



TENTH JUDICIAL CIRCUIT COURT

Request for Qualifications (RFQ)

STENOGRAPHIC COURT REPORTING SERVICES

RFQ # 10-2018-01

RFQ ISSUE DATE: May 17, 2018

RFQ RESPONSE DEADLINE: June 7, 2018, at 5:00 PM EST

Note: All Responses to the RFQ must be received and date/time stamped by the Court's Administrative Services Department. Responses received after this deadline will not be accepted. If mailed, the Administrative Office of the Courts accepts no responsibility for ensuring that the Response is date/time stamped prior to the RFQ Response Deadline.

DESIGNATED CONTACT:

Julie Nelson
Budget Services Manager
Administrative Services Department
Tenth Judicial Circuit Court
P.O. Box 9000, Drawer J150
Bartow, Florida 33831-9000
(863) 534-5849
jnelson@jud10.flcourts.org

PURPOSE:

The purpose of this Request for Qualifications (herein referred to as "RFQ") is to request qualifications from court reporting firms (hereinafter referred to as "Respondent") interested in providing stenographic court reporting services funded at public expense for court proceedings in the Tenth Judicial Circuit of Florida beginning on or about July 1, 2018. The Tenth Judicial Circuit is comprised of Hardee, Highlands and Polk Counties. It is the Tenth Judicial Circuit Court's intent to utilize its own employees to provide the majority of court reporting services and to establish a contractual relationship with a stenographic court reporting firm, or firms, to provide services in certain specific areas. Respondents may submit responses for the provision of stenographic court reporters, as outlined in the Scope of Services and the Rate/Fee Schedule below, in Circuit Court in Hardee, Highlands or Polk Counties, or any part or combination thereof. This

RFQ is for the provision of contractual services mentioned herein. The Court may award multiple contracts pursuant to this RFQ.

DEFINITIONS:

The term “RFQ” as used herein means Request for Qualifications.

The term “AOC” as used in this RFQ means the Administrative Office of the Court.

The term “Court” as used in this RFQ means the Tenth Judicial Circuit Court of Florida.

The term “Contractor” as used in this RFQ means a successful Respondent who has entered into a contractual relationship with the Court.

The term “Hardee County” means the Hardee County Courthouse in Wauchula, Florida, and any other place within Hardee County where judicial proceedings may take place.

The term “Highlands County” means the Highlands County Courthouse in Sebring, Florida, and any other place within Highlands County where judicial proceedings may take place.

The term “Polk County” means the court facilities in Bartow, Florida; Lakeland, Florida; Winter Haven, Florida; and any other place within Polk County where judicial proceedings may take place.

The term “CART” as used in this RFQ means Communication Access Realtime Translation and is defined by the National Court Reporters Association as “the instant translation of the spoken word into English text using a stenotype machine, notebook computer and realtime software. The text appears on a computer monitor or other display.”
<http://www.ncra.org/Membership/content.cfm?ItemNumber=9133&navItemNumber=11460>.

The term “Respondent” as used in this RFQ means an individual or firm submitting a response to this RFQ outlining its qualifications to provide stenographic court reporting services.

SCOPE OF SERVICES:

1. The AOC for the Tenth Judicial Circuit Court of Florida is accepting written qualifications from qualified vendors to provide stenographic court reporting services in Hardee, Highlands and Polk Counties, Florida, pursuant to Florida Rule of Judicial Administration 2.535, Tenth Judicial Circuit Administrative Order 1-22.5 (or as may be amended, modified, or superseded), and any other applicable Florida statute(s), court rule(s), or administrative order(s) that pertain to court reporting services.
2. The service period will commence on or about July 1, 2018, and will be for three (3) years, with the option of one contract renewal for a period of up to three (3) additional years, as further explained below in Number 2 of the General Conditions Section.

3. The service delivery solution may include one or more methods of recording and transcription of the court record for various court divisions and proceedings.
4. Furnish all labor, necessary stenographic equipment, and all other necessary equipment to provide stenographic court reporting services.
5. The Court reserves the sole right to determine a Respondent's ability to perform in accordance with the specifications, terms, and conditions of this RFQ.
6. Contracts will be awarded to Respondent's for the provision of stenographic court reporting services in the following court proceedings in the Tenth Judicial Circuit:
 - Circuit Court – Criminal (specifically all first and second degree felony jury trials and all matters relating to capital cases where the death penalty is being sought); and
 - Circuit Court – Juvenile (specifically all Termination of Parental Rights trials and all waiver of parental notification of abortion hearings); and
 - Any proceedings requiring Communication Access Realtime Translation (hereinafter "CART") that are required to be translated by the Americans with Disabilities Act (hereinafter "ADA"); and
 - Other proceedings as directed by the Court.

