Project Title: Enterprise Test Management Suite
RFP Number: ISD2007ETMS-SS

TO:	POTENTIAL PROPOSERS
FROM:	Administrative Office of the Courts Information Services Division
DATE:	July 20, 2007
SUBJECT/PURPOSE OF MEMO:	REQUEST FOR PROPOSALS AOC ENTERPRISE TEST MANAGEMENT SUITE A best of breed suite of tools for test management, defects tracking and source control.
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: Enterprise Test Management Suite** **RFP Number: ISD2007ETMS-SS**
SOLICITATIONS MAILBOX:	solicitations@jud.ca.gov
DUE DATE & TIME FOR SUBMITTAL OF QUESTIONS:	Deadline for submittal of questions pertaining to solicitation document is: *1:00 p.m. (PDT) on August 16, 2007.*
PROPOSAL DUE DATE AND TIME:	Proposals must be received by *1:00 p.m. (PDT) on September 14, 2007.*
SUBMISSION OF PROPOSAL:	Proposals should be sent to: **Judicial Council of California** **Administrative Office of the Courts** **Attn: Nadine McFadden, RFP No. *ISD2007ETMS-SS*** **455 Golden Gate Avenue** **San Francisco, CA 94102**

TABLE OF CONTENTS

1.0   GENERAL INFORMATION

1.1   Background

1.1.1   The Administrative Office of the Courts (AOC) Information
Services Division (ISD) needs to identify and procure a set of
best of breed, cost-effective application testing tools to
compliment or replace existing legacy test tools. Currently, the
AOC uses a variety of testing tools to:

1.1.1.1 Manage as well as execute test cases and scripts.
1.1.1.2 Manage defect tracking and reporting.
1.1.1.3 Manage source control files for development.

1.1.2   The test tools are not centralized and are used throughout the
AOC, California Supreme Court, Courts of Appeal and the
Superior Courts.

1.1.3   The AOC seeks to enhance and improve application testing and
service provisioning in the following practice areas by soliciting
proposals to replace legacy tools and to create an enterprise set of
best of breed tools or Enterprise Test Management Suite (ETMS)
for:
1.1.3.1.1   California Case Management Systems (CCMS)
1.1.3.1.2   Appellate Court Case Management Systems
(ACCMS)
1.1.3.1.3   Web Development
1.1.3.1.4   Enterprise Resource Planning applications
1.1.3.1.5   Computer Aided Facilities Management System
(CAFM)
1.1.3.1.6   Data Integration / Information Systems
Backbone (ISB)
1.1.3.1.7   Information Exchange Standards
1.1.3.1.8   Custom Developed Applications
1.1.3.1.9   New commercial-off-the-shelf acquisitions
1.1.3.1.10 Technical Infrastructure & User Support
1.1.3.1.11 Technology Center Shared Services.

1.1.4   The expected outcomes from soliciting proposals are:

1.1.4.1 To evaluate products and vendors' responses that will
support most if not all functional and technical ETMS
requirements that are defined as three (3) separate tools:

A: Test Management Tool Requirements
B: Defects Tracking Tool Requirements

C: Source Control Tool Requirements

1.1.4.2 To provide future AOC projects a cost-effective tool or set of tools in a framework that will facilitate enterprise application testing with easy to track and transferable licenses.

1.1.4.3 To evaluate vendor capability to install and configure, convert legacy data, train resources and implement the selected tool(s).

1.1.4.4 To identify vendor(s) that will provide comprehensive technical support, maintenance and consulting services packages with the selected tool(s) at a competitive price.

1.1.4.5 To negotiate contract pricing and terms and conditions with selected vendor(s).

1.1.4.6 To execute a contract with selected vendor(s) for selected tool(s).

1.1.4.7 To purchase software and services from vendor(s) who best meets the AOC's ETMS requirements.

1.1.4.8 To install and configure, complete data conversions, train resources, and implement the selected best of breed test tools.

1.1.5 As the AOC's strategy, methodologies, and requirements change, the ETMS will provide an enterprise repository and framework that will eventually provide a level of integration of all tools whenever the AOC determines to integrate them. For now, integration services are out of scope for this RFP. The ETMS tools will continue to be installed and used as separate test tools. Consulting services to install and configure each tool in a Development and Production environment are in scope for this RFP.

1.2 Challenges Addressed by this RFP

1.2.1 The AOC seeks to convert and consolidate separate instances of test cases, scripts, defects tracking and source control files into a centralized repository to limit rework, facilitate sharing existing test data amongst projects, and to improve how software license are transferred, reused and tracked from one project to the next. Data conversion is in scope for each tool as well as training and implementation services to complete this work in both a Development and Production environment.

1.2.2 Currently, the AOC uses Mercury products (TestDirector™, LoadRunner® and WinRunner®) to test SAP, CCMS, ACCMS, CAFM, Web Development and other ancillary application

implementations at various locations. Other test tool products (for example, ClearCase®, ClearQuest®, PVCS) are used as well, with no collaboration or integration of all products.

1.2.3   The Mercury licenses and maintenance agreements are purchased and managed by the both the Regional Project Office in Burbank and from headquarters in San Francisco. Managing the license inventory and allocating them to vendors and projects for testing is done manually. The licenses are tracked by updating a spreadsheet that indicates where the AOC Mercury licenses are used, by which vendor (e.g. Bearing Point, Deloitte), or AOC resources, for what purpose, and for how long. This process is labor intensive, often resulting in duplication of effort and inaccuracies.

1.2.4   The AOC uses HP Mercury (Mercury) TestDirector™ to create and store test cases for both Technical Staff (Architects, Developers, Test Analysts, etc.) and User Acceptance Testing (UAT) resources. Mercury LoadRunner® Virtual User (Vuser) licenses are used to conduct load or stress testing on CCMS applications (V2 and V3) prior to Product Acceptance Testing (PAT), and by Subject-Matter-Experts (SMEs) in the courts as a part of each implementation. Therefore not all court employees need test tool licenses, only Technical Staff, UAT and SME resources designated to use test tools (estimated at 50-100 concurrent users statewide).

1.2.5   Determining the allocation to which CCMS version (V2 or V3) uses the Vuser licenses is based on local project demands. Mercury Functional Testing™ and WinRunner® are used for Regression Testing. Tracking current status and use of these licenses is done manually.

1.2.6   Within the last fiscal year, adding to the Mercury license inventory has become cost prohibitive for the AOC. Today, there is no cost-effective way to track, allocate, use, and reuse the existing licenses, work product and tools in all AOC test locations.

1.2.7   A statewide or enterprise suite of testing tools would address problems such as how to improve managing and inventorying licenses at various locations, report on what users are assigned to which licenses, and provide a means to centrally store different types of test cases, scripts, defects and source code that could be reused and shared. Test case, defects and source code that are held centrally and available to all courts, third-party vendors and

the AOC have the potential to save the state significant effort and cost.

1.3   Current License Agreements and Forecast

    1.3.1   An estimated inventory as of March 2007 of the AOC's Mercury licenses follows this page.

    1.3.2   An AOC license forecast for additional Mercury types of licenses that are needed are outlined as well. This forecast is as of March 2007.

    1.3.3   The AOC anticipates purchasing the license forecast after executing contracts that result from this RFP.

Remainder of page left blank intentionally.

1.3.4   AOC Mercury License Inventory by Location – March 2007 Estimate

Asset Owner Site	Asset Owner Account Name	Asset Product	Asset Qty
2255 N Ontario St, Burbank, CA	Judicial Council of California	Mercury TestDirector™ for Quality Center - Perpetual Concurrent License	6
2255 N Ontario St, Burbank, CA	Judicial Council of California	Mercury TestDirector™ for Quality Center - Perpetual Concurrent License	20
2255 N Ontario St, Burbank, CA	Judicial Council of California	Mercury Quality Center™ Additional Defects Manager - Perpetual Concurrent License	26
2255 N Ontario St, Burbank, CA	State of California Judicial Council of California	Mercury SiteScope for LoadRunner® Monitor - Perpetual License	500
2255 N Ontario St, Burbank, CA	State of California Judicial Council of California	Mercury LoadRunner® 8.1 Controller & Monitors - Perpetual License	1
2255 N Ontario St, Burbank, CA	State of California Judicial Council of California	Mercury LoadRunner® Web & Multimedia Virtual Users Bundle - Perpetual License	500
2255 N Ontario St, Burbank, CA	State of California Judicial Council of California	Mercury WinRunner™ 8.0 - Perpetual Site Concurrent License	1
2688 Prospect Park Drive, Sacramento, CA	Judicial Council of California	LoadRunner® 7.8 Controller - Perpetual License	1
2688 Prospect Park Drive, Sacramento, CA	Judicial Council of California	Mercury LoadRunner® Web Virtual Users - Perpetual License	1,000

Project Title: Enterprise Test Management Suite
RFP Number: ISD2007ETMS-SS

Asset Owner Site	Asset Owner Account Name	Asset Product	Asset Qty
2688 Prospect Park Drive, Sacramento, CA	Judicial Council of California	Mercury LoadRunner® Network Delay Monitor - Perpetual License	1
2688 Prospect Park Drive, Sacramento, CA	Judicial Council of California	TestDirector™ Enterprise 8.0 - 5 Pack (including server) Perpetual Site Concurrent License	1
2688 Prospect Park Drive, Sacramento, CA	Judicial Council of California	TestDirector™ Enterprise - Perpetual Area Concurrent User License	10
2688 Prospect Park Drive, Sacramento, CA	Judicial Council of California	WinRunner™ 7.6 - Perpetual Seat License	15
2688 Prospect Park Drive, Sacramento, CA	Judicial Council of California	TestDirector™ Enterprise - Perpetual Site Concurrent User License	20
455 Golden Gate Ave, San Francisco, CA	Judicial Council of California	TestSuite® 7.5 Standard License	5
455 Golden Gate Ave, San Francisco, CA	Judicial Council of California	Mercury TestDirector™ for Quality Center - Perpetual Concurrent License	5

Project Title: Enterprise Test Management Suite
RFP Number: ISD2007ETMS-SS

1.3.5   AOC License Forecast of Additional Mercury Types of Licenses Needed – After Execution of Contract(s)

Item #	ISD Practice Area Group		Product	Qty
1	**Data Integration – ISB**	Up to five (5) concurrent users for this group.	Plan to use existing San Francisco Mercury TestDirector™ instance.	0
2	Data Integration - ISB		Mercury LoadRunner® Controller & Monitor Perpetual Site License	1
3	Data Integration - ISB		Mercury LoadRunner® Controller & Monitor Perpetual Site License - 1st year Maintenance	1
4	Data Integration - ISB		Mercury LoadRunner® Web & Multi Media Virtual Users 1500 Pack Perpetual Site License	1
5	Data Integration - ISB		Mercury LoadRunner® Web & Multi Media Virtual Users 1500 Pack Perpetual Site License - 1st year Maintenance	1
6	Data Integration - ISB		Mercury Functional Testing™ Perpetual Site Concurrent License	2
7	Data Integration - ISB		Mercury Functional Testing™ Perpetual Site Concurrent License - 1st year Maintenance	2
1	**CAFM**	Up to five (5) concurrent users for this group.	Plan to use existing San Francisco Mercury TestDirector™ instance.	0
2	CAFM		Mercury LoadRunner® Controller & Monitor Perpetual Site License	1
3	CAFM		Mercury LoadRunner® Controller & Monitor Perpetual Site License - 1st year Maintenance	1
4	CAFM		Mercury LoadRunner® Web & Multi Media Virtual Users 500 Pack Perpetual Site License	1

Project Title: Enterprise Test Management Suite
RFP Number: ISD2007ETMS-SS

Item #	ISD Practice Area Group		Product	Qty
5	CAFM		Mercury Functional Testing™ Perpetual Site Concurrent License	5
6	CAFM		Mercury Functional Testing™ Perpetual Site Concurrent License - 1st year Maintenance	5
7	CAFM		Tool Training for up to 5 people per course.	5
8	CAFM		Introduction to QuickTest Professional™ 9.0	1
9	CAFM		CBT - Introduction to Quality Center™ 9.0 with Service Test™ Management	1
1	**ACCMS**	Up to five (5) concurrent users for this group.	Plan to use existing San Francisco Mercury TestDirector™ instance.	0
2	ACCMS		HP Functional Testing™ Perpetual Site Concurrent License	5
3	ACCMS		HP Functional Testing™ Perpetual Site Concurrent License - 1st year Maintenance	5

2.0   PURPOSE OF THIS RFP

2.1   The State of California AOC invites, from all interested ETMS software and implementation vendors (hereinafter "vendor," "proposer" or "service provider") with proven, relevant government experience, to propose a best of breed tool or set of tools for use by the AOC, California Supreme Court, California Courts of Appeal and the California Superior Courts.

2.2   The purpose of this RFP is to present to proposers the AOC's requirements for three (3) software products or test tools:

A) Test Management Tool
B) Defects Tracking Tool
C) Source Control Tool

Also, this RFP solicits consulting services necessary to successfully:

2.2.1   Provide training courses for each tool.
2.2.2   Complete data conversion of legacy data with a detailed test plan for each tool.
2.2.3   Install and configure each tool in two (2) environments, the Development and Production environments, as implementation services for the tool.

2.3   This RFP is intended to provide the AOC with vendor proposals that will include comprehensive technical support and ongoing maintenance with projected costs for a total cost of ownership for five (5) years, as well as consulting services with the selected tool(s) at a competitive price.

2.4   The RFP is structured so that each of the three (3) tools may be individually evaluated in order to pick and choose the best of breed tool and set of consulting services for the AOC. Vendors may decide to submit a proposal for only one (1), two (2), or all three (3) tools and respective consulting services.

2.5   The AOC reserves the right to award or select in whole or in part the proposed tool(s), subsequent consulting services, maintenance and support pursuant to this RFP. Thus, the AOC may select only one (1), two (2), or all three (3) tools and no consulting services. Or, the AOC may select one (1) tool and its associated consulting services from one (1) vendor, another tool and its associated consulting services from a second vendor, a third tool and its associated consulting services from a third vendor or all tools from one (1) vendor, including consulting

services, and so on.

2.5.1   The AOC's first objective with this RFP is to have the flexibility to pick and choose products on today's market that best meet the AOC test tool and technical support requirements. Secondly, the AOC needs cost effective test tools and training. A third objective is to understand the consulting services required to convert and implement the tools in a Development and Production environment.

2.5.2   If possible, vendors are encouraged to leverage partnerships with one another to provide a single-vendor solution to the AOC and propose a best of breed tool or set of tools that address the objectives in sections 2.1, 2.2, and 2.3, above. In this instance, it is imperative that a prime vendor be clearly identified and be ultimately accountable and responsible for the AOC's account regardless of the number of vendor tool(s) proposed as a single-vendor solution.

2.6   The AOC may choose to implement the selected tools using its existing services and resources, and retains the option to solicit all consulting services per separate RFP.

2.7   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 neither the cost of preparing the proposal nor the cost associated with any interviews or demonstrations.

2.8   The following Proposal Content Matrix indicates the content vendors need to submit as part of vendor's proposal in order for the AOC to evaluate, pick and choose the best of breed test tools listed in Section 2.2. Vendors must complete and submit the corresponding RFP content, Appendix, and Attachments identified with an "X" below for each ETMS tool that is included in the vendor's proposal. Please refer to Section 10.0 Specifics of a Responsive Proposal for an outline of how vendor's proposals must be organized.

Remainder of page left blank intentionally.

