|  |  |
| --- | --- |
|  | RFP Response Template |

[Insert Company Name Here]

***for the California Appellate Court***E-Filing

RFP # ITSO-2013-01-dca

**PROPOSALS DUE:**

March 20, 2013no later than 4:30p.m. Pacific Time

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1. Executive Summary

This section should be a five (5) to seven (7) page summary of the key aspects of Proposer’s response to this Request for Proposal (RFP) and the principal advantages to individual courts.

* 1. Proposer Information

Company name:

Address:

Phone:

Fax:

Federal Tax Id:

Representative Name:

Title:

Address:

Phone:

E-mail:

* 1. Overview of Proposed E-Filing Solution

***Response:***

* 1. Approach to Meet E-Filing Purpose

***Response:***

* 1. Overview of Proposer Qualifications

***Response:***

1. Organization Overview

In the following sections Proposer must provide all information requested regarding Proposer’s unique capabilities as an Information Technology (IT) Vendor.

## 2.1 Proposer’s Company Overview

1. Company Overview

|  |  |
| --- | --- |
|  | **Information** |
| **Company name** |  |
| **RFP Response lead/account executive name, title and contact information:** |  |
| **Industry (NAICS)** *(North American Industry Classification System)* |  |
| **Fiscal 2012 company revenue** |  |
| **Fiscal 2012 company net income** |  |
| **Headquarters Location** |  |
| **Date Founded** |  |
| **Company Ownership** *(i.e. private/public, joint venture)* |  |
| **Number of years Proposer has been providing Application Deployment and Application User Training services** |  |
| **Number of employees:**  **Total:**  **Deployment Services:** |  |
| **Service Delivery Locations in the Continental United States** |  |
| **End of Table** | |

## 2.2 References

Provide at least three references of customers with comparable service.

1. Reference 1

| **Reference # 1** | |
| --- | --- |
| **Customer Name** |  |
| **Industry** |  |
| **Contact Name and Title** |  |
| **Address** |  |
| **Telephone** |  |
| **Vendor’s Project Manager Name** |  |
| **Please provide the Internet links to either the service or to the courts that use the services.** |  |
| **Describe how this solution incorporates the Electronic Court Filings (ECF) standards.** |  |
| **End of Table** |  |

1. Reference 2

| **Reference # 2** | |
| --- | --- |
| **Customer Name** |  |
| **Industry** |  |
| **Contact Name and Title** |  |
| **Address** |  |
| **Telephone** |  |
| **Proposer’s Project Manager Name** |  |
| **Please provide the Internet links to either the service or to the courts that use the services.** |  |
| **Describe how this solution incorporates the Electronic Court Filing (ECF) standards** |  |
| **End of Table** | |

1. Reference 3

| **Reference # 3** | |
| --- | --- |
| **Customer Name** |  |
| **Industry** |  |
| **Contact Name and Title** |  |
| **Address** |  |
| **Telephone** |  |
| **Proposer’s Project Manager Name** |  |
| **Please provide the Internet links to either the service or to the courts that use the services.** |  |
| **Describe how this solution incorporates the Electronic Court Filing (ECF) standards** |  |
| **End of Table** |  |

1. Management Practices and Procedures
   1. Project Management and Best Practices

Describe the proposed methodologies and industry best practices that will be used to carry projects from requirements through finished deliverables, including, but not limited to, project management, milestones, phase gates, and periodic status reporting back to the courts.

***Response:***

* 1. Quality Management

Describe Proposer’s proposed quality assurance and testing practices. This should include reference to the use of any specific methodologies.

***Response:***

* 1. Personnel Management

Describe the proposed internal standards, policies, and procedures regarding hiring, professional development and human resource management.

***Response:***

* 1. Performance Management

Describe how the Proposer will plan, develop, modify, monitor, and report on contract performance.

***Response:***

1. Solution Response
   1. Implementation
      1. Describe how you will develop the proposed solution. Describe the key timelines, software development and/or data exchange development involved.

***Response:***

* + 1. Describe your system components and how they will interface to ACCMS. Include diagrams and documentation.

***Response:***

* + 1. Describe who will be responsible (Vendor, Court, AOC) to develop, host, support, and maintain each of the components described above.

***Response:***

* + 1. **Understanding that ACCMS will require parallel software development in order to receive e-filings from the vendor system, describe how you would manage the collaboration of development of the required interfaces** with ACCMS.

***Response:***

* + 1. Describe your process for supporting self-represented litigants.

***Response:***

* 1. Testing
     1. Describe your process for testing including strategy, stages, test plans, scenarios, scripts, test data and tools.

***Response:***

* + 1. Describe your process for defect identification, re-test and resolution.

