

**CALIFORNIA COURTS  
ADMINISTRATIVE OFFICE OF THE COURTS**

**Amendment No. 2**

**to**

**RFP #ISD071002**

**(Request for Proposal to Provide Shared Services Environment)**

This Amendment No. 2 to RFP #ISD071002 modifies RFP #ISD071002, as amended by Amendment No. 1 to RFP #ISD071002 (collectively, the "RFP"). Except as expressly set forth herein, the terms and conditions of the RFP shall remain unchanged.

1. Cover Page. On the RFP cover page, "August 12, 2002, 4:00 P.M. PDT" is replaced with "August 14, 2002, 4:00 P.M. PDT".
2. Section III.1.2. In Section III.1.2, "8/12/02" is replaced with "8/14/02".
3. Section III.3.1. The first sentence of Section III.3.1 is replaced with "Proposals must be received by the AOC no later **than 4:00 p.m. (Pacific Time) on August 14, 2002 (the "Proposal Closing Time")**."
4. Section III.4.2. The text of Section III.4.2 is replaced in its entirety with the following:

**"III.4.2. Evaluation Criteria**

The AOC intends to evaluate the Phase One Proposals based upon the following factors, in general order of importance:

1. The Vendor's staffing and commitment for timely proposed Phase One performance (establishment of SOW, pricing and Phase One Contract terms and conditions) (Section III.5 and Section VI.8 [Phase One]).
2. The Vendor's commitment and ability to meet the Phase Two Functional Requirements and associated service level agreements (Part VI). (See detail below.)
3. The Vendor's experience in providing services comparable to those specified in the RFP (Section VII.4).
4. The Vendor's willingness to agree to the terms of the Professional Services Agreement (Section III.4.5) and the Minimum Contract Terms for the Phase Two Contract (Section III.4.7).

5. The Vendor's plan to attract courts as early as possible to the Technology Center (Section IV.2).

Within the Phase Two Functional Requirements, the following requirements and corresponding service level agreements are ranked in general order of importance, as follows (where more than one section of the RFP is listed within a number, each of the listed sections have equal importance with one another [e.g.: Technology Center Facility and Technology Center Network within item 3 below are equal in importance]):

1. Commitment to Meet Implementation Schedule (Section VI.14)
2. Managed Service Provider (Section VI.4)
3. Technology Center Facility (Section VI.1), Technology Center Network (Section VI.2) and Prime Contractor and Direct Services (Section VI.11)
4. Management and Key Personnel (Section VI.8 [Phase Two]), Migration (Section VI.9), Transition Services at Phase Two Contract Conclusion (Section VI.13), Help Desk (Section VI.6), LAN/WAN/MAN (Section VI.3) and Service Levels (Section VI.10)
5. Application Service Provider (Section VI.5)
6. Desktop Support (Section VI.7)
7. Integration with Existing Resources/Initiatives (Section VI.12)

Notwithstanding the criteria and ranking listed above, the AOC reserves the right to weigh factors that the AOC determines provide the best potential value for performance of the Shared Services Environment Project.”

5. Section VII.2, Subsection B. The text of Subsection B of Section VII.2 is replaced in its entirety with the following:

“B. Unemployment insurance number.”