Project Title: Enterprise Test Management Suite
RFP Number: ISD2007ETMS-SS

2.8.1. Proposal Content Matrix

Content Number	Description	A. Test Management Tool	B. Defects Tracking Tool	C. Source Control Tool
2.8.1.1	RFP for ETMS Sections 10.2 through 10.11.1.8.2: If vendor proposes more than one tool and the information requested in these sections are consistently applicable to each tool, vendor must clearly state that all sections are applicable to all proposed tools and completes the sections once for all proposed tools. If there are any variances per section, per tool, vendor must complete Sections 10.2 through 10.11.1.8.2 for each tool.	X	X	X
2.8.1.2	RFP for ETMS Sections 10.12 through 10.21.2	X		
2.8.1.3	Appendix A – Test Management Tool	X		
2.8.1.4	RFP for ETMS Sections 10.22 through 10.31.2.		X	
2.8.1.5	Appendix B – Defects Tracking Tool		X	
2.8.1.6	RFP for ETMS Sections 10.32 through 10.41.2.			X
2.8.1.7	Appendix C – Source Control Tool			X
2.8.1.8	RFP for ETMS Sections 10.42 through 10.42.2: If vendor proposes more than one tool and the information requested in these sections are consistently applicable to each tool, vendor must clearly state that all sections are applicable to all proposed tools and completes the sections once for all proposed tools. If there are any variances per section, per tool, vendor must complete Sections 10.42 through 10.42.2 for each tool.	X	X	X
2.8.1.9	Attachment 2 – Minimum Contract Terms (MCT) and Exhibits: Review the MCT and Exhibits. Submit vendor's standard software license agreement for each proposed tool as well as any proposed changes to Attachment 2.	X	X	X
2.8.1.10	Attachment 3 – Vendor's Acceptance of the RFP's Minimum Contract Terms (VARFPMCT): If vendor proposes more than one tool, submit only one Attachment 3 VARFPMCT. If one version of the Attachment 2, MCT, Attachment 2 – MCT- Exhibit H, KHTS; and/or Attachment 2 – MCT - Exhibit I – TAS does not apply to all tools, submit a summary description of any differences using Attachment 3.	X	X	X
2.8.1.11	Attachment 4 – Payee Data Record (PDR) Form; If vendor proposes more than one tool, submit only one Attachment 4 PDR and each proposed sub-contractor.	X	X	X
2.8.1.12	Attachment 5 – Disabled Veterans Business Enterprise (DVBE) Participation Form; If vendor proposes more than one tool, submit only one Attachment 5 DVBE Participation Form.	X	X	X
2.8.1.13	Attachment 6 - Cost Submission Matrix - Schedule 1 Summary Page: Vendors complete the Summary Page for each proposed tool.	X	X	X
2.8.1.14	Attachment 6 - Cost Submission Matrix - Schedule 2 A. Test Management Tool	X		
2.8.1.15	Attachment 6 - Cost Submission Matrix - Schedule 3 B. Defects Tracking Tool		X	
2.8.1.16	Attachment 6 - Cost Submission Matrix - Schedule 4 C. Source Control Tool			X
2.8.1.17	Attachment 7 – Customer Reference Form (CRF); Vendor must provide at least five (5) references for each proposed tool. Complete at least five (5) CRFs, one for each reference, and be sure to indicate which tool(s) and service(s) applies to the reference under PROJECT SCOPE.	X	X	X
2.8.1.18	Attachment 8 – Vendor Certification Form (VCF): If vendor proposes more than one tool, submit only one Attachment 8 VCF on behalf of prime vendor and all proposed sub-contractors.	X	X	X

3.0   WORK TO BE PERFORMED

3.1   The services specified by this RFP in Attachment 2**,** Minimum Contract Terms, Exhibit A, Statement of Work, are estimated to be performed by the selected service provider(s) in Q1 2008 with a one-to-five year maintenance and support to extend the agreement at the AOC's sole discretion, on a yearly basis, from December 31, 2007 to December 31, 2012. The cost for the one-to-five year maintenance and support must be detailed in Attachment 6, Cost Submission Matrix for each tool.

3.2   Please note that included in Exhibit A of Attachment 2, Minimum Contract Terms, is a Statement of Work that correlates to the Appendix nomenclature for each test tool, i.e. Exhibit A - A. Test Management Tool, Exhibit A - B. Defects Tracking Tool, Exhibit A - C. Source Control Tool. Vendor(s) should review and revise the Exhibits to match the scope of tool(s) that are included in vendor's proposal.

4.0   RFP ATTACHMENTS

4.1   Attachment 1, Administrative Rules Governing Request for Proposals. Proposers shall follow the rules, set forth in Attachment 1, in preparation of their proposals.

4.2   Attachment 2, Minimum Contract Terms. A contract with successful vendor(s) 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.

4.3   Attachment 3, Vendor's Acceptance of the RFP's Minimum Contract Terms. Proposers must either indicate acceptance of Minimum Contract Terms, as set forth in Attachment 2, or clearly identify exceptions to the Minimum Contract Terms, as set forth in Attachment 2. If exceptions are identified, then proposers must also submit (i) a red-lined version of Attachment 2, that clearly tracks proposed changes to this attachment, and (ii) written documentation to substantiate each such proposed change.

4.4   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.

4.5   Attachment 5, DVBE Participation Form. Proposers must demonstrate either (i) DVBE compliance with minimum participation goals, or (ii)

written evidence of a "good faith effort" explaining why compliance with DVBE goals cannot be achieved. DVBE Participation goals are further explained under section 16.0 of this RFP.

4.6   Attachment 6, Cost Submission Matrix. Proposers must propose all pricing necessary to accomplish the work requirements of the eventual contract. It is expected that all proposers responding to this RFP will offer the proposer's government or comparable favorable rates and will be inclusive of all pricing necessary to provide the contracted work.

4.7   Attachment 7, Customer Reference Form. References must be supplied for each tool and must be provided using the form attached as Attachment 7.

4.8   Attachment 8, Vendor Certification Form, certifying neither proposer nor any proposed subcontractors are currently under suspension or debarment by any state or federal government agency, and that neither proposer nor any proposed subcontractors are tax delinquent with the State of California.

5.0   RFP APPENDICES

5.1   RFP Appendices A, B and C are the ETMS requirements. The Appendices are separated as three (3) Excel workbooks that vendors must complete for each test tool that is included in the vendor's proposal.

5.2   Vendors must use the format provided in the Excel workbooks and complete the Response column with a numeric value from the Response Key given in each Appendix. Vendors should strive to limit requirement comments or notes to thirty (30) characters per requirement. The Appendices are:

    5.2.1   Appendix A: Test Management Tool Requirements.
    5.2.2   Appendix B: Defects Tracking Tool Requirements.
    5.2.3   Appendix C: Source Control Tool Requirements.

5.3   These requirements have been extrapolated from analysis of current process needs and future anticipated growth of the AOC and court projects. More consideration will be given to tools that have out-of-the-box functionality to address the requirements.

6.0   PROCUREMENT SCHEDULE

6.1   The AOC has developed the following list of key events and dates, subject to change at the discretion of the AOC.

6.1.1   Key Events and Dates

Key Event No.	Event Description	Key Dates
1	Issue RFP	July 20, 2007
2	Pre-Proposal Conference – Optional attendance via teleconference. Dial: 1-888-748-6651 or 415-557-0526	August 3, 2007 1:00pm -2:00pm Pacific
3	Deadline for Proposers to submit Questions, Requests for Clarifications or Modifications to solicitations@jud.ca.gov	August 16, 2007, 1:00 pm Pacific
4	AOC Posts Written Responses to Written Questions, Clarifications / Modifications	Week of August 20, 2007
5	Proposal Due Date and Time	September 14, 2007, 1:00 pm Pacific
6	Notification of Finalists for Product Demonstrations / Interviews	October 12, 2007 (date estimated)
7	Finalists Product Demonstrations / Interviews	October 15-19, 2007 (dates estimated)
8	Final Evaluation	Q4 2007 (estimated)
9	Notice of Intent to Award	Q4 2007 (estimated)
10	Negotiations and execution of contract(s)	Q4 2007 (estimated)

7.0   ASSUMPTIONS PERTAINING TO PROJECT SCOPE

7.1   RFP section 1.3.4 indicates the license quantities used for each type of test tool as of March 2007. RFP section 1.3.5 is a forecast of additional tool license quantities that need to be purchased after contract execution. RFP sections 10.19.3, 10.29.3 and 10.39.3 provide samplings of the existing test tool data types and volumes as of March and July 2007. This information is provided as an order of magnitude to facilitate the sizing of vendors' proposed tool(s) that will be used throughout the AOC and the courts of California.

7.2   The AOC, third party vendors, and some courts have disparate or non-integrated legacy test tool systems in place today. The set of tools outlined in this RFP will replace or compliment stand-alone solutions, manual processes and workarounds.

8.0   CURRENT NETWORKING AND COMPUTING ENVIRONMENTS

8.1   The selected test tool(s) will be used by the AOC, California Supreme Court, California Courts of Appeal and the California Superior Courts located throughout the state.

8.2   The AOC seeks a best of breed set of test tools that will integrate well with the existing technical architecture outlined below. Additionally, proposed tools should be scalable to support continued growth of the branch throughout the state.

8.3   The AOC and appellate courts use Exchange 2003 as well as the Microsoft Office professional suite of applications (Word, Excel, etc) for office automation. The AOC offices have migrated to Microsoft file/print services, and the IS Department is currently migrating the Courts of Appeals away from Novell file and print services to Microsoft. This should be completed by mid-year of 2007.

8.4   The AOC has standalone processing centers as well as a centrally hosted shared services model with an outsourced co-location facility. The centrally hosted facility is called the California Courts Technology Center (or CCTC). Both standalone processing centers and the CCTC host servers and applications for high availability and security purposes. This implies that standard operational procedures and operational training must be part of the vendor's proposed tool including documentation. The CCTC Managed Service Provider has standardized monitoring with Mercury Interactive SiteScope and a preferred tool will include the ability to integrate to the implemented monitoring system.

8.5   The network connecting different business units (AOC, appellate courts and others) is an IP network implemented based hub and spoke model with leased lines between the co-location facility and the offices. The AOC has standardized on a Cisco Network infrastructure.

8.6   The current identity management solution implemented within the co-location facility is based on Computer Associates (former Netegrity) eTrust® SiteMinder® together with Microsoft Active Directory to provide a standard solution for user authentication. It is important that selected tools are fully capable of integrating to the security framework designed at the co-location facility.

8.7   The AOC, California Supreme Court and Courts of Appeal are trying to standardize on Microsoft and Sun Solaris Unix based solutions with off the shelf or OEM products customized to the AOC environment.

8.8   Oracle is the preferred choice of the AOC for relational database management. Other database solutions are currently used as part of the core AOC hosted service offering, but in an effort to standardize, any solution that supports the most current version of Oracle in a multi-host real application clustering implementation is preferred.

8.9   The proposed tool(s) needs to be capable of supporting test cases for the AOC's Data Integration ISB which is used for exchanging data to and from any other systems hosted either within the co-location facility or externally such as the courts. The AOC has implemented the ISB based on the product suite from TIBCO. A solution that exposes its functionality with web-services is preferred.

8.10   The AOC utilizes an enterprise level EMC solution for centralized storage (network attached storage) that should be used for any storage of live data. The CCTC Managed Service Provider uses Veritas Netbackup for backups.

9.0   SUBMISSION GUIDELINES

9.1   Proposers will submit one (1) original and five (5) copies of the technical proposal signed by an authorized representative of the company, including name, title, address, and telephone number of one (1) individual who is the responder's designated representative.

9.2   Proposers will submit one (1) original and five (5) copies of the cost proposal in a separate envelope. Include software licensing and professional services required to convert legacy data with a test plan, provide training on the tool(s), install, configure and implement the proposed tool(s) in a Development and Production environment.

9.2.1   The cost proposal must be presented in the format provided in Attachment 6, Cost Submission Matrix of this RFP, for the proposed tool(s). Detailed costs must be provided and submitted on CD-ROM in MS Excel format.

9.2.2   It is important that proposers use the cost format presented in this RFP and not their own format. Please do not use "TBD" (to be determined) or similar annotations in the cells for cost estimates. The AOC is asking proposers to estimate costs for all categories with the understanding that they may have to make supported assumptions. Significant assumptions should be identified and elaborated.

9.2.3   The AOC reserves the right to contact proposers on cost and scope clarification at any time throughout the selection process

and negotiation process.

9.3   Proposals must be delivered to the individual listed under Submission of Proposals, as set forth on the cover memo of this RFP. Only written responses will be accepted. Responses should be sent by registered or certified mail or by hand delivery.

9.4   In addition to submittal of the originals and copies of the proposals, as set forth in item 9.1, above, proposers are also required to submit an electronic version of the entire proposal, including requested samples and financial information, on CD-ROM. If financial information cannot be provided in an electronic format, hard copy submittal will be accepted.

9.5   Proposals should be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables must be numbered and clearly labeled.

10.0   SPECIFICS OF A RESPONSIVE PROPOSAL

10.1   Vendor's proposal must be organized into the following sections:

10.1.1 Company Overview, Viability and Capabilities.
10.1.2 Response to:
   10.1.2.1   RFP Sections 10.12 through 10.21.2: Product Details for Appendix A.
   10.1.2.2   Appendix A: Test Management Tool Requirements.
   10.1.2.3   RFP Sections 10.22 through 10.31.2: Product Details for Appendix B.
   10.1.2.4   Appendix B: Defects Tracking Tool Requirements.
   10.1.2.5   RFP Sections 10.32 through 10.41.2: Product Details for Appendix C.
   10.1.2.6   Appendix C: Source Control Tool Requirements
   10.1.2.7   Vendor determines which tool(s) to include in the proposal: One (1), two (2), or all three (3) test tools by completing each Appendix and the corresponding RFP Product Details for each tool in the order in which they are presented hereafter.
   10.1.2.8   Exceptions to RFP: Sections 10.42 through 10.42.2.
10.1.3 Attachment 2 – Minimum Contract Terms – vendor submits software license agreements for each tool included in the proposal as well as any proposed changes to Attachment 2.
10.1.4 Attachment 3 – Vendor's Acceptance of the RFP's Minimum Contract Terms.
10.1.5 Attachment 4 – Payee Data Record Forms.

        10.1.6 Attachment 5 – Disabled Veterans Business Enterprise
                Participation Form.

        10.1.7 Attachment 6 – Cost Submission Matrix.

        10.1.8 Attachment 7 – Customer Reference Forms.

        10.1.9 Attachment 8 – Vendor Certification Forms.

        10.1.10 Use the Proposal Content Matrix in Section 2.8.1 as a guide to
                determine what RFP content, Appendix and Attachments need to
                be submitted for the each tool included in vendor's proposal.

10.2   **Company Overview, Viability and Capabilities.**

10.3   Title Page.

10.4   Letter of Transmittal. The vendor must prepare a cover letter on the vendor's business letterhead to accompany the proposal. The purpose of this letter is to transmit the proposal; therefore, it should be brief. The letter must be signed by an individual who is authorized to bind his or her firm to all statements, including services and prices, contained in the proposal.

10.5   For vendors that leverage partnerships with one another to provide a single-vendor solution and proposal to the AOC, the cover letter must state who the proposed prime vendor is, and name the participating vendor(s) for each of the proposed test tool(s). Indicate who will have ultimate responsibility and accountability for the proposed tool(s).

10.6   Table of Contents.

10.7   Executive Summary. Limit this RFP section to a brief narrative highlighting the vendor's proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. This section should not include cost quotations. Please note that the executive summary must identify the primary engagement contact for the software vendor, including a valid e-mail address and, telephone number.

10.8   Include a narrative description of the company, viability and capabilities.

10.9   If multiple companies are represented in the proposal, this section needs to include this information for each company. Include here, the provided Vendor Certification Form, Attachment 8, completed on behalf of each firm represented in the proposal. For proposals with multiple companies, identify the prime vendor and sub-contractors respectively.

10.10 The AOC needs to evaluate the vendors' stability and ability to support the commitments set forth in response to the RFP. The AOC, at its

option, may require a vendor to provide additional support and/or clarify requested information. The AOC will conduct typical business reference checks on all of the vendors participating in the proposal process.

