REQUEST FOR PROPOSALS



SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN FRANCISCO

REGARDING: RFP 38-24-003 JURY SUMMONS PRINTING AND MAILING

PROPOSALS DUE:

DECEMBER 2, 2024 NO LATER THAN 3:00 P.M. PACIFIC TIME (ELECTRONIC SUBMISSIONS ONLY)

TABLE OF CONTENTS

1.0	BACKGROUND INFORMATION	1	
2.0	DESCRIPTION OF SERVICES AND DELIVERABLES	1	
3.0	TIMELINE FOR THIS RFP	2	
4.0	RFP ATTACHMENTS	2	
5.0	CONTRACT PROVISIONS	3	
3.0	SUBMISSION OF PROPOSAL	3	
7.0	PROPOSAL CONTENTS	4	
3.0	OFFER PERIOD	8	
9.0	EVALUATION OF PROPOSALS	8	
10.0	INTERVIEWS	g	
12.0	DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) PARTICIPATION GOALS	9	
13.0	PROTESTS	. 10	
EXHIBIT A - STATEMENT OF WORK13			
EXHIBIT B – SAMPLE POSTCARD17			

1.0 BACKGROUND INFORMATION

To be considered for full evaluation and possible award, vendors must meet the minimum qualification requirements. These requirements can be met by combining experience, expertise, and resources of the vendor and any proposed subcontractors.

- A. It is most desired that the Vendor has been in business for a minimum of five (5) years and demonstrates that it is financially stable and viable. Additionally, it is most desired that the Vendor have annual revenue of at least five million dollars (\$5,000,000). The work may be conducted outside of California.
- B. Ample experience providing the same products or services to courts. Vendor must have current experience with the latest printing equipment and technology. Vendor must employ technology to ensure printing quality equal to that achieved on a web press: modern operations, modern mailing equipment, and laser printing equipment for postpress variable imprinting.
- C. Vendor shall take advantage of all available sorting, coding, bar-coding, and bundling operations permitted by the U.S. Postal Service to reduce the cost of mailing. The Court requires the lowest **postcard** rate possible.
- D. Neither the vendor nor any of its proposed subcontractors is currently under suspension or debarment by any state or federal government agency and neither vendor nor any of its proposed subcontractors is tax delinquent with the State of California or federal government.
- E. The vendor must be able to guarantee security. To protect the privacy of individuals and integrity of the Juror Information Database, vendor will be required to establish data maintenance procedures comparable to the processing and storage of financial transactions.
- F. The vendor must be able to guarantee that all pieces (100%) will be tracked through production and mailing. All summonses that are damaged during manufacturing must be reprocessed and mailed.
- G. The vendor must be able to guarantee delivery of all items quoted, either from the vendor's stock, from warehouse stocks, or via manufacturer's shipment. If items are unavailable from vendor's stock, or if vendor is unable to obtain stock from the manufacturer, it shall be the vendor's responsibility to obtain identical items from any other source having that item.

2.0 DESCRIPTION OF SERVICES AND DELIVERABLES

As described in **Exhibit A, Statement of Work**, the Superior Court of California, County of San Francisco (Court) is seeking a qualified vendor to design, print, and mail a jury summons **postcard** with barcode and/or QR code and to provide related data processing, in-house

system programming, variable imaging, and data reporting services. The Court issues approximately 350,000-365,000 jury summonses annually.

The printing and mailing of the jury summons **postcard** is an essential and important responsibility of the Court. Vendors must demonstrate that they have the financial and physical resources available to guarantee the accurate production and distribution of large volumes of unique printing with individual addresses whenever required by the Court.

The Court may have additional printing and mailing needs that are ancillary to the production and mailing of the jury summons postcard. For example, the Court may have need to contract with the vendor for the printing and mailing of Notices of Failure to Appear, Orders to Show Cause, parking vouchers, and other documents related to jury services. These additional printing and/or mailing requirements will be determined separately as needed.

A sample of the postcard jury summons is attached as **Exhibit B**.

