



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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TO: **POTENTIAL PROPOSERS**

FROM: Administrative Office of the Courts
Information Services Division

DATE: October 13, 2009

SUBJECT/PURPOSE OF MEMO: **REQUEST FOR PROPOSALS**
Information Services Division (ISD), a division of the Administrative Office of the Courts, seeks the services of a consultant to manage the technical service delivery of the Sustain Case Management System (CMS) program.

ACTION REQUIRED: You are invited to review and respond to the attached Request for Proposals (RFP), as posted at <http://www.courtinfo.ca.gov/reference/rfp/>:
Project Title: Service Deliver Manager Consultant Sustain Case Management System Program
RFP Number: ISD200904-CT

QUESTIONS TO THE SOLICITATIONS MAILBOX: Questions regarding this RFP should be directed to solicitations@jud.ca.gov by **October 19, 2009 no later than 1 p.m. (Pacific Time)**

DATE AND TIME PROPOSAL DUE: There will not be a pre-proposal conference for this RFP.
Proposals must be received by **November 3, 2009, no later than 3 p.m. (Pacific Time)**

SUBMISSION OF PROPOSAL: Proposals must be sent to:
Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden, RFP No. ISD200904-CT
455 Golden Gate Avenue, 7th Floor
San Francisco, CA 94102-3688

JUDICIAL COUNCIL OF CALIFORNIA ADMINISTRATIVE OFFICE OF THE COURTS

1.0 GENERAL INFORMATION

1.1 BACKGROUND

1.1.1 The Judicial Council of California, chaired by the Chief Justice of California, is the chief policy making agency of the California judicial system. The California Constitution directs the Council to improve the administration of justice by surveying judicial business, recommending improvements to the Courts, and making recommendations annually to the Governor and the Legislature. The Council also adopts rules for Court administration, practice, and procedure, and performs other functions prescribed by law. The Administrative Office of the Courts (AOC) is the staff agency for the Council and assists both the Council and its chair in performing their duties.

1.2 INFORMATION SERVICES DIVISION

1.2. The Information Services Division (ISD), a division of the AOC, coordinates court technology statewide, and supports coordination throughout the judicial branch; manages centralized statewide technology projects; and optimizes the scope and accessibility of accurate statewide judicial information.

1.3 SUSTAIN PROGRAM

- 1.3.1 The Sustain Justice Edition (SJE) case management systems was selected by the courts after a certification process to comply with courtroom operations in California as an interim system before converting to the long-term solution known as the California Case Management System (CCMS).
- 1.3.2 SJE is now operating in ten (10) courts located at the California Courts Technology Center (CCTC). Five (5) courts use the system locally for a total of fifteen (15) courts. This represents twenty-six (26) percent of the California counties with approximately forty-eight (48) court locations and 2,552 licensed court users.

2.0 TIMELINE FOR THIS RFP

2.1 The AOC has developed the following list of key events from the time of the issuance of this RFP through the intent to award contract. All dates are subject to change at the discretion of the AOC.

EVENT	KEY DATE
RFP issued to http://www.courtinfo.ca.gov/reference/rfp/ :	October 13, 2009
Deadline for questions to solicitations@jud.ca.gov	October 19, 2009 No later than 1 p.m.
Latest date and time proposal may be submitted	November 3, 2009 No later than 3 p.m.
Evaluation of proposals (<i>estimate only</i>)	November 4-6, 2009
Interview of top candidates (<i>estimate only</i>)	November 12-13, 2009
Notice of Intent to Award (<i>estimate only</i>)	November 18, 2009
Negotiations and execution of contract (<i>estimate only</i>)	November 30, 2009

3.0 PURPOSE OF THIS REQUEST FOR PROPOSALS (RFP)

- 3.1 The AOC seeks the services of a contractor to perform service deliver manager responsibilities relating to the Sustain Program. The Service Delivery Manager will assist the Sustain Program Manager with supporting the Sustain User Group which is comprised of the 15 courts using SJE as an interim case management system solution. The Service Delivery Manager will provide oversight and direction of resources based upon priorities established by the Sustain Program Manager, provide project management and technical leadership to other project managers overseeing Sustain projects, coordinate and manage Sustain Program related activities within the technology center as well as provide status reports to management on a periodic basis. The initial contract term will be for one year, with the AOCs option to extend for up to one additional one-year term. Upon execution of subsequent amendments, the contract may be funded and extended for an additional one year period for the remainder of the approximate two year period.
- 3.2 The expected contractual responsibilities and work requirements are set forth in Exhibit D, Work to be Performed, in Attachment 2, Contract Terms.

4.0 RFP ATTACHMENTS

- 4.1 Included as part of this RFP are the following attachments:
- 4.1.1 Attachment 1, Administrative Rules Governing Request for Proposals. Proposers shall follow the rules, set forth in Attachment 1, in preparation and submittal of their proposals.
- 4.1.2 Attachment 2, Contract Terms. Contracts with successful firms will be signed by the parties on a State of California Standard Agreement form and will include terms appropriate for this project. Terms and conditions typical for

the requested services are attached as Attachment 2, Contract Terms and include: Exhibit A, Standard Provisions; Exhibit B, Special Provisions; Exhibit C, Payment Provisions; Exhibit D, Work to be Performed; Exhibit E, Contractor's Key Personnel (to be determined); and Exhibit F, Attachments.

