**ATTACHMENT 4**

**Technical Proposal (Non-Cost Portion)**

1. Executive Summary

Instructions: This section should be a seven (7) to ten (10) page summary of the key aspects of Proposer’s response to this Request for Proposal (RFP) and the principal advantages to the court.

* 1. Overview of proposed system deployment solution.
  2. Approach to meet EMS Deployment Objectives.
  3. Overview of Proposer Qualifications.
  4. Confirmation of Contract Scope and Term.
  5. Benefits to the JCC and the Attorney Users.

1. Minimum Requirements to Qualify

Instructions: In Table 1, below, Proposer must provide responses to the minimum requirements to qualify for participation in the RFP process. Answer Yes or No to the following questions.

1. **Minimum Requirements to Qualify**

|  | **Criteria** | **Response (Yes/No)** |
| --- | --- | --- |
| A. | Will your organization act as a prime contractor if subcontractors are required to provide in scope services? |  |
| B. | Are all data storage devices and Proposer facilities for providing services to the Judicial Branch all located within the continental United States or territories and staffed by U.S. located personnel? |  |
| C. | Do you certify to the best of your knowledge that your organization or any of its officers are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency? |  |
| D. | Do you certify to the best of your knowledge that your organization or any of its officers have not, within a five (5) year period preceding this RFP, been convicted of or had a civil judgment rendered against them for commission of fraud or criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property? |  |
| E. | Do you certify to the best of your knowledge that your organization or any of its officers have not, within a five (5) year period preceding this RFP, had one or more public transactions (Federal, State or local) terminated for cause or default? |  |

1. Company Overview

Provide all information requested in Table 2, Company Overview.

1. **Company Overview**

|  |  |
| --- | --- |
| Company name |  |
| RFP Response lead/account executive name, title and contact information: |  |
| Industry (NAICS) (North American Industry Classification System) |  |
| Federal Tax Identification Number |  |
| Fiscal 2013 company revenue |  |
| Fiscal 2013 company net income |  |
| Headquarters Location |  |
| Date Founded |  |
| Company Ownership (i.e. private/public, joint venture) |  |
| Number of years Proposer has been providing Application Software and Application User Training services |  |
| Number of employees: |  |
| Service Delivery Locations in the Continental United States |  |
| Name, title, address, telephone number, and email address of the individual who will act as Proposer’s designated representative for purposes of this RFP. |  |

1. Proposed Software

For each software product proposed for perpetual, non-exclusive, irrevocable license to JCC , provide the title, current version number, and date of release of current version.

**Proposer’s response:**

1. Contractor Resources and Implementation Activities:
   1. Implementation Services -

Contractor and the JCC will implement the user acceptance test and production environments solution. Contractor and the JCC will execute the implementation plan defined—that includes an emphasis on implementation, cut-over, risk and contingency planning, post-implementation support planning, and knowledge transfer and transition strategy.

**Proposer’s response:**

* 1. Administration

Contractor will train the JCC staff in the installation, administration, system updating, tuning, and troubleshooting procedures.

**Proposer’s response:**

* 1. Reports and Forms

The Contractor will work with the JCC to identify reports and forms required as well as codified values that should be included in the new system configuration.

**Proposer’s response:**

* 1. Documentation

The Contractor will be responsible for creating the standard operational documentation. The Contractor, working with the JCC, will create user and system administration manuals that are required by the JCC.

**Proposer’s response:**

* 1. Testing of Business Functionality and Validation

The Contractor will train the JCC testers in the use of the database system using the approved configuration and documentation. The testers with Contractor business leads will then conduct system testing and validation of the configuration. They will draw from their experience and also use the test cases created by the Contractor, working with subject matter experts. Configuration and application fixes will be regression tested and re-examined by testers with the assistance of Contractor business leads until testing results meet the agreed upon exit criteria.

**Proposer’s response:**

* 1. End User Training/Knowledge Transfer

The Contractor will train the JCC staff trainers through acceptance [?]. The JCC testers utilizing Contractor-provided core documentation will create, with Contractor’s assistance, a training program, including documentation as desired. Training programs should include but not be limited to:

* + 1. End-User Training
    2. System Administrator Training

**Proposer’s response:**

* 1. Go-Live Support

The Contractor will provide resources for go-live activities ensuring a seamless business transition utilizing the new application / solution.

**Proposer’s response:**

* 1. Post Implementation Support and Project Closeout

The Contractor will provide business and technical support of the application / solution to ensure a successful implementation by the JCC staff. The contractor will provide application support, track and resolve issues that are uncovered, perform any necessary system tuning to maintain acceptable system performance per Service Level Requirements (Attachment 2) finalize technical documentation, and finalize knowledge transfer to the JCC. The Proposer will perform project closeout tasks and document lessons learned.

