



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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TO: POTENTIAL PROPOSERS

FROM: Administrative Office of the Courts
Finance Division

DATE: February 11, 2010

SUBJECT/PURPOSE OF MEMO: REQUEST FOR PROPOSALS

Information Services Division (ISD), a division of the Administrative Office of the Courts (AOC), seeks the services of two TIBCO contractors: One contractor to provide TIBCO Development and Maintenance & Operations (M&O) Support for the Phoenix (SAP) program, and the other to provide TIBCO Development and Maintenance & Operations (M&O) Support for the AOC ISD Data Integration program.

ACTION REQUIRED: You are invited to review and respond to the attached Request for Proposals (RFP), as posted at <http://www.courtinfo.ca.gov/reference/rfp/>:

Project Title: Senior TIBCO Development Engineers for the Phoenix (SAP) and AOC ISD Data Integration Programs

RFP Number: ISD-200912-RB

QUESTIONS TO THE SOLICITATIONS MAILBOX: Questions regarding this RFP must be directed to solicitations@jud.ca.gov by **no later than 1:00 p.m. Pacific Time, February 19, 2010.**

DATE AND TIME PROPOSAL DUE: There will not be a pre-proposal conference for this RFP.
Proposals must be received by **no later than 3:00 p.m. Pacific Time, March 1, 2010.**

SUBMISSION OF PROPOSAL: Proposals must be sent to:
Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden, RFP No. ISD-200912-RB
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

1.1.1 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.

1.1.2 The Information Services Division (ISD), a division of the AOC, coordinates court technology statewide, and supports coordination throughout the judicial branch; manages centralized statewide technology projects; and optimizes the scope and accessibility of accurate statewide judicial information.

1.3 Data Integration Program

1.3.1 The Data Integration Program, a component of the Administrative Office of the Courts Information Services Division (AOC ISD), is charged with supporting the design and implementation of data integration standards and infrastructure for the courts of California.

1.3.2 The Data Integration Program manages the Integrated Services Backbone (ISB), which is hardware and software infrastructure based on the TIBCO product suite. This infrastructure is centrally housed at the California Courts Technology Center.

1.3.3 The Data Integration Program is responsible for managing development and maintenance of applications built to run on the ISB.

1.4 Phoenix Program

1.4.1 Due to the implementation of AB 233 many counties that provided accounting and financial systems for the Courts have shifted responsibility to the AOC. The Phoenix program was launched to fill the financial services gap for the Courts.

1.4.2 Phoenix is comprised of two major components: The Financial and the Human Services. The systems are built on the enterprise resource planning software SAP. Phoenix is in operation in 58 Courts. The SAP financial component is in place in

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all 58 Courts while the HR system supports 6 Courts. The Business Warehouse (BW) reporting capabilities are implemented for 38 courts.

- 1.4.3 To accommodate its numerous data exchange requirements, the Phoenix application employs the use of The Integration Services Backbone (ISB) as an infrastructure component that facilitates passing of information between two entities in a consistent, auditable, and monitored manner.

2.0 PURPOSE OF THIS REQUEST FOR PROPOSALS (RFP)

- 2.1 The AOC seeks the services of two (2) contractors from one or more firms to perform TIBCO development engineering and maintenance/operations (M&O) support activities and responsibilities for approximately 36 months. 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 and equipment requirements are set forth in Exhibit D, Work to be Performed, in Attachment 2, Contract Terms.

3.0 TIMELINE FOR THIS RFP

- 3.1 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.

EVENT	KEY DATE
RFP issued	February 11, 2010
Deadline for questions to solicitations@jud.ca.gov	1:00 p.m. Pacific Time February 19, 2010
Posting of answers to questions (<i>estimate only</i>)	February 23, 2010
Latest date and time proposal may be submitted	3:00 p.m. Pacific Time March 1, 2010
Evaluation of proposals (<i>estimate only</i>)	March 2, 2010 through March 8, 2010
Interview of top candidates (<i>estimate only</i>)	March 9, 2010 Through March 18, 2010
Notice of Intent to Award (<i>estimate only</i>)	March 19, 2010
Anticipated start date (<i>estimate only</i>)	April 1, 2010

4.0 RFP ATTACHMENTS

4.1 Included as part of this RFP are the following attachments:

- 4.1.1 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.
- 4.1.2 Attachment 2, Contract Terms. Contracts with successful firms will be signed by the parties on an AOC Standard Agreement form and will include terms appropriate for this project. Terms and conditions typical for the requested services are attached as Attachment 2, Contract Terms and include: Exhibit A, Standard Provisions; Exhibit B, Special Provisions; Exhibit C, Payment Provisions; Exhibit D, Work to be Performed; Exhibit E, Contractor's Key Personnel (to be determined); and Exhibit F, Attachments.
- 4.1.3 Attachment 3, Proposer's Acceptance of the RFP's Contract Terms. Proposers must either indicate acceptance of Contract Terms, as set forth in Attachment 2, Contract Terms, or clearly identify exceptions to the Contract Terms, as set forth in this Attachment 3.
 - 4.1.3.1 If exceptions are identified, then proposers must also submit (i) a red-lined version of Attachment 2, Contract Terms, that clearly tracks proposed changes to this attachment, and (ii) written documentation to substantiate each such proposed change.
- 4.1.4 Attachment 4, Payee Data Record Form. The AOC is required to obtain and keep on file, a completed Payee Data Record for each proposer prior to entering into a contract with that proposer. Therefore, proposer's proposal must include a completed and signed Payee Data Record Form, set forth as Attachment 4, or provide a copy of the form previously submitted to AOC.

