

Attachment 6 - Technical Evaluation Table

Services & Deliverables Section	Requirement	Vendor Support (Full, Part, or Not at all)?	Explanation (if no fully, please explain your solutions)
2.1	Proposer shall be responsible for all programming and automation services necessary to read, interpret, and process all Court-delivered data files under this statement of work.		
2.2	Proposer shall ensure first pass readability of printed barcodes by court scanning equipment and shall guarantee a rejection rate of no more than 1%.		
2.3	Quality control measures must be inherent in the process. Proposer must certify that services are provided using fully automated production processes that are capable of tracking each individual mail piece through the printing, inserting, and mailing processes. Duplicated, missing and misprinted documents and inserts and other errors must be identified and remedied before mailing. Mail must be delivered to the United States Postal Services (USPS) one (1) day after receiving the file.		
2.4	Proposer shall provide the Court access to a secured File Transfer Protocol ("FTP") server (IP address, username/password and directory) for transmitting and receiving data files required under this Statement of Work (SOW).		
2.5	The Court will provide the successful proposer with the data required to produce each type of notice. The accuracy of these notices is critical, and the timing associated with the printing and mailing of these notices is vital.		
2.6	Proposer will make all reasonable effort to assist the Court in meeting its mandated noticing processes in the event that there are any problems with the normal processing of the form letters.		
2.7	Proposer shall print and mail notices according to the specifications provided by Court. The Court reserves the right to make modifications to Jury Summonses and Traffic/Collection/Fiscal Notices and other forms as necessary. Substantial changes in forms may cause form pricing to be renegotiated; for example, reducing a 3, 4 or 6 page copy form to a 2 page copy form. Proposer shall have the ability to make modifications to notices and forms as directed by the Court. The Proposer shall have experience in custom form design in order to make these changes effectively.		
2.8	Other printing and mail services may be requested. Proposer will be required to provide a quote that will contain the preparation cost, printing costs and postage costs associated with these requested services. Any such additional services costs must be approved in writing before services or work can proceed.		

2.9	Proposer to provide a plan for adding new forms or deleting obsolete forms.		
2.1	The Court is striving to greatly reduce the amount of paper used; with this in mind, there may be a reduction in printing services needed in the future.		
2.11	Proposer shall perform all necessary programming services to enable generating the notices and forms from the Court provided data files, in accordance with the specifications provided by the Court, but not limited to, determining the appropriate type of notices to generate based on the file type and data within the file. Additionally, Proposer shall work with the Court to determine the final notice layout including, but not limited to, the placement of data, bar coding, conditional text, boilerplate text, Court logo or Court/State seal, and text typeface and point size.		
2.12	The Proposer shall have experience in mail design to ensure postal compliance and to achieve the lowest discounted postage rate possible for the Court. The Proposer must take advantage of all available sorting, coding, bar-coding, and bundling operations permitted by USPS to reduce the cost of mailing (e.g., CASS (Coding Accuracy Support Software), USPS barcoding, etc. The Court requires the lowest First Class rate possible. The Court will consider an invoicing mechanism to cover the cost of postage.		
2.13	Proposer shall perform analysis on the mailing addresses to reduce undeliverable mail and to obtain the most advantageous mailing rates.		
2.14	The Proposer shall be able to apply the National Change of Address (NCOA) process to the data file received by the Court in order to provide the most current address on the weekly Jury Summons file and bi-weekly Traffic/Collection/Fiscal file. The Proposer must also be able to transmit any changes back to the Court in an appropriate format in order for the Court to update its juror or other systems with the updated addresses.		
2.15	Court desires the lowest bulk discounted postage rate possible. As such, Proposer shall submit for Court approval, one or more processes for achieving the lowest bulk discounted postage rate. The Proposer is responsible for staying abreast of USPS bulk mailing requirements and ensuring ongoing compliance of its processes. Additionally, Proposer shall notify Court, in a timely manner, of any changes to the Court-approved processes that would be required to continue to receiving the associated discounted postage rate.		