**Proposer’s response:**

1. Business and Functional Requirements Response

Instructions: In Attachment 5, Business and Functional Requirements, address each requirement individually and comment if necessary

**Proposer’s response:**

1. Implementation of EMS Application Must Include:
   1. Providing a database application / soloution that meets the Business and Functional Requirements for the JCC

**Proposer’s response:**

* 1. Configuring and testing the database application / solution according to the business rules of the JCC

**Proposer’s response:**

* 1. Maintaining the database application / solution for changes in regulatory requirements, industry standards, application enhancements, common configuration changes, and fixing program defects

**Proposer’s response:**

* 1. Cutover and post go-live services

**Proposer’s response:**

* 1. Working in cooperation with the JCC and in order to make the solution available in a manner that ensures a high quality of service to users on multiple platforms and versions, including mobile devices

**Proposer’s response:**

1. Hosting Solution must include:
   1. A secure hosting infrastructure to run the solution using modern proven technology that is in compliance with the Remote Hosting Requirements (Attachment 2)

**Proposer’s response:**

* 1. Working in cooperation with the JCC and any other necessary contractors, in making the database available in a manner that assures a high quality of service to users.

**Proposer’s response:**

* 1. Providing database configurations

**Proposer’s response:**

1. Deployment
   1. Deployment Services

The system must be configured during initial deployment to meet specific business requirements. It is the aim of the JCC to appoint an experienced Contractor capable of executing an efficient project within the agreed-upon schedule and budget.

**Proposer’s response:**

* 1. Deployment Approach

Instructions:In the section below, provide an overview of Proposer’s deployment approach.

**Proposer’s response:**

* 1. Organization Chart

Instructions: Provide an organizational chart that clearly identifies the account team and roles that will support the EMS deployment. Include the names of Proposer Key employees and staff positions.

**Proposer’s response:**

* 1. Proposed Staffing and Biographies

Instructions: In this section, provide an overview of Proposer’s proposed key personnel. Provide resumes key personnel identified.

**Proposer’s response:**

* 1. EMS Deployment Management Tools

Instructions: In Table 3, below, provide information regarding the automated tools Proposer will use in the delivery of the EMS. Note: Attach and reference additional information where required.

**Proposer’s response:**

1. **EMS Deployment Management Tools**

| EMS Deployment  Management Tools | Product Name & Version | Describe Functions & Features (including manual and automated functions / integration points with other tools) | Expected Number of Licenses Required |
| --- | --- | --- | --- |
| **Proposer Tools** | | | |
| Project Management |  |  |  |
| SLA Monitoring & Reporting |  |  |  |
| Testing Tools |  |  |  |
| Knowledge Management |  |  |  |
| Change Management |  |  |  |
| Account Management |  |  |  |
| Training Software |  |  |  |
| Other (describe) |  |  |  |

1. Training

Instructions: For each section, describe how you intend to meet the requirement in that section. A sufficient response requires a narrative format that includes descriptions of approaches, methodologies, etc. and any exceptions.

* 1. Training Requirements

Contractor will train JCC, if needed, as mutually agreed. The Contractor will create, with JCC assistance, the system training program, including documentation as desired. The Contractor and the JCC will execute the training program. Contractor will assist the JCC in the initial training programs until the JCC can fully execute the training curriculum autonomously.

**Proposer’s response:**

* 1. Training Strategy
     1. The contractor will be require to provide the following:
        1. A detailed pre-deployment training plan to prepare the transition from the legacy database to the new system including existing interfaces, if applicable;
        2. A pre-deployment change management training plan to prepare for the transition to the new system, if applicable. **Note:** the change management training may or may not be done by the contractor. This will depend on what the JCC’s needs, what is available, and what the contractor could offer.
        3. A detailed go-live (implementation) training plan which includes a training schedule that coordinates with the actual deployment timeline, if applicable
        4. A detailed post-deployment plan, if applicable
        5. Other training plan(s) as required by the JCC

**Proposer’s response:**

* + 1. The training strategy should address the following:
       1. Scope: Outline the content of the training in detail, including, but not limited to system administration, case associations, attorneys, counties, dates, hearings, reporting and ad-hoc report examples, etc. The scope should cover all aspects of each screen and database system components operationally and functionally. The scope should also include whether Contractor trainer(s) will be onsite during go-live or implementation to address training issues.
       2. Duration: Length of each training session, length of entire training, and when training will begin and end for pre-deployment and deployment phases.
       3. Audience: Define the audience to be trained and how the trainee’s position will determine the delivery method (i.e. Role, function, etc.). Identify how Contractor will train staff including but not limited to scope, duration, and location.
       4. Logistics: Training schedules, training location and rooms, and training hours.
       5. Equipment: Contractor to identify training equipment needs and requirements including, but not limited to product, number, timing of set up and removal.
       6. Format: Various training delivery methods including, but not limited to train-the-trainer, individual employees in their work environment, group training (admin coordinators, attorneys, analysts, researchers, management, when applicable, others), web/video conference training or other e-learning methods.
       7. Approach: Customized training design for the JCC staff and in accordance with JCC standards and procedures. The approach should provide acceptance criteria to measure knowledge transfer and user familiarity and comfort with the new software system including functionality, system maintenance, and operations.
       8. Delivery: Contractor shall deliver the training as specified in the training plan including, but not limited to baseline end user training, specific record processing by functional role (i.e. system administration, attorney, etc.), technology platforms (hardware or software applications) and working offline.
       9. Post-deployment Plan: Post go-live training activities should use similar criteria as with go-live training (scope, approach, etc.). The plan must include how training will be conducted on legislative updates, enhancements and upgrades. The plan must also address when, to whom, and for how long the Contractor will provide training after deployment.