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 released	November 14, 2024
Questions shall be submitted to solicitationsmailbox@sftc.org. by 3:00 P.M.	November 19, 2024
FAQs posted (estimated)	November 21, 2024
Proposal due by 3:00 P.M.	December 2, 2024
to the Solicitations email box: solicitationsmailbox@sftc.org	
Proposal Evaluations begin	December 2, 2024
Proposer Interview(s) (if any) estimated	December 4-6, 2024
Notice of Intent to Award posted (estimated)	December 9, 2024
Notice of Award posted (estimated)	December 12, 2024
Contract start date (estimated) (Design of postcard in Dec; Trial run-throughs in Jan;	December 16, 2024 Production in Feb)

4.0 RFP ATTACHMENTS

The proposal must be signed by an authorized representative of the Proposer. The following attachments are included as part of this RFP. The Proposer must upload the attachments per **Proposal Upload Instructions found in this RFP**. The attachments must be in order and in one document, separate from other documents and titled (fill in RFP #) 'RFP-38-2x-xxx Attachments (your company name).'

Attachment 1: Administrative Rules Governing RFPs (Non-IT Services). These rules govern this solicitation.

Attachment 2: Court General Provisions. These Terms & Conditions will be part of the agreement.

Attachment 3: Proposer's Acceptance of General Provisions. On this form, the Proposer must indicate acceptance of the Terms and Conditions or REQUEST WORD VERSION TO identify exceptions to the Terms and Conditions.

Attachment 4: Proposer General Certification Form. Proposer must 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: UNRUH Certification. Proposer must complete the UNRUH Certification and submit the completed certification with its proposal if proposal is \$100,000 dollars or more.

Attachment 7: Iran Contracting Act Certification. Proposer must complete the Iran Contracting Act Certification and submit the completed certification with its proposal <u>if</u> <u>proposal is one-million dollars or more</u>.

Attachment 8: Proposer References. Proposer shall complete and return this form. References shall be checked and the proposer should alert everyone on their reference form that they may be contacted. If the Court is unable to contact references or the references are deemed to be irrelevant or insufficient to the work, per Section 2.0, it may result in the proposal being rejected as non-responsive and, if so, the Court shall move to the next qualified proposer. Proposer must include current contracts and most recent contracts that are for similar work.

Attachment 9: Cost Proposal Template. Proposer must use this template to submit their cost proposal in Excel format. (Ok to <u>also</u> submit PDF.) Formulas must be used—no manual calculations. Submit three (3) years of costs (one year for each year of the proposed contract term). The Cost Proposal is a separate document from the Technical Proposal.

Attachment 10: Disabled Veteran Participation Verification. Participation is not required in this solicitation but encouraged. If you are claiming this credit these forms (10A and 10B) must be completed and included with your submission to be considered.

5.0 CONTRACT PROVISIONS

See Attachment 2 for Court General Provisions.

6.0 SUBMISSION OF PROPOSAL

6.1 Proposals should provide straightforward, concise information that satisfies the requirements of the "Proposal Contents" section below. Expensive card stock, 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.

- 6.2 The Proposer must submit the Cost Proposal separately from the Technical Proposal since pricing is not allowed in the Technical Proposal.
 - A. The Proposer must **email** the technical proposal signed by an authorized representative of the Proposer followed by the name and title of the authorized representative. The Proposer must indicate the RFP title and number on each page as well as the company name. Pages must include numbering in the format of 'x of x pages.' There must be a <u>linked</u> table of contents (TOC). The file must be in a <u>searchable</u> PDF format. If the PDF is not searchable and/or TOC without links, Proposer may be deemed non-responsive. Attachments should be one PDF and separate from the technical proposal PDF.
 - B. The Proposer must email the cost proposal as a separate document from the technical proposal. The Proposer must only use the Cost Proposal Template and must submit it in Excel format. Formulas must be used for all calculations—no manual entries. The file can <u>also</u> be submitted in PDF format but this is for reference only.
- Proposals must be uploaded by the deadline listed on the coversheet of this RFP to: solicitationsmailbox@sftc.org
- 6.4 Proposals may not be delivered by any other manner.
- 6.5 The CEO name and title must be included in the body of the email and the CEO must be copied on the submission of proposals.
- 6.6 An email reply should be received from the Court Procurement Team within 2 hours of proposal submission. If you have not received a reply, please submit again (as long as not past the deadline date and time).
- 6.7 Late proposals shall not be accepted regardless of the reason for being late including, but not limited to, technical issues. WE ENCOURAGE YOU TO SUBMIT EARLY.

