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|  | **Judicial Council of California**  **TITLE: Phoenix SAP System Support Consultants**  **RFP NO: TCAS-SAPC-2016-01-ML**  **PROPOSALS DUE: APRIL 19, 2016 no later than 5:00 p.m. Pacific time** |



1. **BACKGROUND INFORMATION**

1.1 VISION

The objective of the Phoenix Program is to maintain a statewide finance and human resources system, with the same core configuration, for the fifty-eight (58) superior courts in California. The system is supported on a single SAP software system called Phoenix on which all fifty-eight (58) superior courts maintain their financial data, and eleven (11) superior courts maintain their Human Resources and payroll data.

1.2 ORGANIZATION

The Phoenix Program is maintained by a State of California entity-Judicial Council of California (“Judicial Council”), Administrative Division, Branch Accounting and Procurement Office, Trial Court Administrative Services. The data in the system and the primary system users are from the fifty-eight (58) superior courts.

Trial Court Administrative Services is comprised of two main units:

* The Phoenix **Shared Services Center** consists of staff that are super-users of the Phoenix SAP system, who provide day-to-day operational support of the courts.
* The Phoenix **Center of Excellence** consists of staff that is proficient in functional configuration ABAP, and Basis, who provide analytical, configuration, and technical support of the Phoenix SAP system.

See **Attachment 2** for program information including current program organization; deployment footprint; court employee and user counts; key system usage and support metrics; and current environment and system support requirements including brief descriptions of main support organization processes and responsibilities.

1.3 SERVICES AND RESPONSIBILITIES

1.3.1 SHARED SERVICES CENTER

The Shared Services Center provides centralized administrative services to the courts on the Phoenix System and promotes best practices and operational consistency statewide. The center provides a diverse range of financial and Human Capital Management operational services on a daily basis.

1.3.1.1 SSC Overview

The Shared Services Center (SSC) is the central point of contact for courts using the *Phoenix System.*

1.3.1.2 SSC Services and Responsibilities

Financial Services provided by the SSC include:

* + - General ledger management, reconciliation, and reporting
    - A centralized treasury, including bank account management and investments
    - Trust accounting, which consists of money collected and held in trust on individual cases by the trial courts
    - Procurement services, including supporting all the courts in using the system, and smaller courts in the entire procurement process
    - Accounts payable which includes vendor, employee, and jury payments
    - Production of a standardized set of monthly, quarterly, and annual financial statements that comply with existing statutes, rules, and regulations.

Human Resources/Payroll Services provided by the SSC include:

* + - Personnel administration, which includes employee hiring and separation, classification and pay, and organization management.
    - Benefits, which includes the proper deduction and payments, such as, health, dental, vision, etc.
    - Time management, which includes the proper recording of time and leave based on an individual’s work schedule, representation status, etc.
    - Payroll, which includes the processing of time records against pay and benefit records to produce employee payments, vendor payments, and updating of accounting records.
    - Payroll reconciliation, which includes validating the accounting records against the payroll records to ensure payments have been properly collected, disbursed, and accounted.
    - Employee and manager self-service, which includes access to self service options, such as, timesheets for entry and verification, benefit information, contact information, etc.

1.3.1.3 SSC Goals

* + - Ensure uniformity of financial records.
    - Provide consistency of accounting and financial data.
    - Produce trial court monthly, quarterly, and annual financial statements.
    - Ensure compliance with existing statutes, rules, and regulations.
    - Monitor process compliance with service level agreements.

1.3.1.4 SSC Organization

The Shared Services Center is comprised of two major sections:

1.3.1.4.1 Phoenix Financial Services

* Trust Accounting Unit
* Phoenix Purchasing Support Services Unit
* General Ledger and Reports Unit
* Accounts Payable Unit

1.3.1.4.2 Phoenix Human Resources Services

* Payroll Financial Services Unit
* Payroll Services Unit

The Phoenix Shared Services Center is housed solely in the Sacramento office of the Judicial Council.

1.3.2 CENTER OF EXCELLENCE

The Center of Excellence (COE) is responsible for the systematic deployment, maintenance, and operation of the Phoenix System to the trial courts. Currently, all fifty-eight (58) courts have implemented the Phoenix Financial System. The Phoenix Human Resources System has been deployed to eleven (11) courts – further deployment efforts are contingent upon additional resources.

1.3.2.1 COE Overview

The COE performs complex studies of accounting and human resources/payroll processes, business procedures, and court administrative operations. It also assists in formulation of new or revised policies and/or procedures to meet court administrative and business operation’s needs, and implements automated processes where possible. The COE also includes a unit from Information Technology Office that provides the technology support to the Phoenix Program.

1.3.2.2 COE Services and Responsibilities

Continually direct project teams of Judicial Council and court representatives in the development of new and revised Financial and HR/Payroll processes and configuration for continuous improvement.

* + - Develop and modify reports for Financial and HR/Payroll activities specific to court operations and budgeting.
    - Prepare reports with recommendations based on studies and surveys to improve or change accounting and HR/Payroll policies, processes, and procedures.
    - Continually manage the work of contracted system support consultants involved in support of the Phoenix System on behalf of the courts.
    - Design and build reports to satisfy requests from third parties including California Legislature, Bureau of State Audits, the Judicial Council and other branch entities.
    - Provide day-to-day user support and break fix services.
    - Develop requested enhancements; implement system patches and upgrades for hardware as well as software.
    - Provide daily monitoring of system, tools and interfaces.
    - Provide ongoing Maintenance and Operations services (M&O Support) to the Phoenix Program.