Respondent(s) may submit a Response to this RFQ to provide for services in the above-referenced areas in whole, in part, or any combination thereof.

The chief judge may designate any judicial proceeding to be electronically recorded in lieu of a stenographic court reporter.

7. The awarded contractor(s) shall further agree to provide the following:
 - Transcripts that comply with Florida Rule of Judicial Administration 2.535, and all other applicable Florida Rules of Court and administrative orders; and
 - Retention of notes, records, and transcripts in accordance with requirements of Rule 2.430, Florida Rules of Judicial Administration; and
 - A verbatim record of legal proceedings and accurate translations and/or transcripts in a format acceptable to the Tenth Judicial Circuit Court and the Florida Supreme Court; and
 - Timely distribution of requested transcripts; and
 - Careful maintenance of files and records as required by the Florida Rules of Judicial Administration or law; and
 - Compliance with Florida Rule of Judicial Administration 2.420, regarding public access to and protection of judicial branch records; and
 - Any and all other requirements of the RFQ and specifications.
8. Respondent is solely responsible for reading and completely understanding the requirements and the specifications of the items or services herein and the following to include, but not be limited to, state and federal laws, rules, and administrative order of the Supreme Court of

Florida and the Tenth Judicial Circuit Court, as currently in effect or as may be amended.

9. The awarded contractor(s) shall be responsible for ensuring compliance with the State of Florida public records laws.
10. Pursuant to Florida Rule of Judicial Administration 2.535(d), the chief judge of the Court shall be the owner of all the records and electronic records reported or produced for the Court by the contractor(s).
11. Proceedings will take place in court facilities located in Bartow, Lakeland, Winter Haven, Sebring, and Wauchula, Florida, and any other place or facility within the circuit where judicial proceedings may take place.
12. The court reporter services Contract or any portion thereof shall not be assigned, subcontracted, or transferred except as allowed in the RFQ specifications, response thereto, and the awarded Contract without the prior express written consent of the Court.
13. The Court in no way implies or guarantees any minimum expenditure or number of cases as part of this RFQ or any resultant Contract.
14. As specified in this RFQ, the Respondent(s) is required to furnish qualified court reporters, staffing, management, administrative and supervisory control as necessary, equipment, computer equipment, printers and paper. Computer equipment shall include real-time capability.
15. The awarded contractor(s) are responsible for supplying its own equipment for proceedings covered under the resultant Contract with no additional costs to the Court or the State of Florida, including connecting cables and any other equipment needed for real-time reporting in accordance with Supreme Court guidelines. The Court will only provide equipment for the judge and defendant(s). The attorneys will provide their own equipment.
16. The awarded contractor(s) shall provide a written statistical report to the Senior Court Operations Consultant in care of the AOC no later than tenth (10th) of each month for the services provided during the preceding month. The report will include, but not necessarily be limited to: quantity and type of proceedings covered during the reporting period; number of pages, by type of proceeding transcribed; case numbers and dates for each proceeding; and other information as requested.

MINIMUM QUALIFICATIONS:

1. Respondent's must meet the following minimum qualifications:
 - A. Respondent shall have engaged in the provision of stenographic court reporting services for a minimum of the last three years.

