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| RC2 |  | **REQUEST FOR PROPOSALS** |
| **JUDICIAL COUNCIL OF CALIFORNIA**  **Regarding:** Event Management Solution for Judicial Resources & Technical Assistance Attorneys  **RFP: CFCC-14-01-RB**  **PROPOSALS DUE:**  **December 11, 2014, no later than 3:00 p.m. (pacific time)** |

1. **BACKGROUND INFORMATION**
   1. Judicial Council of California. The Judicial Council of California (“Judicial Council”), 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 Center for Families, Children & the Courts (CFCC) assists both the council and its chair in performing their duties.
   2. The Center for Families, Children & the Courts.
      1. The Judicial Council’s Center for Families, Children & the Courts (“CFCC”) is dedicated to improving the quality of justice and services to meet the diverse needs of children, youth, families, and self-represented litigants in the California courts.
      2. CFCC has implemented the Judicial Resource and Technical Assistance (JRTA) program to advise and consult with juvenile court bench officers, court staff and protect children from abuse and neglect and prevent the loss of federal foster care funding.
   3. The Legacy Database

Currently, CFCC uses a multi-user Microsoft Access database developed in-house (“Legacy Database”) which is stored on a shared network, contains historical records since 2001 and is cumbersome to use. It’s used by approximately 15 persons and contains records for about 1,100 cases. All data from the Legacy Database will need to be migrated to the event management solution resulting from this RFP.

1. **DESCRIPTION OF GOODS AND/OR SERVICES** 
   1. Purpose

The purpose of this Request for Proposal (“RFP”) is to obtain written proposals for an event management solution (EMS) or database and accompanying professional services to support a secure, web-based, EMS solution for use by internal staff of CFCC. This RFP also includes training of personnel who will utilize the database system, application hosting, and ongoing maintenance and support. The purpose of this project is to provide CFCC staff access to an online and offline repository that can: save site visit information gathered, produce standard as well as ad hoc reports and is flexible for data extractions so that the Judicial Council can have service portability in the future. The awarded solution will ***not*** be hosted locally at a Judicial Council facility but will need to have the ability to integrate with the Judicial Council Active Directory for authentication. This RFP is the means for prospective service providers to submit their qualifications and request selection as a service provider.

Additional information about and documents pertaining to this solicitation, including electronic copies of the solicitation documents, can be found on the California Courts Website located at [www.courts.ca.gov/rfps.htm](http://www.courts.ca.gov/rfps.htm) (“Court’s Website”).

* 1. Goal

The primary goal of the RFP is ensure that CFCC staff is provided access to a database solution that allows them to enter case and site visit information, capture individual local juvenile courts case level and hearing data for production of statistical information for reporting needs to various stakeholders, as well as provide CFCC staff with a tool for technical assistance to assist implementation of Court recommendations. In addition, the EMS should allow attorneys and other staff to organize and manage events captured from visits by specifically filtering and sorting information in order to generate reports. The selected EMS and associated services should be modern, efficient, reliable, economical, proven and formatted to industry standards. It is also the goal of this RFP to engage an experienced Contractor capable of migrating the existing data from the Legacy Database within two (2) months after signing the contract to test a full import of records, to have a fully operational system as defined in section 2.1 (Purpose) within eight (8) months after signing the contract, and to remain within budget.

* 1. Term

The selected person or entity submitting a proposal (“Proposer”) will be required to provide its EMS and support services for up to five years – an initial one-year term, with the Judicial Council’s option to extend for four additional one-year terms.

* 1. Monetary Range of this Project

If a contract is awarded, the contract amount for the initial 1-year period, estimated to be February 6, 2015 through February 5, 2016, (“Initial Term”) is expected to be in the range of **$80,000.00 to $85,000.00**, which includes any required travel expenses. The contract amount for four subsequent 1-year option terms, if exercised at the Judicial Council’s sole discretion, will continue at an amount not to exceed **$50,000.00** per option term. Proposers must propose its prices for the Initial Term and each of the four 1-year option terms using Attachment 6, Cost Proposal.

