



**Judicial Council of California**  
ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

455 Golden Gate Avenue • San Francisco, California 94102-3688  
Telephone 415-865-7739 • Fax 415-865-7217 • TDD 415-865-4272

RONALD M. GEORGE  
*Chief Justice of California*  
*Chair of the Judicial Council*

WILLIAM C. VICKREY  
*Administrative Director of the Courts*

RONALD G. OVERHOLT  
*Chief Deputy Director*

STEPHEN NASH  
*Director, Finance Division*

**TO:** **POTENTIAL PROPOSERS**

**FROM:** ADMINISTRATIVE OFFICE OF THE COURTS  
FINANCE DIVISION

**DATE:** **December 3, 2010**

**SUBJECT/PURPOSE OF MEMO:** **REQUEST FOR PROPOSALS**  
Information Services Division of the Administrative Office of the Courts seeks the services of one (1) Support Analyst/Tester to provide support services to the courts for the CCMS-V3 Transition Program.

**ACTION REQUIRED:** You are invited to review and respond to the attached Request for Proposal (RFP),  
**Project Title: SUPPORT ANALYST/TESTER FOR CCMS-V3 TRANSITION PROGRAM**  
**RFP Number: ISD 20103-LM**

**QUESTIONS TO THE SOLICITATIONS MAILBOX:** Questions regarding this RFP should be directed to [Solicitations@jud.ca.gov](mailto:Solicitations@jud.ca.gov) by **December 17, 2010, at close of business.**

**DATE AND TIME PROPOSAL DUE:** There will not be a pre-proposal conference for this RFP.  
Proposals must be received by **January 7, 2011, at close of business.**

**SUBMISSION OF PROPOSAL:** Proposals must be sent to:  
**Judicial Council of California**  
**Administrative Office of the Courts**  
**Attn: Nadine McFadden, RFP No. ISD 20103-LM**  
**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**

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**

1.2.1. The Information Services Division (ISD) coordinates court technology statewide, and supports coordination throughout the Judicial Branch; manages centralized statewide technology projects; manages centralized statewide technology projects; and optimizes the scope and accessibility of accurate statewide judicial information.

1.2.2 The Southern Regional Office (SRO) is based in Burbank. SRO supports the courts in southern California and is responsible for assisting the courts in achieving the Judicial Council technology objectives. SRO serves as the business sponsor for several technology programs; as such, they manage all the court-facing activities in the deployment and execution of the CCMS program described below.

#### **1.3 CASE MANAGEMENT SYSTEMS**

1.3.1 In its role as Product Office, SRO is responsible for requirements definition, product acceptance testing, and facilitating user acceptance testing and end-user support. ISD is responsible for the development, acquisition, implementation, and technical support of automated systems in the appellate courts, state trial courts and the AOC.

1.3.2 V3, an interim case management system, will be replaced by the CCMS which will consolidate all case types.

1.3.3 This initiative will transition maintenance and support to the AOC. The maintenance and support services will be performed for the Superior Courts of **San Diego, Orange, Ventura, Los Angeles, San Joaquin** and **Sacramento**, without the benefit of major enhancements. Minor enhancements and changes due to legislative updates will continue. It entails procuring the appropriate

staff, acquiring needed tools, creating all the development, test, and pre-production environments, and documenting and training for all processes and procedures.

The goal for this project is seamless transition. The impact to the user community must be minimal. To ensure success of the initiative the following will be adhered to:

- A suitable Knowledge Transfer stage will be planned and agreed to by all stakeholders;
- Prior to any enhancements made by the AOC, the V3 application will be deemed stable as per agreement in the SOW with the vendor;
- Prior to any transition cut-off, a number of enhancements will be performed by a newly-formed AOC team before the vendor transitions support of V3 to the AOC;
- The AOC team will perform the code activities and the vendor will perform QA;
- The AOC will perform installation with vendor oversight;
- All requested documentation will be complete; and
- All artifacts used by the vendor in their maintenance of V3 will be delivered to the AOC.

## **2.0 PURPOSE OF THIS REQUEST FOR PROPOSALS (RFP)**

- 2.1 The services of the Support Analyst/Tester to perform maintenance and support responsibilities will be for a period of *twelve (12) months* to the six (6) trial courts identified in 1.3.3, above. The initial contract term will be for one year, with the AOC's option to extend the contract for two additional consecutive one-year terms.
- 2.2 The expected contractual responsibilities and work requirements are set forth in *Exhibit D, Work to be Performed* in Attachment 2, Contract Terms.

## **3.0 TIMELINE FOR THIS RFP**

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.