1.3.2.3 COE Goals

* + - Design, develop, enhance and maintain a quality integrated system of financial, human capital, and payroll processes within the Phoenix System.
    - Continually improve Judicial Council staff knowledge, skills, and abilities, as well as, review processes and configuration, to reduce the cost of delivering an integrated finance/HR/payroll system for the trial courts.
    - Design and develop training curriculum to support the trial court financial and human resources system.
    - Provide timely response to all system trouble tickets, and enhancement requests.
    - Assist the Judicial Council in realization of the benefits of a fully integrated financial and HR system
    - Provide opportunities for greater efficiency by the restructuring and redesign of business processes by leveraging the value of the ERP systems capabilities
    - Elimination of duplication of efforts
    - Minimizing of manual reconciliations
    - Provide a foundation for the Judicial Council and the courts to explore additional functional and technical improvement opportunities, such as:
      * Deployment of HCM functionality to additional courts
      * Public Sector Budget Planning
      * e Procurement
      * Fixed Assets Management
      * Inventory Management
      * Learning Management Solution
      * Applicant Tracking
      * Performance Management
      * Expanded Self-Service functionality
      * HANA and/or Cloud Computing
      * Mobile access
      * Increased use of automated system support tools such as
        + automated testing tools and
        + advanced Solution Manager functions

1.3.2.4 COE Organization

The Center of Expertise is comprised of three major sections:

* + - HR Production Support
    - Finance Production Support, including Process Support and Reporting.
    - Phoenix Information Systems Enterprise Resource Planning

Phoenix Program Unit

Phoenix Infrastructure/BW Unit

Phoenix Center of Excellence staff are housed in both the Sacramento office of the Judicial Council of California (HR and Finance functional analysis and configuration staff); and the San Francisco office (ABAP Development and Basis support staff).

1. **DESCRIPTION OF SERVICES AND DELIVERABLES**

2.1 Overview

2.1.1 The Judicial Council seeks to contract with a single organization that will provide experienced and knowledgeable consultants to the Judicial Council to assist the Judicial Council in providing the services and fulfilling its responsibilities as described in Section 1.3 above and further elaborated upon in **Attachment 2** of this RFP.

2.1.2 The consultants to be provided must have expertise and experience in support of a mature SAP installation substantially equivalent to the Judicial Council’s current installation specified in 2.2, below. The consultants will, in addition and when requested, engage in knowledge transfer activities to promote Judicial Council’s goal of achieving Judicial Council independence in maintaining and developing the Phoenix System.

2.1.3 The Consultants to be provided may come from the Contractor’s own organization, or may be under subcontract to the Contractor.

2.1.4 When this RFP refers to the M&O Support Team, unless otherwise noted, the M&O Support Team refers to a combination of Contractor supplied consultants and Judicial Council employee resources.

2.2 Staffing

2.2.1 Currently Utilized Resources - Position Titles and Descriptions:

2.2.1.1 It is expected that at a minimum the current (Judicial Council Fiscal Year July 2015 - June 2016) consultant resource levels (see 2.2.1.2) will continue to be required through the life of the Legal Agreement resulting from this RFP.

2.2.1.2 The currently utilized consultant resource positions (“Currently Utilized Consultant Resource(s)’) are:

1 SAP Financial Functional Analyst – (1 Full Time Equivalent (FTE)) with approximately 10 years work experience;

1 SAP Human Capital Management (HCM) Functional Analyst (1 FTE) with approximately 10 years work experience;

1 SAP Technical Consultant (1 FTE) with approximately 10 years work experience; and

1 SAP Basis Consultant (1 FTE) with approximately 10 years work experience.

2.2. 1.3 Position Descriptions - Currently Utilized Consultant Resources:

Below are the position descriptions of the Currently Utilized Consultant Resources. These resources will be in place when the legal agreement resulting from this RFP is initiated.

2.2.1.3.1 SAP Financial Functional Analyst

Performs professional-level analytical and functional work maintaining system configuration. Will coordinate the functional/business unit activities related to the requirements gathering, use cases, process documentation, development, training, testing and use of the Phoenix Financial System. This position provides the subject matter expertise to support the development and configuration updates in support of Judicial Council’s SAP implementation for the courts. In addition, provides lead direction and senior level subject matter expertise, and work review of project staff and/or performs and coordinates complex and specialized work to include defining test plans, training plans and recommendations for business process reengineering. Preferable skills would include expertise using SAP Solution Manger, SAP Productivity Pak, and Judicial Council’s support tools (see **Attachment 2** for list of complementary third party software tools used by the Program). The SAP Senior Financial Functional Analyst’s skill set required may include any of or a combination of the following or similar areas.

* Team Lead
* Integration Manager
* General Ledger
* Accounts Payable
* Accounts Receivable
* Cash Management
* Controlling (Cost Center and Internal Order Accounting)
* Project Systems (Project Accounting)
* Funds Management Budget Control System
* Grants Management
* Public Sector Collections and Disbursements
* Materials Management (Procurement)
* Public Sector Budgeting
* Workflow
* eProcurement
* Fixed Assets Management
* Inventory Management

The regular location to which this individual would report is the Judicial Council Sacramento office during regular business hours.

