

**VIII. PROPOSAL EVALUATION**

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### **VIII.1 INTRODUCTION**

This section presents the process that the Document Management System Program Evaluation Team will follow in evaluating Proposals submitted by Bidders in response to **RFP Number: IT-DMS-2016-01-MDS** and the criteria to be used in evaluating the Proposals. Any Notice of Intent to Award an agreement resulting from this RFP shall be awarded to that responsible and responsive firm whose Proposal represents the best overall value to the Judicial Council and or Appellate Courts and who offers a fair and reasonable price.

### **VIII.2 PROPOSAL PROCESS AND SUBMISSION**

Proposals must be delivered to the Person of Contact specified in RFP Section I.6, Point of Contact, at the time and place specified in RFP Section 1.8 Timeline for This RFP. Proposals must be in the quantity and format specified in RFP Section VII, Proposal Format. Proposals will be rejected as non-responsive if not received by the date and time specified for Proposals as specified in RFP Section I.4, RFP Timeline for This RFP. For Additional information regarding the procurement processes to be followed, see RFP Section I.2.2. Summary of the Request.

### **VIII.3 EVALUATION TEAM ORGANIZATION**

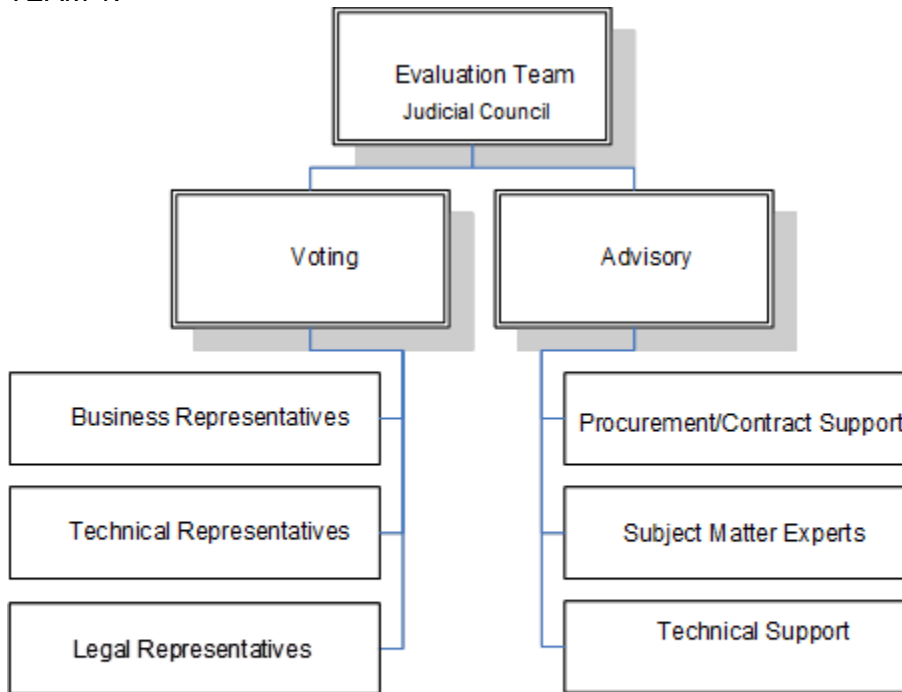
There will be two Evaluation Teams for the Document Management System Program one representing the Appellate Courts and one representing the Judicial Council consisting of many individuals who possess expertise in various areas of evaluation. The Evaluation Teams are comprised of two groups:

