

**Administrative Office of the Courts
CCMS V4 Deployment RFP
Vendors Conference
March 7, 2008**



Meeting Agenda

- Introductions
- Opening Remarks
- RFP Vendors Conference Goals
- Judicial Branch Goals and Objectives For This RFP Initiative
- Minimum Vendor Requirements and Contract Term
- RFP Scope of Services
- RFP Bid Package Review
- Proposal Response Requirements
- Pricing Methodology and Pricing Response Template
- RFP Project Schedule
- Q&A



Meeting Goals

- Reaffirm the Judicial Branch's goals and objectives for this strategic outsourcing initiative
- Clearly define the scope of services involved with this RFP
- Clearly define the requirements for responding to this RFP
- Present a detailed review of the pricing requirements
- Provide an overview of all documents associated with the RFP package

AND MOST IMPORTANTLY

- Provide a forum to answer your questions – questions and answers must be in writing to be relied upon

Judicial Branch Goals and Objectives for this RFP Initiative CCMS – V4 Deployment



CCMS V4 Deployment Goals and Objectives

RFP Instructions Document

The AOC is seeking an application deployment contractual relationship with a qualified Vendor that will assist the Judicial Branch in achieving its business goals and objectives. These goals and objectives include:

- To provide a cost effective and high quality solution for the deployment of California Case Management System (CCMS)
- To use best practices that ensure consistency in approach, configuration and standardization across all deployments using a standard set of processes and tools that lead to continual Vendor productivity improvements that are passed on through reduced fees over time
- To perform a technical assessment of the Courts' infrastructure and validate that the Court's infrastructure will support the CCMS application and associated traffic
- To deploy CCMS in all 58 Superior Courts by the end of calendar year 2012
- To configure and localize the application and facilitate user configuration testing to support each of the Courts
- To provide application training to each of the Courts



CCMS V4 Deployment Goals and Objectives – cont.

- To integrate all Courts with their respective partners both local and statewide
- To convert legacy case data to as high a degree as possible
- To implement document management in all Courts
- To provide an efficient and effective management structure
- To develop a smooth and effective working relationship between the Vendor and both the AOC's California Court Technology Center and the application development third party
- To provide Courts a smooth transition from their legacy systems to CCMS
- To coordinate and interact with third parties, as required, supporting deployment of the Judicial Branch Data Exchanges and e-Filing



Minimum Vendor Requirements and Contract Term



Minimum Vendor Requirements to Propose

The Vendor must meet the following minimum qualifications before the AOC will evaluate the Vendor's proposal:

- The Vendor has had average gross annual revenues in excess of \$150 million per year over the last three (3) fiscal years
- Proposed Vendor facilities providing services that include AOC Data or Court data are all located within the United States and shall be staffed by U.S. located resources
- The Vendor must be willing to place the Vendor Key Employees in facilities within the Burbank, California and San Francisco, California areas
- The Vendor must have experience with the deployment of court case management systems
- The Vendor must have entered into at least three (3) major application deployments, similar in scope to Enclosure D, Exhibit A – Deployment Services Statement of Work within the last five (5) years where the following is true:
 - The contract value of each was at least \$25,000,000 for deployment services excluding application development services
 - Each contract included a provision for application deployment where total revenue was at least 25 percent application deployment related, including data conversion, data exchanges or significant application-to-application interfaces, user training, and application configuration to support business work flow/process
 - The Vendor must be willing to act as the prime contractor, if subcontractors are required to provide in scope services



Contract Term

- The term of the Agreement will be for an initial term of five (5) years, followed by two options for the AOC to renew/extend the term for one (1) year periods, for a total possible agreement of seven (7) years. The AOC has the sole discretion to execute each optional extension



Scope of Services for This RFP Initiative

CCMS – V4 Deployment



CCMS V4 Deployment Statement of Work

Statewide Services

- Initial Knowledge Transfer Services
- Deployment Strategy and Approach Services
- Statewide Deployment Planning Services

Other Services

- Deployment Program Management Services
- Customer Satisfaction Management Services

Individual Court Services

- Deployment Project Management Services
- Infrastructure Assessment and Implementation Services
- Application Configuration Services
- Data Conversion and Document Scanning Services
- Data Integration Services
- Document Management System (DMS) Configuration Services
- Deployment Testing Services
- Cutover and Stabilization Services
- Training Services

RFP Package



RFP Package Documents

- RFP Instructions
- Enclosure A – RFP Response Format and Template
- Enclosure B – Pricing Format and Template
- Enclosure C – Master Services Agreement
- Enclosure D – Master Services Agreement Exhibits
 - Exhibit A – CCMS Deployment Statement of Work
 - Exhibit A Appendices
 - Exhibit B – CCMS Deployment Deliverables and Acceptance Criteria
 - Exhibit C – CCMS Deployment Fees
 - Exhibit D – CCMS Deployment Fee Reductions
 - Exhibit F – Form of Non-Disclosure Agreement
 - Exhibit H – Contract Relationship Management
 - Exhibit J – Asset Allocation Matrix
 - Other Contract Exhibits
- Enclosure E – CCMS Deployment Vendor Questions Forms



