



Judicial Council of California

ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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TO: **POTENTIAL PROPOSERS**

FROM: ADMINISTRATIVE OFFICE OF THE COURTS

DATE: INFORMATION SERVICES DIVISION
March 20, 2009

SUBJECT/PURPOSE OF MEMO: The purpose of this document is to publish the AOC's Responses to Vendors' Questions, directed to the Solicitations@jud.ca.gov by March 18, 2009, no later than 3 p.m.

ACTION REQUIRED: You are invited to review and respond to the attached Request for Proposal (RFP), as posted at <http://www.courtinfo.ca.gov/reference/rfp/>:

Project Title: **SENIOR BUSINESS SYSTEMS ANALYSTS FOR DOCUMENT MANAGEMENT AND CAPTURE PROJECT**

DATE AND TIME PROPOSAL DUE: RFP Number: ISD 200812-LM
Proposals must be received by **Tuesday, March 24, 2009, at close of business.**

SUBMISSION OF PROPOSAL: Proposals must be sent to:
**Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden, RFP No. ISD 200812-LM
455 Golden Gate Avenue, 7th Floor
San Francisco, CA 94102-3688**

AOC RESPONSES TO VENDORS' QUESTIONS

Question 1: Which skill is more desirable to have knowing that having the combination of both would be a perfect match: a good BSA with extensive document management/document capture experience and no government agency experience, or a good BSA with no domain knowledge but extensive government agency experience?

Response to Question 1: *The evaluation criteria are provided in RFP, in the order of descending priority. [RFP, section 5] The AOC cannot evaluate a proposal prior to submission.*

Question 2: There are several document management software products on the market. Are you looking for experience with any specific one? Is there any particular software systems experience desired?

Response to Question 2: *The AOC is not seeking candidates with experience specific to any one document management software product. The AOC seeks candidates with "Knowledge of leading document management and capture software solutions and related best practices." [RFP, section 6.1.1.1]*

Question 3: RFP states 6 months in duration then states project funded thru June 30, 2010. Will this project be extended thru June 30, 2010?

Response to Question 3: *The AOC cannot speculate on project extension. The initial award will be for a six-month contract with an option to renew. The first option term to be exercised by the AOC at its sole discretion.*

Question 4: What document management system and capture software are in use?

Response to Question 4: *A variety of document management and capture software solutions are in use across the Judicial Branch. These are not relevant to this RFP process. Candidates are not required to possess expertise in these areas.*

Question 5: What systems or databases are being used? What is the technical environment? Which platform?

Response to Question 5: *The databases, platforms and technical environments in use across the Judicial Branch are not relevant to this RFP process. Candidates are not required to possess expertise in these areas.*

Question 6: Will they be managing project independently or working with a senior project manager; or, who does the resource report to?

Response to Question 6: *"These positions will report to an AOC Information Services Division Project Manager and work with AOC internal resources as well as court staff located*

throughout the state to complete stated activities and deliverables.” [RFP section 3.1]

Question 7: What percentage of the job interfaces with the Technical Team and/or Business Group (stakeholders)?

***Response to Question 7:** “These positions will report to an AOC Information Services Division Project Manager and work with AOC internal resources as well as court staff located throughout the state to complete stated activities and deliverables.” [RFP section 3.1] The exact blend of AOC and court staff resource types is unknown; candidates should be equally comfortable working with technical and non-technical stakeholders.*

Question 8: We are a systems integrator that bid on both the Appellate Document Process RFP’s last year. We are considering bidding on this consulting project, however will possibly also bid on any RFP’s following this engagement. Is this acceptable? If a vendor is awarded a contract for this RFP and provides business systems analysis services for document management, would the vendor be precluded from any future RFPs that may involve the implementation of document management systems in California? Typically organizations will prohibit consultants performing planning, application design/RFP and vendor review from bidding on the project, to prevent a conflict of interest situation. To prevent a conflict of interest situation, will AOC preference be the hiring of an independent consultant (the consultant themselves and the bidding organization) who will not bid on the RFP? Will AOC preference be the hiring of an independent consultant (the consultant themselves and the bidding organization) who is not in the business of integrating or reselling of solutions which may be bid on the project?