2.2. 1.3.2 SAP HCM Functional Analyst

See SAP Financial Functional Analyst for preferred experience and expectations. The SAP HCM Functional Analyst’s skill set required may include any of or a combination of the following or similar areas:

* Team Lead
* Integration Manager
* Personnel Administration
* Organizational Management
* Payroll (HR and Finance)
* Time Management
* Benefits Administration
* Organization Management
* HR/Payroll Financials
* Employee and Manager Self-Service
* Workflow
* Learning Management Solution
* Performance Management

The regular location to which this individual would report is the Judicial Council Sacramento office.

2.2. 1.3.3 SAP Technical Consultant

Performs professional-level analytical ABAP or other SAP-relevant design, review and development. Senior developer has ability to lead ABAP or other SAP-relevant development staff, with Finance and/or HCM development expertise on Reports, Interfaces, Enhancements, Forms, Personas, Fiori Apps, etc. - designs, codes, configures, tests and debugs ABAP programs. Performs code review/analysis, requirements analysis, quality assurance, and performance tuning. Supports, maintains, and documents Phoenix SAP custom functions and routines. Analyzes support issues in interaction with functional team members, participates in design and develops viable solutions. Develops and provides production support of the Phoenix SAP application using best practices and complies with Judicial Council development standards. The ideal candidate will support existing and new interfaces, thus would have a good understanding of integration with 3rd party tools using Web Services, SFTP, etc.

The regular location to which this individual would report is the Judicial Council San Francisco office.

2.2.1.3.4 SAP Basis Consultant

Provides basis consulting, system administration and operation control for Support and Maintenance and Implementation Projects. Should have strong technical skills in SAP support, which includes

* Upgrades, system copy, performance tuning, authorization setup, TMS admin, applying patches, backup and restore processes
* Support for ECC, Netweaver, BW, and Enterprise Portal, experience supporting add-on tools such as Solution Manager, Productivity Pack, EPI-USE HR data migration tools, BSI Taxfactory, Secude/NetWeaver SSO and FileNet
* Understanding of ESS/MSS configuration and portal content management
* Knowledge of Oracle database administration, Linux OS and application and infrastructure security.

The regular location to which this individual would report is the Judicial Council San Francisco office.

2.2.2 Additional Consultant Resources – Position Titles and Descriptions:

2.2.2.1 Additional consultant resources (“Additional Consultant Resources”) will at times be needed by the Judicial Council. The selected contractor must be able to provide these additional resources, if and when needed, for durations of time that will be specified by the Judicial Council when the resource is needed.

These Additional Consultant Resources include the position descriptions in section 2.2.2.3 below, as well as, the four (4) position descriptions listed in section 2.2.1.3 above. The vendor is expected to be able to provide resources that have the skills described in sections 2.2.1.3 and 2.2.2.3 with either approximately 10 years experience, or approximately 3 years experience.

These consultant resources will usually be located at locations noted in the position descriptions, however, remote support may at times be appropriate.

The Judicial Council requires a contractor that will be able to provide consultants of various work experience levels. For this reason, the Judicial Council is requesting separate rates for ‘senior’ (at least 10 years of relevant work experience) and ‘less-senior’ (approximately 3 years of relevant work experience) resources having the same job descriptions.

2.2.2.2 The Additional Consultant Resources positions include:

* SAP Project Manager
* SAP Quality Assurance Analyst
* OCM/Training Consultant
* SAP Business Warehouse Architect/Developer
* SAP Security Analyst
* SAP Specialist Other

The positions described in section 2.2.1.3

2.2.2.3 Position Descriptions - Additional Consultant Resources:

Below are the position descriptions of the Additional Consultant Resources:

2.2.2.3.1 SAP Project Manager

Lead and participate in project planning and monitoring, and vendor resource management, including tasks such as:

* Develop or assist in development and monitoring of detailed project work plans using Microsoft Project and other tools
* Review and provide assistance in managing the support process and specific incident handling using SAP Solution Manager and other tools
* Support Quality Assurance process
* Review support needs and ensure proper resources are assigned and functioning at a high level.
* This position would primarily be located in the Sacramento office.

2.2.2.3.2 SAP Quality Assurance Analyst

* Design, automate, and execute test plans, scripts, and test data creating to ensure the quality of software applications and enhancements; supports research, triage and resolution for both production and testing incidents; performs related work as assigned. This position would primarily be located in the Sacramento office.

2.2.2.3.3 OCM/Training Consultant

Leads and participates in project training and communication planning and execution, including tasks such as:

* Assist in Training Curriculum and Material development and review using SAP Productivity Pak and Microsoft Office tools
* Provide and support in-person and online End-User Training
* This position would primarily be located in the Sacramento office.

2.2.2.3.4 SAP Business Warehouse Architect/Developer

* Supports existing SAP Business Warehouse solution and assists with design, development, configuration and tuning of new and existing Business Warehouse extractors, data providers, cubes and reports. This position would primarily be located in the Sacramento office.

2.2.2.3.5 SAP Security Analyst

* Supports maintenance of existing catalog of user roles, identifies and provides recommendations for mitigating risk. Work with technical and functional support staff on design of new roles and user maintenance.
* This position would primarily be located in the Sacramento office.