*[Remainder of page left blank intentionally]*

EVENT	KEY DATE
Issue date of RFP	December 3, 2010
Deadline for questions to <a href="mailto:Solicitations@jud.ca.gov">Solicitations@jud.ca.gov</a>	December 17, 2010, at close of business
Posting of Answers to Questions to <a href="http://www.courtinfo.ca.gov/reference/rfp/">http://www.courtinfo.ca.gov/reference/rfp/</a>	December 23, 2010
Latest date and time proposal may be submitted	January 7, 2011, at close of business
Preliminary evaluation of proposals completed by ( <i>estimate only</i> )	January 21, 2011
Interview of top ranked candidates completed by ( <i>estimate only</i> )	January 28, 2011
Finalize evaluation completed by ( <i>estimate only</i> )	February 4, 2011
Notice of Intent to Award ( <i>estimate only</i> )	February 11, 2011
Negotiations and execution of contract ( <i>estimate only</i> )	February 23, 2011
Anticipated start day ( <i>estimate only</i> )	March 1, 2011

#### 4.0 RFP ATTACHMENTS

Included as part of this RFP are the following attachments:

- 4.1. 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.
- 4.2. 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* and include *Exhibits A through F*.
- 4.3. 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*, or clearly identify exceptions to the Contract Terms, as set forth in this *Attachment 3*.
  - 4.3.1 If exceptions are identified, then proposers must also submit (i) a redlined 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*.

## 5.0 EVALUATION OF PROPOSALS

Proposers may submit up to a **TOTAL of two (2) candidates** for consideration. Proposals with more than **2** candidates may not be evaluated. Provide a cover letter referencing the proposer's point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers in a cover letter. Proposals will be evaluated by the AOC using the following criteria, in order of descending priority. If a proposal includes multiple candidates, each proposed candidate will be evaluated separately in accordance with these criteria. The maximum total available score for all categories combined will be 100 points per proposed candidate. Although some categories are weighted more than others, all are considered necessary, and a proposal must be technically acceptable in each area to be eligible for award. The evaluation categories, maximum possible points for each category, and evaluation criteria for each category are as set forth in paragraphs 5.1, 5.2, 5.3, 5.4 and 5.5. Each proposed candidate will be evaluated separately in accordance with these criteria:

- 5.1 *Specialized expertise and technical competence (40 Total Possible Points)*. Proposals will be evaluated considering the type of services required and the complexity of the project, with special consideration as demonstrated in section 6.1, below.
- 5.2 *Past record of performance (25 Total Possible Points)*. Proposals will be evaluated considering past performance, especially on contracts with government agencies or public bodies, including such factors as quality of work, ability to meet schedules, cooperation, responsiveness, and other IT technical considerations as demonstrated in section 6.2, below.
- 5.3 *Reasonableness of cost projections (10 Total Possible Points)*. Proposals will be evaluated in terms of reasonableness of cost, proposed rate structure for the position, including breakdown of salary, overhead and profit as demonstrated in section 6.3, below.
- 5.4 *Ability to meet requirements of the project (15 Total Possible Points)*. Proposals will be evaluated in terms of compliance with proposed contract terms and project scheduling as demonstrated in section 6.4, below. See 6.4, below, this concerns availability to complete work and should not be weighted more than Past Performance.
- 5.5 *Company Stability and Capabilities (10 Total Possible Points)*. Proposals will be evaluated in terms of the agency's stability and capabilities as demonstrated in 6.5, below.

## 6.0 SPECIFICS OF A RESPONSIVE TECHNICAL PROPOSAL

Proposals must demonstrate the candidate's and proposing firm's overall capabilities and will be evaluated in the categories set forth, below. Proposal's must include each referenced paragraph and sub-paragraph number in sequence and the proposer's demonstration of meeting the requirement set

forth in each paragraph and sub-paragraph. Top scoring candidates will be interviewed to determine the candidates oral and communications skills. Following the interviews, the AOC will finalize scores of those interviewed.

The following information shall be included as the technical portion of the proposal:

6.1 *Specialized expertise and technical competence.*

6.1.1 Demonstrate the proposed candidate's relevant experience and technical competence, especially in the areas below:

- Principles of information systems architecture for enterprise-wide systems deployment such as multi-tier, distributed and client/server system architecture and development principles, and internet/intranet application delivery mechanisms
- Principles of full life cycle systems design and development
- Principles and techniques of systems implementation including conversion, data reconciliation, user training, and documentation

6.1.2. Support Analyst/Tester

- Five to seven (5 - 7) years business applications analysis and testing experience supporting multi-tier, distributed and client/server system architectures, also:
- Experience leading user group sessions for gathering, documenting, and delivering requirements for application revisions
- Ability to research, reproduce and document customer reported technical problems and bugs, and provide workarounds and solutions to the users.
- Ability to develop recommendations for operational improvements and enhancements.
- Experience acting as a liaison between customers, IT project teams, database administration, corporate IT and software vendors like Oracle, to provide a timely resolution to problems and bugs.
- Ability to consult with internal and external technology groups to make technical recommendations to enhance/improve the Production environment. Solid verbal and written communication skills.
- Experience with key QA processes and procedures
- Experience versioning software such as Subversion
- Court Operations experience a plus

6.2. *Past record of performance.* Discuss the proposed candidate's record of performance on past projects, especially on contracts with government agencies or public bodies, including such factors as quality of work, ability to meet schedules, cooperation, responsiveness, and other IT technical considerations.