7.0 PROPOSAL CONTENTS

Proposals must be in the order of this Section 7.0 and the titles of each section the same as in this Section 7.0. For example, a page title would be 'Proposer's Information.'

A table of contents must be included on page 2 of the Proposal and include page numbers and with clickable links to the proposal parts.

7.1 <u>Technical Proposal</u>. The following information must be included in the technical proposal. A proposal lacking any of the following information may be deemed non-responsive. DO NOT INCLUDE ANY COST INFORMATION IN THE TECHNICAL

PROPOSAL. <u>INCLUSION OF COST INFORMATION IN THE TECHNICAL</u> PROPOSAL MAY RENDER THE PROPOSER AS DISQUALIFIED.

- A. Proposer's Information to include name, address, telephone, email address, and federal tax identification number. Note that if Proposer is a sole proprietor using social security number, the social security number will be required before finalizing a contract but just indicate the last four digits in the proposal.
- B. **Proposer's designated representative for purposes of this RFP** to include name, title, address, telephone number, and email address.
- C. Project Personnel List that includes all personnel who will be working on the project and their titles. For each key staff member: a resume describing the individual's background and experience, as well as the individual's ability and experience in conducting the proposed activities. Attach a CV or resume to the Technical Proposal for each person in a decision-making capacity for the jury summons printing and mailing. NOTE: Providing a summary of work history and experience shall be scored lower than providing complete resumes.
- D. **Facilities and Resources**: Explain where the services will be provided and the type of equipment that is needed to perform the service.
- E. Work Plan and Methodology: Provide a project plan that describes how the vendor will provide the requested projects and services. The description should include such items as communication between the vendor and the Court, training (initial and ongoing), and program evaluation performed.
- F. Computer Systems, Software, and Programming: Describe the software and computer systems that will be used to provide services under this RFP, including purchased and leased software as well as systems developed or modified in-house. Include communications protocols, required data formats, and so on. In addition, indicate the response time of the system and the estimated percentage of time the system is guaranteed to be fully operational.
 - a. Disaster Recovery: Describe back-up systems and emergency processes related to loss or incapacitation of hardware and software systems and production facilities. Describe redundant processing facilities or systems that are available in case of disastrous losses or facility down-time.
 - b. **Computerized or Internet-based tools**: Include description that would be used to track orders, inventory and historical information.
 - c. Variable Data: Define the layout of the variable data that will be provided and describe how data will be transferred and proofed. Detail the level of postal sorting required.
 - d. **Security Measures**: Describe the measures that will be utilized when receiving transmission of prospective juror information.

- G. Invoicing: Contractor will be required to include separate line-items for printing and for postage. Invoices will be submitted no more frequently than once monthly. Contractor must have the ability to track orders.
- H. Ordering Process: Describe the process for placing orders and the various ordering options available to the Court; for example: Internet ordering, telephone, and e-mail ordering.
- Reports: Describe the reports that will be commonly available to the Courts, including
 information such as the data that is available, the format in which it is reported, and
 the frequency of reports. Samples of standard reports should be included in the
 Technical Proposal section.
- J. Customer Service: Describe the organizational structure of the customer service department and the level of service that will be provided, including such issues as the identification and resolution of problems.
- K. Acceptance of the Terms and Conditions.
 - i. Using the Attachment, 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, or other modification. <u>If you are making exceptions, request the document in Word as all suggested edits must be in track changes. See item ii below.</u>
 - ii. If exceptions are identified, the Proposer must also submit a red-lined version of the Terms and Conditions that clearly tracks proposed changes, and a written explanation or rationale for each exception and/or proposed change.
 - iii. Note: A material exception to a Minimum Term, or what the Court determines, in its sole discretion, is a significant provision modification, will render a proposal non-responsive.
- L. Certifications, Attachments, and other requirements.