***Response to Question 8:** The selected consultants shall “Prepare Request for Information (RFI) and/or Request for Proposal (RFP) documents to support competitive bid processes for system evaluation and acquisition.” and “Provide support for vendor evaluation, selection and contract negotiations as required.” [Attachment 2, Exhibit D, Work to be Performed]. The AOC seeks consultants that can play a vendor neutral role in system specification, evaluation and selection, which will preclude the consultants’ firm(s) from bidding on the future RFP in question. Regarding organizations prohibiting consultants performing planning, etc., this typically does not apply to telecommunications or electronic data processing. Proposers need to consider the possible ramifications before submitting a proposal.*

Question 9: This project requires travel; but to which locations and how often? What is the percentage of travel for this engagement? Will it be all across the State?

***Response to Question 9:** Although exact travel requirements have not been determined, the AOC travel budget associated with this RFP supports up to \$8000.00 in travel to court locations within the State of California. Costs by trip type are outlined in Attachment 2, Exhibit C, section 4.A.i.i.*

Question 10: Is AOC looking for any specific Document Management/Capture Systems? What Document Management/Software Capture systems are being implemented? Do the Document

Management and Capture Solution include imaging as well? Does it include Computer Output to Laser Disks (COLD)?

Response to Question 10: *“The AOC seeks the services of two (2) experienced consultants for approximately six (6) months to define, quantify and document the demand and requirements for document management and capture solutions throughout the California State Judicial Branch.” [RFP section 3.1]. Activities associated with this work are outlined in Attachment 2, Exhibit D, Work to be Performed. This RFP is not soliciting a specific Document Management/Capture system, or services to implement any specific system. The intent is for the consultants to define Judicial Branch requirements for future system acquisition and implementation.*

Question 11: Do you need someone with a variety of document management experience because they are going to implement a brand new system? Is a document management system in place already?

Response to Question 11: *The AOC believes that individuals with past experience working with document management and capture technologies will be better equipped to conduct the analysis outlined by this RFP for the Judicial Branch. RFP, sections 6.1.1.1 and 6.1.1.2 request past expertise with these technologies and best practices.*

A variety of document management and capture software solutions are in use across the Judicial Branch. These are not relevant to this RFP process. Candidates are not required to possess expertise in these areas.

Question 12: Is the CA AOC willing to entertain offerings at a higher rate?

Response to Question 12: *“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 any one consultant’s services will range between \$82,800.00 - \$120,320.00, 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.” [RFP, section 6.3.3]. The AOC will not entertain rates higher than those outlined in the RFP.*

Question 13: Is the AOC seeking specific experience with Document or Content Management implementations? Can other projects like IT or ERP serve as a substitute?

Response to Question 13: *The AOC encourages vendors to propose candidates with the best possible blend of skills to accomplish the work outlined in Attachment 2, Exhibit D, Work to be Performed.*

The AOC believes that individuals with past experience working with document management and capture technologies will be better equipped to conduct the analysis outlined by this RFP for the Judicial Branch. RFP, sections 6.1.1.1 and 6.1.1.2 request past expertise with these technologies and best practices. However, lack of document management and capture technology expertise will not preclude a candidate from consideration.

Question 14: Do you have a budget for this position or a targeted bill rate for each person?

Response to Question 14: *“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 any one consultant’s services will range between \$82,800.00 - \$120,320.00, 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.” [RFP, section 6.3.3] and, “For purposes of this RFP, vendors are to estimate a total of eight hundred and thirty-two (832) hours of work per consultant for the six (6) months; additionally, the eventual contractor will not work more than thirty-six (36) hours per week unless pre-approved, in writing, by the Project Manager.” [RFP, section 6.4.2].*

Question 15: Will only one vendor be chosen for this RFP or is there a chance that the AOC will chose one candidate from one vendor and another candidate from another vendor?

Response to Question 16: *The AOC may choose to award two contracts in order to select the best set of candidates to complete the stated work.*

Question 17: How many Superior Courts /counties need to be surveyed? Do they all need to be visited in person or can some be surveyed via email, conference call or web conference? As the travel budget is limited, will the consultant have the flexibility to propose a data collection strategy that fits within the travel budget (questionnaires, phone or video teleconferencing) or, will representatives from the courts be able to travel to regional locations for interview sessions? Does the AOC expect the consultant to visit all 58 Counties or can a representative sample of the Counties be used to base the report on?

Response to Question 17: *In Attachment 2, Exhibit D, Work to be Performed, section 2.A.iv, the RFP states that Contractor’s key personnel will “Prepare and execute a needs assessment strategy for the fifty-eight (58) county California State Superior Court System.” The consultants will work to develop the needs assessment strategy as part of the work preformed. This may include any combination of methods for data gathering, inclusive of emails, surveys, site visits, web conferences, etc. N.B., the AOC travel budget associated with this contract will not support site visits by the consultants to every court location.*

Question 18: Will this (the RFP developed by the consultants as part of the Work To Be Performed outlined in Attachment 2) be an RFP for a centralized Document Management and Capture Solution or will it be for a distributed solution or some hybrid?