- 6.2.1 Provide the most recent resume for each proposed candidate and the names, physical and electronic addresses, and telephone numbers of the organizations or firms for whom the proposed candidate has conducted similar services. The AOC may check references listed by the proposer.
- 6.2.2 Good writing skills. Submit one redacted sample of a document authored by each candidate, which will not be returned.
- 6.2.3 Good oral communication skills. This is to be demonstrated by top ranked candidates during their interview. (See paragraph 8. *Interviews*)

6.3 *Reasonableness of cost projections.*

The proposed candidate’s reasonableness of cost projections will be scored based upon the proposal’s demonstration of this the criteria set forth in the paragraphs below:

- 6.3.1 Provide the fully burdened total hourly rate of each proposed candidate, and include the salary, markup (overhead and profit) breakdown for the proposed rate using the following formula for each of the 3 terms:

Initial Term

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

First Option Renewal Term

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

Second Option Renewal Term

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

- 6.3.2 The cost proposal must 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, proposers are to assume allowable travel expenses will not exceed **\$12,000.00**, per term, as 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 Los Angeles or Orange County areas.

- 6.3.3 Include a total not to exceed contract sum for work and allowable expenses considered by this RFP during the initial term, as well as for each optional term. Keep in mind that (i) the **minimum total** cost is estimated to be **\$180,000.00** and the **maximum total** cost shall not exceed **\$225,000.00** for each of the 3 full 12-month terms + up to **\$12,000.00** for allowable travel, inclusive of personnel, materials, markup, overhead, profit, and travel costs and expenses, and (ii) the method of payment to the proposer is anticipated to be by cost reimbursement.
- 6.3.4 For purposes of this RFP, proposers are to use an estimated **2,000** hours of work for the Initial Term and **1,992** for the First and Second Option Terms. Proposers will not provide services on any AOC holidays nor will the proposer work more than forty (40) hours per week unless preapproved, in writing, by the AOC Project Manager.

6.4 *Ability to meet requirements of the project.*

The proposed candidate's ability to meet the requirements of the project will be scored based upon the proposal's demonstration of this criteria set forth in the paragraphs below:

- 6.4.1 Include a statement of each proposed candidate's availability during the initial 1-year term of the contract, and each of the two (2) optional 1-year contract renewal terms. The statement must include a disclosure of any other AOC or non-AOC contracts for work which the proposed candidate is obligated to fulfill and identify the dates or conditions which may result in periods of unavailability. The statement must also include any other anticipated periods of unavailability greater than five (5) consecutive business days during the initial term. If there are no periods of unavailability, then it must be stated so.
- 6.4.2 Include a statement of each proposed candidate's ability to complete the work within the project schedule, set forth in *Exhibit D, Work to be Performed, in Attachment 2, Contract Terms*.
- 6.4.3 Compliance with Contract Terms. Complete and submit Attachment 3, Proposer'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.
- 6.4.4 For each proposed candidate during the Initial Term and both Option Terms, include a statement of primary legal residency and place of residency during the Initial Term and both Option Terms.
- 6.4.5 Proposed candidates must currently have the legal right to work for the full duration of the contract period. Include a statement regarding each proposed candidate's citizenship, legal right to work in the United States, type of visa, if any, and its expiration date.

## 6.5 *Company Stability and Capabilities*

The proposer's company stability and capabilities will be scored based upon the proposal's demonstration of this the criteria set forth in the paragraphs below. Note that scoring in this category will remain the same for each proposed candidate if more than one candidate is proposed.

- 6.5.1 Number of years the proposer has been in the business of providing technical staffing.
- 6.5.2 Number of full time employees (do not count placed candidates unless they are proposer's actual employees).
- 6.5.3 Disclose any judgments, pending litigation, or other real or potential financial reversals that might materially affect the proposer's viability.
- 6.5.4 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.
- 6.5.5 A description of proposer's pre-screening, background checks, testing, and interview procedures.
- 6.5.6 A description of proposer's process regarding replacing a candidate if necessary.
- 6.5.7 Provide a description of what, if any, health benefits, or other benefits proposer provides to its placed candidates.
- 6.5.8 Tax recording information. Complete and submit *Attachment 4, Payee Data Record Form*, or provide a copy of the form previously submitted to the AOC.

## 7.0 SUBMISSIONS OF PROPOSALS

- 7.1 The proposer shall provide their point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers in a cover letter.
- 7.2 Responsive proposals should provide straightforward, concise information that satisfies the requirements noted in items *RFP: 6.0 Specifics of a Responsive Technical 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
- 7.2 Proposers will submit **one (1) original and three (3) copies** of the technical proposal signed by an authorized representative of the company, including name, title, address, and telephone number of one individual who is the proposer's designated representative. Proposers are also required to submit an electronic version of the **entire**

**proposal on CD-ROM.** The most recent resume(s) should be in **MS Word format.**

- 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.

## **8.0 INTERVIEWS**

The AOC will conduct interviews with top ranked proposed candidates to clarify aspects set forth in the written proposal. Interviews will likely be conducted at the AOC's offices in Burbank. 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 becomes 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***