10.11　Vendors must provide the following information about the company or companies included in the proposed solution. The software vendor(s) and the professional services vendor must outline company background, including:

10.11.1.1 The tax ID number of the proposed prime vendor and sub-contractors (provide via Attachment 4, Payee Data Record Form).

10.11.1.2 How long the company has been in business.

10.11.1.3 A brief description of the company size and organizational structure.

10.11.1.4 Provide an audited or reviewed profit and loss statement and balance sheet, in accordance with reporting requirement of the American Institute of Certified Public Accountants (AICPA), for the last three (3) years. Additionally, provide a statement of any bankruptcies filed by the proposer and any law suits filed against the proposer for malfeasance and a detailed listing of the adverse action, cause, number, jurisdiction in which filed and current status. The AOC requires a description of the outcome of any such legal action where there was a finding against the respondent or a settlement. The statement shall address all present and prior business relationships of those concerned. Identify any significant mergers, acquisitions, and initial public offerings. History must cover at minimum the last three (3) years.

10.11.1.5 Disclosure of any judgments, pending litigation, or other real or potential financial reversals that might materially affect the viability of the vendor(s) organization or public safety products, or the warranty that no such condition is known to exist.

10.11.1.6 Disclosure of any known or planned sale, merger or acquisition of vendors' company/ies.

10.11.1.7 In the case of multiple companies or combined responses, the nature of the relationship among the parties must be described. Include whether the parties collaborated previously and the intended relationship.

10.11.1.8 The State of California Information Practices Act of 1977 requires the AOC to notify all vendors of the following:

10.11.1.8.1 The principal purpose for requesting the above information about your company/ies is to provide financial information to determine financial qualification. State policy and state and federal statutes authorize maintenance of this information.

10.11.1.8.2 Furnishing all information is mandatory. Failure to provide this information will delay or may even prevent completion of the action for which this information is sought.

10.12 **Response to Appendix A and Product Details for Test Management Tool**.

10.12.1 Vendor must respond to Section 10.12 through 10.21.2 in order to propose a Test Management Tool.

10.12.2 Vendor must complete the vendor response column for each of the Appendix A: Test Management Tool Requirements.

10.12.3 Vendor must complete the Test Management Tool's corresponding Schedules 1 and 2 of costs in Attachment 6, Cost Submission Matrix.

10.12.4 Proposers must use the format provided in the Requirements Workbook and in the Cost Submission Matrix. Additional explanatory details should be kept at a minimum and clearly referenced in a separate document using the requirement number as a reference if the explanation cannot be contained within the workbooks. A final, agreed to version of the Requirement Workbook will be added to Attachment 2, Exhibit B, Requirements, upon contract negotiations.

10.12.5 Scope of Services. In this section, include a general discussion of the vendor's understanding of the "overall" project and the scope of work proposed. Please indicate the number(s) and name(s) of the proposed test tool(s) included with vendor's proposal.

10.12.6 Describe the company's place in the marketplace and strengths and weaknesses of the proposed tool(s). Describe what features and benefits included in the proposed tool that is unique to your product offering. How long has the company been selling the proposed tool to public sector clients? Is the proposed tool considered a core component product for the company? Provide

specific examples and explain why your software tool is the right one.

10.12.7 Provide a listing of software installs by name for the proposed tool. Please list government customers first. If possible, also include the number of users trained, applicable scope of data conversions and implementation services provided.

10.12.8 Provide any material (including letters of support or endorsement from clients) indicative of the vendor's proposed tool capabilities.

10.12.9 Identify adapters available with the proposed tool that will facilitate integration to best of breed products to eventually form a suite of tools (whenever the AOC determines to integrate the proposed tool). Describe how the proposed tool integrates to other best of breed tools, integration features offered out-of-the-box, which adapters are included, if any, etc. In the event that there is more than one (1) suitable integration configuration to consider with the proposed tool, list options indicating the relative strengths and drawbacks (if any) of each.

10.12.10   Describe how workflow for the proposed tool, if applicable, will be planned, configured, and tested prior to implementing the changes into the Production environment. In the event that there is more than one (1) suitable workflow configuration, list options indicating the relative strengths and drawbacks (if any) of each.

10.12.11   Vendors must indicate if workflow can be integrated, configured and maintained from one (1) application point to other best of breed tools. Or, indicate if the proposed tool's workflow has to be individually configured and maintained separately. What level of technical ability is required to create new workflow processes, modify existing workflow processes?

10.12.12   Vendors must describe an approach to managing and reporting on the Test Management Tool licenses. How will the proposed tool's licenses be distributed, tracked, reported on and maintained so that license information is current, accurate and readily available?

> 10.12.12.1   The AOC has a strong preference for centralized license management wherein licenses can be quickly and accurately reported on without extensive training, developing cumbersome reports or continuing to use manual workarounds.

10.12.12.2   The AOC has a strong preference for all Test Management Tool software licenses to be centralized in order to facilitate the ability to transfer licenses from one server to another for local site testing (e.g. stress and load testing licenses transferred to specific servers for specific projects at various locations). Describe how easily licenses are transferable from one server or user to another and indicate the relative strengths and drawbacks (if any) of each.

10.12.12.3   Does the proposed tool offer license reporting out of the box? How will the tool's licenses be tracked and reported on? Describe the level of reporting available for all of the proposed tool's types of licenses required for the Test Management Tool. Recommend an approach to use in order to create accurate license reports that will reflect license location, changes, detailed information per license (e.g. user, location, serial or key information, etc.) for the Test Management Tool.

10.12.12.4   How will software licenses be systematically tracked and reported on while installed in various locations? Can licenses be 'check out' or assigned and tracked to a project for a limited time, then 'checked in' or reassigned for future use? Indicate the relative strengths and drawbacks (if any) for reporting on the Test Management Tool's licenses and usage capabilities.

10.12.12.5   Does the proposed tool provide license reporting capabilities so that once a license report is created, it can be stored, retrieved and used again for quick results?

10.12.13   Vendors must describe how the proposed Test Management Tool software will be licensed for enterprise use, by seat, by server processor(s), by locations? Provide a detailed description of how the proposed tool is licensed, with pricing structure that clearly explains how the tool's licenses will be priced with maintenance.

10.13 Test Management Tool: Third-Party Products/Optional Software.

10.13.1.1   The vendor must explicitly state the name of any third-party products that are part of the proposed Test Management Tool to the AOC. For each third-party product there must be a statement about whether the vendor's contract will encompass the third-party product

and/or whether the AOC will have to contract on its own for the product.

10.13.1.2   Vendors must also provide proof that they have contractual capability of providing long-term support for the third-party software components of their proposed tool(s), such as VAR agreements or access to third party source code. Consideration of these products, features or other value added components will be given where these may be of value to the AOC.

10.14   Test Management Tool: Cost Proposal.

10.14.1 Submit cost proposal separately from the rest of the technical proposal and in sealed envelope(s).

10.14.2 Use Attachment 6, Cost Submission Matrix, Schedules 1 and 2 to propose all costs, fees, expenses, and pricing for this project, including ongoing maintenance and support for five (5) years.

10.14.3 Include firm pricing for the proposed tool and a schedule of costs, aligned with the proposed implementation plan.

10.14.4 Provide work effort estimates. Please use the cost spreadsheets and the proposed implementation plan to provide work effort estimates for the AOC and contractor staff.

10.14.5 Propose a buy-back option or price discount for the existing Mercury license inventory applicable to this tool outlined herein. Include the discount as a separate line item in Attachment 6, Cost Submission Matrix, Schedule 2.

10.14.6 How may your company discount pricing for the AOC based on the existing investment in Mercury products? Consider training that will be required with new tools and make the appropriate recommendations for training in Attachment 6, Cost Submission Matrix, Schedule 2.

10.14.7 Submit Attachment 5, DVBE Participation Form, as part of this section.

10.15   Test Management Tool: Customer References.

10.15.1 The AOC considers references an important part of the process in awarding a contract and will be contacting references as part of this selection. Vendors are required to provide the AOC with

reference information as part of their proposals using the reference form included in this RFP (Attachment 7).

10.15.2 Vendors must provide at least five (5) client references for the proposed tool and consulting services that are similar in size and complexity to this procurement, preferably in public or government agencies*.* Vendors shall submit references for fully completed (live) installations. References with similar hosting arrangements are ideal too. Please inform references that they may be called by the AOC in third quarter 2007.

10.15.3 The AOC will not call vendors to tell them that their references will be contacted because all references provided will be contacted by the AOC during the selection process. Similarly, AOC will not work through a vendor's Reference Manager to complete a reference. The names and phone numbers of the project manager/customer contact must be listed. Failure to provide this information may result in the vendor not being elevated to the Finalist Presentation.

10.16   Test Management Tool: Support and Vendor Key Personnel.

10.16.1 Specify the vendor's plans to execute post-implementation and ongoing support including:

10.16.1.1   Post-Implementation support (e.g., three (3) months of on-site support after go-live).

10.16.1.2   Telephone support (include toll-free support hotline, hours of operation, availability of 12 x 7 hotline, etc.).

10.16.1.3   Special plans defining "levels" of customer support (e.g., gold, silver, etc.).

10.16.1.4   Describe availability and locality of user groups.

10.16.2 Please describe your levels of technical support, both during and post-implementation. If third party software or multiple companies will be needed to meet some of the agency's requirements, will the technical support extend to cover those areas? Explain in detail what the support relationships are included in your proposal, areas of responsibility & expertise.

10.16.3 Identify vendor(s) personnel that will be responsible for proactively managing the AOC's future product purchases and

how maintenance renewals are managed with your company's customers.

10.16.4 For multiple best of breed tool(s) proposed in a single-vendor proposal, vendor(s) must describe how one (1) vendor will manage maintenance renewals of more than one (1) of the selected set of tools.

10.16.5 The AOC has a strong preference for ongoing support and maintenance renewals to terminate for all software products at the same time. How will concurrent usage of the proposed tool's licenses be tracked and reported on? Describe how your company will streamline and manage ongoing maintenance renewals for the proposed tool. Describe renewal options indicating the relative strengths and drawbacks (if any) of each.

10.16.6 If vendor is proposing more than one (1) test tool with the proposal, will each tool require individual renewal schedules? Or will all tools maintenance renew at the same time?

10.16.7 For future product purchases, will your company provide pricing for and co-terminate maintenance of new licenses so that the maintenance renewal cycle terminates at the same time of the existing licenses' maintenance? Describe how future product maintenance renewals are managed for the proposed tool, options to choose from, if any, after contract award.

10.16.8 The AOC needs to evaluate the vendor's key personnel and ongoing support and maintenance of the account. Vendor must describe the key personnel that will be responsible for implementing and ongoing support of the proposed tool. Include resumes of the proposed Vendor Project Manager, Account Manager, and other key personnel. Provide an organization chart that clearly depicts the reporting relationships for all proposed vendor key personnel. Describe how the personnel will be structured and organized, clearly illustrating lines of authority.

    10.16.8.1   Describe the proposed Vendor Project Manager's role within your company's organization. Vendor shall propose a Vendor Project Manager that will serve as the primary point of contact and Vendor representative as outlined in Attachment 2, Minimum Contract Terms, section 2. Indicate the Vendor Project Manager's tenure with the vendor.

10.16.8.2   The Vendor Project Manager must be responsible for any multiple companies or combined third party responses that may be required for the proposed tool. Information should include name, address, physical location, telephone number, email address, office hours for Pacific Daylight Time of the designated individual.

10.16.8.3   The AOC has a strong preference for Vendor Project Manager that has public or government experience related to implementing best of breed test tools. Provide at least five (5) accounts that the proposed Vendor Project Manager currently manages, or has managed with in the past three (3) years. For each account, indicate the duration of time the Vendor Project Manager has managed the account, total sales volume, number of locations this person is responsible for managing, and a summary of products in use.

10.16.8.4   Describe the proposed Account Manager's role and to whom this person reports to within your company's organization. Will the Account Manager be responsible for managing the AOC's product enhancement requests, communicating and managing software updates, and providing quotes when the AOC needs to purchase products in the future? The AOC has a strong preference for a single-point-of-contact to manage all of the AOC's account.

10.16.8.5   Describe how the Account Manager will manage and maintain the AOC's account. Indicate the Account Manager's tenure with the vendor, number of accounts currently assigned to, a summary of products used at each account, and experience in public or government account management. Information should include name, address, physical location, telephone number, email address, office hours for Pacific Daylight Time of the designated individual. If the Account Manager is a subcontractor, briefly describe the relationship and reporting structure between the subcontractor and the proposed Vendor Project Manager.

10.16.8.6   Describe the proposed Account Manager's approach and methodology for ongoing account management and maintaining customer satisfaction. How are customer product enhancements requests, product

issues tracked and resolved post implementation?

10.16.8.7   For any other proposed vendor key personnel, define the anticipated role and briefly summarize their skills and qualifications. Vendors must identify positions that will be filled by subcontractors and clearly describe to whom each shall report to. Resumes for other vendor key personnel should be included as well.

10.16.9 Proposals should clearly define any expectations vendor has of the AOC or the courts to provide any hardware, software, facilities, equipment and staff to support the proposed vendor key personnel.

10.17 Test Management Tool: Sub-Contractor Management Services, if applicable.

10.17.1.1 Describe in detail how your company will manage a sub-contractor that may be required to fulfill your proposed solution.

10.17.1.2 How will issues and conflicts be addressed by your company that may occur between the AOC and the sub-contractor? How will scope changes between the AOC and the sub-contractor be managed after contract execution and once work begins?

10.17.1.3 Identify who within your company will be ultimately responsible for resolving any issues with the sub-contractor for the AOC. Vendor must include a responsibility matrix and organization chart to depict the intended relationships between the AOC, Vendor and sub-contractor(s).

10.18 Test Management Tool: Training Plan.

10.18.1 Outline the vendor's recommendations and plans for assisting the AOC and AOC consultants to become self sufficient in supporting, maintaining, managing, and utilizing the proposed Test Management Tool. The vendor must provide a detailed plan for both technology personnel and end user training. This information must include:

10.18.1.1   How training will be implemented? Does the vendor require a separate training database instance? Highlight features and capabilities of the proposed Test

Management Tool that are not previously discussed or covered above that may specifically address vendor's training plan (e.g. CBTs, Online Help, third-party reference material, etc.).

10.18.1.2   Description of the proposed training methods (classroom, lab, mentoring, etc.), and schedule that takes the Test Management Tool implementation plan into consideration.

10.18.1.3   Describe assumptions regarding prerequisite skills of the employees receiving the training. The AOC is also requesting the vendor's recommendations on the number of full time employees (FTEs) required to support this tool.

10.18.1.4   Please provide a course syllabus for each recommended course applicable to the proposed tool. For all proposed training courses, provide a clear definition of the training method, tools, assumptions and documentation that will be provided.

10.18.2 Are any third party training resources proposed? Vendor should identify third party partners, contact information, address and locations that provide training on the use of their application.

10.18.3 Discuss options and basis for costs for training technical staff and end users. Describe cost basis for training classes delivered off hours such as evening or weekend.   Also describe the train-the-trainer, System Administration and end users courses, documentation, online training and user help available to facilitate learning how to use and manage the proposed tool. Detail the training costs in Attachment 6, Cost Submission Matrix, Schedule 2 for the proposed Test Management Tool.

10.18.3.1 Do User Groups exist for the proposed tool? Are third party reference materials and user support forums available? How do you educate customers on new features and functions? Does your company provide multiple training options for staff in technical and specialist areas such as test management?

10.18.3.2 Describe the tools or methodologies your company uses to facilitate ease of use and learning amongst users of varied technical ability and knowledge. Does your proposed tool provide wizards or development tools? Are on-line forums for the proposed tool available? How prevalent and readily available are reference materials and training for the proposed

tool?