2.2.2.3.6 SAP Specialist Other

An expert resource would be called upon as needed to provide strategy, functional and/or technical input, or implementation or maintenance support, in one or more areas of interest to the Phoenix Program. These areas include, but are not limited to:

* HANA
* SAP Cloud Services
* Netweaver Portal
* User Experience/User Interface
* Solution Manager
* Public Sector Budget Formulation
* Governance Risk and Compliance
* SuccessFactors, etc.
* This resource could be primarily located in either the San Francisco or Sacramento office, depending upon Judicial Council need for each resource.

2.2.3 Consultant Resource Utilization:

2.2.3.1 While the Judicial Council expects to utilize Consultant Resources as described in Sections 2.2.1.2 and 2.2.2.1 above, the actual number of Consultant(s) and the type of Consultant(s) utilized will vary depending upon the Judicial Council’s needs throughout the duration of the term of the Legal Agreement.

2.2.3.2 The Judicial Council shall not be obligated to use any number or type of Consultant(s) except as authorized by the Work Authorization Process given in the Legal Agreement.

2.2.3.3 The Judicial Council shall have the right under the Legal Agreement to utilize any number of Consultants of any type for any time period and the selected Contractor will be obligated to provide such Consultants when needed.

2.2.3.4 The actual numbers and types of Consultants to be used will be specified via the Work Authorization process given in the Legal Agreement.

1. **TIMELINE FOR THIS RFP**

The Judicial Council has developed the following list of key events related to this RFP. All dates are subject to change at the discretion of the Judicial Council.

| **EVENT** | **DATE** |
| --- | --- |
| RFP issued**:** | **March 2, 2016** |
| Telephone Conference Call - Pre Proposal Introduction and Conference (attendance is optional)  Dial 1-877-820-7831, PASSCODE 109630 | **March 15, 2016**, 1pm |
| Deadline for submission of written questions | **March 22, 2016**, No later than 5pm, Pacific Time |
| Written questions and answers posted *(estimated only)* | **April 5, 2016** |
| Proposal due date and time | **April 19, 2016**, No later than 5pm, Pacific Time. |
| Evaluation of Technical proposals (*estimate only*) | **April 20, 2016 through May 18, 2016** |
| Technical proposals scores posted at [www.courts.ca.gov/rfps.htm](http://www.courts.ca.gov/rfps.htm) *(estimate only)* | **May 20, 2016** |
| Public opening of cost portion of proposals. Notice of time, and location will be posted at [www.courts.ca.gov/rfps.htm](http://www.courts.ca.gov/rfps.htm) *(estimate only)* | **May 24, 2016** |
| Notice of Intent to Award *(estimate only)* | **May 24, 2016** |
| Execution of Contract (*estimate only*) | **May 31, 2016** |
| Contract start date  *(estimate only)* | **July 1, 2016** |

1. **RFP ATTACHMENTS**

The following attachments are included as part of this RFP:

| **ATTACHMENT** | **DESCRIPTION** |
| --- | --- |
| **Attachment 1:** Administrative Rules Governing RFPs (IT Services): | These rules govern this solicitation. |
| **Attachment 2:** | Phoenix Program Background Information |
| **Attachment 3:** | Cost Proposal Submission Form |
| **Attachment 4:** Judicial Council Standard Terms and Conditions | If selected, the person or entity submitting a proposal (the “Proposer”) must sign a Judicial Council Standard Form agreement containing these terms and conditions (the “Terms and Conditions”). |
| **Attachment 5:** Proposer’s Acceptance of Terms and Conditions | On this form, the Proposer must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions. |
| **Attachment 6:** General Certifications Form | The Proposer must complete the General Certifications Form and submit the completed form with its proposal. |
| **Attachment 7:** Small Business Declaration | The Proposer must complete this form only if it wishes to claim the small business preference associated with this solicitation. |
| **Attachment 8:** Payee Data Record Form | This form contains information the Judicial Council requires in order to process payments and must be submitted with the proposal. |
| **Attachment 9:** DVBE Declaration | Complete this form only if the Proposer wishes to claim the DVBE inventive associated with this solicitation. |
| **Attachment10:** Bidders Declaration | Complete this form only if the Proposer wishes to claim the DVBE incentive associated with this solicitation. |
| **Attachment 11:**  Iran Contracting Act Certification | The Proposer must complete the Iran Contracting Act Certification and submit the completed certification with its proposal. |
| **Attachment 12:** | Proposed Consultants and Titles Form |

1. **PAYMENT INFORMATION**

5.1 Compensation for hours actually worked will be invoiced to the Judicial Council monthly and payment will be made at the hourly rates specified in the awarded contract. Consultant’s actual activities performed for the hours invoiced must be described in sufficient detail for the Judicial Council to satisfactorily verify the work actually performed. The existing vendor accomplishes this by referencing an issue number in a tracking database where the consultant has described the actions taken. Providing such information is a contractual requirement.

5.3 Compensation for Travel and Living Expenses authorized in accordance with the process established in the Legal Agreement resulting from this RFP will be made, but payment is subject to the Judicial Council’s Travel and Living Expense Guidelines as specified in that agreement.

5.4 In no event will a Prospective Contractor be compensated or reimbursed for any costs, expenses, efforts, or lost opportunities incurred or otherwise experienced as a result of their participation in the this RFP.

