



**Judicial Council of California**  
ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

455 Golden Gate Avenue • San Francisco, California 94102-3688  
Telephone 415-865-7739 • Fax 415-865-7217 • TDD 415-865-4272

RONALD M. GEORGE  
*Chief Justice of California*  
*Chair of the Judicial Council*

WILLIAM C. VICKREY  
*Administrative Director of the Courts*

RONALD G. OVERHOLT  
*Chief Deputy Director*

STEPHEN NASH  
*Director, Finance Division*

**TO:** **POTENTIAL PROPOSERS**

**FROM:** Administrative Office of the Courts  
Information Services Division

**DATE:** September 30, 2009

**SUBJECT/PURPOSE OF MEMO:** **REQUEST FOR PROPOSALS**  
Information Services Division, a division of the Administrative Office of the Courts, seeks the services of one (1) consultant to provide assistance to the Web Development team.

**ACTION REQUIRED:** You are invited to review and respond to the attached Request for Proposals (RFP):  
Project Title: Senior Business Systems Analyst for Web Development  
RFP Number: ISD200901-RB

**QUESTIONS TO THE SOLICITATIONS MAILBOX:** Questions regarding this RFP should be directed to [solicitations@jud.ca.gov](mailto:solicitations@jud.ca.gov) by **October 7, 2009, no later than 3 p.m. (Pacific Time)**

**DATE AND TIME PROPOSAL DUE:** There will not be a pre-proposal conference for this RFP.  
Proposals must be received by **October 15, 2009, no later than 3 p.m. (Pacific Time)**

**SUBMISSION OF PROPOSAL:** Proposals must be sent to:  
**Judicial Council of California**  
**Administrative Office of the Courts**  
**Attn: Nadine McFadden, RFP No. ISD200901-RB**  
**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 Web Development Team**

The ISD Web Development group is a five (5) member team consisting of two analysts (one vacant) and three web developers. This group is responsible for developing and supporting several AOC Web properties, most notably, the public California Courts and Serranus Extranet Web sites.

Most AOC applications are based on Apache 1.3 Web servers, running a Sun Solaris-based (Unix) platform with an Oracle database backend. Our servers host off-the-shelf, original equipment manufacturer (OEM) and in-house applications customized to the AOC environment.

#### **1.4 Web Redesign Implementation Project**

The Web Redesign Implementation Project aims to improve the AOC's ability to leverage the web as a critical branch communication channel, thereby aiding the courts in ensuring that the public receives the highest standards of fairness and quality treatment in court procedures. Current implementation efforts are the culmination of over three years of research and design activities completed in support of this effort.

In 2007, the AOC engaged a web design firm to standardize the overall look and feel of its existing sites, improve access to information and support task and audience-based navigation. The design firm is in the final process of delivering an integrated information

architecture, a content segmentation plan for authenticated users, and a set of standardized Web templates based on the new graphic design system.

Subsequent to selecting the web redesign firm, the AOC evaluated and selected a web content management system to support the scalability and long-term success of the redesign effort. As a result of the evaluation, the AOC acquired the Open Text Web CMS to automate and streamline the management of agency web properties. The AOC will leverage the Open Text solution to improve content creation processes, enable content reuse and segmentation, and implement a distributed publishing model. The overall implementation involves designing, configuring and integrating the Open Text CMS and LiveServer application server within the AOC environment.

Work is to be performed on-site at the AOC in San Francisco, CA.

## **2.0 PURPOSE OF THIS REQUEST FOR PROPOSALS (RFP)**

- 2.1 The AOC seeks the services of one (1) consultant to perform systems analysis responsibilities for up to three years relating to support of existing and implementation of newly designed branch Web sites for approximately three (3) years. The initial contract term will be for one year, with the AOCs option to extend for two additional consecutive one-year terms.
- 2.2 The expected contractual responsibilities and work requirements are set forth in Exhibit D, Work to be Performed, in Attachment 2, Contract Terms.

## **3.0 TIMELINE FOR THIS RFP**

- 3.1 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.

<b>Event</b>	<b>Date</b>
RFP issued	September 30, 2009
Deadline for questions to solicitations@jud.ca.gov	3:00 pm, Pacific Time October 7, 2009
Answers To Questions Issued (estimate only)	October 9, 2009
Latest date and time proposal may be submitted	3:00 pm, Pacific Time, October 15, 2009
Begin interview of top candidates (estimate only)	October 22, 2009
Notice of Intent to Award (estimate only)	October 29, 2009

#### **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**

Proposals will be evaluated by the AOC using the criteria in paragraphs 5.1 through 5.5, below. If a proposal includes multiple candidates, each proposed candidate will be evaluated separately in accordance with these criteria. The maximum total available score for all categories combined will be 100 points. The evaluation categories and the maximum possible points for each category are as follows:

- 5.1 Specialized expertise and technical competence (possible 36 Points). Proposed consultants will be evaluated based on the required specialized expertise and technical competencies set forth in paragraph 6.3.1, below.