10.18.3.3 Describe training services and products that are unique to your company's proposed tool. Provide specific examples and explain why your training proposal is the right solution.

10.18.3.4 Identify any applicable training that is required specifically for Test Management Tool configuration, support and management. Ensure courses and costs are included in Attachment 6, Cost Submission Matrix, Schedule 2 as separate line items.

10.18.3.5 Identify any applicable training that is required specifically for workflow management. Ensure courses and costs are included in Attachment 6, Cost Submission Matrix, Schedule 2 as separate line items.

10.18.3.6 Vendor may be asked to conduct on-site training for the anticipated users of the system, including but not limited to end users and key AOC designated representatives to assure that the end users' and the AOC's designated project manager are satisfied.

10.18.4 Vendor shall be responsible for providing suitable and sufficient training to allow AOC-designated persons to perform the system activities associated with work assignments made by the AOC. Please include the applicable training required for the proposed tool in the MS Project plan requested in the Implementation Plan section below.

10.18.5 Please provide a summary of how your company will complete knowledge transfer of the Test Management Tool to the AOC and CCTC personnel.

10.19   Test Management Tool: Data Conversion and Test Plan.

10.19.1 In order to maximize the cost savings with data conversions, the AOC needs to seek ways to reduce the labor costs of migrating legacy use cases, test cases, and script items from assorted types of file formats and objects to a single, centralized repository. Please describe how your proposed data conversion solution will address this conversion issue.

10.19.2 This part of the response is a free narrative section. The vendor should discuss, in detail, how the Development and Production environments will be prepared for data conversion. Describe what is required from the AOC in order to ensure a smooth

conversion.

10.19.3 Describe your company's experience and current capabilities to convert the following estimates of legacy data types and volumes. The volume estimates are as of March 2007:

    10.19.3.1 8,300 test cases in TestDirector™
    10.19.3.2 9,560 defects in TestDirector™ (if applicable to tool)
    10.19.3.3 200 issues in TestDirector™ (if applicable to tool)
    10.19.3.4 100 requirements in TestDirector™
    10.19.3.5 54 Mercury LoadRunner® scripts
    10.19.3.6 71 WinRunner® scripts

10.19.4 Describe your company's approach and methodology to data conversion, how the effort is managed, maintained, and ensures data integrity. In the event that there is more than one (1) suitable data conversion approach, list options indicating the relative strengths and drawbacks (if any) of each.

    10.19.4.1   Describe how your company will plan, test and manage data conversion from the existing tools to the proposed Test Management Tools. How will your company's approach to data conversion provide data integrity? How will data integrity be verified and audited?

    10.19.4.2   Please provide a data conversion test plan for the data types and volume in section 10.19.3. Describe how data conversion testing and validation is completed. Is historical information migrated with data from each legacy tool to the proposed tool? Or is some historical information only available from some of the existing legacy data in the proposed tool?

    10.19.4.3   Describe the standard Application Programming Interfaces (APIs) that will be used for converting existing data. This section is for a technical description of how APIs may be used during conversion, how data differential and integrity will be implemented, tracked and automated when converting from the existing test tool file types to the proposed Test Management Tool.

    10.19.4.4   Please include the proposed conversion of legacy data costs in Attachment 6, Cost Submission Matrix,

Schedule 2.

10.19.4.5   Please ensure necessary conversion tasks and dependencies are captured in the MS Project plan requested in the Implementation Plan section below.

10.19.5 Vendor must prepare a business and technical data conversion plan to include the following steps, at minimum:

i.   Determine what records to move, and then determine what reference these records have.
ii.   Export records and their references from the source user database.
iii. Import reference records into the target user database first, and then import intended records.
iv.   After importing records, ensure that there are no errors. If an error has occurred, resolve the problem. If possible, avoid re-importing records.
v.   Finish data migration, conduct quality test, and provide confirmation that the new user database is ready for use.

.

10.20   Test Management Tool: Implementation Plan.

10.20.1 The AOC anticipates that the rollout of the proposed tool to occur within 60-90 days upon contract execution and that there are many possible approaches to implementation.

10.20.2 Vendors must provide a description of the proposed implementation services required to deliver the vendor's proposal. Vendors must be able to adhere to the existing AOC processing centers and CCTC installation schedule priorities that exist at the time of contract negotiations in order to plan and implement the proposed tool. Vendor's implementation plan must include the following at a minimum:

10.20.2.1   An established, proven approach and implementation methodology for delivering and implementing the Test Management Tool at designated AOC location(s) that may be either the CCTC, an AOC processing center, or both. Please describe your company's implementation approach for the proposed tool regardless of location.

10.20.2.2   Describe any known benefits and disadvantages of the proposed plan, process to follow, tasks to complete in order to install and configure the proposed tool at an AOC

designated processing center.

10.20.2.3   Vendor must prepare a detailed implementation plan in Microsoft (MS) Project format to indicate how the implementation at the AOC designated processing center will be accomplished within 60-90 days. The implementation plan must include a hardware delivery schedule (that requires a ten (10) week lead time before the hardware is delivered) assigned to the AOC, proposed software tool shipping and delivery schedules, software installation, configuration, data conversion tasks, all required training and other dependencies prior to go-live for production. The implementation plan needs to be detailed with tasks, time durations in eight (8) hour days, and include resource assumptions. Assume implementation to occur in first quarter 2008.

10.20.2.4   Vendor must provide a description of how a back out plan may be implemented for the software installations and data conversions in the event of an unforeseen problem.

10.20.3 Describe what features and benefits are unique to your products and consulting services in the area of test management tool implementations.

10.20.3.1   Identify a Technical Lead for the implementation services that will play the primary hands-on leadership role in all technical aspects of the project. Describe the Technical Lead's role, skills, qualifications, tenure with the vendor, and applicable experience to the proposed tool. If the Technical Lead is a subcontractor, briefly describe the relationship and reporting structure between the subcontractor and the proposed vendor key personnel.

10.20.3.2   Identify a QA Analyst who will be responsible for the overall quality assurance of the proposed tool. Describe the QA Analyst's role, skills, qualifications, tenure with the vendor, and applicable experience to the proposed tool. If the QA Analyst is a subcontractor, briefly describe the relationship and reporting structure between the subcontractor and the proposed vendor key personnel.

10.20.3.3   Vendors must provide a comprehensive test plan as part of the proposed Implementation Services for the Development and Production environments that outlines the vendor's proposed testing approach and methodology

that will ensure the Test Management Tool is fully functional and delivered as expected for both Development and Production environments. Include a proposed test plan that describes how test scripts will be executed with the AOC, results tracked and reported on, etc. Describe how the proposed test plan conducts unit, functional and user-acceptance tests (UAT) of the Test Management Tool.

10.20.4 If the vendor is using third-party company(s) for any part of the services in this RFP, the vendor must present a description of the type of services to be provided and the percentage of the total work effort to be subcontracted. How will this service be managed and quality assured for the AOC?

10.20.5 The implementation plan needs to have the associated costs detailed in Attachment 6, Cost Submission Matrix, Schedule 2. Vendor's implementation plan should include the following:

10.20.5.1 Recommended hardware for the Development and Production environments.
10.20.5.2 Tasks to complete installing and configuring the proposed software tool.
10.20.5.3 Tasks to identify when proposed training should occur.
10.20.5.4 Tasks for data conversion methodology.
10.20.5.5 Tasks for data conversion quality assurance methodology.
10.20.5.6 Total time line duration in eight (8) hour work days.
10.20.5.7 Vendor shall propose project staffing for the implementation plan, including descriptions of roles and expertise. Note that the ratio of vendor resources to AOC staff will be determined upon detailed project resource planning, following selection of a vendor partner.

10.20.6 This part of the response is a free narrative section. The vendor shall discuss, in detail, how the Development and Production environments will be installed and configured as part of the implementation plan. Describe what is required of the AOC in order to facilitate a smooth software tool installation and configuration.

10.20.7 Describe how approved Test Management Tool Development environment changes are promoted to the Production environment. What best practices are recommended to ensure no impact to the Production system? For example, if changes are made to the Test Management Tool in Development, describe an approach to test and promote changes to Production to ensure the

changes did will not adversely affect the Production environment. In the event there is more than one (1) suitable approach to promoting Development changes to Production, list the best options indicating the relative strengths and drawbacks (if any) of each.

10.20.8 The discussion should provide comprehensive information about the Test Management Tool and the scope of services necessary to successfully install and configure the software tool. The content may overlap the content provided in other sections of the response, but should attempt to not directly replicate other content.   It is acceptable to refer to the detailed information and supporting tables, charts, and graphs provided in other sections of the response.

10.20.9 The AOC reserves the right to purchase and install the vendor's recommended hardware (but not install or configure the software tool). Vendor shall not include hardware pricing in the proposal for the Development and Production environments. Vendors are to recommend hardware for the environments, and propose the scope of services required to complete both Development and Production system software installations and configurations of the proposed tool.

10.20.10   Implementation Project Management.

10.20.11   Vendors must provide a description of the proposed project management approach and methodology that will be used to manage the proposed tool's implementation plan at an AOC designated processing center.

10.20.12   Describe vendor's project structure and how the project team will be organized. Describe what the reporting structure will be, with clear depiction of authority for the proposed tool's implementation plan.

10.20.13   The AOC prefers a Project Management Professional (PMP®) to manage the implementation plan. Vendor shall attempt to propose an Implementation Project Manager that is familiar with and supports in practice the Project Management Institute (PMI)'s *A Guide to the Project Management Body of Knowledge – Third Edition* (PMBOK® Guide), PMI guidelines and best practices.

10.20.13.1   Provide a resume of vendor's proposed Implementation Project Manager and describe how

the AOC's project will be managed. Indicate the Implementation Project Manager's tenure with the vendor, number of projects delivered in similar size and complexity to the proposed tool, a summary of the product(s) installed for each project, and experience in public or government project management. Information should include name, address, physical location, telephone number, email address, office hours for Pacific Daylight Time of the designated individual. If the Implementation Project Manager is a subcontractor, briefly describe the relationship and reporting structure for this role.

10.20.13.2   The proposed Implementation Project Manager must be responsible for any multiple companies or combined third party responses that may be required to implement the proposed tool.

10.20.13.3   The proposed Implementation Project Manager must be a single point of contact that will be responsible for delivering weekly implementation progress reports to the AOC.

10.20.13.4   In the event that multiple Implementation Project Managers are required for the proposed tool (due to multiple companies or combined third party responses), one (1) Implementation Program Manager must be identified as the single point of contact for all required Implementation Project Managers. The Implementation Program Manager must report with one (1) weekly consolidated progress report that includes updates from all Implementation Project Managers, and be ultimately accountable for all of the AOC's implementation.

10.20.14   Vendors must describe how they will proactively perform SWOT analysis and formulate action plans for addressing threats and weaknesses to desired results of this RFP.

10.20.15   Describe the Implementation Project Manager's approach to action items, risks, and issues management. Describe how these items are tracked, reported on and managed to resolution during the implementation of the proposed tool.

10.20.16   Specify how knowledge transfer between the Implementation Project Managers and the Account Manager will be accomplished in order to ensure a successful implementation and smooth transition to ongoing support once the project is completed.

10.21   Test Management Tool: Change Management.

10.21.1 Vendors must provide a description of the proposed change management methodology that will be used to implement the proposed tool at an AOC designated processing center and maintain ongoing support.

10.21.1.1   Describe in detail your company's change management methodology for the implementation plan. How will scope changes be managed after contract execution and once work begins with the AOC, other vendors and possibly sub-contractors? Propose a change management process to follow while executing vendor's MS Project plan to deliver the proposed tool.

10.21.1.2   Describe in detail your company's change management processes for post-implementation. How does your company engage new clients and routinely update them, during and after implementation for major and interim version releases, patches and upgrades. Describe how the Account Manager will manage ongoing changes with the AOC.

10.21.2 Describe how software enhancement requests and changes are prioritized and managed for version releases. Are User Groups held to solicit software changes, and if so, how often?

10.22   **Response to Appendix B and Product Details for Defects Tracking Tool.**

10.22.1 Vendor must respond to Section 10.22 through 10.31.2 in order to propose a Defects Tracking Tool.

10.22.2 Vendor must complete the vendor response column for each of the Appendix B: Defects Tracking Tool Requirements.

10.22.3 Vendor must complete the Defects Tracking Tool's corresponding Schedules 1 and 3 of costs in Attachment 6, Cost Submission Matrix.

10.22.4 Proposers must use the format provided in the Requirements Workbook and in the Cost Submission Matrix. Additional explanatory details should be kept at a minimum and clearly referenced in a separate document using the requirement number as a reference if the explanation cannot be contained within the workbooks. A final, agreed to version of the Requirement Workbook will be added to Attachment 2, Exhibit B, Requirements, upon contract negotiations.

10.22.5 Scope of Services. In this section, include a general discussion of the vendor's understanding of the "overall" project and the scope of work proposed. Please indicate the number(s) and name(s) of the proposed test tool(s) included with vendor's proposal.

10.22.6 Describe the company's place in the marketplace and strengths and weaknesses of the proposed tool(s). Describe what features and benefits included in the proposed tool that is unique to your product offering. How long has the company been selling the proposed tool to public sector clients? Is the proposed tool considered a core component product for the company? Provide specific examples and explain why your software tool is the right one.

10.22.7 Provide a listing of software installs by name for the proposed tool. Please list government customers first. If possible, also include the number of users trained, applicable scope of data conversions and implementation services provided.

10.22.8 Provide any material (including letters of support or endorsement from clients) indicative of the vendor's proposed tool capabilities.

10.22.9 Identify adapters available with the proposed tool that will facilitate integration to best of breed products to eventually form a suite of tools (whenever the AOC determines to integrate the proposed tool). Describe how the proposed tool integrates to other best of breed tools, integration features offered out-of-the-box, which adapters are included, if any, etc. In the event that there is more than one (1) suitable integration configuration to consider with the proposed tool, list options indicating the relative strengths and drawbacks (if any) of each.

10.22.10   Describe how workflow for the proposed tool, if applicable, will be planned, configured, and tested prior to implementing the changes into the Production environment. In the event that there is more than one (1) suitable workflow configuration, list options

indicating the relative strengths and drawbacks (if any) of each.

10.22.11   Vendors must indicate if workflow can be integrated, configured and maintained from one (1) application point to other best of breed tools. Or, indicate if the proposed tool's workflow has to be individually configured and maintained separately. What level of technical ability is required to create new workflow processes, modify existing workflow processes?

10.22.12   Vendors must describe an approach to managing and reporting on the Defects Tracking Tool licenses. How will the proposed tool's licenses be distributed, tracked, reported on and maintained so that license information is current, accurate and readily available?

10.22.12.1   The AOC has a strong preference for centralized license management wherein licenses can be quickly and accurately reported on without extensive training, developing cumbersome reports or continuing to use manual workarounds.

10.22.12.2   The AOC has a strong preference for all Defects Tracking Tool software licenses to be centralized in order to facilitate the ability to transfer licenses from one server to another for local site testing (e.g. stress and load testing licenses transferred to specific servers for specific projects at various locations). Describe how easily licenses are transferable from one server or user to another and indicate the relative strengths and drawbacks (if any) of each.

10.22.12.3   Does the proposed tool offer license reporting out of the box? How will the tool's licenses be tracked and reported on? Describe the level of reporting available for all of the proposed tool's types of licenses required for the Defects Tracking Tool. Recommend an approach to use in order to create accurate license reports that will reflect license location, changes, detailed information per license (e.g. user, location, serial or key information, etc.) for the Defects Tracking Tool.

10.22.12.4   How will software licenses be systematically tracked and reported on while installed in various locations? Can licenses be 'check out' or assigned and tracked to a project for a limited time, then 'checked in' or reassigned for future use? Indicate the relative strengths and drawbacks (if any) for reporting on the Defects

Tracking Tool's licenses and usage capabilities.

