



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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TO: **POTENTIAL PROPOSERS**

FROM: Administrative Office of the Courts
Information Services Division

DATE: April 30, 2009

SUBJECT/PURPOSE OF MEMO: **REQUEST FOR PROPOSALS**
Information Services Division (ISD), a division of the Administrative Office of the Courts, seeks the services of two consultants to provide project management for the Infrastructure and Architecture Services LAN/ WAN Project Manager

ACTION REQUIRED: You are invited to review and respond to the attached Request for Proposals (RFP), as posted at <http://www.courtinfo.ca.gov/reference/rfp/>:
Project Title: **AOC LAN/WAN Project Managers**
RFP Number: **ISD 200813-CT**

QUESTIONS TO THE SOLICITATIONS MAILBOX: Questions regarding this RFP should be directed to solicitations@jud.ca.gov by **May 5, 2009**

DATE AND TIME PROPOSAL DUE: There will not be a pre-proposal conference for this RFP.
Proposals must be received by **May 13, 2009**.

SUBMISSION OF PROPOSAL: Proposals must be sent to:
Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden, RFP No. ISD 200813-CT
455 Golden Gate Avenue, 7th Floor
San Francisco, CA 94102-3688

JUDICIAL COUNCIL OF CALIFORNIA ADMINISTRATIVE OFFICE OF THE COURTS

1.0 GENERAL INFORMATION

1.1 BACKGROUND

The Judicial Council of California, chaired by the Chief Justice of California, is the chief policy making agency of the California judicial system. The California Constitution directs the Council to improve the administration of justice by surveying judicial business, recommending improvements to the Courts, and making recommendations annually to the Governor and the Legislature. The Council also adopts rules for Court administration, practice, and procedure, and performs other functions prescribed by law. The Administrative Office of the Courts (AOC) is the staff agency for the Council and assists both the Council and its chair in performing their duties.

1.2 INFORMATION SERVICES DIVISION

The Information Services Division (ISD), a division of the AOC, coordinates court technology statewide, and supports coordination throughout the judicial branch; manages centralized statewide technology projects; and optimizes the scope and accessibility of accurate statewide judicial information.

1.3 LAN/WAN PROJECT INITIATIVE

1.3.1 The ISD is seeking two LAN/WAN project managers to provide project oversight for a variety of projects being implemented at the AOC, the California Courts Technology Center, and Trial and Appellate Courts, including but not limited to:

- Deployment of new and/ or upgraded LAN and WAN network equipment for Courts statewide.
- Implementation of new and/ or upgraded WAN and Internet connectivity services for the courts across the state.
- Working with the Lan/Wan Program Manager to coordinate on-site assessments, project plans and designs for cabling, equipment, and installation contracts.
- Program management of the Court statewide wireless network initiative.
- Develop, write, and review proposals, RFPs, technical requirements, white papers, policies, procedures, assessments, and security applications for California Court Technology Center (CCTC) and Court facing infrastructure projects.
- Review and analyze court network documentation for compliance with existing security policies.
- Ongoing development and maintenance of CCTC Security Policies.

1.3.2 The LAN/WAN project managers will be responsible for the following tasks:

- Provide project management oversight for court refresh implementation and act as a liaison between the courts and vendors
- Work with courts and vendors to ensure they are prepared and ready
- Coordinate refresh work with other technology projects being implemented concurrently at the court
- Clarify roles/responsibilities and work with vendors on implementation plan
- Negotiate with vendors on behalf of courts for exception handling
- Work with vendor program manager to resolve escalated issues and develop program wide plans to present to AOC program management
- Maintain regular communication with courts on refresh related issues
- Participate in weekly conference call with courts and vendors
- Communicate status and issues to program manager
- Participate in weekly status calls with vendor representatives and program manager
- Work with AOC technical advisors to provide network design analysis and technical information to the courts as needed
- Work with the program manager to manage the equipment refresh budget. Track expenses and manage money spent and funds requested against project plan. Provide revised budget estimates as needed.
- Ensure project milestones are met to ensure target project completion
- Establish and maintain effective working relationships with court IT staff, vendors and AOC staff contacted in the course of the project
- Travel as needed up to 30%
- Escalate issues on a timely manner as agreed by AOC management
- Provide monthly status reports to AOC management

2.0 TIMELINE FOR THIS RFP

2.1 The AOC has developed the following list of key events from the time of the issuance of this RFP through the intent to award contract. All dates are subject to change at the discretion of the AOC.

