



**Judicial Council of California**  
ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

455 Golden Gate Avenue • San Francisco, California 94102-3688  
Telephone 415-865-7960 • Fax 415-865-4325 • TDD 415-865-4272

RONALD M. GEORGE  
*Chief Justice of California*  
*Chair of the Judicial Council*

WILLIAM C. VICKREY  
*Administrative Director of the Courts*

RONALD G. OVERHOLT  
*Chief Deputy Director*

STEPHEN NASH  
*Director, Finance Division*

**TO:** Potential Bidders

**FROM:** Administrative Office of the Courts  
Finance Division

**DATE:** **February 19, 2008**

**SUBJECT/PURPOSE OF MEMO:** **Questions and Answers**  
**REQUEST FOR PROPOSALS**  
**PROJECT TITLE:** Manual On Procedural Fairness And Applicable Best Practices For The California Courts  
**RFP#:** EOP-0108-RB

**ACTION REQUIRED:** You are invited to review and respond to the Request for Proposals (“RFP”):  
Manual On Procedural Fairness And Applicable Best Practices For The California Courts  
RFP Number: EOP-0108-RB

**DEADLINE:** Proposals must be received by 1:00 p.m. March 4, 2008

**SUBMISSION OF PROPOSAL:** Proposals must be sent to:  
Judicial Council of California  
Administrative Office of the Courts  
Attn: Nadine McFadden RFP# EOP-0108-RB  
455 Golden Gate Avenue  
San Francisco, CA 94102

1. Page 6, Scope of Services, Section 4.2.3: Please clarify if “present first draft outline and report of the manual to the editorial board” means that the draft outline and the report are to be presented at the same time. Would not the outline be presented first for review?

Answer: Yes, the outline should be presented first for review. The sentence should read “present first draft outline of the manual to the editorial board”. Please see Addenda 1.

2. Page 7, 4.2.4: Please define “public stakeholders.” Does that include randomly or otherwise selected individuals who previously were litigants or defendants in relevant court venues?

Answer: “Public stakeholders” are members of the public who come to the California courts. Bidders should identify a mechanism to determine what kinds of public stakeholders or appropriate representatives would be helpful to have in focus groups to achieve the goals stated in the request for proposal. To assist in this process, bidders are encouraged to review the *Trust and Confidence in the California Courts* study reports (2005–2006), including the survey and focus group findings regarding procedural fairness.

Both public trust and confidence reports are available online at [www.courtinfo.ca.gov/reference/4\\_37pubtrust.htm](http://www.courtinfo.ca.gov/reference/4_37pubtrust.htm)

3. Page 7, 4.2.4: Please indicate if videotaping and/or verbatim transcripts of the focus group sessions need to be provided to the AOC.

Answer: At minimum, verbatim transcripts of the focus groups in electronic, searchable form need to be provided to the AOC to help toward development of the manual. Videotaping of the focus groups is not a currently anticipated need for this project.

4. Generally: Is there a maximum amount of funding that will be available for this RFP?

Answer: Since “Reasonableness of cost projections [or Fee proposal]” is an evaluation criteria (see 8.0 Evaluation of Proposals on page 9 of the RFP), prospective bidders should provide a competitive proposal based on their own costs plus reasonable profit to perform the work specified in this RFP.