10.22.12.5   Does the proposed tool provide license reporting capabilities so that once a license report is created, it can be stored, retrieved and used again for quick results?

10.22.13   Vendors must describe how the proposed Defects Tracking Tool software will be licensed for enterprise use, by seat, by server processor(s), by locations? Provide a detailed description of how the proposed tool is licensed, with pricing structure that clearly explains how the tool's licenses will be priced with maintenance.

10.23   Defects Tracking Tool: Third-Party Products/Optional Software.

10.23.1.1   The vendor must explicitly state the name of any third-party products that are part of the proposed Defects Tracking Tool to the AOC. For each third-party product there must be a statement about whether the vendor's contract will encompass the third-party product and/or whether the AOC will have to contract on its own for the product.

10.23.1.2   Vendors must also provide proof that they have contractual capability of providing long-term support for the third-party software components of their proposed tool(s), such as VAR agreements or access to third party source code. Consideration of these products, features or other value added components will be given where these may be of value to the AOC.

10.24   Defects Tracking Tool: Cost Proposal.

10.24.1 Submit cost proposal separately from the rest of the technical proposal and in sealed envelope(s).

10.24.2 Use Attachment 6, Cost Submission Matrix, Schedules 1 and 3 to propose all costs, fees, expenses, and pricing for this project, including ongoing maintenance and support for five (5) years.

10.24.3 Include firm pricing for the proposed tool and a schedule of costs, aligned with the proposed implementation plan.

10.24.4 Provide work effort estimates. Please use the cost spreadsheets and the proposed implementation plan to provide work effort

estimates for the AOC and contractor staff.

10.24.5 Propose a buy-back option or price discount for the existing Mercury and ClearQuest® license inventory applicable to this tool outlined herein. Include the discount as a separate line item in Attachment 6, Cost Submission Matrix, Schedule 3.

10.24.6 How may your company discount pricing for the AOC based on the existing investment in Mercury products? Consider training that will be required with new tools and make the appropriate recommendations for training in Attachment 6, Cost Submission Matrix, Schedule 3.

10.24.7 Submit Attachment 5, DVBE Participation Form, as part of this section.

10.25   Defects Tracking Tool: Customer References.

10.25.1 The AOC considers references an important part of the process in awarding a contract and will be contacting references as part of this selection. Vendors are required to provide the AOC with reference information as part of their proposals using the reference form included in this RFP (Attachment 7).

10.25.2 Vendors must provide at least five (5) client references for the proposed tool and consulting services that are similar in size and complexity to this procurement, preferably in public or government agencies. Vendors shall submit references for fully completed (live) installations. References with similar hosting arrangements are ideal too. Please inform references that they may be called by the AOC in third quarter 2007.

10.25.3 The AOC will not call vendors to tell them that their references will be contacted because all references provided will be contacted by the AOC during the selection process. Similarly, AOC will not work through a vendor's Reference Manager to complete a reference. The names and phone numbers of the project manager/customer contact must be listed. Failure to provide this information may result in the vendor not being elevated to the Finalist Presentation.

10.26   Defects Tracking Tool: Support and Vendor Key Personnel.

10.26.1 Specify the vendor's plans to execute post-implementation and ongoing support including:

10.26.1.1   Post-Implementation support (e.g., three (3) months of on-site support after go-live).

10.26.1.2   Telephone support (include toll-free support hotline, hours of operation, availability of 12 x 7 hotline, etc.).

10.26.1.3   Special plans defining "levels" of customer support (e.g., gold, silver, etc.).

10.26.1.4   Describe availability and locality of user groups.

10.26.2 Please describe your levels of technical support, both during and post-implementation. If third party software or multiple companies will be needed to meet some of the agency's requirements, will the technical support extend to cover those areas? Explain in detail what the support relationships are included in your proposal, areas of responsibility & expertise.

10.26.3 Identify vendor(s) personnel that will be responsible for proactively managing the AOC's future product purchases and how maintenance renewals are managed with your company's customers.

10.26.4 For multiple best of breed tool(s) proposed in a single-vendor proposal, vendor(s) must describe how one (1) vendor will manage maintenance renewals of more than one (1) of the selected set of tools.

10.26.5 The AOC has a strong preference for ongoing support and maintenance renewals to terminate for all software products at the same time. How will concurrent usage of the proposed tool's licenses be tracked and reported on? Describe how your company will streamline and manage ongoing maintenance renewals for the proposed tool. Describe renewal options indicating the relative strengths and drawbacks (if any) of each.

10.26.6 If vendor is proposing more than one (1) test tool with the proposal, will each tool require individual renewal schedules? Or will all tools maintenance renew at the same time?

10.26.7 For future product purchases, will your company provide pricing for and co-terminate maintenance of new licenses so that the maintenance renewal cycle terminates at the same time of the existing licenses' maintenance? Describe how future product maintenance renewals are managed for the proposed tool, options

to choose from, if any, after contract award.

10.26.8 The AOC needs to evaluate the vendor's key personnel and ongoing support and maintenance of the account. Vendor must describe the key personnel that will be responsible for implementing and ongoing support of the proposed tool. Include resumes of the proposed Vendor Project Manager, Account Manager, and other key personnel. Provide an organization chart that clearly depicts the reporting relationships for all proposed vendor key personnel. Describe how the personnel will be structured and organized, clearly illustrating lines of authority.

10.26.8.1   Describe the proposed Vendor Project Manager's role within your company's organization. Vendor shall propose a Vendor Project Manager that will serve as the primary point of contact and Vendor representative as outlined in Attachment 2, Minimum Contract Terms, section 2. Indicate the Vendor Project Manager's tenure with the vendor.

10.26.8.2   The Vendor Project Manager must be responsible for any multiple companies or combined third party responses that may be required for the proposed tool. Information should include name, address, physical location, telephone number, email address, office hours for Pacific Daylight Time of the designated individual.

10.26.8.3   The AOC has a strong preference for Vendor Project Manager that has public or government experience related to implementing best of breed test tools. Provide at least five (5) accounts that the proposed Vendor Project Manager currently manages, or has managed with in the past three (3) years. For each account, indicate the duration of time the Vendor Project Manager has managed the account, total sales volume, number of locations this person is responsible for managing, and a summary of products in use.

10.26.8.4   Describe the proposed Account Manager's role and to whom this person reports to within your company's organization. Will the Account Manager be responsible for managing the AOC's product enhancement requests, communicating and managing software updates, and providing quotes when the AOC needs to purchase products in the future? The AOC has a strong preference for a single-point-of-contact to manage all of the AOC's

account.

10.26.8.5   Describe how the Account Manager will manage and maintain the AOC's account. Indicate the Account Manager's tenure with the vendor, number of accounts currently assigned to, a summary of products used at each account, and experience in public or government account management. Information should include name, address, physical location, telephone number, email address, office hours for Pacific Daylight Time of the designated individual. If the Account Manager is a subcontractor, briefly describe the relationship and reporting structure between the subcontractor and the proposed Vendor Project Manager.

10.26.8.6   Describe the proposed Account Manager's approach and methodology for ongoing account management and maintaining customer satisfaction. How are customer product enhancements requests, product issues tracked and resolved post implementation?

10.26.8.7   For any other proposed vendor key personnel, define the anticipated role and briefly summarize their skills and qualifications. Vendors must identify positions that will be filled by subcontractors and clearly describe to whom each shall report to. Resumes for other vendor key personnel should be included as well.

10.26.9 Proposals should clearly define any expectations vendor has of the AOC or the courts to provide any hardware, software, facilities, equipment and staff to support the proposed vendor key personnel.

10.27 Defects Tracking Tool: Sub-Contractor Management Services, if applicable.

10.27.1.1 Describe in detail how your company will manage a sub-contractor that may be required to fulfill your proposed solution.

10.27.1.2 How will issues and conflicts be addressed by your company that may occur between the AOC and the sub-contractor? How will scope changes between the AOC and the sub-contractor be managed after contract execution and once work begins?

10.27.1.3 Identify who within your company will be ultimately responsible for resolving any issues with the sub-contractor for the AOC. Vendor must include a responsibility matrix and organization chart to depict the intended relationships between the AOC, Vendor and sub-contractor(s).

10.28   Defects Tracking Tool: Training Plan.

10.28.1 Outline the vendor's recommendations and plans for assisting the AOC and AOC consultants to become self sufficient in supporting, maintaining, managing, and utilizing the proposed Defects Tracking Tool. The vendor must provide a detailed plan for both technology personnel and end user training. This information must include:

10.28.1.1   How training will be implemented? Does the vendor require a separate training database instance? Highlight features and capabilities of the proposed Defects Tracking Tool that are not previously discussed or covered above that may specifically address vendor's training plan (e.g. CBTs, Online Help, third-party reference material, etc.).

10.28.1.2   Description of the proposed training methods (classroom, lab, mentoring, etc.), and schedule that takes the Defects Tracking Tool implementation plan into consideration.

10.28.1.3   Describe assumptions regarding prerequisite skills of the employees receiving the training. The AOC is also requesting the vendor's recommendations on the number of full time employees (FTEs) required to support this tool.

10.28.1.4   Please provide a course syllabus for each recommended course applicable to the proposed tool. For all proposed training courses, provide a clear definition of the training method, tools, assumptions and documentation that will be provided.

10.28.2 Are any third party training resources proposed? Vendor should identify third party partners, contact information, address and locations that provide training on the use of their application.

10.28.3 Discuss options and basis for costs for training technical staff and end users. Describe cost basis for training classes delivered

off hours such as evening or weekend.   Also describe the train-the-trainer, System Administration and end users courses, documentation, online training and user help available to facilitate learning how to use and manage the proposed tool. Detail the training costs in Attachment 6, Cost Submission Matrix, Schedule 3 for the proposed Defects Tracking Tool.

10.28.3.1 Do User Groups exist for the proposed tool? Are third party reference materials and user support forums available? How do you educate customers on new features and functions? Does your company provide multiple training options for staff in technical and specialist areas such as test management?

10.28.3.2 Describe the tools or methodologies your company uses to facilitate ease of use and learning amongst users of varied technical ability and knowledge. Does your proposed tool provide wizards or development tools? Are on-line forums for the proposed tool available? How prevalent and readily available are reference materials and training for the proposed tool?

10.28.3.3 Describe training services and products that are unique to your company's proposed tool. Provide specific examples and explain why your training proposal is the right solution.

10.28.3.4 Identify any applicable training that is required specifically for Defects Tracking Tool configuration, support and management. Ensure courses and costs are included in Attachment 6, Cost Submission Matrix, Schedule 3 as separate line items.

10.28.3.5 Identify any applicable training that is required specifically for workflow management. Ensure courses and costs are included in Attachment 6, Cost Submission Matrix, Schedule 3 as separate line items.

10.28.3.6 Vendor may be asked to conduct on-site training for the anticipated users of the system, including but not limited to end users and key AOC designated representatives to assure that the end users' and the AOC's designated project manager are satisfied.

10.28.4 Vendor shall be responsible for providing suitable and sufficient training to allow AOC-designated persons to perform the system activities associated with work assignments made by the AOC. Please include the applicable training required for the proposed tool in the MS Project plan requested in the Implementation Plan

section below.

10.28.5 Please provide a summary of how your company will complete knowledge transfer of the Defects Tracking Tool to the AOC and CCTC personnel.

10.29   Defects Tracking Tool: Data Conversion and Test Plan.

10.29.1 In order to maximize the cost savings with data conversions, the AOC needs to seek ways to reduce the labor costs of migrating legacy defect items from assorted types of file formats and objects to a single, centralized repository. Please describe how your proposed data conversion solution will address this conversion issue.

10.29.2 This part of the response is a free narrative section. The vendor should discuss, in detail, how the Development and Production environments will be prepared for data conversion. Describe what is required from the AOC in order to ensure a smooth conversion.

10.29.3 Describe your company's experience and current capabilities to convert the following estimates of legacy data types and volumes. The volume estimates are as of March 2007 for TestDirector™ and as of July 2007 for ClearQuest®:

10.29.3.1.1   9,560 defects in TestDirector™
10.29.3.1.2   200 issues in TestDirector™ (if applicable)
10.29.3.1.3   100 requirements in TestDirector™ (if applicable)

10.29.3.1.4   ClearQuest® has three logical databases with volumes estimated as:
10.29.3.1.4.1 534- V3DB2: Design issues tracking
10.29.3.1.4.2 17, 343 - V3DB3: Requirements testing
10.29.3.1.4.3 245- V3DB4: Enhancements

10.29.4 Describe your company's approach and methodology to data conversion, how the effort is managed, maintained, and ensures data integrity. In the event that there is more than one (1) suitable data conversion approach, list options indicating the relative strengths and drawbacks (if any) of each.

10.29.4.1   Describe how your company will plan, test and manage data conversion from the existing tools to the

proposed Defects Tracking Tools. How will your company's approach to data conversion provide data integrity? How will data integrity be verified and audited?

10.29.4.2   Please provide a data conversion test plan for the data types and volume in section 10.29.3. Describe how data conversion testing and validation is completed. Is historical information migrated with data from each legacy tool to the proposed tool? Or is some historical information only available from some of the existing legacy data in the proposed tool?

10.29.4.3   Describe the standard Application Programming Interfaces (APIs) that will be used for converting existing data. This section is for a technical description of how APIs may be used during conversion, how data differential and integrity will be implemented, tracked and automated when converting from the existing test tool file types to the proposed Defects Tracking Tool.

10.29.4.4   Please include the proposed conversion of legacy data costs in Attachment 6, Cost Submission Matrix, Schedule 3.

10.29.4.5   Please ensure necessary conversion tasks and dependencies are captured in the MS Project plan requested in the Implementation Plan section below.

10.29.5 Vendor must prepare a business and technical data conversion plan to include the following steps, at minimum:

vi.   Determine what records to move, and then determine what reference these records have.
vii.   Export records and their references from the source user database.
viii.   Import reference records into the target user database first, and then import intended records.
ix.   After importing records, ensure that there are no errors. If an error has occurred, resolve the problem. If possible, avoid re-importing records.
x.   Finish data migration, conduct quality test, and provide confirmation that the new user database is ready for use.
.

10.30   Defects Tracking Tool: Implementation Plan.

10.30.1 The AOC anticipates that the rollout of the proposed tool to occur within 60-90 days upon contract execution and that there are many possible approaches to implementation.

10.30.2 Vendors must provide a description of the proposed implementation services required to deliver the vendor's proposal. Vendors must be able to adhere to the existing AOC processing centers and CCTC installation schedule priorities that exist at the time of contract negotiations in order to plan and implement the proposed tool. Vendor's implementation plan must include the following at a minimum:

10.30.2.1   An established, proven approach and implementation methodology for delivering and implementing the Defects Tracking Tool at designated AOC location(s) that may be either the CCTC, an AOC processing center, or both. Please describe your company's implementation approach for the proposed tool regardless of location.

10.30.2.2   Describe any known benefits and disadvantages of the proposed plan, process to follow, tasks to complete in order to install and configure the proposed tool at an AOC designated processing center.

10.30.2.3   Vendor must prepare a detailed implementation plan in Microsoft (MS) Project format to indicate how the implementation at the AOC designated processing center will be accomplished within 60-90 days. The implementation plan must include a hardware delivery schedule (that requires a ten (10) week lead time before the hardware is delivered) assigned to the AOC, proposed software tool shipping and delivery schedules, software installation, configuration, data conversion tasks, all required training and other dependencies prior to go-live for production. The implementation plan needs to be detailed with tasks, time durations in eight (8) hour days, and include resource assumptions. Assume implementation to occur in first quarter 2008.

10.30.2.4   Vendor must provide a description of how a back out plan may be implemented for the software installations and data conversions in the event of an unforeseen problem.