***Response:***

* + 1. Describe your process for data exchange end-to-end testing; performance, stress and load testing.

***Response:***

* + 1. Describe your process for User Acceptance Testing (UAT).

***Response:***

* + 1. Describe your acceptance criteria for all stages of testing.

***Response:***

* 1. Training and On-Going Maintenance
     1. Describe your end user training and user documentation.

***Response:***

* + 1. Describe your Help Desk services and problem resolution processes.

***Response:***

* + 1. Describe your ongoing maintenance and support services (technical and business).

***Response:***

* + 1. Describe how mandatory legislative enhancements and additional features would be handled.

***Response:***

* 1. Systems Architecture
     1. Describe your system architecture and its components, including diagrams and documentation.

***Response:***

* + 1. Describe your desktop requirements and recommendations.

***Response:***

* + 1. Describe your network design specification for network security and bandwidth specifications.

***Response:***

* + 1. Describe your system hosting and availability.

***Response:***

* + 1. Describe your client web browser requirements.

***Response:***

* + 1. Describe any database software that is part of your solution.

***Response:***

* + 1. Describe your software licensing and ownership requirements.

***Response:***

* + 1. Describe how you will deal with software support for multiple tests, training, and production environments managed by AOC.

***Response:***

* 1. Systems Security
     1. Describe your authentication process.

***Response:***

* + 1. Describe your access control process.

***Response:***

* + 1. Describe your internet-based access process.

***Response:***

* + 1. Describe your security logging process.

***Response:***

* + 1. Describe your encryption protocols and standards.

***Response:***

* + 1. Describe your process for encryption of sensitive (sealed and confidential) data.

***Response:***

* 1. Installation
     1. Describe your tools for system installation.

***Response:***

* + 1. Describe your client installation process (if applicable).

***Response:***

* + 1. Describe your server installation process (if applicable).

***Response:***

* + 1. Describe patch/upgrade installation process.

***Response:***

* 1. Administration
     1. Describe your tools for system administration; include system in operation versus system down-time.

***Response:***

* + 1. Describe logging features.

***Response:***

1. Requirements Response

*Instructions:* For each requirement, provide commentary in the Response column that describes your ability to support or not support the requirement. Additional comments may be entered in the comments column and/or below.

**Check** - Proposer has fully responded to *Attachment 4 Requirements.*

***Response:***

1. Roles & Responsibilities Response
   1. Proposed Staffing

In the sections below, provide an overview of Proposer’s proposed approach to meet the key personnel roles.

* + 1. Vendor Roles and Functions

Affirm the roles and responsibilities listed in the RFP, providing recommendations for any additional roles and responsibilities not included.

***Response:***

* + 1. Curriculum Vitae

For each of the key vendor roles identified in 3.1.1, provide resumes of Proposer’s proposed personnel including years of experience in role and experience with e-filing systems.

***Response:***

* + 1. Organization Chart

Provide an organizational chart that clearly identifies the vendor team and roles that will support the solution. Include the names of Proposer’s key employees and staff positions.

***Response:***

1. Vendor Proposed Cost Recovery Model Response
   1. Cost Recovery Model

Provide a detailed explanation of proposed business models to recover vendor cost with no costs to the Judicial Branch. Alternative models may be proposed.

***Response:***

1. Additional Information
   1. Additional Options
      1. Describe any additional options to the solution, services and functionality that would accommodate the e-filing solution.

***Response:***

1. Vendor’s Standard Contract Language Response
   1. Contract Language

Provide your standard contract language to accommodate the stated deliverables/solutions. This will be used in scoring and is subject to negotiation. Please supply as a separate attachment.

1. RFP Checklist

*To prevent* *disqualification, please ensure you have included or addressed all the items below in your response.*

Included Proposer Company’s Name, Address, Telephone, and Fax numbers, and Federal identification number

Included Proposer’s representative’s Name, Title, Address, telephone, and Email Address

Included California Seller’s permit or certification of registration

Included proof of good standing and qualification to conduct business in California

Included current business license, professional certification or other credentials

Attachment 2: Completed Attachment 2, Vendor Data Record

Attachment 3: Completed Attachment 3, Conflict of Interest Certification Form, as per instructions

Attachment 4: Completed Attachment 4, Phase 1 Functional and Technical Requirements and

Phase 2 Functional and Technical Requirements, according to the instructions listed in Attachment 4.

Attachment 5: Completed Attachment 5, RFP Response Template

Executive Summary

Organization Overview

Management Practices and Procedures

Solution Response

Requirements Response

Roles and Responsibilities Response

Vendor Proposed Funding Model Response

Alternate Proposal

Vendor’s Standard Contract Language