

REQUEST FOR PROPOSALS

SAN LUIS OBISPO

REGARDING:

SAN LUIS OBISPO CASE MANAGEMENT SYSTEM REPLACEMENT
ISD – 06192012 - SLO

PROPOSALS DUE:

7/18/2012 NO LATER THAN 4:30 P.M. PACIFIC TIME

1.0 BACKGROUND INFORMATION

1.1 Judicial Council of California

The Judicial Council of California, under the leadership of the Chief Justice, is the policymaking body of California's judicial branch. In accordance with the California Constitution, the council is responsible for ensuring the consistent, independent, impartial, and accessible administration of justice. The California Constitution directs the council to improve the administration of justice by surveying judicial business, recommending improvements to the courts, and making recommendations annually to the Governor and the Legislature. The council also adopts rules for court administration, practice, and procedure, and performs other functions prescribed by law. The council performs most of its work through advisory committees and task forces.

1.2 Administrative Office of the Courts (AOC)

The AOC is the staff agency to the Judicial Council and assists both the council and its chair in performing their duties. The Information Services Division (ISD) is responsible for the development, acquisition, implementation, and support of automated systems in the appellate courts and the AOC. Over the past several years, the AOC scope of responsibility has broadened to include coordination of technological developments in some of the trial courts.

1.3 CCSM V4 Termination

The California Court Case Management System (CCMS) was a statewide initiative to develop and deploy a unified case management system for all 58 superior courts within the state. CCMS was designed to reduce operating costs, increase efficiency, and give Californians an unprecedented level of access to their courts. During the March 27, 2012, Judicial Council business meeting, the council unanimously voted to terminate CCMS V4 deployment due to the current budgetary constraints. San Luis Obispo Superior Court was identified as an early adopter court for the CCMS product and in the wake of the Judicial Council decision to terminate the project, replacing the Court's failing CMS has become a top priority.

1.4 San Luis Obispo Superior Court and the AOC

The AOC, on behalf of the San Luis Obispo Superior Court, is seeking vendors to provide information technology products and services for a replacement Case Management System (CMS) for the San Luis Obispo Superior Court of California. The agreements will be between the selected vendor and the San Luis Obispo Superior Court. The product being sought is a replacement CMS application with a Document Management System (DMS) solution. The services being sought include vendor-provided requirements for the infrastructure necessary to implement the CMS/DMS solution, implementation services, training, and a network and desktop assessment with recommendations, in order to ensure that an adequate desktop and network infrastructure is in place to support the CMS/DMS solution. This network and CMS/DMS infrastructure design should include required CMS/DMS servers, network servers, and a

standard desktop environment, in order to provide efficient service to the court, justice partners and the public. These products and services will also require ongoing application maintenance and support pursuant to the software service license and maintenance agreements. The combination of products and services will be utilized to deliver case management services to court managers, operations staff, courtroom staff, judicial officers, non-judicial staff, as well as to state and local justice partners of the San Luis Obispo Superior Court.

2.0 DESCRIPTION OF GOODS AND/OR SERVICES

2.1 Purpose

The purpose of this Request for Proposal (hereinafter called the RFP) is to obtain written proposals for a judicial court case management system (CMS), Document management system (DMS) and accompanying implementation services to support a thirteen-month implementation of a single, all-case-type CMS and DMS for the San Luis Obispo Superior Court. This RFP also includes deployment services, training of all judicial and non-judicial personnel who may utilize the system, and ongoing maintenance and support. The purpose of the project is to provide San Luis Obispo with a state-of-the-art CMS/DMS, and a local hosting solution. A locally hosted solution should include the design of the CMS and DMS infrastructure and network infrastructure at the court that can support and uphold the proposed CMS/DMS solution.

2.2 Goal

The primary goal of the RFP is to replace San Luis Obispo Superior Court’s existing legacy systems with a CMS/DMS solution. The selected CMS/DMS and associated services should be modern, efficient, reliable, economical and proven. It is also the goal of this RFP to engage an experienced vendor capable of executing an efficient project within the thirteen-month timeframe and also within budget.