EVENT	KEY DATE
RFP issued to http://www.courtinfo.ca.gov/reference/rfp/ :	April 30, 2009
Deadline for questions to solicitations@jud.ca.gov	May 5, 2009
Posting of Answers To Questions	May 8, 2009
Latest date and time proposal may be submitted	May 13, 2009

EVENT	KEY DATE
Evaluation of proposals (estimate only)	May 20, 2009
Interview of top candidates (estimate only)	May 27-29, 2009
Notice of Intent to Award (estimate only)	June 2, 2009
Negotiations and execution of contract (estimate only)	June 12, 2009

3.0 PURPOSE OF THIS REQUEST FOR PROPOSALS (RFP)

- 3.1 The AOC seeks the services of two contractors to perform LAN/WAN Project Management responsibilities for approximately two years.
- 3.2 The expected contractual responsibilities and work requirements are set forth in Exhibit D, Work to be Performed, in Attachment 2, Contract Terms.

4.0 RFP ATTACHMENTS

- 4.1 Included as part of this RFP are the following attachments:
 - 4.1.1 Attachment 1, Administrative Rules Governing Request for Proposals. Proposers shall follow the rules, set forth in Attachment 1, in preparation and submittal of their proposals.
 - 4.1.2 Attachment 2, Contract Terms. Contracts with successful firms will be signed by the parties on a State of California Standard Agreement form and will include terms appropriate for this project. Terms and conditions typical for the requested services are attached as Attachment 2, Contract Terms and include: Exhibit A, Standard Provisions; Exhibit B, Special Provisions; Exhibit C, Payment Provisions; Exhibit D, Work to be Performed; Exhibit E, Contractor's Key Personnel (to be determined); and Exhibit F, Attachments.
 - 4.1.3 Attachment 3, Vendor's Acceptance of the RFP's Contract Terms. Proposers must either indicate acceptance of Contract Terms, as set forth in Attachment 2, Contract Terms, or clearly identify exceptions to the Contract Terms, as set forth in this Attachment 3.
 - 4.1.3.1 If exceptions are identified, then proposers must also submit (i) a red-lined version of Attachment 2, Contract Terms, that clearly tracks proposed changes to this attachment, and (ii) written documentation to substantiate each such proposed change.

- 4.1.4 Attachment 4, Payee Data Record Form. The AOC is required to obtain and keep on file, a completed Payee Data Record for each vendor prior to entering into a contract with that vendor. Therefore, vendor's proposal must include a completed and signed Payee Data Record Form, set forth as Attachment 4, or provide a copy of the form previously submitted to AOC.

5.0 EVALUATION OF PROPOSALS

- 5.1 Proposals will be evaluated by the AOC using the following criteria, in order of descending priority; if a proposal includes multiple candidates, each proposed key personnel will be evaluated separately in accordance with these criteria:
- 5.1.1 Specialized expertise and technical competence (36 Points). Proposals will be evaluated considering the type of services required and the complexity of the project, with special consideration for the following required areas:
- over ten (10) years of IT project management experience;
 - experience working with multiple simultaneous large scale projects comprised of cross-functional team members;
 - experience deploying projects in a shared data center environment;
 - experience overseeing the deployment of LAN/WAN projects in multiple locations simultaneously;
 - management, scoping, budgeting, estimating, and tracking of projects with budgets over \$1,000,000 (one million); and
 - Extensive technical writing experience is required.
- 5.1.2 Past record of performance (26 Points). Proposals will be evaluated considering:
- Past performance, especially on work with government agencies or public bodies;
 - Management, scoping, budgeting, estimating, and tracking of projects with budgets over \$1,000,000 (one million);
 - Quality of work;
 - Ability to meet schedules; and
 - Cooperation, communications, organizing, responsiveness, and other managerial considerations.
- 5.1.3 Reasonableness of cost projections (20 Points). Proposals will be evaluated in terms of reasonableness of cost, proposed rate structure for the position, including breakdown of salary, overhead and profit.
- 5.1.4 Ability to meet requirements of the project (10 Points). Proposals will be evaluated in terms of compliance with proposed contract terms and project scheduling.
- 5.1.5 Company Stability and Capabilities (8 points). Proposals will be evaluated in terms of the agency's stability and capabilities as demonstrated in 6.3, below

