Superior Court of California
County of Santa Clara

191 North First Street
San José, California 95113
(408) 882-2700

FINANCE /GENERAL SERVICES DIVISION

Date 11/17/2026

ADDENDUM # 1

Cal/OSHA Janitorial, Mailroom and Facilities Training

REQUEST FOR PROPOSAL (RFP) # 103026C

Item	Vendor Question (Q)	Official Court Response (A)
1	Could you provide a list of the specific OSHA and Cal/OSHA courses required for Janitorial, Mailroom, and Facilities personnel? Alternatively, is the vendor expected to recommend and develop the complete training curriculum?	We are looking for the vendor to take the lead on this. Rather than providing a preset list, we expect the selected vendor to use their expertise to recommend and build a comprehensive curriculum that ensures our Janitorial, Mailroom, and Facilities teams are fully compliant with all applicable OSHA and Cal/OSHA standards.
2	Are you looking primarily for a self-paced online training platform with pre-recorded courses, or do you also expect instructor-led or live training sessions?	We're looking for a self-paced online training platform with pre-recorded courses. Not instructor lead.
3	Do the courses need to provide OSHA-recognized certifications upon completion, or would standard course completion certificates be sufficient?	No certifications required. Course certificates would suffice.
4	Are there any specific OSHA authorizations, certifications, or professional qualifications required for the instructors or content providers delivering the training?	While we do not mandate a specific credential beyond what is legally required, we expect the vendor to ensure that all instructors and content providers possess the appropriate authorizations or certifications required for the specific topics being taught.
5	Does the Court expect all training content to be specifically California Cal/OSHA-compliant, or would relevant federal OSHA-compliant courses also be acceptable where applicable?	The Court requires all safety training content to be compliant with Cal/OSHA standards Proposers are expected to provide a curriculum tailored to California's specific regulatory environment for janitorial, mailroom, and facilities staff. Where federal OSHA and Cal/OSHA differ, Cal/OSHA standards take precedence.

Superior Court of California
County of Santa Clara

191 North First Street
San José, California 95113
(408) 882-2700

FINANCE /GENERAL SERVICES DIVISION

6	Would you require the selected vendor to develop custom training courses based on the Court's internal safety procedures, or would an existing course catalog covering the identified safety requirements be sufficient?	No, its not required. Existing courses covering safety requirements would be sufficient.
7	Could you clarify whether the requirement for up to 20 staff members represents the total number of users who will need access throughout the contract period, and whether additional users may be added if required?	Up to 20 staff members to have up to 20 user accounts. With the understanding that if a staff member left and was replaced they would be able to use one of the user slots. we would not need more that 20 logins at a time.
8	Is there an estimated budget or not-to-exceed amount allocated for the entire contract period?	We are not disclosing a specific budget or not-to-exceed amount at this stage. Our goal is to evaluate proposals based on the overall value, scope of services, and competitive pricing each vendor brings to the table. Please provide your best pricing structure based on the requirements outlined in the RFP.
9	Is the Court seeking a subscription to an existing library of predeveloped, self-paced online safety courses, or is the vendor expected to create customized courses specifically for the Court?	Existing library.
10	Will commercially available online training courses that address applicable OSHA and Cal/OSHA requirements be acceptable, provided the Court can review and approve the course selections?	Yes, commercially available online training courses that address federal OSHA and Cal/OSHA requirements are acceptable, provided they meet regulatory standards and the vendor confirms content compliance.
11	Does the Court require any live or virtual instructor-led training delivery, or may all required training be provided asynchronously through the LMS?	Live/virtual courses are not required. they can be from an existing library.
12	Is the anticipated number of LMS users limited to approximately 20 active users throughout the contract term, or should vendors provide pricing for potential growth?	At this moment we do not anticipate a need for more that 20 users.
13	Are any integrations with the Court's HR, identity-management, or other software systems anticipated during implementation?	Currently there aren't any plans to integrate with any other software aside from providing a link that points to your web portal.
14	Are there required professional certifications or qualifications for course instructors or trainers even when the vendor provides only prerecorded, self-paced online courses developed by third-party training publishers?	Yes. The proposer would be responsible for ensuring that all proposed courses, including prerecorded, self-paced modules from third-party publishers—meet all applicable OSHA standards for janitorial, mailroom, and

Superior Court of California
County of Santa Clara

191 North First Street
San José, California 95113
(408) 882-2700

FINANCE /GENERAL SERVICES DIVISION

		facilities staff. the proposer must verify that the underlying course creators hold the necessary credentials and outline how interactive Q&A requirements are met
15	**Reference: Section 2.2 – Training Content and Course Catalog:** Does the Court require safety training courses to be available in any languages other than English? If so, please identify the required languages.	It does not require courses to be available in other languages but would prefer English and Spanish.
16	Contract term: The RFP lists an estimated term of January 1, 2027 through June 30, 2031. Is the Court seeking a single contract covering that entire period, billed annually, or an initial annual subscription with optional annual renewals? Should the cost proposal include a prorated final six-month period?	The June 30, 2031 end date aligns the agreement with the Court's July 1 – June 30 fiscal year. The Court is seeking a single contract for the full duration, billed on an annual basis. Please clearly itemize whichever structure aligns best with your standard billing model and we can discuss.
17	Payment terms: Section 5.0 states payment upon completion of training. Our proposed solution is an online, on-demand training subscription, with access available throughout the subscription period. Would the Court accept Net 30 payment terms from the contract start date, with subsequent annual subscription payments due Net 30 from each renewal start date?	The Court understands that on-demand subscription models operate differently than single-event training sessions. While our standard terms reflect payment upon delivery, the Court is open to discussing alternative payment schedules—such as annual subscription billing upon activation of user access—during contract negotiations with the selected vendor. Proposers are encouraged to outline their standard subscription billing structure and any associated terms in their proposal.
18	Trainer qualifications: Our proposed training is self-paced online content developed and maintained by our content editorial team. Would biographies outlining the relevant experience and qualifications of members of that team satisfy the trainer experience and credential requirements in section 7.1?	Yes, biographies of your content editorial team are acceptable, provided they clearly demonstrate the Subject Matter Experts meet OSHA's "qualified person" or "competent person" criteria for the specific hazards associated with janitorial, mailroom, and facilities maintenance roles.

Please note the bid due date remains the same.

We appreciate your participation in the solicitation process and thank you for your interest in doing business with the Court.

Sincerely,

Superior Court of California
County of Santa Clara

191 North First Street
San José, California 95113
(408) 882-2700

FINANCE /GENERAL SERVICES DIVISION

Collin Conroy
Procurement

cc: Cesar Sarmiento