10.30.3 Describe what features and benefits are unique to your products and consulting services in the area of defects tracking tool

implementations.

10.30.3.1   Identify a Technical Lead for the implementation services that will play the primary hands-on leadership role in all technical aspects of the project. Describe the Technical Lead's role, skills, qualifications, tenure with the vendor, and applicable experience to the proposed tool. If the Technical Lead is a subcontractor, briefly describe the relationship and reporting structure between the subcontractor and the proposed vendor key personnel.

10.30.3.2   Identify a QA Analyst who will be responsible for the overall quality assurance of the proposed tool. Describe the QA Analyst's role, skills, qualifications, tenure with the vendor, and applicable experience to the proposed tool. If the QA Analyst is a subcontractor, briefly describe the relationship and reporting structure between the subcontractor and the proposed vendor key personnel.

10.30.3.3   Vendors must provide a comprehensive test plan as part of the proposed Implementation Services for the Development and Production environments that outlines the vendor's proposed testing approach and methodology that will ensure the Defects Tracking Tool is fully functional and delivered as expected for both Development and Production environments. Include a proposed test plan that describes how test scripts will be executed with the AOC, results tracked and reported on, etc. Describe how the proposed test plan conducts unit, functional and user-acceptance tests (UAT) of the Defects Tracking Tool.

10.30.4 If the vendor is using third-party company(s) for any part of the services in this RFP, the vendor must present a description of the type of services to be provided and the percentage of the total work effort to be subcontracted. How will this service be managed and quality assured for the AOC?

10.30.5 The implementation plan needs to have the associated costs detailed in Attachment 6, Cost Submission Matrix, Schedule 3. Vendor's implementation plan should include the following:

10.30.5.1 Recommended hardware for the Development and Production environments.
10.30.5.2 Tasks to complete installing and configuring the proposed software tool.
10.30.5.3 Tasks to identify when proposed training should occur.

10.30.5.4 Tasks for data conversion methodology.

10.30.5.5 Tasks for data conversion quality assurance
methodology.

10.30.5.6 Total time line duration in eight (8) hour work days.

10.30.5.7   Vendor shall propose project staffing for the
implementation plan, including descriptions of roles and
expertise. Note that the ratio of vendor resources to AOC
staff will be determined upon detailed project resource
planning, following selection of a vendor partner.

10.30.6 This part of the response is a free narrative section. The vendor
shall discuss, in detail, how the Development and Production
environments will be installed and configured as part of the
implementation plan. Describe what is required of the AOC in
order to facilitate a smooth software tool installation and
configuration.

10.30.7 Describe how approved Defects Tracking Tool Development
environment changes are promoted to the Production
environment. What best practices are recommended to ensure no
impact to the Production system? For example, if changes are
made to the Defects Tracking Tool in Development, describe an
approach to test and promote changes to Production to ensure the
changes did will not adversely affect the Production environment.
In the event there is more than one (1) suitable approach to
promoting Development changes to Production, list the best
options indicating the relative strengths and drawbacks (if any) of
each.

10.30.8 The discussion should provide comprehensive information about
the Defects Tracking Tool and the scope of services necessary to
successfully install and configure the software tool. The content
may overlap the content provided in other sections of the
response, but should attempt to not directly replicate other
content.   It is acceptable to refer to the detailed information and
supporting tables, charts, and graphs provided in other sections of
the response.

10.30.9 The AOC reserves the right to purchase and install the vendor's
recommended hardware (but not install or configure the software
tool). Vendor shall not include hardware pricing in the proposal
for the Development and Production environments. Vendors are
to recommend hardware for the environments, and propose the
scope of services required to complete both Development and
Production system software installations and configurations of the
proposed tool.

10.30.10   Implementation Project Management.

10.30.11   Vendors must provide a description of the proposed project management approach and methodology that will be used to manage the proposed tool's implementation plan at an AOC designated processing center.

10.30.12   Describe vendor's project structure and how the project team will be organized. Describe what the reporting structure will be, with clear depiction of authority for the proposed tool's implementation plan.

10.30.13   The AOC prefers a Project Management Professional (PMP®) to manage the implementation plan. Vendor shall attempt to propose an Implementation Project Manager that is familiar with and supports in practice the Project Management Institute (PMI)'s *A Guide to the Project Management Body of Knowledge – Third Edition* (PMBOK® Guide), PMI guidelines and best practices.

10.30.13.1   Provide a resume of vendor's proposed Implementation Project Manager and describe how the AOC's project will be managed. Indicate the Implementation Project Manager's tenure with the vendor, number of projects delivered in similar size and complexity to the proposed tool, a summary of the product(s) installed for each project, and experience in public or government project management. Information should include name, address, physical location, telephone number, email address, office hours for Pacific Daylight Time of the designated individual. If the Implementation Project Manager is a subcontractor, briefly describe the relationship and reporting structure for this role.

10.30.13.2   The proposed Implementation Project Manager must be responsible for any multiple companies or combined third party responses that may be required to implement the proposed tool.

10.30.13.3   The proposed Implementation Project Manager must be a single point of contact that will be responsible for delivering weekly implementation progress reports to the AOC.

10.30.13.4   In the event that multiple Implementation Project Managers are required for the proposed tool (due to multiple companies or combined third party responses), one (1) Implementation Program Manager must be identified as the single point of contact for all required Implementation Project Managers. The Implementation Program Manager must report with one (1) weekly consolidated progress report that includes updates from all Implementation Project Managers, and be ultimately accountable for all of the AOC's implementation.

10.30.14   Vendors must describe how they will proactively perform SWOT analysis and formulate action plans for addressing threats and weaknesses to desired results of this RFP.

10.30.15   Describe the Implementation Project Manager's approach to action items, risks, and issues management. Describe how these items are tracked, reported on and managed to resolution during the implementation of the proposed tool.

10.30.16   Specify how knowledge transfer between the Implementation Project Managers and the Account Manager will be accomplished in order to ensure a successful implementation and smooth transition to ongoing support once the project is completed.

10.31 Defects Tracking Tool: Change Management.

10.31.1 Vendors must provide a description of the proposed change management methodology that will be used to implement the proposed tool at an AOC designated processing center and maintain ongoing support.

10.31.1.1   Describe in detail your company's change management methodology for the implementation plan. How will scope changes be managed after contract execution and once work begins with the AOC, other vendors and possibly sub-contractors? Propose a change management process to follow while executing vendor's MS Project plan to deliver the proposed tool.

10.31.1.2   Describe in detail your company's change management processes for post-implementation. How does

your company engage new clients and routinely update
them, during and after implementation for major and
interim version releases, patches and upgrades. Describe
how the Account Manager will manage ongoing changes
with the AOC.

10.31.2 Describe how software enhancement requests and changes are
prioritized and managed for version releases. Are User Groups
held to solicit software changes, and if so, how often?

10.32 **Response to Appendix C and Product Details for Source Control
Tool.**

10.32.1 Vendor must respond to Section 10.32 through 10.41.2 in order
to propose a Source Control Tool.

10.32.2 Vendor must complete the vendor response column for each of
the Appendix C: Source Control Tool Requirements.

10.32.3 Vendor must complete the Source Control Tool's corresponding
Schedules 1 and 4 of costs in Attachment 6, Cost Submission
Matrix.

10.32.4 Proposers must use the format provided in the Requirements
Workbook and in the Cost Submission Matrix. Additional
explanatory details should be kept at a minimum and clearly
referenced in a separate document using the requirement number
as a reference if the explanation cannot be contained within the
workbooks. A final, agreed to version of the Requirement
Workbook will be added to Attachment 2, Exhibit B,
Requirements, upon contract negotiations.

10.32.5 Scope of Services. In this section, include a general discussion
of the vendor's understanding of the "overall" project and the
scope of work proposed. Please indicate the number(s) and
name(s) of the proposed test tool(s) included with vendor's
proposal.

10.32.6 Describe the company's place in the marketplace and strengths
and weaknesses of the proposed tool(s). Describe what features
and benefits included in the proposed tool that is unique to your
product offering. How long has the company been selling the
proposed tool to public sector clients? Is the proposed tool
considered a core component product for the company? Provide
specific examples and explain why your software tool is the right
one.

10.32.7 Provide a listing of software installs by name for the proposed tool. Please list government customers first. If possible, also include the number of users trained, applicable scope of data conversions and implementation services provided.

10.32.8 Provide any material (including letters of support or endorsement from clients) indicative of the vendor's proposed tool capabilities.

10.32.9 Identify adapters available with the proposed tool that will facilitate integration to best of breed products to eventually form a suite of tools (whenever the AOC determines to integrate the proposed tool). Describe how the proposed tool integrates to other best of breed tools, integration features offered out-of-the-box, which adapters are included, if any, etc. In the event that there is more than one (1) suitable integration configuration to consider with the proposed tool, list options indicating the relative strengths and drawbacks (if any) of each.

10.32.10   Describe how workflow for the proposed tool, if applicable, will be planned, configured, and tested prior to implementing the changes into the Production environment. In the event that there is more than one (1) suitable workflow configuration, list options indicating the relative strengths and drawbacks (if any) of each.

10.32.11   Vendors must indicate if workflow can be integrated, configured and maintained from one (1) application point to other best of breed tools. Or, indicate if the proposed tool's workflow has to be individually configured and maintained separately. What level of technical ability is required to create new workflow processes, modify existing workflow processes?

10.32.12   Vendors must describe an approach to managing and reporting on the Source Control Tool licenses. How will the proposed tool's licenses be distributed, tracked, reported on and maintained so that license information is current, accurate and readily available?

10.32.12.1   The AOC has a strong preference for centralized license management wherein licenses can be quickly and accurately reported on without extensive training, developing cumbersome reports or continuing to use manual workarounds.

10.32.12.2   The AOC has a strong preference for all Source Control Tool software licenses to be centralized in order to

facilitate the ability to transfer licenses from one server to another for local site testing (e.g. stress and load testing licenses transferred to specific servers for specific projects at various locations). Describe how easily licenses are transferable from one server or user to another and indicate the relative strengths and drawbacks (if any) of each.

10.32.12.3   Does the proposed tool offer license reporting out of the box? How will the tool's licenses be tracked and reported on? Describe the level of reporting available for all of the proposed tool's types of licenses required for the Source Control Tool. Recommend an approach to use in order to create accurate license reports that will reflect license location, changes, detailed information per license (e.g. user, location, serial or key information, etc.) for the Source Control Tool.

10.32.12.4   How will software licenses be systematically tracked and reported on while installed in various locations? Can licenses be 'check out' or assigned and tracked to a project for a limited time, then 'checked in' or reassigned for future use? Indicate the relative strengths and drawbacks (if any) for reporting on the Source Control Tool's licenses and usage capabilities.

10.32.12.5   Does the proposed tool provide license reporting capabilities so that once a license report is created, it can be stored, retrieved and used again for quick results?

10.32.13   Vendors must describe how the proposed Source Control Tool software will be licensed for enterprise use, by seat, by server processor(s), by locations? Provide a detailed description of how the proposed tool is licensed, with pricing structure that clearly explains how the tool's licenses will be priced with maintenance.

10.33   Source Control Tool: Third-Party Products/Optional Software.

10.33.1.1   The vendor must explicitly state the name of any third-party products that are part of the proposed Source Control Tool to the AOC. For each third-party product there must be a statement about whether the vendor's contract will encompass the third-party product and/or whether the AOC will have to contract on its own for the product.

10.33.1.2   Vendors must also provide proof that they have contractual capability of providing long-term support for the third-party software components of their proposed tool(s), such as VAR agreements or access to third party source code. Consideration of these products, features or other value added components will be given where these may be of value to the AOC.

10.34   Source Control Tool: Cost Proposal.

10.34.1 Submit cost proposal separately from the rest of the technical proposal and in sealed envelope(s).

10.34.2 Use Attachment 6, Cost Submission Matrix, Schedules 1 and 4 to propose all costs, fees, expenses, and pricing for this project, including ongoing maintenance and support for five (5) years.

10.34.3 Include firm pricing for the proposed tool and a schedule of costs, aligned with the proposed implementation plan.

10.34.4 Provide work effort estimates. Please use the cost spreadsheets and the proposed implementation plan to provide work effort estimates for the AOC and contractor staff.

10.34.5 Propose a buy-back option or price discount for the existing ClearCase® and PVCS license inventory applicable to this tool outlined herein. Include the discount as a separate line item in Attachment 6, Cost Submission Matrix, Schedule 4.

10.34.6 How may your company discount pricing for the AOC based on the existing investment in the ClearCase® and PVCS products? Consider training that will be required with new tools and make the appropriate recommendations for training in Attachment 6, Cost Submission Matrix, Schedule 4.

10.34.7 Submit Attachment 5, DVBE Participation Form, as part of this section.

10.35   Source Control Tool: Customer References.

10.35.1 The AOC considers references an important part of the process in awarding a contract and will be contacting references as part of this selection. Vendors are required to provide the AOC with reference information as part of their proposals using the reference form included in this RFP (Attachment 7).

10.35.2 Vendors must provide at least five (5) client references for the proposed tool and consulting services that are similar in size and complexity to this procurement, preferably in public or government agencies. Vendors shall submit references for fully completed (live) installations. References with similar hosting arrangements are ideal too. Please inform references that they may be called by the AOC in third quarter 2007.

10.35.3 The AOC will not call vendors to tell them that their references will be contacted because all references provided will be contacted by the AOC during the selection process. Similarly, AOC will not work through a vendor's Reference Manager to complete a reference. The names and phone numbers of the project manager/customer contact must be listed. Failure to provide this information may result in the vendor not being elevated to the Finalist Presentation.

10.36   Source Control Tool: Support and Vendor Key Personnel.

10.36.1 Specify the vendor's plans to execute post-implementation and ongoing support including:

10.36.1.1   Post-Implementation support (e.g., three (3) months of on-site support after go-live).

10.36.1.2   Telephone support (include toll-free support hotline, hours of operation, availability of 12 x 7 hotline, etc.).

10.36.1.3   Special plans defining "levels" of customer support (e.g., gold, silver, etc.).

10.36.1.4   Describe availability and locality of user groups.

10.36.2 Please describe your levels of technical support, both during and post-implementation. If third party software or multiple companies will be needed to meet some of the agency's requirements, will the technical support extend to cover those areas? Explain in detail what the support relationships are included in your proposal, areas of responsibility & expertise.

10.36.3 Identify vendor(s) personnel that will be responsible for proactively managing the AOC's future product purchases and how maintenance renewals are managed with your company's customers.

10.36.4 For multiple best of breed tool(s) proposed in a single-vendor proposal, vendor(s) must describe how one (1) vendor will manage maintenance renewals of more than one (1) of the selected set of tools.

10.36.5 The AOC has a strong preference for ongoing support and maintenance renewals to terminate for all software products at the same time. How will concurrent usage of the proposed tool's licenses be tracked and reported on? Describe how your company will streamline and manage ongoing maintenance renewals for the proposed tool. Describe renewal options indicating the relative strengths and drawbacks (if any) of each.

10.36.6 If vendor is proposing more than one (1) test tool with the proposal, will each tool require individual renewal schedules? Or will all tools maintenance renew at the same time?

10.36.7 For future product purchases, will your company provide pricing for and co-terminate maintenance of new licenses so that the maintenance renewal cycle terminates at the same time of the existing licenses' maintenance? Describe how future product maintenance renewals are managed for the proposed tool, options to choose from, if any, after contract award.

10.36.8 The AOC needs to evaluate the vendor's key personnel and ongoing support and maintenance of the account. Vendor must describe the key personnel that will be responsible for implementing and ongoing support of the proposed tool. Include resumes of the proposed Vendor Project Manager, Account Manager, and other key personnel. Provide an organization chart that clearly depicts the reporting relationships for all proposed vendor key personnel. Describe how the personnel will be structured and organized, clearly illustrating lines of authority.