* 1. Scope

The scope of the RFP is to obtain licensing for event management software that meets the Judicial Council’s specifications, customized to the Judicial Counsel’s specifications if necessary, and to provide a hosting solution for the event management application. The following table contains a summary of the essential technology and services.

| **Component** | **Essential Technology or Service** |
| --- | --- |
| Event Management Solution - Application | * Compliant with Business and Functional Requirements (See Attachment 5,) * Able to integrate with the Judicial Council’s active directory for authentication and other and administrative requirements such as disaster recovery * Scalable solution to accommodate up to 15 Judicial Council users and data volume. * Data security * Data exports are database agnostic (flexible & formatted to industry standards) * Offline repository versions * Web-based portal with all transactions occurring over secure “https” protocols * Transactions/inputs (work activity) can be saved whether connected online or offline. Must be capable of uploading and synchronizing data collected in real time when online and save data when offline. * Works with popular browsers such as: Internet Explorer, Chrome, Safari and Firefox including various versions and the current Judicial Council supported version * Import Legacy Database information * Able to bulk export and import data and documents * Configurable workflow to actively process events using automated and manual work queues * Data, documents, users and user permissions can be exported to industry standards * Able to produce management reports such as user-usage/audit reports |
| Hosting Solution Design | * Proposed EMS application / solution, all sub-components, and associated hardware and software are in compliance with Remote Hosting Requirements (See Attachment 2,) * Systems management (administration, change management, security, data recovery, and disaster recovery) * Data must always remain within the United States and never exported for any reason. |
| Deployment Services | * Deployment approach that includes: * Deployment Plan * Training Plan * Integration Plan * Data Conversion Plan * Cutover Plan * Proposer resources for implementation, testing, training and cutover activities: * Environment Specifications * Implementation Services * Baseline Configuration * Administration * Documentation * Testing of Business Functionality and Validation using valid business cases with known and expected results * Integration testing * End-User Training/Knowledge Transfer * User Acceptance planning, coordination, testing and Judicial Council acceptance * Go-Live Support * Post-implementation support and project closeout |
| Maintenance and Support | * Maintenance and support that complies with Judicial Council Standard Terms and Conditions (See Attachment 2) which shall include but not be limited to: * Application Support and Technical Support for hosted solution, including any data limitations for storage, etc. * End-user and technical support * Provision of periodic maintenance, legislative updates, and security upgrades per service-level standards and support agreements * Global configuration changes necessary to support business changes * Emergency support for break-fix situations and service restoration |
| Warranty | * Service Warranty that complies with the Judicial Council Standard Terms and Conditions (See Attachment 2) * Licensed Software Warranty that complies with the Judicial Council Standard Terms and Conditions (Attachment 2) |

1. **TIMELINE FOR THIS RFP**
   1. Procurement Schedule

Application demonstrations are to be held starting two weeks after the RFP submission deadline.

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| Key Events | Key Dates |
| RFP issued | October 24, 2014 |
| Deadline to register for Pre-proposal Conference *Q & A session* is via [Solicitations@jud.ca.gov](mailto:Solicitations@jud.ca.gov)-*(Optional)* | November 5, 2014 |
| Pre-proposal Conference *(Optional)* | November 6, 2014 *2:00 PM – 3:00 PM PDT via Conference Call* |
| Deadline for written questions to [Solicitations@jud.ca.gov](mailto:Solicitations@jud.ca.gov) | November 7, 2014 3:00 PM Pacific Time |
| Questions and answers posted at [www.courts.ca.gov/rfps.htm](http://www.courts.ca.gov/rfps.htm) *(estimate only)* | November 19, 2014 |
| Proposer Solicitation Specifications Protest Deadline | November 26, 2014  3:00 PM Pacific Time |
| Latest date and time proposal may be submitted | December 11, 2014  3:00 PM Pacific Time |
| Evaluation of non-cost proposals portion of proposals (Technical Proposal) and clarification interviews and demonstrations, if necessary *(estimate only).* | December 12, 2014 through January 9, 2015 |
| Non-cost proposal scores per Proposer posted at [www.courts.ca.gov/rfps.htm*(estimate*](http://www.courts.ca.gov/rfps.htm(estimate) *only)* | January 13, 2015 |
| Public opening of cost portion of proposals.  Notice of date, time and location to be posted at [www.courts.ca.gov/rfps.htm](http://www.courts.ca.gov/rfps.htm). | January 16, 2015 |
| Notice of Intent to Award *(estimate only)* | January 23, 2015 |
| Negotiations and execution of contract *(estimate only)* | January 23, 2015 through February 6, 2015 |
| Contract start date *(estimate only)* | February 6, 2015 |
| Contract end date *(estimate only)* | February 5, 2016 |

* 1. **Optional Pre-proposal Conference**

The Judicial Council will hold a Pre-proposal Conference on the date identified in the timeline above. The Pre-proposal Conference will be held via conference call. Proposers must e-mail [Soliciations@jud.ca.gov](mailto:Soliciations@jud.ca.gov) to register for the conference, with **“Registration for RFP CFCC 14-01-RB Pre-proposal Conference” in the subject line** and provide the name, title, company, phone number, and e-mail address of each attendee. Attendance at the Pre-proposal Conference is optional. Proposers are encouraged to attend.