2.3 Scope

The scope of the RFP is to obtain case management software, licensing, implementation services, network and infrastructure recommendations, and a hosting solution for the CMS/DMS applications. Data conversion services are outside of the scope of this RFP. The hosting proposals being sought are for a San Luis Obispo Superior Court locally-hosted solution only.

Component	Essential Technology or Service
Case Management System Application	<ul style="list-style-type: none"> • Compliant with functional requirements (<i>Attachment 7</i>) • Current with state laws, federal regulations, rules of court, calculations of fees & fines distribution, and administrative requirements (<i>Attachment 1</i>) • Responsive to changes in state laws, federal regulations, rules of court, and administrative requirements (<i>Attachment 1</i>) • Scalable system to accommodate court size, court users, data volume, and public web users • Data security

Component	Essential Technology or Service
	<ul style="list-style-type: none"> • Database agnostic • Document Management System (DMS) compatible • E-filing capable • Web-based public-facing portal • Standard desktop configuration requirements (<i>Attachment 9</i>) • State and local data exchange compliant • Configurable workflow to actively process cases using automated and manual work queues
Local Hosting Solution Design	<ul style="list-style-type: none"> • Proposed CMS/DMS application, all sub-components, and associated hardware and software are in compliance with infrastructure, application, and security requirements (<i>Attachment 13</i>) • Hardware requirements specifications for efficiently handling the processing needs of San Luis Obispo Superior Court, state and local Justice Partners, and the public • Third Party Software requirements • Network security and bandwidth specifications • Systems management (administration, change management, security, data recovery, and disaster recovery)
Deployment Services	<ul style="list-style-type: none"> • Deployment project plan with schedule depicting deployment timeline • Deployment approach that includes: <ul style="list-style-type: none"> ○ Project management <ul style="list-style-type: none"> - Work break-down by resources - Resource plan loading - Project management tools ○ CMS environments design, acquisition specifications, and build instructions providing technical assistance to the Court technical staff ○ Functional Requirements Gap Analysis ○ Deployment Plan ○ Training Plan ○ Integration Plan ○ Cutover Plan • Vendor resources for implementation, testing, training and cutover activities: <ul style="list-style-type: none"> ○ Environment Specifications ○ Infrastructure build, CMS and DMS software load, and global configuration setup services ○ Implementation Services ○ Baseline Configuration ○ Setup and Administration ○ Documentation ○ Testing of Business Functionality and Validation using

Component	Essential Technology or Service
	<p>valid business cases with known and expected results</p> <ul style="list-style-type: none"> ○ Integration testing ○ End-User Training/Knowledge Transfer ○ User Acceptance planning, coordination, testing (end-to-end integration testing) and court acceptance ○ Go-Live Support ○ Post-implementation support and project closeout
Maintenance and Support	<ul style="list-style-type: none"> ● Maintenance and support that complies with the Court’s Minimum Terms and Conditions (<i>Exhibit XX of Attachment 2</i>) which shall include but not be limited to: <ul style="list-style-type: none"> ○ Application Software Licensing ○ Application Support and Technical Support for local hosted solution ○ End-user and technical support ○ Provision of periodic maintenance, legislative updates, and security upgrades per service-level standards and support agreements ○ Global configuration changes necessary to support business changes ○ Emergency support for break-fix situations
Warranty	<ul style="list-style-type: none"> ● Service Warranty that complies with the Court’s Minimum Terms and Conditions (<i>Attachment 2</i>) ● Licensed Software Warranty that complies with the Court’s Minimum Terms and Conditions (<i>Attachment 2</i>)

The implementation of CMS and DMS applications includes:

- Providing CMS and DMS application software that meet the functional requirements for San Luis Obispo Superior Court (*Attachment 7*)
- Analyzing trial court operations to effectively use the CMS and DMS applications
- Installing, configuring, and testing the CMS and DMS applications according to the business rules of the Court
- Maintaining the CMS application for changes in regulatory requirements, application enhancements, common configuration changes, and fixing program defects
- Training technical staff on the administration and support of CMS and DMS applications and the infrastructure equipment to ensure reliable service
- Cutover and post go-live services
- Working in cooperation with the San Luis Obispo Superior Court, the AOC, state and local Justice Partners and any other necessary vendors in order to make the CMS available in a manner that ensures a high quality of service to users

The recommendation for a trial court network infrastructure includes:

- Desktop assessment with hardware and software recommendations
- Network assessment and design specifications

- Server specifications and design, with build instructions providing technical expertise to the Court's IT for the CMS/DMS solution
- Integration support for the network infrastructure to function with the CMS and DMS
- Data Integration support ensuring connectivity for all required state and local Justice Partners.

