission of any proposal pursuant to this RFP constitutes acknowledgment and consent by the Proposer to the potential public disclosure of its proposal content, as set forth in this Section 10. **Proposers are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.**

11.0 DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION GOALS

The Court's DVBE participation goal is a minimum of 3% of the value of all Court contracts in any given fiscal year (July 1 thru June 30). To implement the DVBE program the Court may grant bidders that provide DVBE participation a DVBE incentive. The Court DVBE incentive for procurements awarded to the lowest responsible bidder may be initially 3%. The Court DVBE incentive for procurements awarded to the highest scoring bidder/proposer may also initially be 3%. Any bidder claiming the DVBE incentive for any procurement must submit the appropriate certifications as part of a complete bid package. The Court will not apply the DVBE incentive without the proper certifications on file.

12.0 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 a 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. Protests should be sent to:

Superior Court of California, County of Ventura
Finance and Planning
Attn: Han Lee, Chief Operations Officer
800 S. Victoria Avenue, HOJ
Ventura, CA 93009