- B. Respondent shall currently employ or contract with, or demonstrate the ability to employ or contract with, at least one stenographic court reporter.
 - C. If Respondent(s) Response includes a provision to provide court reporting services for CART, then Respondent shall currently employ, or demonstrate the ability to employ, at least one experienced real-time stenographic court reporter with related hardware, not limited to counsel tables and the judge's bench, and software to sufficiently meet the requirements of the Supreme Court for Capital Cases and the ADA. The reporter shall have CRR certification.
 - D. Respondent shall have the ability to provide transcripts on disks (DVD or CD), e-mail, floppies, flash drives, other electronic media, and as condensed transcripts.
 - E. Respondent shall have the ability to transmit transcripts electronically as set forth in Florida Rule of Judicial Administration 2.525.
2. Stenographic court reporting staff shall meet the following minimum qualifications:
- A. Reporters shall be proficient in reading, writing, and speaking the English language, and shall have extensive knowledge of legal terminology; court practices and procedures; transcript preparation; and professional responsibility.
 - B. Shall comply with state standards if the State of Florida implements certification requirements for circuit court reporter, and if implemented, shall maintain the required certification(s) at their own expense.
 - C. Have at least 3 years of verifiable stenographic court reporting experience, including at least 2 years of courtroom experience as determined by the Circuit.
 - D. Be a Computer-Aided Transcript (CAT) reporter if scheduled for real-time stenographic court reporting.
 - E. Shall use steno-machines provided by the Respondent that are capable of accommodating computer-aided transcription (CAT) if scheduled for real-time stenographic court reporting.
 - F. Possess a certificate in stenographic court reporting from an accredited stenographic court reporting school or college, or demonstrate, through at least 5 letters of recommendation from judges and/or attorneys, of experience and abilities to perform duties.
 - G. Possess a certificate of proficiency or Registered Professional Reporter (RPR) or a Certificate of Merit from the National Shorthand Reporters Association.
 - H. Shall be capable of translating, editing, and producing typed transcripts as needed, having full responsibility for technical accuracy.

- I. Shall be capable of producing accurate transcripts consistent with established standards of accuracy.
 - J. Shall be skilled, knowledgeable, and dedicated to achieving and maintaining a high level of professionalism.
 - K. Shall be Notaries Public.
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COMPENSATION:

1. Respondent(s) that are awarded a contract pursuant to this RFQ must agree to and will be compensated pursuant to the Rate/Fee Schedule set forth in Section A through Section I, below:

- A. Transcript Fees:

- i Transcript for trials, TPRs, all day proceedings and appeals: original and two (2) copies at \$7.00 per transcript page in designated format.
- ii Other transcripts: original and one (1) copy at \$6.00 per transcript page in designated format.
- iii Expedited transcripts (weekend and holidays excluded):
 - 72 hours at \$7.50 per transcript page in designated format;
 - 48 hours at \$8.50 per transcript page in designated format;
 - 24 hours at \$9.50 per transcript page in designated format;
 - Daily at \$10.50 per transcript page in designated format; and
 - Additional copy at \$2.00 per transcript page in designated format.

- B. In-Court Per Diem Appearance Fees (stenographic):

- i Criminal trials (Circuit Court):
 - From 8:00 a.m. to 5:00 p.m., the Court Reporter shall be compensated at the rate of: \$60.00 per hour.
 - From 7:00 a.m. to 7:59 a.m. and 5:01 p.m. to 8:59 p.m., the Court Reporter shall be compensated at the rate of \$90.00 per hour.
 - From 9:00 p.m. to 6:59 a.m., the Court Reporter shall be compensated at the rate of \$120.00 per hour.
- ii Juvenile dependency TPR trials:
 - From 8:00 a.m. to 5:00 p.m., the Court Reporter shall be compensated at the rate of: \$60.00 per hour.
 - From 7:00 a.m. to 7:59 a.m. and 5:01 p.m. to 8:59 p.m., the Court Reporter shall be

compensated at the rate of: \$90.00 per hour.

- From 9:00 p.m. to 6:59 a.m., the Court Reporter shall be compensated at the rate of \$120.00 per hour.

iii Other proceedings:

- From 8:00 a.m. to 5:00 p.m., the Court Reporter shall be compensated at the rate of: \$60.00 per hour.
- From 7:00 a.m. to 7:59 a.m. and 5:01 p.m. to 8:59 p.m., the Court Reporter shall be compensated at the rate of: \$90.00 per hour.
- From 9:00 p.m. to 6:59 a.m., the Court Reporter shall be compensated at the rate of \$120.00 per hour.

C. CART Services for the Deaf/HOH, provided under ADA:

i Transcripts: No transcripts provided with CART services. Not a verbatim record, and CART reporter is not the reporter of record. Fees for reporter of record are a separate charge.

ii Per diem appearance fee:

- \$100.00 per hour for CART;
- One-time \$30.00 preparation fee.

iii Respondent is responsible for monitor hook-up for CART recipient.

D. Rough ASCII:

i Per diem appearance fee:

- \$75.00 per hour;
- One-time \$30.00 preparation fee.

ii Per page: \$1.25 per 24-line page of rough ASCII.

iii Ordering of rough ASCII requires guaranteed purchase of original and one (1) copy of final transcript at above-listed transcript fee schedule.