Proposer must include the following certification in its proposal:

- i **Conflict of Interest**. Proposer certifies that it has no interest that would constitute a conflict of interest under California Public Contract Code sections 10365.5, 10410 or 10411; Government Code sections 1090 et seq. or 87100 et seq.; or rule 10.103 or rule 10.104 of the California Rules of Court, which restrict employees and former employees from contracting with judicial branch entities.
- Proposer must complete the Darfur Contracting Act Certification, the UNRUH Certification (contracts for one-hundred thousand dollars or more), and the Iran Contracting act Certification (contracts for a million dollars or more) (See applicable **Attachments**) and submit the completed certification(s) with its proposal.

jurisdiction.

iii. If Contractor is a California corporation, limited liability company ("LLC"), limited partnership ("LP"), or limited liability partnership ("LLP"), proof that Contractor is in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor conducts or will conduct (if awarded the contract) intrastate business in California, proof that Contractor is qualified to do business and in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor does not (and will not if awarded the contract) conduct intrastate business in California, proof that Contractor is in good standing in its home

- iv. Include copies of current business licenses, professional certifications, or other credentials. Time is of the essence with this RFP. A license to do business in San Francisco is required before a contract can be executed. (A contract will not be issued without one.) If Proposer does not have a San Francisco business license by the time the Court has concluded the proposals evaluations, then the Court may move to the next highest scored bidder.
- v. **Proof of financial solvency or stability** (e.g., balance sheets and income statements). An audited profit and loss statement and balance sheet for your company for the last three (3) years. If your company is privately owned, this information will be kept confidential by the Court to the extent it is allowed to do so. (**See Section 11**.) Please mark CONFIDENTIAL on the documents if your company is privately owned and you want this information to be kept confidential: failure to do so will render these documents public records. See **Section 12** for important additional information. NOTE: including a URL to a website or making a narrative statement may result the proposer being deemed non-responsive.
- 7.2 <u>Cost Proposal</u>. The following information must be included in the cost proposal. The Cost Proposal must be submitted as a separate document from the Technical Proposal.
 - A. Only using the **Cost Proposal Template** to include your Budget. A "not to exceed" total for all work and expenses payable under the contract, if awarded, will be included in the template.
 - Proposing Vendor to be responsible for all start-up and on-going operational costs.
 Court will not pay for or reimburse for these costs.
 - B. On a separate page, include a full, narrative explanation of all budget line items titled "Budget Justification."

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.

8.0 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.

9.0 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 firstly be offered to the highest-scored proposal.

If a contract will be awarded, the Court will post intent to award notice at https://sf.courts.ca.gov/general-information/purchasing-contracting. The Court is under no obligation to award a contract to any Proposer.

CRITERION	MAXIMUM NUMBER OF POINTS AWARDED*		
Quality of Work Plan submitted	20		
Experience of similar assignments	20		
Cost	30		
Credentials and experience of the staff to be			
assigned to the project	10		
Computer systems, software, and program	nming 10		
Reports, Customer Service, and Reference	es 10		

^{*}A qualifying DVBE will be awarded an additional 3 points.

10.0 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 by phone or online. The Court will not reimburse Proposers for any costs incurred in interview participation. The Court will only notify eligible Proposers regarding interview arrangements.

11.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

A copy of each proposal will be retained by the Court for official files and will become a public record. California judicial branch entities are subject to rule 10.500 of the California Rule of Court, which governs public access to judicial administrative records (see https://www.courts.ca.gov/cms/rules/index.cfm?title=ten&linkid=rule10_500).

If information submitted in a proposal contains material noted or marked as confidential and/or proprietary that, in the Court's sole opinion, meets the disclosure exemption requirements of Rule 10.500, then that information will not be disclosed upon a request for access to such records. If the Court finds or reasonably believes that the material so marked is **not** exempt from disclosure, the Court will disclose the information regardless of the marking or notation seeking confidential treatment.

Notwithstanding the above, the California Public Contract Code requires the public inspection of certain proposals. If required to do so by the Public Contract Code, a Court may disclose all information contained in a proposal, including information marked as confidential or proprietary.