10.36.8.1   Describe the proposed Vendor Project Manager's role within your company's organization. Vendor shall propose a Vendor Project Manager that will serve as the primary point of contact and Vendor representative as outlined in Attachment 2, Minimum Contract Terms, section 2. Indicate the Vendor Project Manager's tenure with the vendor.

10.36.8.2   The Vendor Project Manager must be responsible for any multiple companies or combined third party responses that may be required for the proposed tool. Information should include name, address, physical

location, telephone number, email address, office hours for Pacific Daylight Time of the designated individual.

10.36.8.3   The AOC has a strong preference for Vendor Project Manager that has public or government experience related to implementing best of breed test tools. Provide at least five (5) accounts that the proposed Vendor Project Manager currently manages, or has managed with in the past three (3) years. For each account, indicate the duration of time the Vendor Project Manager has managed the account, total sales volume, number of locations this person is responsible for managing, and a summary of products in use.

10.36.8.4   Describe the proposed Account Manager's role and to whom this person reports to within your company's organization. Will the Account Manager be responsible for managing the AOC's product enhancement requests, communicating and managing software updates, and providing quotes when the AOC needs to purchase products in the future? The AOC has a strong preference for a single-point-of-contact to manage all of the AOC's account.

10.36.8.5   Describe how the Account Manager will manage and maintain the AOC's account. Indicate the Account Manager's tenure with the vendor, number of accounts currently assigned to, a summary of products used at each account, and experience in public or government account management. Information should include name, address, physical location, telephone number, email address, office hours for Pacific Daylight Time of the designated individual. If the Account Manager is a subcontractor, briefly describe the relationship and reporting structure between the subcontractor and the proposed Vendor Project Manager.

10.36.8.6   Describe the proposed Account Manager's approach and methodology for ongoing account management and maintaining customer satisfaction. How are customer product enhancements requests, product issues tracked and resolved post implementation?

10.36.8.7   For any other proposed vendor key personnel, define the anticipated role and briefly summarize their skills and qualifications. Vendors must identify positions

that will be filled by subcontractors and clearly describe to whom each shall report to. Resumes for other vendor key personnel should be included as well.

10.36.9 Proposals should clearly define any expectations vendor has of the AOC or the courts to provide any hardware, software, facilities, equipment and staff to support the proposed vendor key personnel.

10.37 Source Control Tool: Sub-Contractor Management Services, if applicable.

10.37.1.1 Describe in detail how your company will manage a sub-contractor that may be required to fulfill your proposed solution.

10.37.1.2 How will issues and conflicts be addressed by your company that may occur between the AOC and the sub-contractor? How will scope changes between the AOC and the sub-contractor be managed after contract execution and once work begins?

10.37.1.3 Identify who within your company will be ultimately responsible for resolving any issues with the sub-contractor for the AOC. Vendor must include a responsibility matrix and organization chart to depict the intended relationships between the AOC, Vendor and sub-contractor(s).

10.38 Source Control Tool: Training Plan.

10.38.1 Outline the vendor's recommendations and plans for assisting the AOC and AOC consultants to become self sufficient in supporting, maintaining, managing, and utilizing the proposed Source Control Tool. The vendor must provide a detailed plan for both technology personnel and end user training. This information must include:

10.38.1.1 How training will be implemented? Does the vendor require a separate training database instance? Highlight features and capabilities of the proposed Source Control Tool that are not previously discussed or covered above that may specifically address vendor's training plan (e.g. CBTs, Online Help, third-party reference material, etc.).

10.38.1.2	Description of the proposed training methods (classroom, lab, mentoring, etc.), and schedule that takes the Source Control Tool implementation plan into consideration.

10.38.1.3	Describe assumptions regarding prerequisite skills of the employees receiving the training. The AOC is also requesting the vendor's recommendations on the number of full time employees (FTEs) required to support this tool.

10.38.1.4	Please provide a course syllabus for each recommended course applicable to the proposed tool. For all proposed training courses, provide a clear definition of the training method, tools, assumptions and documentation that will be provided.

10.38.2 Are any third party training resources proposed? Vendor should identify third party partners, contact information, address and locations that provide training on the use of their application.

10.38.3 Discuss options and basis for costs for training technical staff and end users. Describe cost basis for training classes delivered off hours such as evening or weekend.   Also describe the train-the-trainer, System Administration and end users courses, documentation, online training and user help available to facilitate learning how to use and manage the proposed tool. Detail the training costs in Attachment 6, Cost Submission Matrix, Schedule 4 for the proposed Source Control Tool.

10.38.3.1 Do User Groups exist for the proposed tool? Are third party reference materials and user support forums available? How do you educate customers on new features and functions? Does your company provide multiple training options for staff in technical and specialist areas such as test management?

10.38.3.2 Describe the tools or methodologies your company uses to facilitate ease of use and learning amongst users of varied technical ability and knowledge. Does your proposed tool provide wizards or development tools? Are on-line forums for the proposed tool available? How prevalent and readily available are reference materials and training for the proposed tool?

10.38.3.3 Describe training services and products that are unique to your company's proposed tool. Provide specific examples and

explain why your training proposal is the right solution.

10.38.3.4 Identify any applicable training that is required specifically for Source Control Tool configuration, support and management. Ensure courses and costs are included in Attachment 6, Cost Submission Matrix, Schedule 4 as separate line items.

10.38.3.5 Identify any applicable training that is required specifically for workflow management. Ensure courses and costs are included in Attachment 6, Cost Submission Matrix, Schedule 4 as separate line items.

10.38.3.6 Vendor may be asked to conduct on-site training for the anticipated users of the system, including but not limited to end users and key AOC designated representatives to assure that the end users' and the AOC's designated project manager are satisfied.

10.38.4 Vendor shall be responsible for providing suitable and sufficient training to allow AOC-designated persons to perform the system activities associated with work assignments made by the AOC. Please include the applicable training required for the proposed tool in the MS Project plan requested in the Implementation Plan section below.

10.38.5 Please provide a summary of how your company will complete knowledge transfer of the Source Control Tool to the AOC and CCTC personnel.

10.39   Source Control Tool: Data Conversion and Test Plan.

10.39.1 In order to maximize the cost savings with data conversions, the AOC needs to seek ways to reduce the labor costs of migrating legacy source control items from assorted types of file formats and objects to a single, centralized repository. Please describe how your proposed data conversion solution will address this conversion issue.

10.39.2 This part of the response is a free narrative section. The vendor should discuss, in detail, how the Development and Production environments will be prepared for data conversion. Describe what is required from the AOC in order to ensure a smooth conversion.

10.39.3 Describe your company's experience and current capabilities to convert the following estimates of legacy data types and volumes.

The volume estimates are as of March 2007:

10.39.3.1	14,100 files in PVCS
10.39.3.2	150,000 files in ClearCase®

10.39.4 Describe your company's approach and methodology to data conversion, how the effort is managed, maintained, and ensures data integrity. In the event that there is more than one (1) suitable data conversion approach, list options indicating the relative strengths and drawbacks (if any) of each.

   10.39.4.1   Describe how your company will plan, test and manage data conversion from the existing tools to the proposed Source Control Tools. How will your company's approach to data conversion provide data integrity? How will data integrity be verified and audited?

   10.39.4.2   Please provide a data conversion test plan for the data types and volume in section 10.39.3. Describe how data conversion testing and validation is completed. Is historical information migrated with data from each legacy tool to the proposed tool? Or is some historical information only available from some of the existing legacy data in the proposed tool?

   10.39.4.3   Describe the standard Application Programming Interfaces (APIs) that will be used for converting existing data. This section is for a technical description of how APIs may be used during conversion, how data differential and integrity will be implemented, tracked and automated when converting from the existing test tool file types to the proposed Source Control Tool.

   10.39.4.4   Please include the proposed conversion of legacy data costs in Attachment 6, Cost Submission Matrix, Schedule 4.

   10.39.4.5   Please ensure necessary conversion tasks and dependencies are captured in the MS Project plan requested in the Implementation Plan section below.

10.39.5 Vendor must prepare a business and technical data conversion plan to include the following steps, at minimum:

   xi.   Determine what records to move, and then determine what reference these records have.

xii.   Export records and their references from the source user database.

xiii.   Import reference records into the target user database first, and then import intended records.

xiv.   After importing records, ensure that there are no errors. If an error has occurred, resolve the problem. If possible, avoid re-importing records.

xv.   Finish data migration, conduct quality test, and provide confirmation that the new user database is ready for use.

.

10.40   Source Control Tool: Implementation Plan.

10.40.1 The AOC anticipates that the rollout of the proposed tool to occur within 60-90 days upon contract execution and that there are many possible approaches to implementation.

10.40.2 Vendors must provide a description of the proposed implementation services required to deliver the vendor's proposal. Vendors must be able to adhere to the existing AOC processing centers and CCTC installation schedule priorities that exist at the time of contract negotiations in order to plan and implement the proposed tool. Vendor's implementation plan must include the following at a minimum:

10.40.2.1 An established, proven approach and implementation methodology for delivering and implementing the Source Control Tool at designated AOC location(s) that may be either the CCTC, an AOC processing center or both. Please describe your company's implementation approach for the proposed tool regardless of location.

10.40.2.2 Describe any known benefits and disadvantages of the proposed plan, process to follow, tasks to complete in order to install and configure the proposed tool at an AOC designated processing center.

10.40.2.3   Vendor must prepare a detailed implementation plan in Microsoft (MS) Project format to indicate how the implementation at the AOC designated processing center will be accomplished within 60-90 days. The implementation plan must include a hardware delivery schedule (that requires a ten (10) week lead time before the hardware is delivered) assigned to the AOC, proposed software tool shipping and delivery schedules, software installation, configuration, data conversion tasks, all required training and other dependencies prior to go-live

for production. The implementation plan needs to be detailed with tasks, time durations in eight (8) hour days, and include resource assumptions. Assume implementation to occur in first quarter 2008.

10.40.2.4   Vendor must provide a description of how a back out plan may be implemented for the software installations and data conversions in the event of an unforeseen problem.

10.40.3 Describe what features and benefits are unique to your products and consulting services in the area of source control tool implementations.

10.40.3.1   Identify a Technical Lead for the implementation services that will play the primary hands-on leadership role in all technical aspects of the project. Describe the Technical Lead's role, skills, qualifications, tenure with the vendor, and applicable experience to the proposed tool. If the Technical Lead is a subcontractor, briefly describe the relationship and reporting structure between the subcontractor and the proposed vendor key personnel.

10.40.3.2   Identify a QA Analyst who will be responsible for the overall quality assurance of the proposed tool. Describe the QA Analyst's role, skills, qualifications, tenure with the vendor, and applicable experience to the proposed tool. If the QA Analyst is a subcontractor, briefly describe the relationship and reporting structure between the subcontractor and the proposed vendor key personnel.

10.40.3.3   Vendors must provide a comprehensive test plan as part of the proposed Implementation Services for the Development and Production environments that outlines the vendor's proposed testing approach and methodology that will ensure the Source Control Tool is fully functional and delivered as expected for both Development and Production environments. Include a proposed test plan that describes how test scripts will be executed with the AOC, results tracked and reported on, etc. Describe how the proposed test plan conducts unit, functional and user-acceptance tests (UAT) of the Source Control Tool.

10.40.4 If the vendor is using third-party company(s) for any part of the services in this RFP, the vendor must present a description of the type of services to be provided and the percentage of the total work effort to be subcontracted. How will this service be

managed and quality assured for the AOC?

10.40.5 The implementation plan needs to have the associated costs detailed in Attachment 6, Cost Submission Matrix, Schedule 4. Vendor's implementation plan should include the following:

10.40.5.1 Recommended hardware for the Development and Production environments.
10.40.5.2 Tasks to complete installing and configuring the proposed software tool.
10.40.5.3 Tasks to identify when proposed training should occur.
10.40.5.4 Tasks for data conversion methodology.
10.40.5.5 Tasks for data conversion quality assurance methodology.
10.40.5.6 Total time line duration in eight (8) hour work days.
10.40.5.7 Vendor shall propose project staffing for the implementation plan, including descriptions of roles and expertise. Note that the ratio of vendor resources to AOC staff will be determined upon detailed project resource planning, following selection of a vendor partner.

10.40.6 This part of the response is a free narrative section. The vendor shall discuss, in detail, how the Development and Production environments will be installed and configured as part of the implementation plan. Describe what is required of the AOC in order to facilitate a smooth software tool installation and configuration.

10.40.7 Describe how approved Source Control Tool Development environment changes are promoted to the Production environment. What best practices are recommended to ensure no impact to the Production system? For example, if changes are made to the Source Control Tool in Development, describe an approach to test and promote changes to Production to ensure the changes did will not adversely affect the Production environment. In the event there is more than one (1) suitable approach to promoting Development changes to Production, list the best options indicating the relative strengths and drawbacks (if any) of each.

10.40.8 The discussion should provide comprehensive information about the Source Control Tool and the scope of services necessary to successfully install and configure the software tool. The content may overlap the content provided in other sections of the response, but should attempt to not directly replicate other content. It is acceptable to refer to the detailed information and

supporting tables, charts, and graphs provided in other sections of the response.

10.40.9 The AOC reserves the right to purchase and install the vendor's recommended hardware (but not install or configure the software tool). Vendor shall not include hardware pricing in the proposal for the Development and Production environments. Vendors are to recommend hardware for the environments, and propose the scope of services required to complete both Development and Production system software installations and configurations of the proposed tool.

10.40.10   Implementation Project Management.

10.40.11   Vendors must provide a description of the proposed project management approach and methodology that will be used to manage the proposed tool's implementation plan at an AOC designated processing center.

10.40.12   Describe vendor's project structure and how the project team will be organized. Describe what the reporting structure will be, with clear depiction of authority for the proposed tool's implementation plan.

10.40.13   The AOC prefers a Project Management Professional (PMP®) to manage the implementation plan. Vendor shall attempt to propose an Implementation Project Manager that is familiar with and supports in practice the Project Management Institute (PMI)'s *A Guide to the Project Management Body of Knowledge – Third Edition* (PMBOK® Guide), PMI guidelines and best practices.

10.40.13.1   Provide a resume of vendor's proposed Implementation Project Manager and describe how the AOC's project will be managed. Indicate the Implementation Project Manager's tenure with the vendor, number of projects delivered in similar size and complexity to the proposed tool, a summary of the product(s) installed for each project, and experience in public or government project management. Information should include name, address, physical location, telephone number, email address, office hours for Pacific Daylight Time of the designated individual. If the Implementation Project Manager is a subcontractor, briefly describe the

relationship and reporting structure for this role.

10.40.13.2   The proposed Implementation Project Manager must be responsible for any multiple companies or combined third party responses that may be required to implement the proposed tool.

10.40.13.3   The proposed Implementation Project Manager must be a single point of contact that will be responsible for delivering weekly implementation progress reports to the AOC.

10.40.13.4   In the event that multiple Implementation Project Managers are required for the proposed tool (due to multiple companies or combined third party responses), one (1) Implementation Program Manager must be identified as the single point of contact for all required Implementation Project Managers. The Implementation Program Manager must report with one (1) weekly consolidated progress report that includes updates from all Implementation Project Managers, and be ultimately accountable for all of the AOC's implementation.

10.40.14   Vendors must describe how they will proactively perform SWOT analysis and formulate action plans for addressing threats and weaknesses to desired results of this RFP.

10.40.15   Describe the Implementation Project Manager's approach to action items, risks, and issues management. Describe how these items are tracked, reported on and managed to resolution during the implementation of the proposed tool.

10.40.16   Specify how knowledge transfer between the Implementation Project Managers and the Account Manager will be accomplished in order to ensure a successful implementation and smooth transition to ongoing support once the project is completed.

10.41   Source Control Tool: Change Management.

10.41.1 Vendors must provide a description of the proposed change management methodology that will be used to implement the proposed tool at an AOC designated processing center and

maintain ongoing support.