2.16	Any costs for mailings covered under this RFP that include the cost of postage are subject to adjustment according to changes made by the USPS in the cost of mailing. Proposer will be required to notify the Court in writing of any such changes by submitting to the Court an amended schedule of fees within 10 business days of the release of the rate change by the USPS. The revised schedule will be reviewed and approved by Court before the new postal rates are applicable.		
2.17	Errors not remedied by Proposer's quality control, involving 100 or more pieces from a single mailing, will incur a penalty credit in favor of the Court in the amount of \$.10 per piece plus the cost of postage and printing of each notice. This will include client correspondence mailed after the target mailing date.		
2.18	By submitting a proposal, Proposer understands the time sensitive requirements of these services and the statutory and Court Rules requirements that govern the notices and forms contained within this solicitation.		
2.19	To protect the privacy of individuals and integrity of the information database, Proposer shall not transfer across a country border any of the data or information provided by Court or contained in the database, unless Proposer has obtained the Court's prior written consent, and Proposer will be required to establish data maintenance procedures comparable to the processing and storage of financial transactions. Proposer shall establish data back-up systems and emergency processes related to loss of incapacitation of hardware and software systems and production facilities.		
2.2	Proposer to have a plan for handling a quick turnaround (within 48 hours) electronic media mail service. The Court will provide the Proposer names and addresses for submission to a mail house for printing, stuffing and mailing (including postage).		
2.21	Proposer will comply with any requests by the Court for information on their processes and method of operation when needed in response to inquiries on the integrity of the Court's form letters process and procedures.		
2.22	Proposer to provide a plan for dealing with an emergency situation where a form needs to be created, printed, and provided immediately. The form may also need to be mailed.		
2.24	Proposer to provide a plan for measuring and monitoring the performance of the Forms Management Contract. The plan shall measure and monitor the cost savings, increased efficiency, and the integration of new technology and electronic solutions.		

2.25	Proposer agrees that any work performed or other services provided cannot proceed until a written approval from the Court is given authorizing the work or service.		
2.26	Proposer to provide a description of billing methods.		

Technical Specifications Section	Requirement	Vendor Support (Full, Part, or Not at all)?	Explanation (if no fully, please explain your solutions)
3.1	Jury Services (printing, stuffing and mailing) This section describes the Initial juror summons and the Subsequent notices to prospective jurors as needed , please refer to Appendix 7, Cost Proposal, Lines 1-5, and worksheet 7A-Jury within Attachment 7.		
3.1.1	Work with the Court's staff to configure the Court's current forms (see Attached Jury Summons and Jury FTA Redacted) into a graphical layout of all jury related forms to be printed under this contract. At this time, we have not begun the FTA postcard mailing process; however, pricing is requested so we can quickly implement the FTA postcards when approvals are in place.		
3.1.2	Proposer will print the jury forms, letters, and/or postcards according to specifications provided by the Court so that they will be compatible with the electronic data files created by Jury system or any other system utilized by the Court.		
3.1.3	Proposer will process jury data information provided by Court in the following manner to prepare the jury forms for printing and processing. 3.1.3.1 Court creates a fixed-width electronic data file and sends it via a proposer-hosted FTP site or website for proposer to process and insert into appropriate forms for printing. 3.1.3.2 The Summons records in the file created from the data provided by the Court shall be verified on the day the records are produced and are to be in the mail within 48 hours of receipt of file transfer from the Court. 3.1.3.3 Summons shall be printed and mailed with the potential juror receiving it within roughly 72 hours after the Court sends the file to proposer.		

3.1.4	Summons requirements specify that only one side will contain variable information that is printed on the form. If both sides need variable data printed, any such changes shall not occur until a cost estimate for the change is provided to the Court Information Technology Director or designee, and is approved in writing by the Director.		
3.1.5	The Court estimates that approximately 100,000 summons forms are printed and mailed each year.		
3.1.6	The size of the juror summons is 8.5" x 14" with red and black color. The summons includes parking pass, juror badge and an attendance slip. These items are mailed in a double window envelope (see example in Attached Jury Summons Redacted).		
3.1.7	Proposer will comply with any requests by the Court for information on their processes and method of operation when needed in response to inquiries on the integrity of the Court's jury summoning process and procedures.		
3.2	<p>Traffic/Collections/Fiscal Department letters (printing, stuffing, mailing, and returning to the court)</p> <p>This section describes the Initial Traffic Courtesy notices, Other Traffic follow up notices sent out to defendants as needed, Initial Fiscal notices, Other fiscal follow up notices sent out to defendants as needed, Initial Collections notices and Other Collections follow up notices sent out to defendants as needed, please see Appendix 7, Cost Proposal, Lines 6-27 worksheet 7B-Notices within Attachment 7.</p>		
3.2.1	The Court will provide the Proposer the Microsoft Word (2010) template for each form letter and the locations of the merge		
3.2.2	The Court will provide the Proposer a controlling Excel document describing the form letters, merge fields associated with each form letter, whether or not a return envelope is required, and the color of the return envelope.		
3.2.3	<p>Proposer will process a delimited, variable length, ASCII file provided by Court in the following manner for preparing the form letters to be printed, mailed, stuffed and return the letter as a PDF file to the court.</p> <p>3.2.3.1 The first field is the form letter (examples: TR0045 - Traffic Courtesy Notice, CL0057 - Collections Notice, FS0001 - Fiscal Notice, etc.).</p> <p>3.2.3.2 The second field is the document name (unique). The court requires a PDF document to be returned to the court for each letter mailed. The Proposer will compress the PDF individual documents into one file and FTP the compressed file to the Court's FTP servers.</p>		