- Voting members
- Advisory members

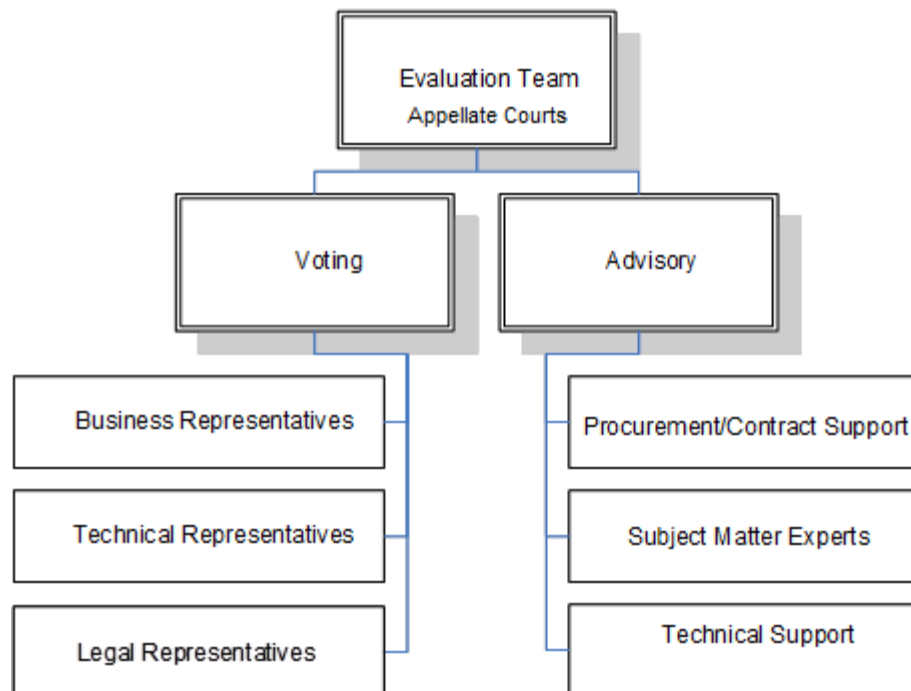
Voting members participate fully in the procurement and evaluation process, including reviewing and scoring all Proposals. Advisory members provide additional expertise in key areas of review of the Proposals (e.g. technical and functional subject matter expertise, administrative and procurement expertise). Figure IX.1 below provides a general overview of the Document Management System Program Evaluation Team Organization.

Figure IX.1. Evaluation Team Organization

TEAM 1:



TEAM 2:



#### VIII.4 TIER 1 – INITIAL ADMINISTRATIVE REQUIREMENTS AND MINIMUM QUALIFICATIONS REVIEW

The first step in the Proposal evaluation consists of the screening of each Bidder’s Proposal for compliance with various content requirements, administrative requirements, and minimum qualification requirements defined in the RFP. The Judicial Council and or Appellate Courts reserves the right to request clarification from Bidders who fail to meet any Tier 1 requirements prior to rejecting a Proposal for material deviation from requirements or non-responsiveness.

##### VIII.4.1.1 Bid Opening and Content Validation Check

The Judicial Council’s POC will review each Bidder’s Proposal for the presence of the proper number of Proposal copies and required information in conformance with the content requirements of this RFP. Absence of the required number of copies or required information may result in the Proposal being deemed non-responsive and rejected.

##### VIII.4.1.2 Minimum Qualification Requirements Review

The Judicial Council and or Appellate Courts will review the Bidder’s Proposal to determine whether the Bidder meets the Minimum Qualification requirements contained in RFP Section VI.3.1, Bidder Minimum Qualifications as documented in in RFP Appendix C, Bidder Response Template. Failure to meet a Bidder Minimum Qualification requirement **shall** result in the Proposal being deemed non-responsive and rejected.

##### VIII.4.1.3 Administrative Requirements Review

The Judicial Council’s POC will review the Bidder’s Proposal to determine whether it meets all of the Administrative Requirements contained in RFP Section IV, Administrative Requirements. The JCC and or Appellate Courts will also determine if the Bidder has provided the required explanations to specific Administrative Requirements. Failure to meet an Administrative Requirement may result in the Proposal being deemed non-responsive and rejected.

*VIII.4.1.4 Review of Technical Requirements, Implementation Support Requirements and or Appellate Court DMS Requirements.*

The JCC and or Appellate Courts will review the Bidder's Proposal to determine whether the Proposal contains permissible responses to all requirements contained in RFP Appendix B-01 Technical Requirements, RFP Appendix B-02 Implementation Support Requirements and Appendix B-03a – Appellate Courts DMS Requirements Specifications.

*VIII.4.1.5 Master Agreement, Appendix H*

Bidders are requested to minimize the exceptions taken to the Appendix H (including Exhibits) by completing the Attachment 1.

The Judicial Council POC will review the Bidder's Proposal to determine whether any redlined Appendix H submitted by the Bidder is consistent with the instructions provided in this RFP Section and Attachment 1, Proposer's Acceptance of Terms and Conditions. Failure to comply with these instructions may result in the Proposal being considered non-responsive and rejected by the Judicial Council.