12.0 DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) PARTICIPATION GOALS

Disabled Veteran Business participation is encouraged, but not required with this solicitation. To be considered, eligible bidders must complete the **DVBE certifications (Attachments**

10A & 10B) and include them with the Technical Proposal (but as a separate document). An additional 3 points will be awarded to those that qualify.

13.0 PROTESTS

Any protests will be handled in accordance with Chapter 7 of the Judicial Branch Contract Manual (see http://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 only be emailed to: solicitationsmailbox@sftc.org and include in subject line (with missing RFP number filled in): "PROTEST RFP-38-2x-xxx (your company name)."

DO NOT CONTACT ANYONE AT THE COURT REGARDING THIS PROCUREMENT. CONTACTING SOMEONE AT THE COURT ABOUT THIS PROCUREMENT CAN RESULT IN DISQUALIFICATION. ALL INQUIRIES SHOULD BE SENT TO solicitationsmailbox@sftc.org

EXHIBIT A - STATEMENT OF WORK

1. Project Overview

- A. The Contractor shall print and mail on a weekly schedule a jury summons **postcard** with barcode/QR code and provide required data processing, in-house system programming, variable imaging, and return data services. The Court issues approximately 350,000 jury summonses annually. The number of summonses issued fluctuates weekly. No minimum or maximum number is guaranteed.
- B. The printing and mailing of the jury summons **postcard** is an essential business function of the Court. Contractor demonstrates that they have the financial and physical resources available to guarantee the accurate production and mailing of large volumes of unique printed items. Further, Contractor demonstrates security processes similar to those employed when handling and processing personal financial data.
- C. The Court may have additional printing and mailing needs that are ancillary to the production and mailing of the jury summons packet. For example, the Court may have a need to contract with a vendor for the printing and mailing of Notices of Failure to Appear, Orders to Show Cause, parking vouchers, and other documents related to jury service. These additional printing and/or mailing requirements will be determined separately as needed.

2. Jury Summons Packet

The Contractor is required to provide approximately 350,000 **postcards** that meet all U.S. Postal Service requirements for Postcard Mail. Each document will include fixed information and variable information, on front and back, from a data file provided by the Court.

2. Base Stock

The base stock of the summons must be printed according to the following specifications:

- A. Two-sided with finished paper dimension of approximately 6" x 4.25"
- B. The Court-approved color of the stock to be determined.
- C. The stock must meet the USPS weight specifications for postcards and be coated so as to resist water damage / ink smearing.
- D. Quotes (2) to include text to be printed in two colors: black and one other standard color, and printed in three colors: black, and two other standard colors.
- E. The printing must be at least a minimum quality of 300-dpi laser print, as required for bar code/QR code scanning and print images.

4. Summons Layout

A. The summons consists of a standard format with insertion points for variable imaging. The variable imaging is information specific to each juror. The standard format includes information that does not change, such as Court contact information and other instructional information, like a map.

- B. The insertion points for variable imaging (which may occur on the front and/or back of the postcard) is obtained from the data file provided by the Court. The data fields include, but are not limited to, juror name, address, bar code / QR code, service, date, and other instructional information.
- C. Contractor may affix unique coding or barcoding information on the front of the summons, in a location and format approved by the Court, for the sole purpose of tracking summons production.
- D. If the Contractor employs the annual fabrication and/or pre-printing of the base stock, the Court agrees to update the standard information annually or as base stock is re-ordered. Irrespective of the method of fabrication and printing, the variable imaging may be updated more frequently as directed by the Court.
- E. Font: The font(s) approved by the Court must be used throughout the jury summons. No other font(s) will be accepted. The Court will provide the vendor with a style sheet; use of this style sheet is mandatory.
- F. Envelopes: none.