1. **SUBMISSIONS OF PROPOSALS**
   1. Proposals should provide straightforward, concise information that satisfies the requirements of the “Proposal Contents” section below. Expensive bindings, 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.
   2. The Proposer must submit its proposal in two parts, the **technical proposal** and the **cost proposal**.
      1. The Proposer must submit **one (1) original and four (4) copies** of the **technical proposal**. The original must be signed by an authorized representative of the Proposer. The original technical proposal (and the copies thereof) must be submitted to the Judicial Council in a **single sealed envelope**, **separate** from the cost proposal. The Proposer must write the RFP title, RFP number, and “Technical Proposal” on the outside of the sealed envelope.
      2. The Proposer must submit **one (1) original and four (4) copies** of the **cost proposal**. The original must be signed by an authorized representative of the Proposer. The original cost proposal (and the copies thereof) must be submitted to the Judicial Council in a **single sealed envelope**, **separate** from the technical proposal. The Proposer must write the RFP title, RFP number, and “Cost Proposal” on the outside of the sealed envelope.
      3. The Proposer must submit an electronic version of the entire proposal on CD-ROM or USB memory stick/flash drive. The files must be in PDF, Word, or Excel formats. All media containing electronic files of the cost and non-cost portions of the proposal must be submitted to the Judicial Council in a **single sealed envelope**, **separate** from the cost and non-cost portion. The Proposer must write the RFP title, RFP number, and designate Cost and Non-Cost Proposals - Electronic Media on the outside of the sealed envelope.

* + 1. Proposals must be delivered by the date and time listed on the coversheet of this RFP to:

**Attn: Nadine McFadden, RFP# TCAS-SAPC-2016-01-ML**

Judicial Council of California

1. Golden Gate Avenue, 6th Floor

San Francisco, CA 94102-3688

* + 1. Late proposals will not be accepted.
    2. Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g. FedEx), or delivered by hand. ***Proposals may not be transmitted by fax or e-mail***.
    3. If a Proposal is to be submitted by hand delivery to the Judicial Council, it must be submitted at the reception desk of the Judicial Council on the 6th Floor, 455 Golden Gate Avenue, San Francisco, CA 94102, between the hours of 9 AM and 5 PM, Monday through Friday, Judicial Council work days. Prospective Contractors are advised to obtain a handwritten receipt for their Proposal from the Judicial Council receptionist when submitting in this manner. Submissions made at other Judicial Council locations or in any other manner will not be evaluated.
    4. No other information or materials are requested, and any received will be discarded without evaluation.
    5. The due date and time deadline for the submission of Proposal materials can be found in the most recently published version of the Project Schedule posted to the web page of the California Courts’ website (http://www.courts.ca.gov/ ) on which this RFP is posted.
    6. Proposal materials received after the due date and time deadline will not be evaluated or considered for an award.
    7. With the exception of the handwritten receipts furnished for Proposals delivered by hand, the Judicial Council does not provide acknowledgement of receipt of Proposals. Please refrain from contacting the Judicial Council for this information and consult your delivery service for this information.

1. **PROPOSAL CONTENTS**
   1. **TECHNICAL PROPOSAL.**  Prospective Contractors are required to submit their Proposals in accordance with the directions and in the format specified in this RFP, without modifications or additions, in order that the Proposals of different parties may be compared on the same basis.

The following information must be included in the technical proposal. A proposal lacking any of the following information may be deemed non-responsive.

* + 1. Organization Background and Experience

Provide a written document describing your organization and specifying its number of years in business. Include a description of up to **three (3)** business engagements where you have provided consultants that provided services substantially similar or identical to those requested here. Describe the dates and duration of these engagements and name the consultants provided. Provide at least one reference name and the contact information for an individual from the organization you serviced who is knowledgeable with the details of the engagement at and who is willing to talk to the Judicial Council regarding this engagement.

* + 1. Describe your organization’s methodology for managing similar engagements, including what characteristics of your organization’s support methodology and internal management processes distinguish you from other vendors that provide these services. Of particular interest are your organization’s internal processes to manage:
       1. Filling Judicial Council requests for resources, including identifying and securing resources and normal internal timelines to do so.
       2. Time tracking against specific work items; for example, what vendor tools are available to show billable hours and specific work completed.
       3. Billing concerns, in the case of discrepancies identified on periodic billing reports.
       4. Resource concerns, in the case of a complaint or issue with an individual consultant.

**NOTE:** Along with the above, provide evidence of the financial solvency or stability of your organization (e.g., balance sheets and income statements from the last 3 years).

* + 1. Consultants Proposed
       1. Currently Utilized Resource Consultants

Provide a list identifying by name a single individual that you are proposing to fill each of the 4 Currently Utilized Resource Consultant positions (see Section 2.2.1.2). Submit the list in the format given in **Attachment 12**- “Proposed Consultants and Titles Form”. Separately provide a résumé for each individual, providing his or her name and detailing that individual’s educational background, professional qualifications, and actual work experience. Describe the actual roles and responsibilities that that individual has had in providing services identical or substantially similar to those described here in the position descriptions. Résumés to be submitted should endeavor to demonstrate the proposed individual’s ability to provide services specified in 2.2.1.3 through 2.2.1.3.4.

Following submission of your Proposal but prior to the Judicial Council’s execution of the Legal Agreement resulting from this RFP, if a consultant that you have proposed for one of the four Currently Utilized Resource Consultant positions leaves your organization or is otherwise rendered unavailable to work, notify the Judicial Council immediately in writing and provide the name and résumé of a replacement consultant you propose and their hourly rate. If the identity of your proposed consultant changes prior to the Judicial Council’s signing of the Legal Agreement, the Judicial Council shall reevaluate and rescore the Work Experience and Educational Qualifications and Cost Proposal area of your Proposal, and modify your score. If the change in scoring so dictates, the Judicial Council shall withdraw and revise the posted notice of intent to award.