Local Hosting Solution includes:

- Providing the design specifications and acquisition details for locally hosted CMS and DMS applications, including production and non-production environments to run the CMS and to support DMS applications, using modern proven technology that is in compliance with the infrastructure requirements (*Attachment 13*)
- Providing a network assessment with recommendations to adequately handle anticipated networking loads and access for the CMS/DMS proposed solution
- Providing a desktop workstation assessment and providing the necessary software, hardware and operating system requirements for the Court's desktop images
- Integrating the CMS and DMS servers and network servers with the network infrastructure and desktop workstations
- Working in cooperation with the San Luis Obispo Superior Court, the AOC, state and local Justice Partners and any other necessary vendors, in making the CMS available in a manner that assures a high quality of service to users.
- Document Management Services including any additional hardware and third party software recommendations
- Providing CMS and DMS configurations
- Assisting in DMS scanners setup, configuration, training, and business use

2.4 Deployment Services

It is the aim of the Court to appoint an experienced vendor capable of executing an efficient project within the agreed-upon schedule and budget. Based on the goals detailed in section 2.2, prepare a deployment approach and implementation plan that will meet the high-level tasks for this project. The deployment approach should include resource loading necessary for implementation activities. Deployment Services proposals should consult the following project management, solution design and implementation planning suggestions.

2.4.1 Deployment Approach:

- Project Management
The vendor will develop a comprehensive project management plan. The proposed plan will be used to track and control project progress as well as provide weekly updates. Additional project management tasks will include but may not be limited to:
 - Scheduling project kick-off and project status meetings
 - Developing and presenting a project plan and schedule, and updating as necessary

- Managing, monitoring and controlling project activities and progress
- Breaking down work by resources
- Resource Plan loading
- Use of project management tools
- Use of project change requests, issue and risk documentation, and status reporting in order to track the project
- Preparing and distributing weekly status reports to designated stakeholders

- CMS Environments Design
Vendor will provide a formal design, acquisition inventory list, and build instruction of what will become the CMS/DMS solution implementation environment. When describing your approach to designing the solution environment keep in mind that the Court and vendor should eventually have joint validation work sessions to plan the installations, including identification of the requirements for hardware and network provisioning

- Functional Requirements Gap Analysis
Vendor will iteratively review configurations and develop business processes that take advantage of the new available functionality of the CMS product and document the functional requirements including, but not limited to, requirements for each case type and role. When describing how you will determine and deal with functional gaps, the description should include requirements validation and gap analysis work sessions with Court subject matter experts. This phase should include forms, notices, and reports requirements. This phase should also include reviews of any required additional modules such as financials, automation, minutes, notes, and public portal.

- Implementation Plan
Provide a detailed implementation plan that includes the following, as well as assumptions, necessary Court staff, and required skill sets:
 - Implementation timeline not to exceed 13 months
 - Infrastructure design, hardware and software inventory acquisition list, and build instructions
 - Software loads
 - Base system ready date
 - Resources and responsibilities
 - Base and local system setup
 - Business process change strategy
 - Testing strategy
 - Training strategy
 - Planned communication to stakeholders
 - Go-Live support approach and planning
 - Risk analysis and contingency planning
 - Post-implementation approach and support planning

- Integration Plan
Describe your approach to integration planning in order to replace and/or support existing data exchanges for state and local Justice Partners. The proposed integration plan should describe how the vendor will analyze the integration requirements (*Attachment 11*) and should reference national standards like NIEM where relevant.