Bidders are required to use the RFP Appendix H, Master Agreement and to mark any exceptions to the appropriate Appendix submitted in redline form and submit the appropriate redlined Appendix H with your Attachment 1 to the Proposal. In addition, Bidders must provide an associated rationale for each proposed change.

**VIII.5 TIER 2 – TECHNICAL/NON-COST EVALUATION**

The Evaluation Team will conduct a detailed review of Proposals that pass the Tier 1 Initial Administrative Requirements And Minimum Qualifications Review. During the Tier 2 Initial Evaluation phase of the evaluation process, the Evaluation Team will score each Proposal based on predefined and varying evaluation criteria.

The Judicial Council and or Appellate Court Evaluation Teams may require a Bidder's representative to answer questions with regard to the Bidder's Proposal. Failure of a Bidder to demonstrate that the claims made in its Proposal are in fact true may be sufficient cause for deeming a Proposal non-responsive. Proposals that contain false or misleading statements may be rejected if, in the Judicial Council and or Appellate Courts opinion, the information was intended to mislead the Judicial Council and or Appellate Court regarding a requirement of the RFP package. As stated in Section II, Rules Governing Competition, the Judicial Council and or Appellate Court may request Bidder presentations provided by selected Bidder Key Personnel.

**VIII.5.1 Scored Components**

The Evaluation Team will score each Bidder's Proposal. The Total Score of each Bidder's Proposal includes the following:

Table IX.1 Scored Evaluation Components

Category	Factors	Total Possible Points
<b>Non-Cost Evaluation</b>		
<b>Company Profile and Stability</b>	The company has a documented history of meeting the needs of business and/or government. Their Business Practices are sound and respected. The degree to which the	<b>5</b>
<b>Experience and Capability/Usability</b>	The company demonstrates the ability to	<b>12</b>
<b>Functionality</b>	Ability for the solution to expand to meet needs of	<b>20</b>
Acceptance of the Judicial Council's Terms and Conditions	Reasonableness of vendor's proposed contract exceptions, if any	<b>10</b>
DVBE Incentive	Vendor is a certified DVBE	<b>3</b>
<b>Cost Evaluation</b>		
Vendor Complete DMS Solution Price List	Best value of Vendor's proposed solution, including equipment (complete for all hardware	<b>50</b>
<b>Grand Total Points</b>		<b>100</b>

THE JCC WILL EVALUATE THE PROPOSALS ON A 100 POINT SCALE USING THE CRITERIA SET FORTH IN THE TABLE ABOVE. AWARDS, IF MADE, WILL BE TO THE HIGHEST-SCORED PROPOSALS BY VENDOR. ALTHOUGH SOME CATEGORIES ARE WEIGHTED MORE THAN OTHERS, ALL ARE CONSIDERED NECESSARY (EXCEPT THE SMALL BUSINESS INCENTIVE), 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 SET FORTH ABOVE.

The sections that follow provide additional information about those components of Bidder Proposals that will be scored by the Evaluation Team and the criteria to be used in conducting the evaluation.

#### *VIII.5.1.1 Company Profile and Stability*

The Evaluation Team may verify Bidder client references and will review and evaluate the Bidder's responses to all subsections of RFP Section VI.3.2, Bidder Experience. Scoring of the Bidder's responses to the Bidder Experience response requirements of the RFP will be based on:

- The company has a documented history of meeting the needs of business and/or government. Their Business Practices are sound and respected. They have sufficient staff at various locations to meet the needs of the Judicial Council or Appellate Courts and they are financially sound. The degree to which the software solution vendor is performing successfully within the technology marketplace with respect to the offered Proposed DMS Solution and can be considered a viable business of competitive consequence.
- Consensus of the Evaluation Team based on similarity and depth of Bidder experience as compared to the needs of the Document Management System Program Project.
- 

*VIII.5.1.2 Experience Capability and Usability*

The Evaluation Team will review and evaluate the Bidder's responses to all subsections of RFP Section VI.3.3, Project Staff and Project Organization along with Capability and Usability Scoring of the Bidder's responses to each of the Staff Qualifications and Project Organization response requirements of the RFP will be based on:

