

San Diego Dependency Representation  
RFP Number CFCC-200902-RB

QUESTIONS AND ANSWERS FROM  
BIDDERS' CONFERENCE OF MARCH 1, 2010

*Question #1.* What would happen if no proposals are submitted in response to the RFP, or if all proposals are rejected?

*Answer #1.* We do not anticipate that no acceptable proposals will be submitted; if that situation did arise, the AOC would attempt to work with the current vendor to continue to provide representation.

*Question #2.* The RFP indicates that payment will not be made until a budget has been passed. Does this require that a contractor have six months' worth of reserve funding?

*Answer #2.* It is true that we cannot pay contracted vendors during periods when the state has not passed a budget; AOC staff is actively working on a solution to address this issue. However, pursuant to section 5.6.9 of the RFP, vendors are required to certify that they can support their operation for 75 days prior to the first payment. For the initial period, we anticipate that this time frame would address the anticipated "no budget" period that may occur at the beginning of the coming fiscal year.

*Question #3.* Are those representatives of the court and the AOC who are present at this meeting on the evaluation panel for the RFP?

*Answer #3.* The question is not applicable. The identification of the individuals on the evaluation team is not required in order for a proposer to submit a proposal.

In Section 7 of the RFP, Evaluation Of Proposals, is the following language: Proposals will be evaluated by the Court and the AOC to determine the proposer's demonstrated ability to provide quality legal services to parties in dependency proceedings for the applicable lot(s) proposed.

In Section 8 of Attachment C, Rights To Reject or Award Proposals, subparagraph C, is the following language: Proposers are specifically directed NOT to contact any AOC or Court or its personnel or consultants for meetings, conferences, or discussions that are specifically related to this RFP at any time between release of the RFP and any award and execution of a contract. Unauthorized contact with any AOC or its personnel or consultants

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may be cause for rejection of the proposer's proposal. [Note, this paragraph has been revised in Addendum 1].

*Question #4.* The RFP indicates a start date of July 1st to begin providing services. Would a contract begin prior to that time, to allow for a transition of services to a new provider?

*Answer #4.* The issue of start-up and transition costs and services will be addressed in an RFP addendum posted at <http://www.courtinfo.ca.gov/reference/rfp/cfcc-sandiego-dependencyrep-rfp.htm>

*Question #5.* How many conflict cases are there each year? How many petitions are filed each year?

*Answer #5.* These statistics are provided in Attachment D of the RFP. Table 1, on page 13 of Attachment D, provides the number of conflicts. Table 2, on page 14 of Attachment D, provides the number of new petitions filed each year.

*Question #6.* Pages 3 and 4 of the RFP refer to resumes of key staff. Can you provide more clarification as to which positions are considered key staff?

*Answer #6.* Proposers should include resumes for the Executive Director and any supervisory staff that have been identified to participate in the organization.

*Question #7.* Section C.3 on page 7 of the RFP indicates that substitute counsel must be prepared to address substantive case issues. How strict will the court be with regard to this issue, for example if an attorney is unable to appear due to an unexpected illness?

*Answer #7.* While the court understands that unexpected short term absences are occasionally unavoidable, the contractor should not be so thinly staffed that if someone is out for an extended time, e.g., one week or more, cases cannot proceed.

*Question #8.* Does the court provide interpreters in the court room? Will the contractor have to provide its own interpreters for work outside of court?

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*Answer #8.* Yes, court interpreters are provided at the court's expense. Out-of-court interpretation/translation costs should be reflected in vendor proposals.

*Question #9.* What changes and improvements does the court hope to see in the coming years?

*Answer #9.* As is indicated on page 9 of Attachment D, the court hopes to move one of the full time dependency departments to the downtown courthouse. The court would also like to have the ability to hear long cause/overflow trials in Departments 1 and 2, so as to move things forward more expeditiously when the calendars get crowded.

In terms of more substantive changes, the court is participating in the local Blue Ribbon Commission, and intends to make improvements based on issues raised in the BRC report. Examples include providing services to parents in a limited funding environment, expand the drug court, and transitioning teens out of dependency.

*Question #10.* Should proposers include the cost of software and IT support for using JCATS in their bids?

*Answer #10.* No, the AOC has a contract with Canyon Solutions, the company that provides the JCATS software; all JCATS licensing costs are covered by the AOC. Proposers should, however, include anticipated staffing costs associated with JCATS data entry.

*Question #11.* Will the REJIS (juvenile court case management system) remain in place? Will the selected vendor have access to REJIS?

*Answer #11.* It is not clear how long it will take for the statewide Court Case Management System, which would supplant REJIS, to be implemented. It is not currently anticipated that the transition away from REJIS will occur in the immediate future.