2.4.2. Vendor Resources and Implementation Activities:

- Implementation Services
Vendor and the Court will implement the user acceptance test and production environments solution. Vendor and the Court will execute the implementation plan defined—that includes an emphasis on implementation, cut-over, risk and contingency planning, post-implementation support planning, and knowledge transfer and transition strategy.
- Set-Up and Administration
The vendor will work with the Court to have the appropriate hardware required for the CMS/DMS solution installed. Vendor will install and configure the CMS solution into the Court environment. Vendor will train the Court staff in the installation, administration, system updating, tuning, and troubleshooting procedures.
- Application Configuration
With guidance from designated Court staff, vendor will work with the Court to build the application configuration that will serve as the foundation of the CMS and DMS.
- Reports and Forms
The vendor will work with the Court to identify reports and forms required as well as codified values that should be included in the new CMS and DMS configuration.
- Documentation
The vendor is responsible for creating the standard operational documentation. The vendor working with the Court will create user and system administration manuals that are required by the Court.
- Testing of Business Functionality and Validation
The Vendor and the Court will train several groups of Court testers in the use of the system using the approved configuration and documentation. The Court testers with vendor business leads will then conduct system testing and validation of the configuration. They will draw from their experience and also use the test cases created by the vendor, working with Court subject matter experts. Configuration and application fixes will be regression tested and reexamined by Court testers with the assistance of vendor business leads until testing results meet the agreed upon exit criteria.

- End User Training/Knowledge Transfer
The vendor will train the Court trainers through court acceptance. The Court trainers utilizing vendor-provided core documentation will create, with vendor's assistance, the training program, including documentation as desired. Training programs should include but not be limited to:
 - Baseline End-User Training
 - Specific Case Processing by Functional Area
 - System Administrator Training

- Technical Support & Operations Knowledge Transfer
The vendor will train the Court technical staff and provide the necessary documentation and procedures. Training programs should include but not be limited to:
 - System Operations training and documentation

- User Acceptance Activities
The vendor will provide resources to coordinate and support all UAT activities utilizing the Court and vendor SMEs.

- Go-Live Support
The vendor will provide resources for go-live activities ensuring a seamless business transition utilizing the new CMS/DMS solution. Two distinct cutovers are to be included in the implementation plan:
 - Criminal and Traffic
 - Civil, Juvenile and Juvenile dependency
 - Each cutover should be separated by a minimum of four to six weeks

- Post Implementation Support and Project Closeout
The vendor will provide business and technical support of the CMS and DMS solutions to ensure a successful implementation by the user community. The vendor will provide application support, track and resolve issues that are uncovered, assist the Court in performing any necessary system tuning to maintain acceptable system performance (*as per service levels detailed in Exhibit XX of attachment 2*), finalize technical documentation, and finalize knowledge transfer to the Court. The vendor will perform project closeout tasks to transfer project roles to Court for ongoing operational support of the new system and document lessons learned.

2.5 Guidelines for Deployment Services Deliverables

The goal of this project is to have a new CMS and DMS installed and configured within thirteen (13) months after a contract is signed. Based upon these goals and the capacity of your company, prepare a deployment schedule, project plan and deployment budget.

- Describe your implementation planning (including project management) process.

- Describe your recommendation for roles your company personnel will assume and the roles that Court staff should assume in the implementation process.
- Respond to the following questions that relate to specific issues:
 - (1) Describe how you would facilitate any required interfaces or electronic tools that have been purchased and/or installed and may be copyrighted. Examples of local interfaces may include jail management systems, booking systems, juvenile detention management systems, imaging systems, and probation systems.
 - (2) Describe the process involved in implementing any required specific configurations, e.g., local ordinances, terms of probation and pretrial release, and creation of standard local documents using case management information. Include any local Court personnel required to accomplish the task.
- Describe your process for coordinating user acceptance.
- Describe your process for change management.
- Describe your process for critical defect scenarios.
- Describe your process for coordinating software upgrades and version management.
- Describe the process employed to track and report progress in system deployment.
- Describe the process and standards employed in determining when phases of deployment are satisfactorily completed.
- Describe the process involved in implementing any required state and local configurations, e.g., implementation of state statutes and rules, creation of standard state documents, state calendar, etc. Include any Court personnel required to accomplish the task.
- Describe the process involved in assessing and recommending the required hardware and software that will ensure improved performance for the end-users is achieved, and that it is scalable to meet the future needs of the Court.

