RFP Response Template

[Insert Company Name Here]

***PLEASE COMPLETE THIS TEMPLATE F O R E A C H S O L U T I O N***

***S U B M I T T E D***

Video Remote Interpreting Pilot Project, including Leveraged Procurement Agreement and VRI Assessment Program

RFP # COS-VRILAP-MDS-080816

## PROPOSALS DUE:

SEPTEMBER 6, 2016 NO LATER THAN 4:30 PM PACIFIC TIME

**Table of Contents**

[1.0 Executive Summary 3](#_bookmark0)

[2.0 Organization Overview 4](#_bookmark1)

[3.0 Management Practices and Procedures 6](#_bookmark2)

[4.0 Product Offering Response 7](#_bookmark3)

[5.0 Requirements Response 10](#_bookmark4)

[6.0 Roles & Responsibilities Response 11](#_bookmark5)

[7.0 Vendor Proposed Equipment Price List 12](#_bookmark6)

[8.0 Additional Information 13](#_bookmark7)

[9.0 RFP Checklist 14](#_bookmark8)

Page 2 of 14

# 1.0 Executive Summary

This section should be a five (5) to seven (7) page summary of the key aspects of Proposer’s response to this Request for Proposal (RFP) and the principal advantages to the VRI Pilot Courts.

### Proposer Information

Company name: Address: Phone:

Fax:

Federal Tax Id:

Representative Name: Title:

Address: Phone: E-mail:

### Overview of Proposed VRI Product Offerings

Proposed Solution # of

#### *Response:*

### Approach to Meet VRI Pilot Project Purpose

#### *Response:*

### Overview of Proposer Qualifications

#### *Response:*

# 2.0 Organization Overview

In the following sections Proposer must provide all information requested regarding Proposer’s unique capabilities as an Information Technology (IT) Vendor.

### Proposer’s Company Overview

### Table 1. Company Overview

|  |  |
| --- | --- |
|  | **Information** |
| **Company name** |  |
| **RFP Response lead/account executive name,**  **title and contact information:** |  |
| **Industry (NAICS)** *(North American Industry*  *Classification System)* |  |
| **Fiscal 2015 company revenue** |  |
| **Fiscal 2015 company net income** |  |
| **Headquarters Location** |  |
| **Date Founded** |  |
| **Company Ownership** *(i.e. private/public, joint venture)* |  |
| **Number of years Proposer has been providing**  **Video Remote Interpreting Solution Implementation and User Training services** |  |
| **Number of employees:**  **Total:**  **Implementation Services:** |  |
| **Service Delivery Locations in the Continental**  **United States** |  |
| **End of Table** | |

### References

Provide at least three references of customers with comparable service.

### Table 2. Reference 1

|  |  |
| --- | --- |
| **Reference # 1** | |
| **Customer Name** |  |
| **Industry** |  |
| **Contact Name and Title** |  |
| **Address** |  |
| **Telephone** |  |
| **Vendor’s Project Manager Name** |  |
| **Please provide the Internet links to either the**  **service or to the courts that use the service.** |  |
| **Describe how this product has become your**  **VRI solution.** |  |
| **End of Table** |  |

### Table 3. Reference 2

|  |  |
| --- | --- |
| **Reference # 2** | |
| **Customer Name** |  |
| **Industry** |  |
| **Contact Name and Title** |  |
| **Address** |  |
| **Telephone** |  |
| **Proposer’s Project Manager Name** |  |
| **Please provide the Internet links to either the**  **service or to the courts that use the service.** |  |
| **Describe how this product has become your**  **VRI solution.** |  |
| **End of Table** | |

### Table 4. Reference 3

|  |  |
| --- | --- |
| **Reference # 3** | |
| **Customer Name** |  |
| **Industry** |  |
| **Contact Name and Title** |  |
| **Address** |  |
| **Telephone** |  |
| **Proposer’s Project Manager Name** |  |
| **Please provide the Internet links to either the**  **service or to the courts that use the service.** |  |
| **Describe how this product has become your**  **VRI solution.** |  |
| **End of Table** |  |

# 3.0 Management Practices and Procedures

### Project Management and Best Practices

Describe the proposed methodologies and industry best practices that will be used to carry projects from requirements through to finished deliverables, including, but not limited to, project management, milestones, phase gates, and periodic status reporting back to the courts, the Judicial Council Project Manager, and the Pilot Courts’ Project Managers.

#### *Response:*

### Quality Management

Describe Proposer’s proposed quality assurance and testing practices. This should include reference to the use of any specific methodologies.

#### *Response:*

### Personnel Management

Describe the proposed internal standards, policies, and procedures regarding hiring, professional development and human resource management.

#### *Response:*

### Performance Management

Describe how the Proposer will plan, develop, modify, monitor, and report on contract performance.

#### *Response:*

# 4.0 Product Offering Response

Name:

Type (e.g., courtroom end point, offsite solution):

## NCSC Recommended Minimum Technical Requirements

* + 1. Describe in detail how your solution meets all of the NCSC recommended minimum technical requirements in *Attachment 7.*

#### *Response:*

### Implementation

* + 1. Describe in detail how your VRI solutions complies with the LAP Guidelines (*Attachment 5 – Appendix B and Attachment 8).* Additional local labor guidelines may also apply.