4.1.3 Attachment 3, Vendor's Acceptance of the RFP's Contract Terms. Proposers must either indicate acceptance of Contract Terms, as set forth in Attachment 2, Contract Terms, or clearly identify exceptions to the Contract Terms, as set forth in this Attachment 3.

4.1.3.1 If exceptions are identified, then proposers must also submit (i) a red-lined version of Attachment 2, Contract Terms, that clearly tracks proposed changes to this attachment, and (ii) written documentation to substantiate each such proposed change.

4.1.4 Attachment 4, Payee Data Record Form. The AOC is required to obtain and keep on file, a completed Payee Data Record for each vendor prior to entering into a contract with that vendor. Therefore, vendor's proposal must include a completed and signed Payee Data Record Form, set forth as Attachment 4, or provide a copy of the form previously submitted to AOC.

5.0 EVALUATION OF PROPOSALS

Proposals will be evaluated by the AOC using the following criteria, in order of descending priority; if a proposal includes multiple candidates, each proposed key personnel will be evaluated separately in accordance with these criteria:

5.1 Specialized expertise and technical competence (possible 36 Points). Proposed consultants will be evaluated based on the required the specialized expertise and technical competencies set forth in paragraph 6.3.1, below.

5.2 Past record of performance (possible 26 Points). See paragraph 6.3.2, below. Proposals will be evaluated considering:

1. Quality of work
2. Ability to meet schedules
3. Cooperation, communications, organizing, responsiveness, and other teamwork and IT technical considerations.

5.3 Reasonableness of cost projections (possible 20 Points). See paragraph 6.3.3, below. Proposals will be evaluated in terms of reasonableness of cost, proposed rate structure for the position, including breakdown of salary, overhead and profit.

5.4 Ability to meet requirements of the project (possible 10 Points). Proposals will be evaluated in terms of the consultant's availability, compliance with any proposed contract terms and project scheduling. See paragraphs 6.3.4 and 6.4.

- 5.5 Company Stability and Capabilities (possible 8 points). Proposals will be evaluated in terms of the firm's stability and capabilities as demonstrated in paragraph 6.6, below.

6.0 SPECIFICS OF A RESPONSIVE PROPOSAL

- 6.1 **Proposals must not contain more than two (2) candidates for consideration.**

- 6.2 Provide proposer's point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers in a cover letter.

- 6.3 The following information shall be included in the proposal and demonstrated separately for each key personnel candidate proposed:

- 6.3.1 Specialized expertise and technical competence. The consultant must have and must demonstrate proficiency in the following areas:

- Minimum of 7-8 years of project management experience.
- Minimum 3 years of technical service delivery management experience preferably with a government entity.
- Proficiency with MS Office Applications including MS Visio and MS Project.
- Good communication skills, with both technical and non-technical audiences including creating and presenting executive summaries to steering committees and other executive level leadership.
- Experience writing and managing contracts, SOW's and change requests on large, complex, multi-year projects.
- Knowledge of the principle of systems implementation including data conversion, data reconciliation, user training and documentation.
- Ability to manage projects and develop and maintain complex project plans.
- Ability to identify and evaluate alternative solutions, costs and benefits.
- Experience deploying applications in a large data center and understand the relationship between multiple hardware platforms and the interrelationship of different operating systems.
- Excellent team building skills, including cross-functional team building;
- Principles of information systems architecture for enterprise-wide systems development such as: client/server and multi-tiered, distributed system architecture including internet/intranet based application delivery mechanisms.
- Strong analytical capabilities and the ability to breakdown complex ideas into manageable pieces.
- Knowledge of the principles of systems design, implementation, and development.
- Possession of Project Management Professional Certification.
- Experience translating legislation/regulations into business requirements/functional design documents.
- Court Experience and Court case management processing is a plus.

- Knowledge of system test plan development and execution software.
- General familiarity with the Sustain Justice Edition application and trial court processes a plus

6.3.2 Past record of performance. Discuss the proposed key personnel’s record of performance on past projects, especially on contracts with government agencies or public bodies, including such factors as control of costs, management of budget greater then \$1 million, quality of work, ability to meet schedules, cooperation, responsiveness, and other managerial considerations.