3.0 ROLES & RESPONSIBILITIES

3.1 Vendor Roles and Function

<u>Role</u>	<u>Function</u>
Project Sponsor	The Project Sponsor will provide executive oversight and the following: <ul style="list-style-type: none"> • Leadership and resources to support project success • Participation in escalation discussions as appropriate
Project Manager	The Project Manager will plan and manage delivery of tasks as specified. The Project Manager is responsible for: <ul style="list-style-type: none"> • Managing vendor responsibilities and resources throughout the full project life cycle • Ensuring all activities are coordinated with Court resources
Architect	The Architect will provide technical leadership as well as be responsible for the design, hardware and software acquisition list, build instructions of the

	CMS and DMS solution, and the associated implementation tasks.
Business resources (configuration)	The Business resources will provide the business expertise in case management, as well as business analysis experience with “as-is” and “to-be” systems. These resources will also bring field expertise in implementing interfaces as well as development of business rules, workflows and reports. These resources will be responsible for transitioning CMS knowledge to Court staff over the course of the entire project.
Testing resources	The Testing resources will: <ul style="list-style-type: none"> • Execute functional testing of the core CMS and DMS applications against the functional requirements detailed in Attachment 7 (including that which represents functionality provided by the Court’s current CMS configuration—including but not limited to all extracts and interfaces—plus additional functionality available to the Court, except where explicitly agreed to by both Court and vendor) • Support testing of the Court-specific configuration • Work with Court Subject Matter Experts by providing test scripts and coordinating each test phase (including unit testing, integration testing, and user acceptance testing) • Validate expected results
Programming resource	The Programming resources will provide expertise in development of the core CMS application, as well as support for configuration items and required interfaces.

3.2 Court Roles and Function

Project Sponsor	The Project Sponsor will provide executive oversight and the following: <ul style="list-style-type: none"> • Leadership and resources to support project success • Participation in escalation discussions as appropriate
Project Manager	The Project Manager will plan and manage delivery of tasks as specified. The Project Manager is responsible for managing Court responsibilities and resources throughout the full project life cycle.
Business resources	The Business resources will provide the business expertise in the Court’s processing. These resources will be able to provide the vendor with case type and process-specific information for all phases of the project. Resources, including testing personnel, will be required specific to case-type processing, accounting processing, interface requirements, network and environment, and reporting.

3.3 Vendor Project Responsibilities

The vendor will meet the following responsibilities to support completion of project tasks and delivery schedule.

The vendor Project Manager, in collaboration with vendor resources, will:

- Work jointly with the Court to ensure project success

- Develop and maintain a Court-approved project plan and manage necessary vendor and Court resources with assistance from the Court Project Manager
- Develop and ensure timely completion of all necessary tasks required to meet the project delivery schedule
- Provide necessary assistance and support to the Court Project Manager regarding issues requiring CMS and DMS implementation decisions
- Have knowledge of Court standards, procedures and business processes, as generally implemented in the industry, and be able to designate vendor support personnel who may be required to participate on project teams
- Keep the Court Project Manager apprised of business, organizational and technical issues that may have an impact on the performance and delivery of this project
- Work with the Court Project Manager on issues and risks that may cause delays in the delivery schedule
- Maintain issue and resolution documentation and provide status reports
- Agree to timely resolution of issues and completion of tasks within the Vendor's scope of responsibility that are causing delay to the delivery schedule

3.4 Court Project Responsibilities

The Court will meet the following responsibilities to support implementation tasks and the delivery schedule. The Court Project Manager, in collaboration with Business resources, will:

- Develop a separate project plan detailing all necessary Court tasks and resources required to meet the project delivery schedule
- Work jointly with vendor to ensure project success
- Collaborate with the vendor to ensure timely completion of Court responsibilities to support the project delivery schedule
- Provide assistance and support to the vendor Project Manager regarding issues requiring Court-specific decisions and actions
- Have knowledge of Court standards, procedures, business processes and strategic goals, and be able to designate support personnel who may be required to participate on project teams
- Keep the vendor Project Manager apprised of business, organizational and technical issues that may have an impact on the performance and delivery of this project
- Work with the vendor Project Manager on issues and risks that may cause delays in the delivery schedule