E. Real-Time Hookup (interactive real-time):

i Per diem appearance fee:

- \$100.00 per hour per hookup;
- One-time \$30.00 preparation fee.

ii Ordering of real-time hookup requires guaranteed purchase of original and one (1) copy

of final transcript at above-listed transcript fee schedule.

- iii Ordering party of real-time hookup will provide its own equipment. The Court Reporter will provide the hookup cable only. Ordering party is responsible for troubleshooting real-time hookup.

F. General Provisions Pertaining to Appearance Fees Listed above in Sections B-E:

- i Minimum per diem appearance fee: At a minimum, the Court Reporter shall be compensated for:
 - Two (2) consecutive hours of appearance time for the morning session (i.e., before the lunch break); and
 - One (1) hour of appearance time for the afternoon session (i.e., after the lunch break).
 - If the contractor's appearance time does not begin until the afternoon session, then the contractor will be compensated, at a minimum, for two (2) consecutive hours of appearance time for the afternoon session.
 - Change in Physical Location for Court Proceedings: If court reporting services are requested for court proceedings held at multiple courthouse facilities or other locations where court proceedings are held, then the Court Reporter shall be compensated per day, at a minimum, for two (2) consecutive hours of appearance time at the first location and one (1) hour of appearance time at each additional location. For example, if mental health hearings begin at Lakeland Regional Health, then proceed to Winter Haven Hospital (BayCare), and Bartow Regional Medical Center (BayCare), the Court Reporter shall be compensated for a minimum of two (2) hours at Lakeland Regional Health (BayCare), one (1) hour at Winter Haven Hospital (BayCare), and one (1) hour at Bartow Regional Medical Center (BayCare).
- ii All per diem appearance rates shall be rounded up to the next half hour after the minimum per diem appearance fee(s) has been met.
- iii Unless otherwise provided, the following overtime rates will apply for all stenographic court reporting services:
 - Services provided from 7:00 a.m to 7:59 a.m. will be compensated at 1.5 times the regular per diem rates.
 - Services provided from 5:01 p.m. to 8:59 p.m. will be compensated at 1.5 times the regular per diem rates.
 - Double time rates will apply after 9:00 p.m. until 6:59 a.m. on weekdays, and all day on weekends and court holidays.
- iv When a court reporter is ordered by a presiding judge to "stand-by" status, that time may be billed as in-court time. "Stand-by" means when the court proceeding has been completed, but the presiding judge has asked the court reporter to remain for possible

further proceedings.

- v Names from case file may be provided to the Court Reporter no less than one week prior to any scheduled real-time proceeding, to build job dictionary.
- vi Contractor(s) will not be compensated for travel time or lunch break.
- vii Court Reporter shall be compensated for mileage from the Court Reporter's home address or their employer's address, whichever is closer, to the court facility at which stenographic court reporting services are to be provided at public expense. Mileage shall be based on the Florida Department of Transportation's official highway mileage.

G. Other Court Reporting Services:

- i Electronic delivery of transcript (DVD, CD, e-mail, floppies, flash drives, or other electronic media): \$25.00 per transcript or volume of transcript (in addition to the per-page rate).
- ii Word indices: billed at the per page rate of the transcript.
- iii Postage: Minimum \$6.00 per mailing OR actual cost of postage or shipping fees, whichever is greater. Copy of receipt must accompany invoices for any charges other than the minimum \$6.00 cost.

H. Hourly Rate for Travel Outside of Circuit:

- i Expenses for out-of-circuit proceedings and/or change of venue cases will be subject to the travel rates established in Section I (below) titled "Reimbursement for Travel Expenses" and must be pre-approved by the Court's Administrative Services Department.
- ii Court Reporter shall be compensated for mileage from the Court Reporter's home address or their employer's address, whichever is closer, to the court facility at which stenographic court reporting services are to be provided at public expense. Mileage shall be based on the Florida Department of Transportation's official highway mileage. Travel time is not compensable.

I. Reimbursement for Travel Expenses:

- i Reimbursement for travel expenses will be billed as applicable under §112.061, Florida Statutes and must be submitted on the State Court System Voucher for Reimbursement of Travel Expenses form that is found at <http://www.flcourts.org/core/fileparse.php/424/urlt/ReimbursementVoucher.pdf>.
- ii The Court Reporter must include an invoice number on the State of Florida Voucher for Reimbursement of Travel form (hereinafter "Travel Voucher"). The invoice

number must end with the letter “T”. The remaining characters making up the invoice number on the Travel Voucher must match the invoice number on the Court Reporter’s corresponding uniform invoice for the same time period. For example, if the uniform invoice number is “1234”, then the corresponding Travel Voucher invoice number would be “1234T” or “1234-T”. Additionally, each day of travel listed on the Travel Voucher must include the time that travel begins and ends each day.