6.0 SPECIFICS OF A RESPONSIVE PROPOSAL

- 6.1 **Proposals must not contain more than two (2) candidates for consideration as key personnel.**

6.2 The following information shall be included in the proposal and demonstrated separately for each key personnel candidate proposed:

6.2.1 Specialized expertise and technical competence.

6.2.1.1 Demonstrate the proposed key personnel's relevant experience and technical competence, especially in the following areas.

- Minimum of 10+ years experience in Information Technology.
- 5+ years experience with the management and implementation of government IT projects (State, Federal) highly desired.
- 10+ years experience as an IT Project Manager
- Possess knowledge of basic LAN/WAN design concepts.
- Demonstrated technical writing experience. Samples of relevant published work are highly desired.
- Good working knowledge of security processes and datacenter technology infrastructure, SSL, wireless networking.
- Demonstrated experience managing multiple simultaneous IT & network projects with budgets of over \$1,000,000 through the entire lifecycle, including planning, estimation, execution, and closeout.
- Proven track record in leading, organizing and coordinating multiple work activities.
- Good communication and presentation skills, with both technical and non-technical audiences, including creating and presenting executive summaries to management and technical committees.
- Excellent verbal, written, analytical and communication skills

6.2.1.2 Provide most the recent resume and the names, physical and electronic addresses, and telephone numbers of a minimum of three (3) clients for whom the proposed key personnel has conducted similar services. The AOC may check references listed by the proposer.

6.2.1.3 Provide samples of proposer's candidate's relevant published work in technical writing.

6.2.2 Past record of performance. Discuss the following:

- Proposed key personnel's record of performance on past programs, quality of work, ability to meet schedules, cooperation, responsiveness, and other managerial considerations.
- Demonstrated excellent verbal, written, analytical and communication skills

6.2.3 Reasonableness of cost projections.

6.2.3.1 Provide the fully burdened hourly rate of each proposed key personnel,

and include the salary, overhead, and profit rate structure breakdown for the rate using the following formula:

	Amt Payable To The Key Personnel	\$XX.XX	XX%
+	Amt Allocated to Proposer's Overhead	\$XX.XX	XX%
+	Amt Allocated to Proposer's Profit	\$XX.XX	XX%
=	Total For Key Personnel	\$XXX.XX	100%

6.2.3.2 The cost proposal should also include separate line items for travel and lodging. Travel expenses, if any, will be reimbursed in accordance with the provisions set forth in Exhibit C, Payment Provisions, in Attachment 2, Contract Terms. For purposes of this RFP, vendors are to assume allowable travel expenses will not exceed \$5,000, per contractor as further detailed in Schedule 1, Estimated Travel, set forth in Exhibit C, Payment Provisions, of Attachment 2, Contract Terms. In order to achieve travel cost projections for this project, the AOC prefers candidates with a local presence in the San Francisco Bay Area.

6.2.3.3 Include a total not to exceed contract sum for the work and allowable expenses considered by this RFP, bearing in mind that (i) the total cost for each consultants services will range between \$380,000.00 - \$460,000.00 for two years, inclusive of personnel, materials, overhead, profit, and travel costs and expenses, and (ii) the method of payment to the consultant is anticipated to be by cost reimbursement.