- 5.2 Past record of performance (possible 26 Points). Proposals will be evaluated considering each candidate's past program management experience in the areas specified in paragraph 6.3.2, below.
- 5.3 Reasonableness of cost projections (possible 20 Points). See paragraph 6.3.3, below. Proposals will be evaluated in terms of reasonableness of cost, proposed rate structure for the position, including breakdown of salary, overhead and profit. Proposed rates for this position must not exceed \$121 per hour for both the initial term and the two-year option terms.
- 5.4 Ability to meet requirements of the project (possible 10 Points). Proposals will be evaluated in terms of the consultant's availability, compliance with any proposed contract terms and project scheduling. See paragraphs 6.3.4 and 6.4.
- 5.5 Company Stability and Capabilities (possible 8 points). Proposals will be evaluated in terms of the firm's stability and capabilities as demonstrated in paragraphs 6.5 and 6.6, below

## **6.0 SPECIFICS OF A RESPONSIVE PROPOSAL**

- 6.1 **IMPORTANT! Proposers may submit up to two (2) candidates for consideration. Proposals with more than two (2) candidates may not be evaluated.**
- 6.2 Provide proposer's point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers in a cover letter.
- 6.3 The following information shall be included in the proposal and demonstrated separately for each key personnel candidate proposed:
  - 6.3.1 Specialized expertise and technical competence.
    - 6.3.1.1 The proposed candidate must have, and will not be considered without the experience stated in subparagraphs a. through l. below. Discuss each proposed candidate's experience by including a response to each topic in subparagraphs a. through l., below.
      - a. Basic supervisory principles and practices.
      - b. Principles of systems design and development.
      - c. Web Content Management software and best practices.
      - d. Principles and techniques of systems implementation including conversion, data reconciliation, user training, and documentation.
      - e. Principles of information systems architecture for enterprise-wide systems deployment such as; client/server and multi-tiered, distributed system architecture and principles of design, and internet/intranet based application delivery mechanisms.

- f. Relational database management systems.
- g. Software development and workflow modeling tools, languages, and report generators.
- h. Principles and techniques of program design, testing, and documentation.
- i. Multiple hardware platforms and the interrelationship of different operating systems.
- j. Principles of business organizations and operations.
- k. Principles and techniques of project management.
- l. Principles and techniques of preparing effective oral presentations.

6.3.1.2 Proposed candidates with experience in the following areas are highly desirable but are not required for consideration. Discuss each proposed candidate's experience by including a response to each topic in sub paragraphs a. through b., below.

- a. A bachelor's degree or equivalent, preferably with major course work in computer science, public or business administration
- b. Three years experience in business or systems analysis, design, operational or system documentation, and workflow analysis/process re-engineering including one year of lead experience for those positions identified as lead.
- c. Recent experience within government agencies or public bodies with projects of a similar type.
- d. PMP Certification

6.3.2 Past record of performance. Discuss each proposed consultant's record of performance on past projects, by including a response to each question in sub paragraphs a. through e., below. If applicable, please make a notation highlighting any performance on contracts with government agencies or public bodies.

- a. Describe the candidate's breadth of knowledge and experience with document management and capture.
- b. Describe the complexity and scope of past analysis work.
- c. How did the candidate maintain high quality of work on a large project?
- d. How did the candidate keep projects on track and meet difficult schedules?

- e. How did the candidate promote consensus between divisions, agencies?
- f. How did the candidate satisfy a client's needs during an emergency or other event requiring quick and clear responses and actions?
- g. What other managerial considerations are important to note regarding the candidate?

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

6.3.3 Reasonableness of cost projections.

6.3.3.1 Using the following format, provide the proposed hourly rate, overhead, and profit rate structure breakdown for each proposed candidate:

	Amt Payable To The Key Personnel	\$XX.XX	XX%
+	Amt Allocated to Proposer's Overhead	\$XX.XX	XX%
+	<u>Amt Allocated to Proposer's Profit</u>	<u>\$XX.XX</u>	<u>XX%</u>
=	Total for candidate (not to exceed the hourly rate of <b>\$121.00</b> )	\$XXX.XX	100%

6.3.3.2 In order to achieve travel cost projections for this project, the AOC prefers candidates with a local presence in the San Francisco Bay Area. At this time, no business travel is anticipated.

6.3.3.3 Include a total not to exceed contract sum for work and allowable expenses considered by this RFP during the initial term, as well as each option term. Keep in mind that (i) the total cost is not to exceed **\$230,000** for the initial term and each optional term (maximum of **\$230,000** for work + **\$0** for travel per term), 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. For purposes of this RFP, proposers are to use an estimated **1,900** hours of work per term. Consultants will not provide services on any mandated furlough days which, as of this RFP and subject to change, are the third Wednesday of each month through June 2010, nor will the consultant work more than forty (40) hours per week unless preapproved, in writing, by the project manager.

6.3.4 Ability to meet requirements of the project. Discuss each 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.

- 6.4 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.
- 6.5 Tax recording information. Complete and submit Attachment 4, Payee Data Record Form, or provide a copy of the form previously submitted to the AOC.
- 6.6 Company stability and capabilities. Provide the following information about your firm:
  - 6.6.1 Proposer's point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers in a cover letter.
  - 6.6.2 Number of years your firm has been in the business of providing technical staffing.
  - 6.6.3 Number of full time employees (do not count placed candidates unless they are employees of your firm).
  - 6.6.4 Disclose any judgments, pending litigation, or other real or potential financial reversals that might materially affect the viability of the proposer's firm.
  - 6.6.5 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.
  - 6.6.6 Pre-screening, background checks, testing, and interview procedures.
  - 6.6.7 Process regarding replacing a candidate if necessary.
  - 6.6.8 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. **Due to the potential for a large number of proposals in response to this RFP, proposers must include the paragraph number and comment/response. Simple blanket statements referring to resumes or other documents are not acceptable.** 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.



- 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 FORM*