- Consensus of the Evaluation Team based on similarity and depth of staff experience as compared to the needs of the Document Management System Program. Appendix C, client references.
- Consensus of the Evaluation Team based on Bidder response to RFP Section VI.3.3.2, Project Organization, including level of integration with Judicial Council and or Appellate Court staff and commitment to on-site performance of work.
- Bidder Meeting the Minimum Qualifications:
  - The Bidder shall have successfully implemented Document Management Systems for a minimum of two large public sector agencies within the last three (3) years.
  - The Bidder shall have successfully implemented Document Management Systems in a minimum of one organization (e.g. public sector or private).
  - The Bidder shall have successfully implemented Document Management Systems for a minimum of one public sector agency with an operating budget of at least \$ 500 million.
  - The Bidder shall have successfully implemented Document Management Systems in a minimum of two public sector agencies with at least 15,000 employees.
  - The Bidder shall have successfully provided Document Management Systems post-implementation support services for a minimum of two public sector organizations.
- The following criteria will also be used to evaluate Experience Usability and Capability:

**Table IX-1. Evaluation Criteria Experience and Capability/Usability**

<b>Experience and Capability/Usability</b>
1. The company demonstrates the ability to provide a document management, capture and/or service solution.
2. They have provided one or more examples of previous and/or ongoing implementations. At least one of the examples involve courts and/or other judicial branch departments.
3. The company has demonstrated its ability to deploy a DMS solution to an organization of similar size and/or operation mission of the California Judicial Branch and/or Courts.



4. Accessibility - The degree to which the software solution is capable of providing appropriate access to information and functions.
5. Third Party Support - The degree to which the solution provides all functionality or integrates with Market leading third party partners/solutions.
6. Cross channel consistency - The ability to which the solution supports customer access through multiple channels (Web, Telephone, IPAD)
7. Consensus of the Evaluation Team based on similarity and depth of staff experience as compared to the needs of the Document Management System Program, as demonstrated in Form 6.3, Staff Experience Reference Form, and client references.
8. Consensus of the Evaluation Team based on Bidder response to RFP Section VI.3.3.2, Project Organization, including level of integration with JCC and or Appellate Courts staff and commitment to on-site performance of work

The Evaluation Team will contact client references to verify reference information and assess Key Personnel performance.

*VIII.5.1.3 Evaluation of Business Solution Response (Functionality)*

Judicial Council and or Appellate Court will review and evaluate the Bidder's responses to all subsections of RFP Section VI.4, Business Solution Response Requirements. The Evaluation Team will assess and score the Bidder's proposed business solution (technical, implementation, M&O support and functional) based on the criteria identified in the table below.

**Table IX-2. Evaluation Criteria Functionality**

Functionality
1. Document management and capture products offered are sufficient to meet the needs of the Judicial Council or Appellate Courts.
2. The DMS requires little or no custom programming.
3. The products and/or services will closely align with the current Judicial Council and Appellate Court networking and computing environments.
4. The products and/or services will closely align with the Judicial Council and Appellate Court DMS Technical Focus Areas.
5. The products and/or services will efficiently meet GC68150 requirements handling court records.
6. The degree to which the solution can be <b>customized</b> to support enhanced requirements via configuration and programming extensions, reusable and customizable business objects and visual development tools.

*IX.5.1.4 Evaluation of Cost*

Sealed cost information will not be opened until the Technical/Non-Cost Scoring has been published on November 22, 2016 and the Evaluation Team has completed the previous steps in the evaluation process. The Cost Scoring will be based on the total cost of the Bidder solution as defined in RFP Section VII, Pricing Proposal, and provided by the Bidder in RFP Appendix D, Cost Workbook (Total Cost Summary Worksheet). The Evaluation Team will consider both mandatory and optional requirements for cost evaluation purposes.

**Table IX-3. Evaluation Criteria Cost**

Cost
1. Project Implementation Costs
2. Cost of Maintenance and Operations- The measure of expected cost associated with operating and maintaining hardware, software and other components of the solution.