1. **RFP ATTACHMENTS**
   1. The following attachments are included as part of this RFP.

| **Attachment No.** | **Title** | **Description** |
| --- | --- | --- |
| 1 | Administrative Rules Governing RFPs (IT Goods and Services): | These rules govern this solicitation. |
| 2 | Judicial Council Standard Terms and Conditions | If selected, the Proposer must sign a Judicial Council Standard Form Agreement containing these terms and conditions (“Terms and Conditions”). |
| 3 | Proposer’s Acceptance of Contract Terms and Conditions | On this form, the Proposer must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions. |
| 4 | Technical Proposer Response Template | On this form, the proposer responds to the non-cost portion of the RFP. |
| 5 | Business and Functional Requirements Template | This form is part of the Technical Proposal. On this form, the proposer responds to each Judicial Council requirement and indicates its ability to fulfill the requirement. |
| 6 | Cost Proposal Response Template | On this form the Proposer responds to the Cost Portion of the proposal. |
| 7 | Vendor Data Record Form | This form contains information the Judicial Council requires in order to process payments and must be submitted with the proposal. |
| 8 | General Certification Form | On this form, Proposer indicates that it has no conflict of interest, hasn’t been suspended or debarred, or isn’t tax delinquent. |
| 9 | Small Business Declaration | If the Proposer wishes to seek the small business preference, the Proposer must complete and submit this form with its proposal. |
| 10 | DVBE Declaration | Complete this form only if Bidder wishes to claim the DVBE incentive associated with this solicitation. |
| 11 | Bidder Declaration | Complete this form only if Bidder wishes to claim the DVBE incentive associated with this solicitation. |
| 12 | Proposed subcontractor Declaration | On this form, Proposer provides information about any subcontractors it intends to use. |
| 13 | Legacy Database Variables | The document is for information purposes only and provides an overview of the fields used in the Legacy Database. No response is needed. |
| 14 | Legacy Report and Screens | The document is for information purposes only and provides screen shots from the Legacy Database. No response is needed |
| 15 | References | On this form, Proposer provides information about its references. |

1. **SUBMISSIONS OF PROPOSALS**
   1. Proposers must respond to each and every section of this RFP and all attachments and sub-exhibits. A Technical Proposal (non-cost portion) has been included for standardization of responses (Attachment4). Proposals should provide straightforward, concise information that satisfies the requirements of the “Proposal Contents” in Section 6 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:
2. Technical Proposal (non-cost portion) - The Proposer must submit **one (1) original, four (4) hard copies, and one electronic version containing only the technical portion on CD ROM** in a sealed envelope. The hard copy original must be signed by an authorized representative of the Proposer and the Proposer’s name, the RFP title, RFP number, and the words “Technical Proposal” must be written on the outside of the sealed envelope.
3. Cost Proposal - The Proposer must submit **one (1) original, four (4) hard copies, and one electronic version containing only the cost portion on CD ROM** in a sealed envelope. The original must be signed by an authorized representative of the Proposer and the Proposer’s name, the RFP title, RFP number, and the words “Cost Proposal” must be written on the outside of the sealed envelope.
4. The files contained on the CD-ROM must be in unprotected PDF, Word, or Excel formats.
   1. Proposals must be delivered by the date and time listed on the coversheet of this RFP to:

Judicial Council of California

Fiscal Services Office, Business Services

Attn: Nadine McFadden, RFP #CFCC 14-01-RB

455 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 email.

1. **PROPOSAL CONTENTS**
   1. Technical Proposal. The non-cost portion (Technical Proposal) of your proposal must contain all of the following items except 6.1.12 through 6.1.16, which are conditional:
      1. A fully completed Attachment 4, Technical Proposal Response Template. Submission of a technical proposal in any other form may render a proposal non-responsive.
      2. A copy of the software license agreement for the software being proposed.
      3. A signed Attachment 3, Proposer’s Acceptance of Contract Terms and Conditions.
      4. A completed Attachment 5, Business and Functional Requirements Form
      5. A signed Attachment 7, Vendor Data Record Form
      6. A signed Attachment 8, General Certification Form
      7. A completed Attachment 12, Proposed Subcontractor Declaration
      8. A completed Attachment 13, Reference Form for at least three references of customers with comparable scope of service.
      9. A copy of either (i) a California seller's permit issued under Revenue and Taxation Code section 6066 et seq. or (ii) a certificate of registration issued under Revenue and Taxation Code section 6226.
      10. A copy of your current business license and as applicable, any other professional certifications or credentials.
      11. Proof of financial solvency or stability (e.g., balance sheets and income statements).
      12. *(Conditional)* If Proposer does not accept the Attachment 2, Contract terms and Condition, a redline of Attachment 2 showing Proposers proposed language and a written explanation or rationale for each exception or proposed modification must be attached to Attachment 3.
      13. *(Conditional)* If Proposer is a corporation, proof that Proposer is in good standing and qualified to conduct business in California.
      14. *(Conditional)* A signed Attachment 9, Small Business Declaration Form if proposer seeks the small business preference.
      15. *(Conditional)* A signed Attachment 10, DVBE Declaration Form if proposer seeks the Disabled Veteran Business Enterprise preference.
      16. *(Conditional)* A signed Attachment 10, Bidder Declaration Form if proposer seeks the Disabled Veteran Business Enterprise preference.
   2. Cost Proposal. Proposers must use Attachment 6, Cost Proposal Response Template to provide the cost portion of the proposal to be evaluated. Submission of a cost proposal in any other form may render a proposal non-responsive.