	<p>3.2.3.3 The third field is case number.</p> <p>3.2.3.4 The fourth field is defendant's name.</p> <p>3.2.3.5 The fifth field is mailing address.</p> <p>3.2.3.6 The sixth field is City, State and Zip.</p> <p>3.2.3.7 The 7 through 27 fields are merge fields dependent on the form letter (see first field).</p>		
3.2.4	<p>The ASCII file provided by the Court shall be verified on the day the records are produced and be in the mail within 48 hours of receipt of file transfer from the Court. If for any reason that Proposer cannot meet the time schedule as specified, Proposer shall contact the Court's Information Technology Director immediately advising them of the delay.</p>		
3.2.5	<p>The schedule of costs for forms and services provided under this contract shall be based on the items listed immediately below (cost to be based on 115,000 forms per year). These costs are subject to adjustments caused by changes in the USPS rate or for any other reason as provided for in sections 3 and 4 below.</p> <p>3.2.5.1 8½ x 11 form, black toner with envelope if required.</p> <p>3.2.5.2 Printing, mail preparation – price per piece.</p>		
3.3	<p>Courtroom Minute Sheets</p> <p>The Court seeks the services of a Proposer with expertise in printing as described in this section. Printing of various courtroom forms (minute sheets) and potentially storing and delivering. Please see to Appendix 7, Cost Proposal, Lines 28-33 and worksheet 7C-Minute Sheets within Attachment 7. The 7C-Minute Sheets within Attachment 7 includes two scenarios for delivery; Scenario 1 where the contractor holds the inventory and delivers to the Court weekly, and Scenario 2 where all inventory is delivered directly to the Court, and the Court stores the inventory. Proposer to provide the following information:</p>		
3.3.1	<p>A description of how orders will be processed, including: receiving orders from Court departments, handling of proofs, approval of proof prior to production, packaging of printed items, and delivery system. Proposals should also indicate whether the Proposer has the capability for on-line ordering and customer proofing from various locations throughout the Court, as well as capabilities for fax/e-mail ordering and proofing. No minimum delivery estimate is stated in this RFP.</p>		

3.3.2	A plan for updating forms whenever requested by Court end users, normally occurring when forms are reordered, or whenever revisions are necessary due to changes in the law, whichever occurs first. Also, a plan for analyzing each form for performance by the proposer at time of contract start up, presenting recommendations for updating or revising to the Court, if appropriate. The Proposer will assume no camera ready artwork is available for any form.		
3.3.3	A description of delivery timelines for both regular deliveries and rush deliveries.		
3.3.4	All goods are to be delivered to the Court, Free on Board Destination Freight Prepaid.		
3.3.5	<p>These next items only apply if our business model remains the same where the vendor stores/warehouses our courtroom minute sheets and delivers them to the Court on an as needed basis.</p> <p>3.3.5.1 Location of warehouse facility and number of vehicles and drivers available for delivery. Indicate contractor’s capability to provide delivery to a variety of locations in Sonoma County.</p> <p>3.3.5.2 A description of how adequate quantities of high quality forms will be maintained at the proposer’s location and how the Proposer will guarantee no “stock outs” occur in any of the required forms. Proposals should also indicate how the Proposer will be sensitive to form requirement changes when establishing inventory quantities.</p> <p>3.3.5.3 A plan to assume control of the existing forms inventory currently on hand at the present proposer’s warehouse. A clear timeline regarding how long it will take to print and deliver the first batch of forms.</p>		

Any changes to the wording of this document will disqualify the Proposer

This Technical Evaluation Table requires a signature by an authorized representative:

Please fill in green areas of worksheets.

Organization Name: _____

Name: _____

Phone Number: _____

Vendor Signature: _____

Title: _____

Email: _____

Date: _____