3. One Time Capital Investment - These costs include software, licensing fees and site license fees.
4. Hosting Services
5. Blended and Labor Rates
6. Availability of Volume Discounts
7. Availability and pricing of scanning and index services
8. Availability and pricing of document conversion services - optional
9. Existing cost-sharing models with courts if any
10. Availability of Multi-year enterprise wide master agreements
11. Availability of Scoping Services

### VIII.6 TIER 3 – COST EVALUATION

After completion of the Tier 2 Technical/Non Cost Evaluation, the Evaluation Team will select a “short list” of Finalist Bidders with the highest scores and proceed to the Cost Evaluation. The Cost Evaluation will be opened on November 28, 2016. After the Cost Evaluation is scored for each Proposer the Notice(s) of Intent to Award will be posted on or about December 5, 2016.

### VIII.7 SUMMARY OF OVERALL EVALUATION SCORING PROCESS

Table IX-3, Summary of Overall Evaluation Scoring Process, presents a summary of the specific evaluation components and illustrates how the Evaluation Team will score Bidder Proposals.

**Table IX-4. Summary of Overall Evaluation Scoring Process**

<b>Company Profile and Stability</b>
<i>The company has a documented history of meeting the needs of business and/or government. Their Business Practices are sound and respected. They have sufficient staff at various locations to meet the needs of the Judicial Branch and they are financially sound. The degree to which the software solution vendor is performing successfully within the technology marketplace with respect to the offered DMS solution and can be considered a viable business of competitive consequence.</i>
1. Financial Performance - The competitive health of the vendor (e.g. Revenue, net income and marketplace value)
2. Market Performance - The degree to which vendor has won share within the DMS market segment.
3. Industry Acceptance - The degree to which the Industry has favorably recognized the prospects of the vendors product offerings, market position and competitive strategies.
<b>Experience and Capability/Usability</b>
1. The company demonstrates the ability to provide a document management, capture and/or service solution.
2. They have provided one or more examples of previous and/or ongoing implementations. At least one of the examples involve courts and/or other judicial branch departments.
3. The company has demonstrated its ability to deploy a DMS solution to an organization of similar size and/or operation mission of the California Judicial Branch and/or Courts.
4. Accessibility - The degree to which the software solution is capable of providing appropriate access to information and functions.
5. Third Party Support - The degree to which the solution provides all functionality or integrates with Market leading third party partners/solutions.
6. Cross channel consistency - The ability to which the solution supports customer access through multiple channels (Web, Telephone, IPAD)

7. Consensus of the Evaluation Team based on similarity and depth of staff experience as compared to the needs of the Document Management System Program, as demonstrated in Form 6.3, Staff Experience Reference Form, and client references.
8. Consensus of the Evaluation Team based on Bidder response to RFP Section VI.3.3.2, Project Organization, including level of integration with JCC and or Appellate Courts staff and commitment to on-site performance of work
<b>Functionality</b>
<i>The degree to which the software solution satisfies functionality specific to The Appellate Court or Judicial Council</i>
1. Document management and capture products offered are sufficient to meet the needs of the Judicial Branch.
2. The DMS requires little or no custom programming.
3. The products and/or services support an integrated enterprise environment including distributed, regional and centralized document capture, storage and retrieval.
4. The products and/or services will closely align with the current JCC and Appellate networking and computing environments.
5. The products and/or services will closely align with the JCC and Appellate Court DMS Technical Focus Areas.
6. The products and/or services will efficiently meet GC68150 requirements handling court records.
7. The degree to which the solution can be <b>customized</b> to support enhanced requirements via configuration and programming extensions, reusable and customizable business objects and visual development tools.
8. The degree to which the unmodified or un-customized solution satisfies requirements with little or no custom development or configuration - "Out of the Box Features"
<b>Cost</b>
<i>Estimates of the expected, relative expense associated with PACKAGE solution capital investments and with operations and maintenance activities.</i>
1. Availability of Multi-year enterprise wide master agreements.
2. Existing cost-sharing models with courts if any
3. Pricing of one-time costs -Capital Investment - These costs include per seat licensing fees, developer licensing fees and site license fees.
4. Cost of Operations and Maintenance - The measure of expected cost associated with operating and maintaining hardware, software and other components of the solution.
5. Availability of Volume Discounts
6. Availability and pricing of scanning and index services
7. Availability and pricing of document conversion services - optional
8. Training - Expected cost associated with training the trainers, administrators, developers and the end users.
<b>Additional Information</b>
Extra points awarded due to additional information supplied by vendor.
<b>TOTALS</b>
<b>GRAND TOTAL (Possible 100)</b>