The Court will provide the vendor access (during normal business hours and other mutually agreed-upon times) to Court functional, technical and business staff, facilities, and equipment. The Court will provide assistance and cooperation, complete and accurate information/data, and access to, if required:

- Systems and networks
- Current processes and procedures
- Workflow diagrams
- Architectural designs
- On-site resource personnel as needed for functional and technical reviews

The Court will provide technical support for Court-supplied infrastructure and components including responsibility for network connectivity, network performance, and network configuration issues. The Court will agree to timely resolution of issues and completion of tasks within the Court’s scope of responsibility that are causing delay to the delivery schedule.

4.0 TIMELINE FOR THIS RFP

4.1 Proposed Procurement Schedule

Proposals are due by July, 18, 2012. Application demonstrations are to be held starting two weeks after the RFP submission deadline. It is the Court’s intention to have a signed contract within sixty (60) days of the RFP submission deadline.

No.	Key Events	Key Dates
1	AOC issues RFP on behalf of San Luis Obispo Superior Court	6/19/12
2	Deadline for proposers to register for Pre-Proposal {Q&A} Conference	6/27/12
3	Pre-Proposal Conference (2:00 PM – 5:00 PM PDT via Conference Call)	7/9/12
4	Deadline for proposers to submit questions, requests for clarifications or modifications to Solicitations@jud.ca.gov	7/10/12
5	Post Vendor Questions and Court/AOC Answers	7/12/12
6	Vendor Solicitation Specifications Protest Deadline	7/13/12
7	Proposal due date and time (4:30 PM, PDT)	7/18/12
8	Invitations for Demonstrations	7/26– 8/1/12
9	Presentations (solution demonstrations and interviews)	8/2-8/8/12
10	Pre-Pricing evaluation	8/9-8/13/12
11	Cost Portion of Proposals Public opening	08/14/12
12	Notice of intent to award	8/21/12
13	Execution of contract between vendor and San Luis Obispo Superior Court	9/14/12

4.2. PRE-PROPOSAL CONFERENCE

The AOC and Court will hold a pre-proposal conference on the date identified in the timeline above. The pre-proposal conference will be held via conference call. Email Solicitations@jud.ca.gov to register for the conference. Attendance at the pre-proposal conference is optional. Proposers are encouraged to attend.

5.0 RFP ATTACHMENTS

The following attachments are included as part of this RFP.

5.1 Contractual Attachments

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs (IT Goods and Services)	These rules govern this solicitation.
Attachment 2: Court Standard Terms and Conditions	If selected, the person or entity submitting a proposal (the “Proposer”) must sign a Court Standard Form Agreement containing these terms and conditions (the “Terms and Conditions”).
Attachment 3: Proposer’s Acceptance of Terms and Conditions	On this form, the Proposer must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions.
Attachment 4: Vendor Data Record Form	This form contains information the Court requires in order to process payments and must be submitted with the proposal.
Attachment 5: Iran Contracting Act Certification (<i>If award is \$1,000,000 or greater</i>)	Proposer must complete the Iran Contracting Act Certification and submit the completed certification with its proposal.
Attachment 6: Conflict of Interest Certification	On this form, the Proposer indicates that there is no interest that would constitute a conflict of interest under California Law

5.2 CMS Requirements and Court Informational Attachments

ATTACHMENT	DESCRIPTION
Attachment 7	Business and Functional requirements
Attachment 8	Testing Requirements
Attachment 9	Configuration Requirements
Attachment 10	Training Requirements
Attachment 11	Integration Requirements
Attachment 12	Network-Desktop Requirements
Attachment 13	Application/Architecture/Security Requirements
Attachment 14	DMS Requirements
Attachment 15	San Luis Obispo Court Information
Attachment 16	SLO CMS RFP Costing Matrix
Attachment 17	RFP Response Template

5.3 CMS Functional Requirements Exhibits

ATTACHMENT	DESCRIPTION
Exhibit A	Manual of Accounting
Exhibit B	Bail Calculation and Recalculation Process
Exhibit C	JBSIS Implementation Manual

6.0 PAYMENT INFORMATION

- 6.1 Milestone payments for services.
- 6.2 Retention of 10 % of the total cost of services payable upon final acceptance and go-live.
- 6.3 Payment for vendor and third-party software upon productive use.
- 6.4 Reimbursable expenses will be allowed per exhibit XX of attachment 2.