Enclosure A – RFP Response Format

- Enclosure A provides the exact format in which the vendor must respond.
Do not renumber the response paragraphs
- Vendor is required to respond to the paragraphs associated with the Master Services Agreement (MSA) per the format on the following slide **and provide a redline of the MSA with recommended language and the corresponding rationale and benefit to the AOC**
- Vendor is required to respond to the SOWs and other MSA Exhibits per the format on the following slide however redlined documents are not required for these. A redline is only required for the MSA
- See next slide for acceptable response format

Form Of Acceptable Vendor Response

FORM OF ACCEPTABLE VENDOR RESPONSE

ITEM #	REFERENCE #	ISSUE	VENDOR PROPOSED SOLUTION/RATIONALE AND BENEFITS OF PROPOSED SOLUTION TO THE AOC
1	Section 20.11	Governing law – California	<p>Vendor proposes using New York law as the applicable State law.</p> <p>Rationale: New York is the location of company's headquarters.</p> <p>Benefit to the AOC: Reduced overhead costs passed on to the AOC</p>

Unacceptable Form of Response

UNACCEPTABLE FORM OF VENDOR RESPONSE

ITEM #	REFERENCE #	ISSUE	VENDOR PROPOSED SOLUTION/RATIONALE AND BENEFITS OF PROPOSED SOLUTION TO THE AOC
1	Section 20.11	Governing Law - California	14.13 Governing Law; Exclusive Jurisdiction. This Agreement shall in all respects be interpreted under, and governed by, the internal laws of the State of New York including, without limitation, as to validity, interpretation and effect, without giving effect to New York' conflicts of laws principles.

REASONS WHY FORM IS NOT ACCEPTABLE:

- Replacement paragraph response (belongs in redline)
- No business discussion on why Section 20.11 is not acceptable
- No reason or rationale of the concern is provided
- No benefit to the AOC noted

Pricing



Pricing Overview

Pricing is fixed priced for each major service activity defined in the SOW:

- Up-front Statewide Deployment activity (Fixed Priced for Each Deliverable)
 - Knowledge Transfer Plan Development
 - Administrator and End-User Training Materials Development
 - Statewide Deployment Plan Development
 - Statewide Deployment Strategy and Approach Development



Pricing cont.

- Court Deployments (Fixed Priced for Each Court)
 - Court Infrastructure Assessment
 - Court Operational Processes and Procedures Assessment
 - Baseline Application Configuration Services
 - E-Filing Setup and Configuration Services
 - Setup and Configuration of Statewide Exchanges
 - Operational Cutover and Stabilization Support
 - End User Acceptance Testing Support
 - Application Administrator and End User Training
 - Automated Data Conversion by System
 - Interface Existing Court Document Management System (DMS) to CCMS V4
 - Configure and Integrate Centralized AOC DMS For Those Courts With No DMS

Pricing cont.

- Other Court Deployment Services (Only Unit Pricing Required)
 - Manual Data Conversion
 - Document Scanning
 - Forms, Notices and Reports (FNRs)
 - Additional End-User Acceptance Testing
 - Configuration Changes of CCMS Business Parameters
 - Setup and Configuration of Local Exchanges

RFP Enclosure B – RFP Pricing Format and Template

- Enclosure B pricing response template contains an Excel workbook with several spreadsheets for vendor's pricing response which will later be incorporated as an appendix to the contract agreement
- It is a **mandatory requirement** that the Vendor pricing proposal be based upon the requirements presented in the RFP bid documents. Vendor pricing must not be based upon the exceptions taken by the Vendor to each of the RFP bid documents. It will be assumed by the AOC that all pricing presented in the Vendor proposal is based upon accepting all of the requirements in the RFP bid package, including the Master Services Agreement and Exhibits

RFP Process Timetable



Process Schedule

CCMS Deployment RFP Events	Dates and Times
AOC release of RFP to Vendors via AOC website	February 21, 2008
List of RFP Vendor conference attendees due to POC	February 25, 2008
Initial written questions for RFP Vendor conference due from Vendors to POC	March 3, 2008
RFP mandatory Vendor conference:	March 7, 2008
Vendor Questions and Answers	March 10 to April 1, 2008
Final written Vendor questions due to POC	April 1, 2008
Electronic (DVD/CD) proposal due	April 17, 2008 Time: 1 p.m. PT
Proposal due to AOC – 10 hard copies (including 1 signed original)	April 21, 2008 Time: 1 p.m. PT

Process Schedule cont.

CCMS Deployment RFP Events	Target Dates and Times
Initial Vendor down-selection (5 maximum)	May 9, 2008
Vendor presentations	May 19 – May 21, 2008
AOC down-selection to finalist Vendors (2 to 3 finalists)	June 11, 2008
AOC due diligence (e.g., reference checks)	June 12 – July 9, 2008
AOC provides Vendor Clarification session instructions to Vendors	June 11, 2008
Vendor Clarification Sessions to resolve outstanding issues on Vendor Issues Lists	July 7 – July 11, 2008
Vendor prepares updated RFP documents for BAFO	July 24, 2008 – August 6, 2008
Electronic BAFO proposal due	August 6, 2008
AOC down-selection of Vendor(s)	August 19, 2008
Vendor due diligence	August 20 – September 2, 2008
Finalization of Agreement	August 20 – September 26, 2008



Questions and Answers