- iii The terms and conditions described as State of Florida Travel Information at <http://www.flcourts.org/core/fileparse.php/552/urlt/TravelInformation.pdf> are incorporated herein as if fully recited in this RFQ except to the extent that any of those terms or conditions are in conflict with this RFQ.
2. The Court’s performance and obligation to pay for services outlined in this RFQ or any resultant Contract are contingent upon the availability of State funds lawfully appropriated to fulfill the requirements of this RFQ or any resultant Contract. The Court’s performance and obligation to pay for services outlined in this RFQ or any resultant Contract are also contingent upon final spending approval from the Chief Justice of the Florida Supreme Court.
 3. The Court may request additional court reporting services under this Agreement at any time. The contractor(s) will be compensated for such additional services as mutually agreed by the parties, in writing.

GENERAL CONDITIONS:

1. The Tenth Judicial Circuit Court reserves the right to award one or more contracts to provide the required services to qualified responders, as deemed to be in its best interest. The awarded contractor(s) may not currently be an employee of any agency or branch of the State of Florida. Any awarded contractor(s) shall provide the services required herein strictly under a contractual relationship and is not, nor shall be, construed to be an employee of the Court, the Florida State Court System, or the State of Florida. Prior to signing any resulting contract(s), the contractor must register to do business with the State with the Department of Financial Services and sign up for electronic deposit.
2. Prior to commencing work, the successful Respondent(s) will be required to sign a written contract incorporating the specifications and terms of this RFQ and the response thereto. Any contract awarded as a result of this RFQ shall be for a period of three (3) years, beginning on or about July 1, 2018, and terminating on June 30, 2021. One contract renewal for a period of up to three (3) additional years may be allowed upon the mutual consent of the contractor(s) and the Court. The renewal option shall be exercised only if the work of the contractor is satisfactory to the Court and all original contract terms, conditions, and prices remain the same.
3. As an independent contractor, the awarded contractor(s) shall pay any and all applicable taxes required by law; shall comply with all pertinent Federal, State, and local laws, including, but not limited to, the Fair Labor Standards Act, The Americans with Disabilities Act, the Federal

Civil Rights Act, and any and all relevant employment laws. The contractor(s) shall be responsible for all income taxes, FICA, and any other withholdings from its employees, or subcontractor's wages or salaries. Fringe benefits, if applicable, shall be the responsibility of the contractor(s), including, but not limited to, health and life insurance, mandatory social security, retirement, liability/risk management coverage, and workers and unemployment compensation.

4. Any resultant contract, among other things, will be bound by the current Florida State Courts System General Contract Conditions for Services, incorporated herein as if fully recited in this RFQ, which can be found at <http://www.flcourts.org/administration-funding/contract-conditions-for-services.stml>.
5. The *Criminal Justice Information Services (CJIS) Security Policy*, found at http://www.jud10.flcourts.org/sites/all/files/docs/AdminServices/CJIS_Policy_5.6.pdf is incorporated herein as if fully recited in this RFQ. Prior to commencing work, the successful Respondent(s) will be required to: 1) review and complete the requirements set forth in the policy, which includes, but is not limited to, online training and a fingerprint background check, and 2) provide a list of all staff that will be providing services under the contract (the list must be updated with any changes in staff employment status).
6. The contractor(s) shall not be exclusively bound to the Court and may provide court reporting services to other private and public entities as long as there is no conflict of interest.
7. The *Florida State Courts System Fraud Policy*, found at <http://www.flcourts.org/administration-funding/contract-conditions-for-services.stml>, is incorporated herein as if fully recited in this RFQ.
8. Office space for purposes of managing contract services or otherwise fulfilling duties pursuant to the scope of work will not be provided by the Court. Office furnishings, supplies, or other equipment will not be provided by the Court. Neither will the Court pay for any training, continuing education expenses, or professional association dues on behalf of the contractor(s).