**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. **EVALUATION OF PROPOSALS**
   1. The Judicial Council will follow the procedures outlined in Attachment 1, Section 8, and Evaluation Process. Refer to Section 3.1 of this RFP for the date, time, and location of the public opening of the cost portion of proposals. At the time proposals are opened, each cost proposal will be checked for the presence or absence of the required contents.
   2. If a proposal fails to meet a material solicitation document requirement, including the minimum requirements, the proposal will be rejected. A deviation is material to the extent that a response is not in substantial accord with solicitation document requirements. Material deviations cannot be waived. Immaterial deviations may also cause a proposal to be rejected.
   3. 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. Although some categories are weighted more than others, all are considered necessary (except DVBE Incentive), and a proposal must be technically acceptable in each area to be eligible for award. The evaluation categories, maximum possible points for each category, and evaluation criteria for each category are set forth below:

| **Category** | **Description** | **Possible Points** | **Referenced RFP Attachments / Sections** |
| --- | --- | --- | --- |
| **Non – Cost Portion (Technical Proposal)** | | | |
| Minimum Requirements | Proposer’s role as prime contractor; location of Proposer’s facilities; ineligibility or exclusion from covered transactions by any Federal department or agency; conviction or civil judgment against Proposer or any of its officers; or termination or default of a Federal, State or local public transaction. | **Pass/ Fail** | **Attachment 4, Section 2**  **Attachment 8** |
| Contract Terms | Degree to which the Proposer accepts contract terms | **10** | **Attachment 2**  **Attachment 3** |
| Meeting Business Requirements | Degree to which the Proposer’s proposed solution meets the requirements. | **17** | **Attachment 5** |
| Deployment Services | Ability to manage and execute a successful implementation and smooth migration from any existing platforms | **20** | **Attachment 4** |
| (“DVBE”) Incentive | Disabled Veterans Business Enterprise incentive is available to qualified bidders. | **3** | **Attachment 10**  **Attachment 11**  **RFP Section 11** |
| **Cost Portion (Cost Proposal)** | | | |
| Reasonableness of Costs | Overall Cost, including any costs for customization, ongoing support and maintenance that may be required by the Judicial Council or its agents | **50** | **Attachment 6** |
| ***Total Points*** | | **100** |  |

1. **PRESENTATIONS (SOLUTIONS DEMONSTRATIONS AND 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 proposals. The interview process may require a demonstration. The interview may also require a demonstration of equivalence if a brand name is included in the specifications. 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 PARTICIPATION GOALS**
   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 JBE’s DVBE Rules and Procedures. Proposer will receive a DVBE incentive if, in the JBE’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 8.0 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 complete and submit with its proposal the Bidder Declaration (Attachment 11). Proposer must submit with the Bidder Declaration all materials required in the Bidder Declaration.

2. Proposer must submit with its proposal a DVBE Declaration (Attachment 10) 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.

* 1. Failure to complete and submit these forms as required will result in Proposer not receiving the DVBE incentive. In addition, the JBE may request additional written clarifying information. Failure to provide this information as requested will result in Proposer not receiving the DVBE incentive.
  2. 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 JBE’s Small Business Preference Procedures for the Procurement of Information Technology Goods and Services.
  3. 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 JBE 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**
   1. Small business participation is not mandatory. Failure to qualify for the small business preference will not render a proposal non-responsive.
   2. 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.
   3. 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.
   4. If the Proposer wishes to seek the small business preference, the Proposer must complete and submit with its proposal the Small Business Declaration (Attachment 5). The Proposer must submit with the Small Business Declaration all materials required in the Small Business Declaration.
   5. 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.
   6. 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 Contract 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 nonresponsive, 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 should be sent to:

Judicial Council of California

Administrative Division, Finance

Attn: Protest Hearing Officer, RFP #CFCC-14-01-RB

455 Golden Gate Avenue, 6th Floor

San Francisco, CA  94102-3688

***END OF RFP***