Following execution of the Legal Agreement, changes in Consultant personnel are governed by the terms and conditions of the Legal Agreement.

* + 1. Additional Consultant Resource(s):

7.1.4.1 Provide a resume for each of the **five (5)** Additional Resource Consultant positions (see Section 2.2.2.2).

SAP Project Manager

SAP Quality Assurance Analyst

OCM/Training Consultant

SAP Business Warehouse Architect/Developer

SAP Security Analyst

SAP Specialist Other ***(a resume is not required for this position)***

The résumés you provide should provide a representative sample of the senior (approximately 10 years of experience) individuals that you might provide should the Judicial Council require them. If and when the Judicial Council requires Additional Consultant Resources, you will not be required to provide the exact named individuals identified on the résumés you provide, but you will be expected to provide individuals of substantially similar education and work experience at the rates you propose in your Cost Proposal (see below).

* + 1. Acceptance of the Terms and Conditions.
       1. On **Attachment 5**, the Proposer must check the appropriate box and sign the form. If the Proposer marks the second box, it must provide the required additional materials. An “exception” includes any addition, deletion, or other modification.
       2. If exceptions are identified, the Proposer must also submit (i) a red-lined version of the Terms and Conditions that implements all proposed changes, and (ii) a written explanation or rationale for each exception and/or proposed change.
    2. Certifications, Attachments, and other requirements.
       1. The Proposer must complete the General Certifications Form (**Attachment 6**) and submit the completed form with its proposal.
       2. 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 jurisdiction.
       3. Copies of the Proposer’s (and any subcontractors’) current business licenses, professional certifications, or other credentials.
       4. (Conditional) A signed **Attachment 9**, DVBE Declaration Form if proposer seeks the Disabled Veteran Business Enterprise preference.
       5. (Conditional) A signed **Attachment 10**, Proposer Declaration Form if proposer seeks the Disabled Veteran Business Enterprise preference.
       6. Proposer must complete the separately posted “Iran Contracting Act Certification Form” posted to the RFP website. Submit a completed and signed original of the certification, **Attachment 11**.
  1. **COST PROPOSAL.** Submit your Cost Proposal in the format of the form posted on the RFP website as “Cost Proposal Submission Form”.

The following information must be included in the cost proposal:

* + 1. For all types of the Consultant positions described (See Sections 2.2.1.2 and 2.2.2.2), provide a firm fixed hourly rate for each position that the Judicial Council will be charged for the performance of the Consultant’s services. The fixed hourly rate is a standard rate regardless of full-time continuous or part-time ad hoc assignment, whether on-site or remote, inclusive of travel to the assigned office at the Judicial Council.
    2. The Judicial Council is requesting that bidders submit rates for both a senior resource (greater than 10 years of work experience) and a junior resource (greater than 3 but less than 10 years of work experience) for all consultant positions, (20 specific rates are required, as shown in the template in **Attachment 3** - Cost Proposal Submission Form. Failure to do so will render your Proposal nonresponsive and your organization will not receive further consideration for an award.
    3. The rates you quote will not be subject to change during the 3-year term of the Legal Agreement. Be advised that the Judicial Council does not pay at a higher rate for overtime, weekend, or holiday work and do not include any provisions to this effect in your cost. Any language in your proposal that qualifies or seeks to modify your hourly rate in any manner or impose overtime or other additional charges or fees will be disregarded when your Cost Proposal is evaluated.
    4. In determining your hourly rates, please take the following into consideration. The Judicial Council will not reimburse the selected Contractor for any travel and/or living charges incurred by Contractor’s consultants when such charges are accrued for travel to or from the consultant’s residence to their regularly assigned location. The Judicial Council will reimburse the selected Contractor for travel and/or living expenses incurred for travel to locations other than the consultant’s regularly assigned location, but only if such travel is authorized in accordance with the Legal Agreement. All such travel is subject to the Judicial Council’s Travel and Living Expense Guidelines and will be reimbursed only in the amounts specified in those guidelines. See the Legal Agreement posted with this RFP for the details of the policy and amounts that will be reimbursed.
    5. All hourly rates shall remain firm fixed for the full duration of the Initial Term. If the Judicial Council elects to exercise an option term, hourly rates may not increase by more than the lesser of 3% or the average percentage change in the Consumer Price Index over the previous twelve (12) month period. Except for such rate increases, rates shall remain firm fixed for the duration of the option term.

**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.

1. **OFFER PERIOD**

A Proposer's proposal is an irrevocable offer for one hundred twenty (120) days following the proposal due date. In the event a final contract has not been awarded within this period, the Judicial Council reserves the right to negotiate extensions to this period.