Access to REJIS (the Court's juvenile dependency case management system) is not a requirement to perform the work. However, should non-County of

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San Diego agencies or private firms desire have access to REJIS, they will need to meet the following requirements:

Security Requirements

- User shall only have 'READ ONLY' access to the REJIS system
- The REJIS data is classified highly 'sensitive' and 'confidential', and user will treat it as such.

Account Management Requirements

- Private firm(s) will need to have individual users complete an approved San Diego Superior Court form to obtain a REJIS account.
- Private firm(s) will need to comply with the Court's Internal Security Policy – Access to Court Systems, and will adhere to all security policies of the Court and the REJIS system.

Network Requirements

- Private firm(s) is on network external to the Court's network. A reliable and established network infrastructure is required from the private firm(s) network to the San Diego Superior Court network.
- A secure network infrastructure is required from the private firm(s) network to the San Diego Superior Court
- Private firm(s) access restricted from private firm business location.

Client Desktop Requirements

- User needs to have terminal emulation software called Attachmate.

Printing Requirements

- REJIS application requires initiating print jobs to print to the client's network printer.
- Batch and On Demand printing is required.
- The client network printer must be IP based.  
(Examples of these print jobs are calendars, minute orders etc)

Training Requirements

- Users from the private firm(s) will require training before they can effectively use the REJIS system.

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- This is a 30 year old, mainframe system, and it is not intuitive to use. This system is currently being run on a simulated mainframe server configuration.

Support Requirements

- The Court will provide limited support to the private firm(s). Only what is needed to support the current application REJIS as is currently done today for existing County agencies.
- Functional/application support of the REJIS application – To be determined by Court Operations.
- Court will provide Account Management for the REJIS application.

Technical Requirements for Bidders:

- The private firm(s) have the expertise and ability to manage and implement any technical solutions that will enable access to the Court's case management system – REJIS.
- Access to REJIS requires terminal emulation software – Attachmate, which is used currently by the County agencies and the San Diego Superior Court.
- Implement a dedicated encrypted VPN tunnel from private firm(s) network to San Diego Superior Court network.

Technical Description

- Establish a site to site VPN tunnel via the internet between the private firm(s) network and the San Diego Superior Court network. Infrastructure requirements - an IPSec device that can establish a secure VPN tunnel to the Court's IPSec device.
- Private firm(s), at a minimum, must have a business class 'always on' internet connection.
- Private firm must their own internal / or contracted technical resource to support this network infrastructure.
- Solution will use AES encryption to protect data transmitted over the wire.
- Court will allow TCP traffic from the private firm network to only access the REJIS host.

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- Private firm will allow TCP printing traffic from the REJIS host to a predetermined network IP printer at the private firm.

THESE ARE ESTIMATES ONLY: The Private firm(s) will need to obtain their own specifications and quotes from their own service providers - The information below is in addition to a current networked environment that should be existing for the private firm(s).

Costs	Description	One-time / Recurring	Who
\$300 - 500	Business class Internet	One-time	Firm
\$200 - 500		Monthly recurring	
\$1500 - \$4000	Firewall device	One-time	Firm
\$300 - \$500	Attachmate license each	One-time	Firm

Additional Caveats:

- There will be no functional changes or enhancements within REJIS for this work.
- Court Information Technology Department will not provide technical support to the private firms(s) to configure and manage their desktops, network, security, etc.
- The Court will consult with the private firm's I.T. organization to provide the required information necessary to connect to the REJIS system.
- The Court will not procure or manage the purchase of required technology equipment, software, licensing, network infrastructure, etc. needed to connect to the REJIS system.

*Question #12.* The RFP references client interview facilities at the courts. Will more interview space be provided?

*Answer #12.* No additional space will be provided than is available now.

*Question #13.* The Public Defender currently uses a separately licensed version of JCATS. If the Public Defender is selected to continue to provide services as a result

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of this RFP, would that office continue to use its current version of JCATS, or would it be required to switch to the AOC version?

*Answer #13.* Any vendor will have to use the new version of JCATS, as there has been a problem with integrating data from the separate version used by the Public Defender.

*Question #14.* Who can interested proposers contact to arrange dependency court observation prior to submission of a proposal?

*Answer #14.* Interested proposers may contact either Jette Egay or Kerry Thorson-Behm, who can both be reached at (858) 634-1668. Dependency court observation is not required for a proposer to submit a proposal. There is no guarantee of the availability Jette Egay or Kerry Thorson-Behm or their ability accommodate all requestors to permit court observation prior to the proposal due date.

*[End of Questions and Answers]*