



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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Director, Finance Division

TO: **POTENTIAL PROPOSERS**

FROM: ADMINISTRATIVE OFFICE OF THE COURTS
INFORMATION SERVICES DIVISION

DATE: March 12, 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 (2) consultants versed in document management and capture technologies to provide business systems analysis services for the Administrative Office of the Courts.

ACTION REQUIRED: You are invited to review and respond to the attached Request for Proposal (RFP),
Project Title: **SENIOR BUSINESS SYSTEMS ANALYSTS FOR DOCUMENT MANAGEMENT AND CAPTURE PROJECT**
RFP Number: ISD 200812-LM

QUESTIONS TO THE SOLICITATIONS MAILBOX: Questions regarding this RFP should be directed to solicitations@jud.ca.gov by **Wednesday, March 18, 2009, no later than 3 p.m. (PST).**

DATE AND TIME PROPOSAL DUE: There will not be a pre-proposal conference for this RFP.
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

**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) coordinates court technology statewide, and supports coordination throughout the Judicial Branch; manages centralized statewide technology projects; manages centralized statewide technology projects; and optimizes the scope and accessibility of accurate statewide judicial information.

2.0 TIMELINE FOR THIS RFP

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.

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EVENT	KEY DATE
Issue date of RFP	March 12, 2009
Deadline for questions to solicitations@jud.ca.gov	March 18, 2009 at 3:00 pm (PST)
Latest date and time proposal may be submitted	March 24, 2009 at close of business
Evaluation of proposals (<i>estimate only</i>)	March 24 through March 27, 2009
Interview of top ranked candidates (<i>estimate only</i>)	March 30 through April 3, 2009
Notice of Intent to Award (<i>estimate only</i>)	April 7, 2009
Negotiations and execution of contract (<i>estimate only</i>)	April 20, 2009

3.0 PURPOSE OF THIS REQUEST FOR PROPOSALS (RFP)

- 3.1 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. 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. The ideal individuals shall possess a unique combination of business systems analysis skills, domain expertise, project management capabilities and technical aptitude. The AOC intends to select one or multiple firms. If one firm is awarded the opportunity to fill more than one position, a discounted rate based on the increasing number of consultants would be applied. The expected discount would be five percent (5%) for the first 5 consultants and one percent (1%) increase per consultant thereafter.
- 3.2 The expected contractual responsibilities and work requirements are set forth in *Exhibit D, Work to be Performed*, in *Attachment 2, Contract Terms*.
- 3.3 The Work performed through June 30, 2009 will be funded in the 2008-2009 Fiscal Year. The Work performed from July 1, 2009 through June 30, 2010 will be funded in the 2009-2010 Fiscal Year.
- 3.4 The Work of this RFP is provided in *Attachment 2 - Contract Terms, Exhibit D, Work to be Performed*.

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: *Exhibits A through F*.
- 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*.

5.0 EVALUATION OF PROPOSALS

Proposals will be evaluated by the AOC using the following criteria, in order of descending priority:

- 5.1 Proposals will be evaluated by the AOC using the following criteria, in order of descending priority. *A proposal may include up to four (4) candidates.* Each proposed candidate will be evaluated separately in accordance with these criteria:
 - 5.1.1 *Specialized expertise and technical competence.* Proposals will be evaluated considering the type of services required and the complexity of the project, with special consideration for the following: over seven (7) years of business process and systems analysis experience; knowledge of leading document management and capture software solutions and related best practices; experience working on large, complex projects comprised of cross-functional team members; direct hands-on experience implementing and/or supporting an enterprise class document management system. Recent experience and expertise with projects of a similar type will be a key consideration.

- 5.1.2 *Past record of performance.* Proposals will be evaluated considering past performance, especially on contracts with government agencies or public bodies, including such factors as control of costs, management of budget greater than \$1 million, quality of work, ability to meet schedules, cooperation, responsiveness, and other managerial considerations.
- 5.1.3 *Reasonableness of cost projections.* 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.* Proposals will be evaluated in terms of compliance with proposed contract terms and project scheduling.

6.0 SPECIFICS OF A RESPONSIVE TECHNICAL PROPOSAL

The following information shall be included as the technical portion of the proposal:

6.1 *Specialized expertise and technical competence.*

- 6.1.1 Minimum of 5-7 years experience in business process and systems analysis, requirements gathering and business process modeling, inclusive of the ability to:
- effectively analyze processes and systems, and to identify common errors and trends
 - identify opportunities for system enabled process improvement
 - easily understand and conceptualize existing business processes and applications
 - work independently with limited direction from management
 - effectively form and motivate cross-functional teams.
 - effectively plan initiatives, generate task lists, and set priorities.
 - manage multiple priorities
 - make decisions when faced with ambiguity.
- 6.1.1.1 Knowledge of leading document management and capture software solutions and related best practices.
- 6.1.1.2 Direct hands-on experience implementing and support an enterprise class document management system
- 6.1.1.3 Experience with change management and design and implementation of new systems
- 6.1.1.4 Experience preparing complex requirements and use case documentation; prior preparation of Requests for Proposal (RFP) or Request for

Information (RFI) documents preferred.

6.1.1.5 Desire either

- experience with Judicial Branch and/or local court operations, court business practices and procedures, and the administration of justice or
- equivalent experience with a large state or federal government agency or
- equivalent experience working with document management in support of a large case management system in the healthcare, insurance or similar industry

6.1.1.6 Excellent interpersonal, presentation, verbal and written communication skills

6.1.1.7 Knowledge of workflow and event driven processes

6.2. *Past record of performance.* Discuss the proposed key personnel's record of performance on past projects, especially on contracts with government agencies or public bodies, including such factors as breadth of document management and capture experience, complexity and scope of past analysis work, quality of work, ability to meet schedules, cooperation, responsiveness, and other managerial considerations.

6.2.1 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.

6.3 *Reasonableness of cost projections.*

6.3.1 Provide the fully burdened hourly rate of the proposed key personnel, and include the salary, overhead, and profit rate structure breakdown for the rate.

6.3.2 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 \$8,000.00, as further detailed in Schedule 1, Estimated Travel, set forth in *Exhibit C, Payment Provisions, of Attachment 2, Contract Terms*.

6.3.3 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 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.

6.4 *Ability to meet requirements of the project.*

6.4.1 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*.

6.4.2 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.

6.4.3 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.

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

7.0 SUBMISSIONS OF PROPOSALS

7.1 The proposer shall provide their point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers in a cover letter.

7.2 Responsive proposals should provide straightforward, concise information that satisfies the requirements noted in items *RFP: 6.0 Specifics of a Responsive Technical 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 technical proposal signed by an authorized representative of the company, including name, title, address, and telephone number of one individual who is the proposer's designated representative. Proposers are also required to submit an electronic version of the **entire proposal on CD-ROM**.

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 becomes 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