6.3.3 Reasonableness of cost projections.

6.3.3.1 Provide the fully burdened hourly rate of each proposed key personnel, and include the salary, overhead, and profit rate structure breakdown for the rate using the following formula:

Initial Term:

	Amt Payable to the Key Personnel	\$XX.XX	XX%
+	Amt Allocated to Proposer’s Overhead	\$XX.XX	XX%
+	Amt Allocated to Proposer’s Profit	\$XX.XX	XX%
=	Total for Key Personnel	\$XXX.XX	100%

First Optional Renewal Term:

	Amt Payable to the Key Personnel	\$XX.XX	XX%
+	Amt Allocated to Proposer’s Overhead	\$XX.XX	XX%
+	Amt Allocated to Proposer’s Profit	\$XX.XX	XX%
=	Total for Key Personnel	\$XXX.XX	100%

6.3.3.2 The cost proposal should also include separate line items for travel and lodging. Travel expenses, if any, will be reimbursed in accordance with the provisions set forth in Exhibit C, Payment Provisions, in Attachment 2, Contract Terms. For purposes of this RFP, vendors are to assume allowable travel expenses will not exceed \$3,000, as further detailed in Schedule 1, Estimated Travel, set forth in Exhibit C, Payment Provisions, of Attachment 2, Contract Terms. In order to achieve travel cost projections for this project, the AOC prefers candidates with a local presence in the San Francisco Bay Area.

6.3.3.3 Include a total not to exceed contract sum for work and allowable expenses considered by this RFP during the initial term, as well as the one optional renewal term. Keep in mind that (i) the total cost is not to exceed \$233,000.00, inclusive of personnel, materials, overhead, profit, and travel costs and expenses, and (ii) the method of payment to the consultant is anticipated to be by cost reimbursement. For purposes of this RFP, vendors are to estimate a total of 2,000 hours of work for each twelve (12) month

periods; additionally, consultants will not work more than forty (40) hours per week unless preapproved, in writing, by the project manager.

- 6.3.4 Ability to meet requirements of the project. Discuss each key personnel's availability and ability to complete the work within the project schedule, set forth in Exhibit D, Work to be Performed, in Attachment 2, Contract Terms.
- 6.4 Compliance with Contract Terms. Complete and submit Attachment 3, Vendor's Acceptance of the RFP's Contract Terms. Also, if changes are proposed, submit a version of Attachment 2, Contract Terms with all tracked changes, as well as written justification supporting any such proposed changes.
- 6.5 Tax recording information. Complete and submit Attachment 4, Payee Data Record Form, or provide a copy of the form previously submitted to the AOC.
- 6.6 Company stability and capabilities. Provide the following information about your firm:
 - 6.6.1 Proposer's point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers in a cover letter.
 - 6.6.3 Number of years your firm has been in the business of providing technical staffing.
 - 6.6.4 Number of full time employees (do not count placed candidates unless they are employees of your firm).
 - 6.6.5 Disclose any judgments, pending litigation, or other real or potential financial reversals that might materially affect the viability of the proposer's firm.
 - 6.6.6 Annual gross revenue from your most recent audited or reviewed profit and loss statement and balance sheet. State the audit/review year and the annual gross revenue. The AOC may request a copy of your most recent audited or reviewed profit and loss statement and balance sheet.
 - 6.6.7 Pre-screening, background checks, testing, and interview procedures.
 - 6.6.8 Process regarding replacing a candidate if necessary.
 - 6.6.9 Provide a description of what, if any, health benefits, or other benefits your firm provides to your proposed candidates.

7.0 SUBMISSIONS OF PROPOSALS

- 7.1 Responsive proposals should provide straightforward, concise information that satisfies the requirements noted in Section 6.0, Specifics of a Responsive Proposal, above. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the state's instructions, requirements of this RFP, and completeness and clarity of content.

IMPORTANT! Proposers may submit up to two (2) candidates for consideration. Proposals with more than two (2) candidates may not be evaluated.

- 7.2 Proposers will submit **one (1) original and three (3) copies** of the proposal, signed by an authorized representative of the company, including name, title, address, and telephone number of one individual who is the responder's designated representative.
- 7.3 Proposals must be delivered to the individual listed under Submission of Proposals, as set forth on the cover memo of this RFP.
- 7.4 Only written responses will be accepted. Responses should be sent by registered or certified mail or by hand delivery.
- 7.5 In addition to submittal of the original and three copies of the proposals, as set forth in Section 7.2, above, proposers are also required to submit an electronic version of the entire proposal on CD-ROM.

8.0 INTERVIEWS

The AOC anticipates conducting interviews with top ranked proposed key personnel candidates to clarify aspects set forth in the written proposal. If conducted, interviews will likely be conducted at the AOC's offices in San Francisco. The AOC will not reimburse candidates for any costs incurred in traveling to or from the interview location. The AOC will notify prospective vendors regarding interview arrangements.

9.0 RIGHTS

The AOC reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement, obligation, or contract and in no way is the AOC or the State of California responsible for the cost of preparing the proposal. One copy of a submitted proposal will be retained for official files and will become a public record.

10.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

The Administrative Office of the Courts policy is to follow the intent of the California Public Records Act (PRA). If a vendor's proposal contains material noted or marked as confidential and/or proprietary that, in the AOC's sole opinion, meets the disclosure exemption requirements of the PRA, then that information will not be disclosed pursuant to a request for public documents. If the AOC does not consider such material to be exempt from disclosure under the PRA, the material will be made available to the public, regardless of the notation or markings. If a vendor is unsure if its confidential and/or proprietary material meets the disclosure exemption requirements of the PRA, then it should not include such information in its proposal.

END OF FORM