1. **INITIAL RFP PROCESS**
   1. The Judicial Council has the right to modify any element of this RFP, including the RFP schedule, at any time, and without notice other than a modification to the website posting pertaining to this RFP. Prospective Contractors are urged to consult the website frequently to remain apprised of any such changes. Staying abreast of changes in the RFP is the sole responsibility of the prospective Contractor and not the Judicial Council.
   2. A teleconference will be held on the date specified in Section 3 of this RFP to explain and answer preliminary questions regarding this RFP. A verbal Question and Answer session will be conducted at this teleconference. Do not submit written questions prior to this teleconference. The Judicial Council representatives present shall make their best efforts to answer any questions raised at the teleconference, however, due to the nature of this forum the answers provided verbally by the Judicial Council shall not be binding upon the Judicial Council unless a prospective Contractor follows up with a written question via the written Questions and Answers procedure of this RFP, which is described immediately below.
   3. Following the teleconference prospective Contractors may, if they wish, submit written questions regarding this RFP to the Judicial Council via e-mail, which must be sent to [solicitations@jud.ca.gov](mailto:solicitations@jud.ca.gov). Please include the words **“Q&A, RFP Number TCAS-SAPC-2016-01-ML”** in the subject line of your email.
   4. All written questions must be submitted no later than the date and time specified in the RFP schedule. The Judicial Council will post answers to the questions submitted as well as any necessary clarifications and addenda to this RFP or the agreement on the California Courts’ website (http://www.courts.ca.gov/) on which this RFP is posted on or before the date specified in the most current RFP schedule.
   5. On or before the due date and time for proposals specified in the RFP Schedule, prospective Contractors who wish to participate in this procurement must provide the Proposal Materials specified in Section 6 of the RFP to the Judicial Council.
   6. It is the sole responsibility of the prospective Contractor to ensure that their Proposal reaches the Judicial Council on or before the date and time specified. Submittals received after the deadline will be rejected without review. With the exception of Proposals delivered by hand, the Judicial Council provides no receipts nor makes any notification of its receipt or failure to receive any Proposal, and prospective Contractors are requested to refrain from inquiring about this matter. If you require proof of delivery, please consult your express mail carrier or delivery service.
2. **EVALUATION AND AWARD OF PROPOSALS**
   1. At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents.
   2. An evaluation committee composed of individuals from the Judicial Council will evaluate the Organization Background and Consultant List and Resumes received and score these parts of the Proposals.
   3. Prior to scoring of the Organization Background, Consultant List and Resumes, the Judicial Council evaluation committee will schedule and initiate calls to interview the business references and proposed consultants of all prospective Contractors. Prospective Contractors shall ensure the availability of such references and consultants throughout the evaluation period.
   4. This evaluation committee may, if it deems necessary, contact prospective Contractors to request clarifications or additional information pertaining to the subject areas being evaluated, and prospective Contractors shall endeavor to promptly provide any such information. Failure to provide such information with the time frames set forth by the Judicial Council will result in down scoring of the area being evaluated.
   5. Note that the evaluation of Proposals is to be performed on a best value basis, as specified below; the prospective Contractor offering the lowest rates will not necessarily be the Contractor selected.
   6. The Judicial Council will evaluate the proposals on a 100 point scale using the criteria set forth in the table below. Award, if made, will be to the highest-scored proposal.

If a contract will be awarded, the Judicial Council will post an intent to award notice at [www.courts.ca.gov/rfps.htm](http://www.courts.ca.gov/rfps.htm).

| **CRITERION** | **maximum number of points** |
| --- | --- |
| **Cost**  Comparison of the expected total costs of proposers, based upon the expected hours for the first engagement of consultants by the Judicial Council priced at Contractor’s quoted hourly rates. | **50** |
| **Organization Background and Experience**  Experience of the proposing organization based upon evaluation of the description of support methodology, internal management processes and similar projects provided in your Proposal. | **10** |
| **List of Consultants Proposed and Resumes**  The quality of the consultants proposed to provide the services as judged by their educational background, training and past work experience. | **30** |
| Acceptance of the Terms and Conditions | **7** |
| (“DVBE”) Incentive Disabled Veterans Business Enterprise incentive is available to qualified proposers. | **3** |

* 1. Following the completion of the scoring of the Technical Proposal, the Judicial Council will publish the compiled scores to the RFP website.
  2. Following the publishing of the Technical Proposal scores, the Judicial Council will conduct a public opening of the sealed Cost Proposals. Prospective Contractors and the general public may attend the opening.
  3. Following the public opening of the Cost Proposals, the Cost Proposals will be evaluated and scored, and the final scoring of all subject areas will be published to the RFP website, accompanied by the announcement of the name of the prospective Contractor to whom the Judicial Council intends to award the Legal Agreement.

1. **OTHER INFORMATION**

In any event and regardless of circumstances in no way shall the Judicial Council, the State of California, or any Judicial Branch entity be held responsible for any loss of profit or any costs or expenses incurred or experienced as a result of a prospective Contractor’s efforts and costs incurred in preparation and provision of its Proposal, participation in interviews, or any other effort, cost, or expense expended in regard to this RFP.

1. **INTERVIEWS**

The Judicial Council 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 in person or by phone. If conducted in person, interviews will likely be held at the Judicial Council’s offices. The Judicial Council will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The Judicial Council will notify eligible Proposers regarding interview arrangements.

1. **CONFIDENTIAL OR PROPRIETARY INFORMATION**

**Proposals are subject to disclosure pursuant to applicable provisions of the California Public Contract Code and rule 10.500 of the California Rules of Court.** The Judicial Council will not disclose (i) social security numbers, or (ii) balance sheets or income statements submitted by a Proposer that is not a publicly-traded corporation. All other information in proposals will be disclosed in response to applicable public records requests. Such disclosure will be made regardless of whether the proposal (or portions thereof) is marked “confidential,” “proprietary,” or otherwise, and regardless of any statement in the proposal (a) purporting to limit the Judicial Council’s right to disclose information in the proposal, or (b) requiring the Judicial Council to inform or obtain the consent of the Proposer prior to the disclosure of the proposal (or portions thereof). Any proposal that is password protected, or contains portions that are password protected, may be rejected. Proposers are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.