Response to Question 18: *The AOC has not determined a strategy for document management system acquisition or implementation. This is part of the work to be conducted by the consultants selected to complete the work outlined in this RFP.*

Question 19: How many direct stakeholders are anticipated?

Response to Question 19: *The AOC anticipates that the consultants will interface with a variety of stakeholders at differing levels to complete the work outlined in the RFP. The exact number of stakeholders has not been determined.*

Question 20: What would be the most important complimentary skills/experience to the existing team?

Response to Question 20: *Please refer to RFP section 6.1 for the ideal combination of skills sought by the AOC for the consultants.*

Question 21: Will the two consultants have identical responsibilities? If not, how are they different?

Response to Question 21: *“The Contractor’s Key Personnel shall perform business systems analysis responsibilities in order to define, quantify and document the demand and requirements for document management and capture solutions throughout the California State Judicial Branch. The Contractor’s Key Personnel will report to an AOC Information Services Division Project manager and work with AOC internal resources as well as court staff located throughout the state to complete stated activities and deliverables.” [Attachment 2, Exhibit D, Work to be Performed] The consultants will work together to complete the stated work.*

Question 22: If, during the detailed scoping of the project, the AOC decides they would like the consultant to travel to numerous locations will the travel budget be increased? Will the overall budget be increased?

Response to Question 22: *Should travel in excess of that supported by funds outlined in the RFP be required by the AOC during the course of a consultant’s work, the requirements would be subject to AOC review and approval at that time.*

Question 23: As there are many file areas and processes in the court can AOC please provide a list of these areas and their analysis priority?

Response to Question 24: *The AOC is not prepared to provide this information at this time.*

Question 25: Will the AOC extend the response due date so respondents will have time to take question responses into consideration when proposing?

Response to Question 25: *The AOC will not extend the due date for subject RFP. The timetable already allows time for Vendor review of questions and answers prior to proposal submission.*

Question 26: Due to the number of courts, files, processes, systems, interfaces, tools, and infrastructures to be assessed (AOC, 58 counties, and the numerous courts per county) the budget allowed does not appear to allow for a detailed assessment. Will AOC allow for additional budget to be provided performing a detailed assessment or will AOC allow for the consultant to propose a limited assessment (e.g. review of example courts, use of questionnaires verses on-site

interviews, use of AOC staff to assist in collection of information)?

Response to Question 27: *Although the exact analysis strategy has yet to be determined, the AOC does not anticipate that the consultants will conduct a detailed analysis of every court's requirements. Additionally, the initial consulting engagement outlined in the RFP is for two (2) consultants for six (6) months. The AOC Project Manager will monitor the consultants' progress per consultant status reports, and manage the project timeframe accordingly.*

Question 28: Will AOC allow for a consultant to propose a limited scope such as utilizing project budget on analysis and recommendations and not on development of application design/RFP?

Response to Question 28: *Vendor proposals should consider the total scope of work outlined in Attachment 2, Exhibit D, Work to be Performed. The initial consulting engagement outlined in the RFP is for two (2) consultants for six (6) months. The AOC Project Manager will monitor the consultants' progress per consultant status reports, and manage the project timeframe accordingly.*

Question 29: Will AOC take consultant recommendations as to how, when, and if paperless technologies should be applied at the State and County level or has a decision already been made?

Response to Question 29: *The AOC will consider consultant analysis and recommendations throughout the engagement. Decisions regarding paperless technologies (in relation to the scope of this RFP) have not already been made.*

Question 30: Each court system has different divisions such as Civil, Criminal, Family, etc. Does this RFP apply to all divisions?

Response to Question 30: *The analysis work outlined in this RFP is applicable to the fifty-eight (58) county California State Superior Court System, inclusive of all court business areas.*

Question 31: Does the AOC have previous interview research completed for all 58 Counties or will each court be expected to provide this information?

Response to Question 31: *The AOC has some previous research related to this project which will be shared with the selected consultants to inform their work. Additionally, although the exact analysis strategy has yet to be determined, the AOC does not anticipate that the consultants will conduct a detailed analysis of every court's requirements.*

END OF FORM