10.41.1.1   Describe in detail your company's change management methodology for the implementation plan. How will scope changes be managed after contract execution and once work begins with the AOC, other vendors and possibly sub-contractors? Propose a change management process to follow while executing vendor's MS Project plan to deliver the proposed tool.

10.41.1.2   Describe in detail your company's change management processes for post-implementation. How does your company engage new clients and routinely update them, during and after implementation for major and interim version releases, patches and upgrades. Describe how the Account Manager will manage ongoing changes with the AOC.

10.41.2 Describe how software enhancement requests and changes are prioritized and managed for version releases. Are User Groups held to solicit software changes, and if so, how often?

10.42 **Exceptions to the RFP.**

10.42.1 Exceptions shall be clearly identified in this section and written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the AOC, and the description of the advantages or disadvantages to the AOC as a result of exceptions. The AOC, in its sole discretion, may reject any exceptions within the proposal.

10.42.2 Submit Attachment 3, Vendor's Acceptance of the RFP's Minimum Contract Terms and the proposer's markup of Attachment 2, Minimum Contract Terms, if applicable, as part of this section and the proposed software licensing agreement per tool (section 1 of Attachment 2)..

11.0   EVALUATION PROCESS

11.1   Initial Review

11.1.1 The initial review is based on pass/fail criterion and addresses the responsiveness of a proposal to the RFP requirements outlined in Section 9.0, Submission Guidelines. A proposal can be eliminated if it does not contain all proposal elements outlined in Section 9.0.

11.2   Second Review

    11.2.1 The second review will be conducted by the ETMS Team (hereinafter "Second Review Team"). The Second Review Team will score each tool for each vendor Written Proposal based on weighted evaluation criteria and functional requirements outlined in Section 12.11.2 of this document. These scores will be presented in a matrix format and the highest ranking will be identified and recommended to ETMS Management Team for review and approval.

11.3   Second Review Team

    11.3.1 The Second Review Team is comprised of representatives of the AOC and AOC Consultants. The Second Review Team worked collectively, with guidance of an outside project consultant, to compile the contents of the RFP Document. The ETMS project consultant retained by the AOC will serve on the ETMS selection team in a non-voting advisory capacity.

    11.3.2 During this review, ETMS Management Team will be asked to approve the recommendations of the Second Review Team. This review determines those proposers that will be invited to present their solutions. Criteria and weighting are outlined in Section 12.11.2 Written Proposal Table.

11.4   ETMS Management Team

    11.4.1 The Second Review Team will present proposer scores to the ETMS Management Team and identify the highest ranked proposers as approved by the Second Review Team. The ETMS Management Team will be asked to approve the recommendations of the Second Review Team.

11.5   Finalist Presentations

    11.5.1 Following ETMS Management Team approval, the highest ranked proposers (hereinafter "finalists") will be invited to present their proposed tool or set of tools to the Second Review Team with product demonstrations and key personnel interviews.

    11.5.2 Finalist presentations will tentatively take place during the fourth quarter 2007.

11.5.3 Finalists will be informed of possible dates for their Finalist presentation upon invitation to present.

11.5.4 If selected as a finalist, a vendor will be asked to identify a minimum of three (3) team members to attend a Finalist Presentations (e.g. Vendor Project Manager, Account Manager, Key Personnel). These key personnel will be interviewed during the presentation.

11.5.5 Scores used to determine and rank finalists, based upon the evaluation of Written Proposals per the criteria outlined in Section 12.11.2 of this document, will not be further considered in or accumulated for the evaluation of the Finalist Presentations. The Finalist Presentations will be evaluated and scored according to section 12.12.2, Finalist Evaluation Table.

11.5.6 Criteria and weighting are outlined in Section 12.12.2 Finalist Evaluation Table. Finalist presentations to include:

11.5.6.1 Vendor key personnel to discuss and demonstrate the proposed tool, how functional and technical requirements are met, and the levels of integration available with the proposed tool.

11.5.6.2 Product demonstrations that illustrate the proposed tool's functional and technical capabilities.

11.5.6.3 Discussions on the proposed training plan, data conversion and implementation plans will also be imperative.

11.6   ETMS Finalist Review

11.6.1 Following completion of all Finalist Presentations, the Second Review Team will calculate composite scores for each finalist and present these scores in a Finalist Selection Matrix to the ETMS Management Team.

11.6.2 If warranted, all or some finalists may be invited to return for follow up demonstrations in order to address any deficiencies from the first demonstration. The set of criteria for a follow up demonstrations, if applicable, will be determined and communicated to the invited finalists in writing, in advance of a follow up demonstration. If no follow up demonstrations are warranted, the ETMS Management Team will be asked to approve the finalist score card that clearly indicates a finalist's proposed tool(s) with the highest scores.

11.6.3 The top vendors from the Finalist Selection Matrix will be identified based on these composite scores and recommended for consideration by the ETMS Management Team. The decision to move forward with contract negotiations will be ultimately decided in this forum.

12.0   SELECTION CRITERIA AND WEIGHTING

12.1   Proposals that contain false or misleading statements may be rejected if, in the opinion of the AOC, the information was intended to mislead the state regarding a requirement of the solicitation document.

12.2   If a proposal fails to meet a material solicitation document requirement, the proposal may 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 cause a proposal to be rejected.

12.3   Proposals that contain false or misleading statements may be rejected if, in the opinion of the AOC, the information was intended to mislead the state regarding a requirement of the solicitation document.

12.4   Cost sheets will be checked only if a proposal is determined to be otherwise qualified. All figures entered on the cost sheets must be clearly legible.

12.5   During the evaluation process, the AOC may require a vendor's representative to answer questions with regard to the vendor's proposal. Failure of a vendor to respond and demonstrate in a timely manner that the claims made in its proposal are in fact true may be sufficient cause for deeming a proposal non-responsive.

12.6   Vendor scoring occurs in two phases: 1) Written Proposal Evaluation Phase and 2) Finalist Evaluation Phase. A vendor's proposed tool will be eligible for a total of 100 points per tool as outlined in Section 12.11.2 Written Proposal Table. Scoring from the Written Proposal evaluation will not be added to the scores of the Finalist Presentations. For the Finalist Evaluation Phase, a finalist's proposed tool will be eligible for up to 100 points per tool as outlined in Section 12.12.2 Finalist Evaluation Table. The evaluation points are based on a per tool basis, not the total points per vendor, in the event a vendor's proposal includes all three tools, two of the three tools, and so on. In the event of an optional, follow up demonstration, the invited finalists will be provided with the applicable criteria, including possible points to be earned, in writing.

12.7   The AOC reserves the right to pick and choose any or all tool(s) and any or all consulting services the vendor(s) proposes. The final selection of the scope of tool(s) and consulting services that the AOC will select will be determined after the Second Review Team completes evaluations of both the Written Proposals and the Finalists Presentations.

12.8   For evaluation purposes, the same evaluation criteria will be equally applied to both the proposed tool(s) and consulting services. That is if one (1) vendor proposes only one (1) tool, e.g. a Test Management Tool, and another vendor proposes both a Test Management and a Defects Tracking Tool, each vendor's proposed tool and consulting services will be evaluated equally and individually per tool. Vendors' proposed tool(s) will be evaluated in a side-by-side comparison as a single, standalone proposal for each tool and its respective consulting services. This side-by-side tool evaluation process allows vendors who offer all tools to respond to the RFP, and those vendors who offer two (2) or only one (1) tool to be able to respond to the same RFP as well and still receive fair and equal evaluation.

12.9   Vendors may pick and choose which tool to respond to in this RFP. Yet, for each tool, each vendor must propose all of the consulting services that the AOC may pick and choose from (e.g. training plan, data conversion and test plan, implementation plan) in order to be equally evaluated as a best of breed tool in the evaluation process outlined in section 12.8, above.

12.10   Please note that the AOC may choose to only select the proposed tool, training and conversion consulting services or one or the other but not both of these consulting services, and may not select implementation services. Or the AOC may choose only the selected vendor's proposed tool(s) and choose none of the consulting services at all, and so on. The final scope of the selected tool(s) and consulting services can not be determined until the Second Review Team has completed both the Written Proposal and Finalist Evaluation Phases.

12.11   Written Proposal Evaluation Phase.

12.11.1 Written Proposals will be evaluated by the AOC per the following selection criteria and weighting:

12.11.2 Written Proposal Table – 100 Possible Points Per Tool.

Criteria	Total Possible Points	Corresponding RFP Section
Company Viability Total Possible Points.		
Title Page, Company Overview, Viability, Capabilities.	2.5	10.2 through 10.11.1.8.2

Project Title: Enterprise Test Management Suite
RFP Number: ISD2007ETMS-SS

Criteria	Total Possible Points	Corresponding RFP Section
Company Viability and Total Possible Points	**2.5**	**10.2 through 10.11.1.8.2**

A. Test Management Tool.		
Response to Appendix & RFP sections: Response to Appendix A and Product Details, Third-Party Products/Optional Software.	50	10.12 through 10.13.1.2
Cost Proposal.	20	10.14 through 10.14.7
References/Support/Training: Customer References, Support and Vendor Key Personnel, Sub-Contractor Management Services, if applicable, and Training Plan.	15	10.15 through 10.18.5
Data Conversion and Implementation Plans, Change Management.	10	10.19 through 10.21.2
A. Test Management Tool Total Possible Points.	**95**	**10.12 through 10.21.2**

B. Defects Tracking Tool.		
Response to Appendix & RFP sections: Response to Appendix B and Product Details, Third-Party Products/Optional Software.	50	10.22 through 10.23.1.2
Cost Proposal.	20	10.24 through 10.24.7
References/Support/Training: Customer References, Support and Vendor Key Personnel, Sub-Contractor Management Services, if applicable, and Training Plan	15	10.25 through 10.28.5
Data Conversion and Implementation Plans, Change Management.	10	10.29 through 10.31.2
B. Defects Tracking Tool Total Possible Points.	**95**	**10.22 through 10.31.2**

C. Source Control Tool.		
Response to Appendix & RFP sections: Response to Appendix C and Product Details, Third-Party Products/Optional Software.	50	10.32 through 10.33.1.2
Cost Proposal.	20	10.34 through 10.34.7
References/Support/Training: Customer References, Support and Vendor Key Personnel, Sub-Contractor Management Services, if applicable, and Training Plan	15	10.35 through 10.38.5
Data Conversion and Implementation Plans, Change Management.	10	10.39 through 10.41.2
C. Source Control Tool Total Possible Points.	**95**	**10.32 through 10.41.2**

Exceptions to RFP Total Possible Points.		
Exceptions to RFP.	2.5	10.42 through 10.42.2 Attachments 2 and 3.
Exceptions to RFP Total Possible Points.	**2.5**	**10.42 through 10.42.2**

12.12   Finalist Evaluation Phase.

      12.12.1 Finalist Presentations will be evaluated by the AOC per the following selection criteria and weighting for each tool.

12.12.2 Finalist Evaluation Table – 100 Possible Points Per Tool.

Criteria	Total Possible Points	Explanation of Criteria
Vendor Project Manager, Account Manager, Key Personnel Interviews.	5	How well does the Vendor Project Manager, Account Manager and Key Personnel present information and address questions? How knowledgeable of the proposed ETMS tool are they? Single point of contact for ongoing maintenance and support? Address how ongoing account management will be provided. Are there clear lines of authority, roles and responsibilities within the vendor's organization?
Product Demonstration and Technical Capability.	70	Does the proposed tool: Meet most if not all functional and technical requirements? Provides ability to integrate to industry standards best of breed tools? Easy to learn and use, administer? Easy to configure, change workflow? Easy to manage, track and transfer software licenses? Offer a clear methodology to promote changes from Development to the Production environment?
Cost Discussion	10	Vendor must be able to discuss rationale for proposing all costs, including addressing reasonableness of costs in comparison to industry, and address questions pertaining to any areas that may seem over or under priced per the AOC's perception. Does discussion of cost seem reasonable? How does the vendor support the total cost of ownership for five (5) years? How well does the discussion justify the costs proposed? Does the vendor discuss costs that were not apparent in the cost proposal? Does vendor's discussion of costs indicate significant future cost impacts especially concerning future changes?
Technical Support and Post Implementation Services.	10	How well did the vendor address knowledge exchange that would occur between the vendor and the AOC and the AOC's selected data center for the proposed tool? Does it appear it would be easy to engage the vendor for various levels of support, or rigid protocol to follow? Any warranty or steady-state period considered for post-implementation? How will ongoing technical support be provided, levels of support options acceptable? Are third party reference materials and user support forums available?
Tool Plan Presentations.	5	How well does the vendor's representative(s) present the data conversion, training and implementation plans? How well did they respond to in-depth questions or challenges raised by AOC staff? Do the Account Manager and Project Manager have experience with prior ETMS tool implementations close in size and complexity? Consideration will be given to the content, quality and relevancy of the vendor's team responses.

13.0   RIGHTS

13.1   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 (1) copy of a submitted proposal will be retained for

official files and becomes a public record.

13.2 The AOC reserves the right to schedule additional optional Finalist Presentations in the event it is warranted for further clarification or remediation in the event any deficiencies are identified with the proposed tool(s) and/or consulting services plans.

13.3 The AOC reserves the right to combine one or more awards to the same proposer into one contract (even though each tool is submitted and evaluated separately.

14.0   ADDITIONAL REQUIREMENTS

14.1 It may be necessary to interview prospective service providers to clarify aspects of their submittal. If conducted, such interviews will likely be conducted by telephone conference call. The AOC will notify prospective service providers regarding the interview arrangements.

15.0   CONFIDENTIAL OR PROPRIETARY INFORMATION

15.1 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 sole opinion of the AOC, 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.

15.2 If any information submitted in a vendor's proposal is confidential or proprietary, the vendor must provide that information on pages separate from non-confidential information and clearly label the pages containing confidential information "CONFIDENTIAL."

15.3 In addition to labeling each confidential page, the vendor must include the following statement on a separate page, indicating all page numbers that contain confidential or proprietary information:

15.3.1 *The information contained on pages _____ shall not be duplicated or used in whole or in part for any other purpose than to evaluate the proposal; provided that if a contract is awarded as a result of this proposal, the AOC shall have the right to duplicate, use, or disclose this information to the extent provided*

in the contract. This restriction does not limit the right of the AOC to use the information contained herein if obtained from another source.

15.4   PROPOSALS WILL BE MAINTAINED IN CONFIDENCE BY THE AOC UNTIL ISSUANCE OF A NOTICE OF INTENT TO AWARD. UPON ISSUANCE OF A NOTICE OF INTENT TO AWARD, ALL PROPOSALS, INCLUDING PROPOSAL INFORMATION LABELED AS CONFIDENTIAL BY A VENDOR, WILL BECOME PART OF THE PUBLIC RECORD AND SUBJECT TO DISCLOSURE UNDER THE CALIFORNIA PUBLIC RECORDS ACT, EXCEPT TO THE EXTENT INFORMATION IS PROTECTED FROM DISCLOSURE BY LAW.

16.0   DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION GOALS

16.1   The State of California Executive Branch requires contract participation goals of a minimum of three percent (3%) for disabled veteran business enterprises (DVBEs). The AOC, as a policy, follows the intent of the Executive Branch program. Therefore, your response should demonstrate DVBE compliance; otherwise, if it is impossible for your company to comply, please explain why, and demonstrate written evidence of a "good faith effort" to achieve participation. Your company must complete the DVBE Compliance form and include the form with your Cost Proposal. If your company has any questions regarding the form, you should contact the individual listed in the Submission of Proposal section on the coversheet of this RFP. For further information regarding DVBE resources, please contact the Office of Small Business and DVBE Certification, at 916-375-4940 or access DVBE information on the Executive Branch's Internet web site at: http://www.dgs.ca.gov/default.htm

End of Form