7.0 SUBMISSIONS OF PROPOSALS

- 7.1 Vendors should respond to each and every section of this RFP and all attachments and sub-exhibits. An RFP response template has been included (*Attachment 17*) for standardization of responses. Proposals should provide straightforward, concise information that satisfies the requirements of the “Proposal Contents” section below. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the RFP’s instructions and requirements, and completeness and clarity of content.
- 7.2 The Proposer must submit its proposal in two parts, the non-cost portion (*Attachments 2, 3, 4, 5, 6 & 17*) and the cost portion (*Attachment 16*).
 - A. The Proposer must submit **one (1) original and 6 copies** of the non-cost portion (*Attachment 2, 3, 4, 5, 6 & 17*) of the proposal. The original must be signed by an authorized representative of the Proposer. The Proposer must write the RFP title and number on the outside of the sealed envelope.
 - B. The Proposer must submit **one (1) original 2 copies** of the cost portion (*Attachment 16*) of the proposal. The original must be signed by an authorized representative of the Proposer. The original cost portion (and the copies thereof) must be submitted to the Court in a single sealed envelope, separate from the non-cost portion. The Proposer must write the RFP title and number on the outside of the sealed envelope.
 - C. The Proposer must submit an electronic version of the entire proposal on CD-ROM. The files contained on the CD-ROM must be in PDF, Word, or Excel formats.

7.3 Proposals must be delivered by the date and time listed on the coversheet of this RFP to:

Administrative Office of the Courts
Attn: Nadine McFadden, RFP # ISD – 06192012 - SLO
455 Golden Gate Avenue
San Francisco, CA 94102-3688

7.4 Late proposals will not be accepted.

7.5 Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g., FedEx), or delivered by hand. Proposals may not be transmitted by fax or email.

8.0 PROPOSAL CONTENTS

8.1 Non-Cost Portion. The following information must be included in the non-cost portion of the proposal (*Attachment 2, 3, 4, 5, 6 & 17*). A proposal lacking any of the following information may be deemed non-responsive.

- A. Proposer's name, address, telephone and fax numbers, and federal tax identification number. Note that if Proposer is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.
- B. Name, title, address, telephone number, and email address of the individual who will act as Proposer's designated representative for purposes of this RFP.
- C. Names, addresses, and telephone numbers of a minimum of 3 clients for whom the Proposer has provided similar goods. The Court may check references listed by Proposer.
- D. For each key staff member: a resume describing the individual's background and experience, as well as the individual's ability and experience in conducting the proposed activities.
- F. Proposed approach and methodology employed to complete the work.
- G. Acceptance of the Terms and Conditions (*Attachment 3*)
 - i. The Proposer must either indicate acceptance of the Terms and Conditions or clearly identify exceptions to the Terms and Conditions. An

“exception” includes any addition, deletion, qualification, limitation, or other change.

- ii. If exceptions are identified, the Proposer must also submit a red-lined version of the Terms and Conditions (*Attachment 2*) that clearly tracks proposed changes, and a written explanation or rationale for each exception and/or proposed change.

H. Certifications, Attachments, and other requirements

- i. Proposer must include the following certification in its proposal (*Attachment 6*). Proposer has no interest that would constitute a conflict of interest under California Public Contract Code sections 10365.5, 10410 or 10411; Government Code sections 1090 et seq. or 87100 et seq., or rule 10.103 or rule 10.104 of the California Rules of Court, which restrict employees and former employees from contracting with judicial branch entities.
- ii. Proposer must submit with its proposal, for itself and each of its affiliates that make sales for delivery into California, a copy of either (i) a California seller's permit issued under Revenue and Taxation Code section 6066 et seq. or (ii) a certificate of registration issued under Revenue and Taxation Code section 6226.
- iii. If Proposer is a corporation, proof that Proposer is in good standing and qualified to conduct business in California.
- iv. Copies of current business licenses, professional certifications, or other credentials.
- v. Proof of financial solvency or stability (e.g., balance sheets and income statements).