SUBMITTAL INSTRUCTIONS AND REQUIREMENTS FOR RESPONSE:

1. Instructions:
 - A. Responses must be typed on white letter-size paper and each element of the RFQ shall be addressed in a clear, concise manner. Each element shall be labeled and indexed. RFQ shall be individually bound.
 - B. One (1) original, marked "ORIGINAL", and four (4) copies, each marked "COPY", are required of each RFQ. The RFQ shall be submitted as designated herein by the advertised deadline in a sealed package clearly marked on the outside of the package:

"RFQ , COURT REPORTING SERVICES"

DUE: 5:00 p.m., June 7, 2018

C. RFQs may be delivered in person or mailed to:

Julie Nelson
Budget Services Manager
Tenth Judicial Circuit
Post Office Box 9000, Drawer J150
Bartow, Florida 33831-9000
RE: Court Reporting Services

D. Any RFQ received after 5:00 p.m. EST, on June 7, 2018, will not be considered for award.

2. Materials: Respondent's must submit the following information is in a response to this RFQ:

A. *Respondent Information:* Respondent shall submit a brief introduction indicating your interest in providing stenographic court reporting services for one or more counties within the Circuit, along with the following:

- i Respondent's official business name; address (physical and mailing); telephone and fax numbers; e-mail address; type of business, such as sole proprietorship, partnership, or corporation, including the State of incorporation;
- ii Name of owner;
- iii FEID number or social security number (SSN #);
- iv Length of time in business;
- v Location(s) of business operations;
- vi Qualifications and experience of corporate officer(s) and/or key personnel;
- vii Number of court reporter staff;
- viii Description of support staff; and
- ix Current financial statement.

B. *Professional Résumé:* Respondent shall submit a brief résumé that includes a list of Respondent's court reporting experience.

C. *Statements:*

- i *Statement of Project Understanding:* Respondent shall submit a statement indicating an understanding of the project and the requirements thereof.

- ii *Respondent Qualifications Statement:* Respondent shall submit a statement indicating that Respondent and its staff meet the minimum qualifications outlined in the Minimum Qualifications Section herein. Respondent must attach to the statement all supporting documentation and evidence of meeting the qualifications requirements set forth herein.
 - iii *Compensation Statement:* Respondent shall submit a statement indicating that Respondent understands and agrees to be compensated as set forth in the Compensation Section of this RFQ.
- D. *Technology Plan:* Respondent shall submit a description of CAT and other computer equipment that would be used in the performance of duties, including hardware, software, and backup and support services.
 - E. *Grievance Plan:* Respondent shall submit a description of how complaints concerning fees, errors, tardiness, etc. against individual reporters or the firm are handled by the firm.
 - F. *Quality Assurance:* Respondent shall submit the following: the firm's statement of commitment to quality assurance; the firm's capability and plan to guarantee the appearance of court reporters for proceedings; the firm's plan(s) for hiring, training, continuing education, and performance evaluations of employees.
 - G. *Staff Roster:* Respondent shall submit a completed Staff Roster (attached and incorporated herein as Attachment "A") listing of all Respondent's staff members that would potentially be providing court reporting services.
 - H. *References:* Respondent shall submit the name, address, and telephone number of at least three (3) clients for whom similar services are performed.
 - I. *Conflict Disclosure:* Respondent shall submit the name(s) of any employee or officer of the Florida State Courts System who owns, directly or indirectly, an interest of 5% or more in the firm. Respondent must also submit the name(s) of any employee, officer, or agent of the firm that has any conflict of interest associated with this project.
- 3. Costs of Response Preparation: All costs associated with preparation and submissions of a Response to this RFQ are fully the responsibility of the Respondent.
 - 4. **All documents, information or material submitted will become a judicial branch record subject to public access.**

INQUIRIES AND ADDENDA:

Any questions or requests for additional information regarding this RFQ shall be in writing and directed to the person listed in the Designated Contact Section of this RFQ. If necessary, clarifications or additional information shall be issued by the AOC. Any clarification or additional information that may substantially affect the outcome of this RFQ will be provided in the form of

a written addendum and will be placed on the Court's website at <http://www.jud10.flcourts.org>. The Court will not be bound by any verbal or written information that is not contained within this RFQ or contained in written addenda issued by the AOC. It is the Respondent(s) responsibility, prior to submitting a Response to this RFQ, to determine if addenda were issued. If addenda were issued, Respondent(s) must make such addenda part of any submitted Response.

RESOLUTION OF GRIEVANCE:

Any Respondent who is aggrieved in connection with this RFQ or award of a contract may seek resolution of the grievance by contacting Nick Sudzina, Trial Court Administrator.

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