5.0 CANDIDATE QUALIFICATIONS

The ideal candidate(s) will have the following experience and capabilities:

- 5.1 General TIBCO Development Support
 - 5.1.1 Minimum of 6 years experience as software developer with strong knowledge of computer science and system architecture and 4+ years of TIBCO development experience
 - 5.1.2 Experience with TIBCO BusinessConnect™, TIBCO ActiveMatrix BusinessWorks™, TIBCO PortalBuilder®, TIBCO Enterprise Message Service™, TIBCO Hawk®, and other key products in the TIBCO suite on Sun's Solaris platform

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- 5.1.3 Knowledge and hands on experience with Java/J2EE, SQL, HTML, Java Script, XML, XLST, XSD, XPath, SOAP, FTP, and Oracle
- 5.1.4 Understanding of SOA, web services implementation and invocation, and security
- 5.1.5 Experience with designing, developing, and implementing large scale high availability systems using the TIBCO suite of software
- 5.1.6 Demonstrated broad understanding of TIBCO processes and development methodology
- 5.1.7 Working with business leads to understand functional requirements, and then create technical specifications and solutions that ensure functional requirements are met efficiently
- 5.1.8 Designing and reviewing programs to ensure they meet TIBCO and industry best practices
- 5.1.9 Participation in technical assessments and reviews to validate the technical approach for systems integration for enterprise initiatives
- 5.1.10 Performing unit and integration testing for all developed applications, as well as providing technical and functional testing support
- 5.1.11 Preparing documentation for project life cycle, including, but not limited to, requirements, architecture and design documents, test plans and deployment and operations guides
- 5.1.12 Experience with tuning TIBCO applications and SQL
- 5.2 The candidate selected to support the Phoenix Program (SAP) must have the experience listed above as well as the following:
 - 5.2.1 Experience with SAP integration with third party providers, particularly in the area of payroll/benefits
 - 5.2.2 Knowledge of TIBCO Adapter™ software, particularly for SAP R/3
- 5.3 Maintenance & Operations Support
 - 5.3.1 Providing M&O support for new and existing interface/data exchange processes
 - 5.3.2 Providing ongoing root cause analysis, programming and testing support for resolution of production issues
 - 5.3.3 Providing level of effort estimates for enhancement requests
 - 5.3.4 Identifying items for application improvement

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5.3.5 Working with a hosting provider to support a hosted system

5.4 Collaboration

5.4.1 Ability to design solutions together with internal and external solution providers to ensure that the end solutions will fit into the overall enterprise architecture

5.4.2 Providing and receiving knowledge transfer with team members and other TIBCO development resources

5.4.3 Providing peer review and technical expertise for activities of other team members

5.4.4 Good writing skills

5.4.5 Good oral communication skills

5.5 Minimum of 2 years experience performing work similar to the work specified in this RFP with government agencies or public bodies.

6.0 EVALUATION OF PROPOSALS

6.1 Proposals must demonstrate the candidate's and proposing firm's overall capabilities and will be evaluated in the categories set forth in paragraphs 6.3, 6.4, 6.5, 6.6 and 6.7, 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.

6.2 Top scoring candidates will be interviewed to determine the candidates oral and communications skills. Following the interviews, the AOC will finalize scores for those interviewed. 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 6.3, 6.4, 6.5, 6.6 and 6.7 below.

6.3 Specialized expertise and technical competence (possible 36 Points).

The proposed candidate's specialized expertise and technical competencies will be scored based upon the proposal's demonstration of this criteria as set forth in the paragraphs below:

6.3.1 A statement of each candidate's specialized expertise and technical competence. The statement must include a description of how the proposed candidate meets each of the qualifications of the ideal candidate as set forth in paragraphs 5.1 through 5.4.3 above.

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- 6.3.2 Good writing skills as set forth in paragraph 5.4.4, above. Submit one redacted sample of a document authored by each candidate, which will not be returned.
- 6.3.3 Good oral communication skills as set forth in paragraph 5.4.5, above. This is to be demonstrated by top ranked candidates during their interview. (See paragraph 9.0)
- 6.3.4 A current resume for each proposed candidate.
- 6.3.5 The names, physical and electronic addresses, and telephone numbers of a minimum of three (3) clients for whom the proposed key personnel has conducted similar services. The AOC may check references listed by the proposer.