#### *Response:*

* + 1. Describe how you will provide the proposed VRI solution. Describe the key timelines, any development involved for this proposed solution.

#### *Response:*

* + 1. Describe this VRI solution’s components and how they will build on existing infrastructure.

#### *Response:*

### Scalability

* + 1. Describe how your VRI solution’s ability to expand will meet needs of multiple courts, within the same jurisdiction and across jurisdictions.

#### *Response:*

### Training and On-Going Maintenance

* + 1. Describe your end user training and user documentation.

#### *Response:*

* + 1. Describe your Help Desk services and problem resolution processes.

#### *Response:*

* + 1. Describe your ongoing maintenance and support services (technical and business).

#### *Response:*

## Systems Architecture

* + 1. Describe your system architecture and its components, including diagrams and documentation.

#### *Response:*

* + 1. Describe your network design specification for network security and bandwidth specifications.

#### *Response:*

## Systems Security

* + 1. Describe your authentication process.

#### *Response:*

* + 1. Describe your access control process.

#### *Response:*

* + 1. Describe your internet-based access process.

#### *Response:*

* + 1. Describe your security logging process.

#### *Response:*

* + 1. Describe your encryption protocols and standards.

#### *Response:*

* + 1. Describe your process for encryption of sensitive and confidential exchange.

#### *Response:*

## Installation

* + 1. Describe your methodology for solution installation in a court room setting.

#### *Response:*

* + 1. Describe your interpreter endpoint installation process.

#### *Response:*

## Administration

* + 1. Describe your tools for system administration; include system in operation versus system down-time.

#### *Response:*

* + 1. Describe logging features.

#### *Response:*

# 5.0 Requirements Response

*Instructions:* For each requirement, provide commentary in the Response column of *Attachment 9* that describes your ability to support or not support the requirement. Additional comments may be entered in the comments column in *Attachment 9* and/or below.

**Check** - Proposer has fully responded to *Attachment 9 Requirements.*

#### *Response:*

# 6.0 Roles & Responsibilities Response

### Proposed Staffing

In the sections below, provide an overview of Proposer’s proposed approach to meet the key personnel roles.

### Vendor Roles and Functions

Affirm the roles and responsibilities listed in the RFP, providing recommendations for any additional roles and responsibilities not included.

#### *Response:*

### Curriculum Vitae

For each of the key vendor roles identified in section III.A of the RFP, provide resumes of Proposer’s proposed personnel including years of experience in role and experience with VRI technology solutions.

#### *Response:*

### Organization Chart

Provide an organizational chart that clearly identifies the vendor team and roles that will support the solution. Include the names of Proposer’s key employees and staff positions.

#### *Response:*

# 7.0 Vendor Proposed Equipment Price List

Note: This Section 7.0 must be provided only in a single sealed envelope, separate from the non-cost portion of the Proposal response.

### 7.1 VRI Assessment Program Equipment

Provide a detailed itemized pricing list for your VRI solution, including the cost of any required equipment, licenses, services, support, and maintenance for various court sizes and implementations. The detailed pricing will distinguish between the costs of buying vs. leasing future equipment, if applicable.

#### *Response:*

# 8.0 Additional Information

## 8.1 Additional Options

**8.1.1** Describe any additional options to this solution, services and functionality that would accommodate the VRI technology solution. If these Additional Options include pricing please provide all of the pricing for the Additional Options in the Cost Proposal Envelope only.

#### *Response:*

# 9.0 RFP Checklist

*To prevent disqualification, please ensure you have included or addressed all the items below in your response.*

Included Proposer Company’s Name, Address, Telephone, and Fax numbers, and Federal identification number

Included Proposer’s representative’s Name, Title, Address, telephone, and Email Address

Included California Seller’s permit or certification of registration

Included proof of good standing and qualification to conduct business in California

Included current business license, professional certification or other credentials

Attachment 2: Completed Attachment 2, Vendor Data Record

Attachment 3: Completed Attachment 3, Conflict of Interest Certification Form, as per instructions

Attachment 4: Completed Attachment 4, Small Business Declaration ***only*** if you wish to claim the small business preference.

Attachment 9: Completed Attachment 9, Equipment Requirements, Functional Requirements and Technical Requirements, according to the instructions listed in Attachment 9.

Attachment 10: Completed Attachment 10, RFP Response Template

Executive Summary Organization Overview

Management Practices and Procedures Solution Response

Requirements Response

Roles and Responsibilities Response Vendor Proposed Equipment Price List Additional Informational

Attachment 18: Completed Attachment 18, Proposer’s Acceptance of Terms and Conditions contained in Attachment 17

Attachment 19: Completed Attachment 19, Bidder Declaration ***only*** if you wish to participate in the DVBE incentive

Attachment 20: Completed Attachment 20, DVBE Declaration ***only*** if you wish to participate in the DVBE incentive

Attachment 21: Completed Attachment 21, General Certifications