



REQUEST FOR INFORMATION

**ADMINISTRATIVE OFFICE OF THE
COURTS (AOC); INFORMATION
SERVICES DIVISION (ISD)**

REGARDING: WEB-BASED PROJECT
PORTFOLIO MANAGEMENT (PPM)
APPLICATION

RESPONSES DUE:
CLOSE OF BUSINESS, SEPTEMBER 18, 2009

REQUEST FOR INFORMATION:
ISD – PPM Application / Tool

I. Invitation to Respond

You are invited to respond with information to assist the Judicial Council of California, Administrative Office of the Courts (AOC), in identifying web-based applications that can provide project portfolio management tools to the Information Services Division (ISD). Please use the information contained in this document and the format requested as the basis for your response.

A. 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 Administrative Office of the Courts (AOC) is the staff agency of the Judicial Council. The AOC's information Services Division (ISD) is the information technology group that is responsible for the development, maintenance and support for California courts and AOC systems.

ISD is looking to implement a project portfolio management (PPM) tool to appropriately track, report, monitor, measure, and govern their technology projects, programs, and portfolios.

B. Description

The objective of this RFI is to gather information on qualified web-based applications, as well as suppliers of those applications, capable of providing ISD with a PPM tool.

There are two critical application requirements that must be met in order to respond to this RFI. The AOC will not consider submissions regarding any application/provider that cannot support these requirements, they are:

1. The **application must be web-based and must be accessed by end-users via the internet** i.e. the AOC will not purchase and/or install software on employee desktops.
2. The **application provider needs to be responsible, through their own means or through a third-party, to host and maintain the application** i.e. the application will not be hosted or maintained by the AOC, or at the AOC's off-site data center.

II. Response Format

Section III, below, is an outline for responding to this RFI. This outline is intended to minimize the effort of the respondent and structure the responses for ease of analysis by the AOC. Please adhere to this outline format without compromising your response.

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III. Requirements

The AOC is requesting that providers present information on their firm's capabilities as well as information on the PPM application's functionality. Also, the AOC would like to understand the provider's services from initial system implementation through ongoing maintenance and support of its users.

Section 1: Company Profile

Describe your company, including its

- history
- ownership and management structure
- business practices
- products and services
- locations
- human, technological and other resources
- financial profile
- other information you deem relevant

Section 2: Application Functionality

Describe the PPM application that you provide including:

- Overview of the applications full functionality including and beyond basic project/portfolio management tool such as time-tracking, resource management, financial management, cataloguing IT applications, etc.
- Interfaces supported and/or customizable to/from the application and other systems (both internal and external interfaces)
- The support of, or enabling the development of, standard best practices such as project management methodologies, software development lifecycle phases, standard reporting that enables IT governance processes, etc.
- The user experience including how information can be viewed based on things such as user ID's, organization, business sponsorship, programs etc.
- Other information you deem relevant

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Section 3: Application Security and Support

Describe the following regarding the PPM application:

- Software design
- System hosting and availability
- Data archiving and backup
- System security
- Scalability and performance
- Capacity and capacity planning processes
- Business continuity including power supply, disaster recovery etc.
- Quality assurance processes and test tools
- Process for enhancements of software including custom requests, periodic releases, and/or bug fixes
- Development tools used on/off site
- Other information you deem relevant

Section 4: Service Delivery

Describe the following services provided:

- Implementation support including initial end-user training
- End-user training (ongoing and/or periodic support)
- User log-in creation, maintenance and support
- Help desk services and problem resolution processes
- Services performed by subcontractors, vendors and/or consultants
- Other services provided that you deem relevant

Section 5: Pricing

Describe how pricing is calculated and include, where appropriate, information and estimates on:

- One-time costs
- Ongoing costs
- Support / Hosting
- Maintenance
- Enhancements
- Help desk services
- Other pricing information you deem relevant

Section 6: Additional Information

Provide any other information and/or materials you deem appropriate.

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IV. Submission Information

A. Disclaimer

This RFI is issued for information and planning purposes only and does not constitute a solicitation. Responses to the RFI will not be returned. A response to this notice is not an offer and cannot be accepted by the AOC to form a binding contract. Responders are solely responsible for all expenses associated with responding to this RFI.

CONFIDENTIAL OR PROPRIETARY INFORMATION

The Administrative Office of the Courts policy is to follow the intent of the California Public Records Act (PRA). If the information submitted 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 firm 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.

B. Contact Information

Please submit responses via e-mail by close of business, September 18, 2009, to:

jeffrey.johnson@jud.ca.gov

The contact for this RFI is:

Jeffery Johnson

Telephone: 415-865-4619

You may submit supplemental hardcopy materials to:

Jeffery Johnson

Administrative Office of the Courts

455 Golden Gate Avenue

San Francisco, CA 94102-3660

C. Information Exchange

After the AOC has reviewed the submitted material, your firm may be contacted and asked to participate in an information exchange with the

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AOC. The objective of this is to gain further understanding of your proposed approach as well as the web-based application.

Information exchange can take the form of additional phone conversations, in-person meetings, and/or application demonstrations (in-person or via the web).

It is important to note that the AOC will not reimburse you for any expenses, travel and/or time etc., regarding information exchange activities.

END OF FORM