6.4 Past record of performance (possible 26 Points).

The proposed candidate's past record of performance will be scored based upon the proposal's demonstration of this criteria as set forth in the paragraphs below:

- 6.4.1 Past record of performance. Cite examples of the candidate's record of performance on past programs, quality of work, ability to meet schedules, cooperation, responsiveness, and other managerial considerations.
- 6.4.2 Minimum of 2 years experience performing work similar to the work specified in this RFP with government agencies or public bodies as set forth in paragraph 5.5, above.

6.5 Reasonableness of cost projections (possible 20 Points).

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:

- 6.5.1 Proposed rates for this position must be within the range of **\$110 to \$130** per hour for the initial term and both one-year option terms. Provide the fully burdened **hourly rate** of each proposed key personnel, and include the salary, markup (overhead and profit) breakdown for the proposed rate using the following formula:

Initial Term

	Amt Payable To The Key Personnel	\$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 Key Personnel	\$XXX.XX	100%

First Option Renewal Term

	Amt Payable To The Key Personnel	\$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 Key Personnel	\$XXX.XX	100%

Second Option Renewal Term

	Amt Payable To The Key Personnel	\$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 Key Personnel	\$XXX.XX	100%

6.5.2 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 **\$2,500**, per year/per key personnel 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 San Francisco Bay Area.

6.5.3 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, on a per candidate basis: (i) the minimum total cost is estimated to be **\$211,500** and the maximum total cost shall not exceed **\$249,500** for the initial term and each optional term (between **\$209,000** and **\$247,000** for work + up to **\$2,500** for allowable travel per term), 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. For purposes of this RFP, proposers are to use an estimated **1,900** hours of work per term. Proposers will not provide services on any AOC holidays or mandated furlough days which, as of this RFP and subject to change, are the third Wednesday of each month through June 2010, nor will the proposer work more than forty (40) hours per week unless preapproved, in writing, by the project manager.

6.6 Ability to meet requirements of the project (possible 10 Points).

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:

6.6.1 Include a statement of each proposed candidate's availability during the initial 1-year term of the contract, and each of the two 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 5 consecutive business days during the initial term. If there are no periods of unavailability, then it must be stated so.

6.6.2 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.

- 6.6.3 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.
- 6.6.4 For each proposed candidate during the Initial Term and Optional Terms, include a statement of primary legal residency and place of residency during the Initial Term and Optional Terms.
- 6.6.5 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.

6.7 Company Stability and Capabilities (possible 8 points).

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.

- 6.7.1 Number of years the proposer has been in the business of providing technical staffing.
- 6.7.2 Number of full time employees (do not count placed candidates unless they are proposer's actual employees).
- 6.7.3 Disclose any judgments, pending litigation, or other real or potential financial reversals that might materially affect the proposer's viability.
- 6.7.4 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.
- 6.7.5 A description of proposer's pre-screening, background checks, testing, and interview procedures.
- 6.7.6 A description of proposer's process regarding replacing a candidate if necessary.
- 6.7.7 Provide a description of what, if any, health benefits, or other benefits proposer provides to its placed candidates.
- 6.7.8 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 SPECIFICS OF A RESPONSIVE PROPOSAL

- 7.1 Proposers may submit up to a **TOTAL of four (4) candidates** for consideration as key personnel. Proposals with more than four candidates may not be evaluated.
- 7.2 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.
- 7.3 Demonstration of each candidate's and proposer's overall capabilities as required in Section 6.0, above.

8.0 SUBMISSIONS OF PROPOSALS

- 8.1 Responsive proposals should provide straightforward, concise information that satisfies the requirements noted in Section 7.0, Specifics of a Responsive 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.
- 8.2 Proposers must submit, in **hardcopy form, one (1) original and three (3) copies** of the proposal, signed by an authorized representative of the company, including name, title, address, and telephone number of one individual who is the responder's designated representative, and, on a **CD-ROM, one (1) electronic version of the entire proposal**.
- 8.3 Proposals must be delivered to the individual listed under Submission of Proposals, as set forth on the cover memo of this RFP.
- 8.4 Only written responses (with accompanying CD-ROM) will be accepted. Responses should be sent by registered or certified mail or by hand delivery.

9.0 INTERVIEWS

The AOC anticipates conducting interviews with top ranked proposed key personnel candidates to clarify aspects set forth in the written proposal **and to determine the candidate's oral and communications skills**. If conducted, interviews will likely be conducted at the AOC's offices in San Francisco. The AOC will not reimburse candidates for any costs incurred in traveling to or from the interview location. The AOC will notify prospective proposers regarding interview arrangements.

10.0 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 will become a public record.

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11.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

- 11.1 The Administrative Office of the Courts is bound by California Rule of Court 10.500 (see: <http://www.courtinfo.ca.gov/rules/amendments/jan2010-2.pdf>) as to disclosure of its administrative records. 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 Rule 10.500, then that information will not be disclosed pursuant to a request for public documents.
- 11.2 If the AOC does not consider such material to be exempt from disclosure under Rule 10.500, the material may be made available to the public, regardless of the notation or markings. If the proposer is unsure if its confidential and/or proprietary material meets the disclosure exemption requirements of Rule 10.500, then it should not include such information in its proposal.

END OF FORM