6.2.4 Ability to meet requirements of the project.

6.2.4.1 Discuss the key personnel's availability and ability to complete the work within the project schedule, set forth in Exhibit D, Work to be Performed, in Attachment 2, Contract Terms.

6.2.4.2 For purposes of this RFP, vendors are to estimate a total of 3,580 hours of work for the twenty-four (24) months per contractor; additionally, the eventual contractors will not work more than thirty-six (36) hours per week unless preapproved, in writing, by the project manager.

6.2.4.3 Compliance with Contract Terms. Complete and submit Attachment 3, Vendor's Acceptance of the RFP's Contract Terms. Also, if changes are proposed, submit a version of Attachment 2, Contract Terms with all tracked changes, as well as written justification supporting any such proposed changes.

6.2.4.4 Tax recording information. Complete and submit Attachment 4, Payee Data Record Form, or provide a copy of the form previously submitted to the AOC.

6.3 Provide the following information about your firm:

- 6.3.1 Proposer's point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers in a cover letter.
- 6.3.2 Number of years your firm has been in the business of providing technical staffing.
- 6.3.3 Number of full time employees (do not count placed candidates unless they are employees of your firm).
- 6.3.4 Disclose any judgments, pending litigation, or other real or potential financial reversals that might materially affect the viability of the proposer's firm.
- 6.3.5 Annual gross revenue from your most recent audited or reviewed profit and loss statement and balance sheet. State the audit/review year and the annual gross revenue. The AOC may request a copy of your most recent audited or reviewed profit and loss statement and balance sheet.
- 6.3.6 Pre-screening, background checks, testing, and interview procedures.
- 6.3.7 Process regarding replacing a candidate if necessary.
- 6.3.8 Provide a description of what, if any, health benefits, or other benefits your firm provides to your proposed candidates.

7.0 SUBMISSIONS OF PROPOSALS

- 7.1 Responsive proposals should provide straightforward, concise information that satisfies the requirements noted in Section 6.0, Specifics of a Responsive Proposal, above. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the state's instructions, requirements of this RFP, and completeness and clarity of content.
- 7.2 Proposers will submit **one (1) original and three (3) copies** of the proposal, signed by an authorized representative of the company, including name, title, address, and telephone number of one individual who is the responder's designated representative.
IMPORTANT! Proposers may submit up to two (2) candidates for consideration as key personnel. Proposals with more than two (2) candidates may not be evaluated.
- 7.3 Proposals must be delivered to the individual listed under Submission of Proposals, as set forth on the cover memo of this RFP.
- 7.4 Only written responses will be accepted. Responses should be sent by registered or certified mail or by hand delivery.
- 7.5 In addition to submittal of the original and three copies of the proposals, as set forth in Section 7.2, above, proposers are also required to submit an electronic version of the entire proposal on CD-ROM.

8.0 INTERVIEWS

The AOC anticipates conducting interviews with top ranked proposed key personnel candidates to clarify aspects set forth in the written proposal. If conducted, interviews will likely be conducted at the AOC's offices in San Francisco. The AOC will not reimburse candidates for any costs incurred in traveling to or from the interview location. The AOC will notify prospective vendors regarding interview arrangements.

9.0 RIGHTS

The AOC reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement, obligation, or contract and in no way is the AOC or the State of California responsible for the cost of preparing the proposal. One copy of a submitted proposal will be retained for official files and will become a public record.

10.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

The Administrative Office of the Courts policy is to follow the intent of the California Public Records Act (PRA). If a vendor's proposal contains material noted or marked as confidential and/or proprietary that, in the AOC's sole opinion, meets the disclosure exemption requirements of the PRA, then that information will not be disclosed pursuant to a request for public documents. If the AOC does not consider such material to be exempt from disclosure under the PRA, the material will be made available to the public, regardless of the notation or markings. If a vendor is unsure if its confidential and/or proprietary material meets the disclosure exemption requirements of the PRA, then it should not include such information in its proposal.

END OF BASE RFP