8.2 Cost Portion. The following information must be included in the cost portion of the proposal (*Attachment 16*).

A. IT Goods:

- i. CMS/DMS (Schedule 1) Application Software licensing – Supply any and all estimated software application licensing costs.

B. IT Services:

- i. Professional Services (Schedule 2) – Supply any and all estimated Professional Services costs by implementation phase and activity in section 1, as well as any and all assumed Court participation in section 2.

- ii. Maintenance and Support (Schedule 3) – Supply three years of costs for M&S.

NOTE: It is unlawful for any person engaged in business within this state to sell or use any article or product as a “loss leader” as defined in Section 17030 of the Business and Professions Code.

9.0 OFFER PERIOD

A Proposer's proposal is an irrevocable offer for ninety (90) days following the proposal due date. In the event a final contract has not been awarded within this period, the Court reserves the right to negotiate extensions to this period.

10.0 EVALUATION OF PROPOSALS

The cost portion of proposals will be publicly opened on 08/14/12 at the AOC in San Francisco, California. At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents.

- Proposals that contain false or misleading statements may be rejected if, in the opinion of the Court or the AOC, the information was intended to mislead the state regarding a requirement of the solicitation document.
- 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 also cause a proposal to be rejected.
- 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.
- During the evaluation process, the Court or 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 nonresponsive.
- A vendor is eligible for a total of 100 points for the written proposal.
- Written proposals will be evaluated by the Court and the AOC per the following selection criteria and weighting:

Category	Factors		Total Possible Points
Contract Terms	Degree to which the Proposal accepts contract terms in Attachment 2 including compliance with regulatory and statutory requirements	Total Score	10
Meeting Business Requirements and Deployment Services deliverables	Degree to which the vendor's proposed solution meets the functional requirements Ability to manage and execute a successful implementation and smooth migration from any existing platforms	Total Score	20
Deployment Services Proposal	Ability to manage and execute a successful implementation and smooth migration from any existing platforms	Total Score	20
Purchase Price	Overall Cost, including any ongoing support and maintenance that may be required by the Court or its agents	Total Score	50
Grand Total Points			100

11.0 PRESENTATIONS (SOLUTIONS DEMONSTRATIONS AND INTERVIEWS)

The Court may conduct interviews with Proposers to clarify aspects set forth in their proposals or to assist in finalizing the ranking of proposals. The interview process may require a demonstration. The interview may also require a demonstration of equivalence if a brand name is included in the specifications. The interviews may be conducted in person or by phone. If conducted in person, interviews will likely be held at the Court's offices. The Court will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The Court will notify eligible Proposers regarding interview arrangements.

12.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

One copy of each proposal will be retained by the Court for official files and will become a public record. California judicial branch entities are subject to rule 10.500 of the California Rule of Court, which governs public access to judicial administrative records (see www.courtinfo.ca.gov/cms/rules/index.cfm?title=ten&linkid=rule10_500).

If information submitted in a proposal contains material noted or marked as confidential and/or proprietary that, in the Court's sole opinion, meets the disclosure exemption requirements of Rule 10.500, then that information will not be disclosed upon a request for access to such records. If the Court finds or reasonably believes that the material so marked is **not** exempt from disclosure, the Court will disclose the information regardless of the marking or notation seeking confidential treatment.

13.0 DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION GOALS

The Court has waived the inclusion of DVBE participation in this solicitation.

14.0 PROTESTS

Any protests will be handled in accordance with Chapter 7 of the Judicial Branch Contract Manual (see www.courts.ca.gov/documents/jbcl-manual.pdf). Failure of a Proposer to comply with the protest procedures set forth in that chapter will render a protest inadequate and nonresponsive, and will result in rejection of the protest. The deadline for the Court to receive a solicitation specifications protest is 7/13/12.

Protests should be sent to:

Administrative Office of the Courts
Attn: Nadine McFadden, *RFP # ISD – 06192012 – SLO: Protest*
455 Golden Gate Avenue
San Francisco, CA 94102-3688