**Proposer’s response:**

* 1. Training Material

Contractor will provide training materials and documentation to the JCC in hardcopy and electronically or in a format and quantity that is mutually agreed upon. Contractor agrees JCC can reproduce the training material as needed. Training materials will include, but not be limited to:

* + 1. screen shots;
    2. text instructions;
    3. quick reference guides;
    4. e-learning or just-in-time (on demand) job aids;
    5. web-based manuals, job aids, etc.;
    6. minimal number of screens required to do a task (such as event initiation);
    7. specific record processing by functional role;
    8. system administration, platform and Help Desk guides including, but not limited to installation, troubleshooting procedures, system updates, ad hoc reporting and modifying; and
    9. other materials as required by the JCC to ensure the JCC can maintain functionality.

**Proposer’s response:**

1. Testing Requirements
   1. Describe Proposer’s proposed quality assurance and testing practices as well as how Proposer incorporates customer's unique requirements.

**Proposer’s response:**

* 1. Discuss how Proposer will achieve continuous process and productivity improvement during the engagement.

**Proposer’s response:**

* 1. Describe Proposer’s internal quality management program. This should include reference to the use of any specific methodologies, as well as the receipt of any quality certifications.

**Proposer’s response:**

* 1. User Acceptance Testing (UAT) will validate all aspects of the specific configuration settings required by the court and confirm the system is ready for production. This testing will need to be defined and supported by the Proposer. Testing services include testing strategy, test plan development, preparation and documentation of test scripts and test data, test cycle management, identification and resolution of any deficiencies or errors relating to testing, and retesting as required. Testing should include functional end-to-end testing, data conversion and migration testing, document management system, data exchanges, and performance/stress/load testing.

Describe Proposer's proposed approach, processes, testing tools and methodologies to be used to support the User Acceptance Testing.

**Proposer’s response:**

* 1. Cutover Testing Requirement

Describe Proposer's proposed process for Operational Readiness Testing prior to Operational Cutover.

**Proposer’s response:**

* 1. Testing Acceptance Criteria

Provide a detailed explanation of your proposed testing acceptance criteria for all stages of testing. Explain each of the testing steps and what is the acceptable criteria from going from one step to another, including User Acceptance criteria.

**Proposer’s response:**

1. Configuration Requirements
   1. The system must be configured during initial deployment to meet specific business requirements.

Describe Proposer's strategy and processes to gather, load and validate localized configuration.

**Proposer’s response:**

* 1. Explain the roles and responsibilities for those involved in the configuration process.

**Proposer’s response:**

* 1. Describe the process and tools used for initial loads and maintaining configurable items (ex. users, workflow, hourly rates) within the system.

**Proposer’s response:**

* 1. Specify whether all application configuration is done through screens intended to be used by JCC staff for ongoing maintenance.

**Proposer’s response:**

* 1. Describe the roles and responsibilities involved in configuration maintenance. If configuration maintenance is a proposer responsibility, describe the SLAs in this task.

**Proposer’s response:**

1. Deployment
   1. Deployment Approach:

Prepare a deployment approach and implementation plan that will meet the high-level tasks for this Project. The deployment approach should include resource loading necessary for implementation activities.

**Proposer’s response:**

* 1. Implementation Plan

Provide a detailed implementation plan that includes

* + 1. Implementation timeline not to exceed 2 (two) month
    2. Software loads
    3. Base system ready date
    4. Resources and responsibilities
    5. Base system setup
    6. Business process change strategy
    7. Testing strategy
    8. Training strategy
    9. Planned communication
    10. Go-Live support approach and planning
    11. Risk analysis and contingency planning
    12. Post-implementation approach and support planning

**Proposer’s response:**

* 1. Guidelines for Deployment Services Deliverables

The goal of this Project is to have a new database installed and configured within one (1) months after a contract is signed. Based upon these goals and the capacity of your company, prepare a deployment schedule, project plan.

**Proposer’s response:**

* 1. Describe your implementation planning (including project management) process.

**Proposer’s response:**

* 1. Describe your recommendation for roles your company personnel will assume and the roles that Judicial Council staff should assume in the implementation process.

**Proposer’s response:**

* 1. Describe your process for coordinating user acceptance.

**Proposer’s response:**

* 1. Describe your process for change management.

**Proposer’s response:**

* 1. Describe your process for critical defect scenarios.

**Proposer’s response:**

* 1. Describe your process for coordinating software upgrades and version management.

**Proposer’s response:**

* 1. Describe the process employed to track and report progress in system deployment.

**Proposer’s response:**

* 1. Describe the process and standards employed in determining when phases of deployment are satisfactorily completed.

**Proposer’s response:**

* 1. Describe the process involved in implementing any required state and local configurations, e.g., implementation of state statutes and rules, creation of standard state documents, state calendar, etc. Include any Judicial Council personnel required to accomplish the task.

**Proposer’s response:**

***END OF ATTACHMENT***