eROF Frequently Asked Questions

Office of Contract Counsel

Question: My eROF has been returned to me with a question which requires follow-up. How do I submit the required information?

Answer: Please do not respond to any questions from OCC within the body of the e-mail. Nor should you submit a new eROF. All follow-up should be entered into the "Rationale & Special Instructions" section of the returned eROF and returned to OCC via the "Submit" button.

Question: How do I add a document to eROF?

Answer: You can attach documents to the eROF just as you would a normal e-mail.

(Hint: If the documentation you wish to attach is in another e-mail, you can simply "copy" the document from the e-mail prior to filling out the eROF. The copied document will remain on your computer's clipboard. When the new e-mail opens after you've completed and hit "submit" on the eROF, you can "paste" the document to the ROF e-mail.)

Question: If I want to attach an expert's resume, how do I do that?

Answer: You can attach documents to the eROF just as you would attach them to any other e-mail.

Question: Why do I need to enter a Phone Number?

Answer: Your phone is required in the event there is a question regarding your request.

Question: What e-mail address(es) should I enter as a Return E-mail Address?

Answer: You should enter the addresses of whomever you would like to receive the ROF response. If you include more than one e-mail address, please separate the addresses with semi-colons (;).

Question: The expertise that I'm trying to request is not included in the drop-down list of " eROF Expert." What should I do?

Answer: Please add this information to the "Rationale & Special Instructions" section.

Question: Does my expert have to be registered with Maricopa County?

Answer: Yes. In order for OCC to make a payment to the requested expert, the expert must be a Maricopa County registered vendor. Experts may visit http://www.maricopa.gov/Finance/Vendors.aspx to register and obtain a vendor registration number.

Question: Why is Arizona the default for Expert's State of Practice?

Answer: Attorneys are encouraged to utilize local experts whenever possible in order to reduce cost to County taxpayers.

Question: Do I need to obtain expert hourly rate?

Answer: Yes. OCC cannot approve expenditures if there is not an amount requested. Please remind experts that you are representing an indigent client and request a government or reduced rate.

Question: What is the turnaround for Graphic Services?

Answer: Requests for graphic services should be made at least fourteen days before the materials are needed.

Question: How am I to know how many hours it will take for investigation & mitigation specialist?

Answer: Do your best to estimate the number of hours necessary, without overestimating. You can request additional hours later, if needed.

Question: How do I request additional hours for my Investigator or Mitigation Specialist?

Answer: Please submit an additional eROF and choose the "Status" of "Continuing."

Question: How do I know the hourly rate for an investigator?

Answer: Investigation time is paid as follows:

1. *Review of discovery with client = $25.00*
2. *All other = $35.00/hr.*

Question: How do I seek reimbursement for case related expenses?

Answer: Please complete the "eROF Other. " You will be required to submit proof of payment when you submit your invoice for reimbursement.

Question: I need to have a subpoena served. How do I do that?

Answer: Complete the "eROF Process Service" and submit for approval.

When the ROF is approved, the preferred method to arrange for service of process is to forward all subpoenas requiring service along with the approved ROF via e-mail to

subpoenas@mail.maricopa.gov

Please include complete address information including aparment numbers, telephone numbers and alternate locations (work or school) if known. (Note: Most police departments will accept subpoenas for absent officers, but require 72 hours notice at time of service.)

Process servers will provide the attorney of record with a status update within one business day following receipt of the document.

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Question: Why does OCC need the "Person to be Located" & "Publication Date" for Publication requests?
Answer: This information is needed for payment reconciliation.

Question: Why does OCC need to the "Description of Proceeding" and "Date of Proceeding" for SuperiorCourt -Court Reporters?

Answer: This information is needed for payment reconcilitation.

Question: What if I do not know "Price Per Page" for the transcripts?

Answer: Please have the Superior Court-Court Reporter provide you his/her rate.

Question: What if I do not know how many pages the transcripts will be?

Answer: Please have the Superior Court-Court Reporter provide you with an approximate # of pages.

Question: I have an approved "eROF Transcription" form and I've dropped my CDs off at OCC. Who does my transcription?

Answer: OCC utilizes "in-house" transcriptionists whenever possible. These transcriptionists work from home and are employed by the Public Defender or the Legal Advocate. If you have concerns about your media being transcribed by these staff members, please note that on your eROF or contact Kimberlee Winn winnk@mail.maricopa.gov. To guarantee placement of your transcription, all media must be received within 48 hours from date of approval. Please call our Executive Assistant at (602) 372-0871 to arrange for drop off of media and placement for transcription.

Question: I have a witness interview in Spanish. How do I get this transcribed?

Answer: For transcriptions from any language other than English, please submit your request to the Office of the Court Interpreter at afeldman@superiorcourt.maricopa.gov
The proper request forms can be found on our website at www.maricopa.gov/ContractCounsel/forms

Question: What is the turnaround for Transcription of Audiotape or other media?

Answer: Central Services requires a one (1) month notice for all transcription. Please provide all media to OCC at least one (1) month prior to the due date.

Question: Why does OCC need "City Zip Code" for travel?

Answer: This information is used to assist OCC personnel in booking an hotel that is conveniently located for your travel purposes.