1. **DISABLED VETERAN BUSINESS ENTERPRISE INCENTIVE**
   1. Qualification for the DVBE incentive is not mandatory. Failure to qualify for the DVBE incentive will not render a proposal non-responsive.
   2. Eligibility for and application of the DVBE incentive is governed by the Judicial Council’s DVBE Rules and Procedures. Proposer will receive a DVBE incentive if, in the Judicial Council’s sole determination, Proposer has met all applicable requirements. If Proposer receives the DVBE incentive, a number of points will be added to the score assigned to Proposer’s proposal. The number of points that will be added is specified in Section 9 above.
   3. To receive the DVBE incentive, at least 3% of the contract goods and/or services must be provided by a DVBE performing a commercially useful function. Or, for solicitations of non-IT goods and IT goods and services, Proposer may have an approved Business Utilization Plan (“BUP”) on file with the California Department of General Services (“DGS”).
   4. If Proposer wishes to seek the DVBE incentive:
      1. Proposer must submit with its proposal a DVBE Declaration (**Attachment 9**) completed and signed by each DVBE that will provide goods and/or services in connection with the contract. If Proposer is itself a DVBE, it must complete and sign the DVBE Declaration. If Proposer will use DVBE subcontractors, each DVBE subcontractor must complete and sign a DVBE Declaration. NOTE: The DVBE Declaration is not required if Proposer will qualify for the DVBE incentive using a BUP on file with DGS.
      2. Proposer must complete and submit with its proposal the Bidder Declaration (**Attachment 10**). Proposer must submit with the Bidder Declaration all materials required in the Bidder Declaration.
   5. Failure to complete and submit these forms as required will result in Proposer not receiving the DVBE incentive. In addition, the Judicial Council may request additional written clarifying information. Failure to provide this information as requested will result in Proposer not receiving the DVBE incentive.
   6. If this solicitation is for IT goods and services, the application of the DVBE incentive may be affected by application of the small business preference. For additional information, see the Judicial Council’s Small Business Preference Procedures for the Procurement of Information Technology Goods and Services.
   7. If Proposer receives the DVBE incentive: (i) Proposer will be required to complete a post-contract DVBE certification if DVBE subcontractors are used; (ii) Proposer must use any DVBE subcontractor(s) identified in its proposal unless the Judicial Council approves in writing the substitution of another DVBE; and (iii) failure to meet the DVBE commitment set forth in its proposal will constitute a breach of contract.

**FRAUDULENT MISREPREPRETATION IN CONNECTION WITH THE DVBE INCENTIVE IS A MISDEMEANOR AND IS PUNISHABLE BY IMPRISONMENT OR FINE, AND VIOLATORS ARE LIABLE FOR CIVIL PENALTIES. SEE MVC 999.9.**

1. **SMALL BUSINESS PREFERENCE**

Small business participation is not mandatory. Failure to qualify for the small business preference will not render a proposal non-responsive.

Eligibility for and application of the small business preference is governed by the Judicial Council’s Small Business Preference Procedures for the Procurement of Information Technology Goods and Services. The Proposer will receive a small business preference if, in the Judicial Council’s sole determination, the Proposer has met all applicable requirements. If the Proposer receives the small business preference, the score assigned to its proposal will be increased by an amount equal to 5% of the points assigned to the highest scored proposal. If a DVBE incentive is also offered in connection with this solicitation, additional rules regarding the interaction between the small business preference and the DVBE incentive apply.

To receive the small business preference, the Proposer must be either (i) a Department of General Services (“DGS”) certified small business or micro-business performing a commercially useful function, or (ii) a DGS-certified small business nonprofit veteran service agency.

If the Proposer wishes to seek the small business preference, the Proposer must complete and submit with its proposal the Small Business Declaration (**Attachment 7**). The Proposer must submit with the Small Business Declaration all materials required in the Small Business Declaration.

Failure to complete and submit the Small Business Declaration as required will result in the Proposer not receiving the small business preference. In addition, the Judicial Council may request additional written clarifying information. Failure to provide this information as requested will result in the Proposer not receiving the small business preference.

If the Proposer receives the small business preference, (i) the Proposer will be required to complete a post-contract report; and (ii) failure to meet the small business commitment set forth in its proposal will constitute a breach of contract.

**FRAUDULENT MISREPREPRETATION IN CONNECTION WITH THE SMALL BUSINESS PREFERNCE IS UNLAWFUL AND IS PUNISHABLE BY CIVIL PENALTIES. SEE GOVERNMENT CODE SECTION 14842.5.**

1. **PROTESTS**

Any protests will be handled in accordance with Chapter 7 of the Judicial Branch Contracting Manual (see [*www.courts.ca.gov/documents/jbcl-manual.pdf*](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 Judicial Council to receive a solicitation specifications protest is the proposal due date. Protests must be sent to:

**Attn: Protest Hearing Officer, RFP# TCAS-SAPC-2016-01-ML**

Judicial Council of California

Branch Accounting and Procurement | Administrative Division

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