5. Summons Production and Mailing

- A. Contractor is required to produce the post card summons and mail weekly to every prospective juror selected by the Court and included in the data file transmitted to the Contractor. The production process shall include a process for matching the Court's data file against the U.S. Postal Service National Change of Address (NCOA) database; returning an updated file to the Court according to the Court's specifications; and eliminating from the printing process any jurors identified by the Court as a result of the address update procedure. For example, summonses would not be mailed to jurors who no longer reside in San Francisco County or for whom the NCOA process has identified a bad address. Specifications for such business rules shall by provided by the Court. The Contractor will be provided with specifications and layout requirements for the data file and for the return file; no modifications to these specifications and requirement will be accepted.
- B. The mailing process shall take advantage of all available sorting, coding, bar coding, and bundling operations permitted by the U.S. Postal Service to reduce the cost of mailing as much as possible. The Court requires at least the 3-digit sort rate for Postcard mail.
- C. Data Transmission and Project Timing: The Contractor is required to establish and maintain a secure file transmission portal (aka FTP) site for the transfer of data files to and from the Court. The Contractor is required to maintain a practice of sweeping the FTP site at intervals no greater than fifteen (15) minutes to ensure that the Court's data

files are removed from the FTP site to the Contractor's network as quickly as possible. The Contractor shall provide an alternative means of data transmission for the purposes

of disaster recovery.

D. Contractor is required on a weekly schedule to provide the Court with a report of the number of summonses mailed and information about each record modified through the NCOA processing. The Court will provide the Contractor with the file layout and business rules for these processes; no modifications will be accepted. The file confirmation must be submitted to the Court via e-mail to the addresses provided. The return file must also be available for the Court to download from the FTP site.

E. The summons **postcards** must be mailed weekly on Friday. The file transmission shall occur at a time mutually agreed by the Court and Contractor, but no earlier than Tuesday of the same week. Contractor should create and transmit the return files to Court the same day such as Tuesday as Court files transmitted to Contractor. Court will process the return files and will quickly report to Contractor if there are any problems before Friday. Contractor is required to complete all processes involved in the project by Friday of each week. It is the Court's expectation that any problems discovered during processing will be immediately reported to the Court contact for resolution. Any delay in mailing will immediately be reported by Contractor to the Court contract manager.

6. Vendor Guarantees

- A. Security: Contractor is required to establish database maintenance procedures comparable to those used for financial transactions, in order to protect the privacy of juror information.
- B. All pieces (100%) must be tracked through production and mailing. All summonses that are damaged during manufacturing must be re-processed and re-mailed at no charge to the Court and according to Court-specified deadlines.
- C. Delivery of all items quoted, either from the Contractor's stock, from warehouse stock, or via manufacturer's shipment, is guaranteed. If items are unavailable from Contractor's stock, or if the vendor is unable to obtain stock from the manufacturer, it shall be the Contractor's responsibility to obtain identical items from any other source.

7. Customer Service

Contractor shall provide the Court with the names and contact information for the lead and backup customer service representatives and with protocols for contacting the customer service representatives. The Court will provide the Contractor will local contacts that shall serve as leads for resolving any issues.

8. Implementation

- A. The Contractor and the Court will work to develop a mutually acceptable schedule. It is the goal of the project to be able to begin issuing summonses no later than on a date specified by the Court. This implementation process will commence once the contract has been fully executed. The Court will identify a project manager who will have responsibility for reviewing and approving each step identified in the project plan.
- B. The Court will require that Contractor submit an implementation plan in writing, which will include a timeline and summary of the total compensation to be paid, with a breakdown of tasks and costs. Court will not pay for, and Contractor will not invoice Court for, any costs associated with the use of Contractor's portal or the connection into the Court's systems.

9. Postage

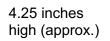
- A. The Court requires at least the 3-digit sort rate for Postcard Postage, as defined by the U.S. Postal Service. This rate is assumed to be an actual maximum rate, which will increase as directed by the U.S. Postal Service. The Court will permit co-mingling of mail in the same class if such achieves a lower postage costs.
- B. Contractor shall provide the Court with notice of postage rate increases as ordered by the U.S. Postal Service within three business days of published rate increase.

END OF EXHIBIT A

EXHIBIT B - SAMPLE POSTCARD

The quality of the images below is purposeful as the example is from a different court. However, the layout is very similar to what the San Francisco Court is seeking.

FRONT





6 inches wide (approx.)

