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|  | REQUEST FOR PROPOSALS   |
| ***Judicial council of california*****Regarding:***Design and Host Web-Based Professional Content for Juvenile Court Professionals***PROPOSALS DUE:** May 29, 2018 no later than 3:00p.m. Pacific time  |

**1.0 BACKGROUND INFORMATION**

1.1 The Judicial Council of California (Judicial Council), chaired by the Chief Justice of California, is the chief policy making agency of the California judicial system. The California Constitution directs the Judicial 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 Judicial Council also adopts rules for court administration, practice, and procedure, and performs other functions prescribed by law. The Judicial Council staff assists both the council and its chair in performing their duties.

The Judicial Council’s Center for Families, Children & the Courts (CFCC) provides services to the courts, associated professionals and the public on juvenile and family projects to improve access and fairness and service delivery of court-based programs that improve the lives of children and families. CFCC’s web site is located at: <http://www.courts.ca.gov/programs-cfcc.htm>. CFCC includes units focusing on assistance to self-represented litigants, victims of domestic violence, victims of crime, families involved in child custody and child support matters, and families and children involved in the child welfare or the juvenile justice systems.

**2.0 DESCRIPTION OF SERVICES AND DELIVERABLES**

2.1 The JCC seeks the services of a person or entity with expertise in the design, creation and hosting of a website to provide case law, educational content, and resources to a statewide audience of judicial officers, juvenile attorneys, social workers, probation officers, volunteers and others. All content of the website, both initially and on-going updates, will be developed and provided by the Judicial Council.

This contract will be divided into an Initial Term (through September 30, 2018) and an Option Term (through September 30, 2019).

2.1.1 Review sample content provided by JCC in PDF format files or video files, including current case law summaries, Judicial Council job aids, notices of training around the state, training and orientation videos, educational content in PDF, and reports and job aids from other governmental and non-profit agencies.

2.1.2 Based on content identify and document 4-5 digital services the website can provide including legal updates, educational opportunities, online training, and professional resources and research.

2.1.3 Identify and document 4-5 user-types for the website. Work with the project manager to design and implement a limited number of interviews (3-5) and/or focus groups (2-3) with a cross-section of potential site users to assess and document their needs, preferred methods of receiving content, and other characteristics. Develop and deliver summary reports from these assessments and provide overall recommendations based on the findings.

2.1.4 Work with project manager and JCC staff on wireframes or alpha site that will at least but not be limited to the following goals:

1. Reflect the user experience research conducted in 2.1.1, 2.1.2, and 2.1.3 to meet dependency professionals’ needs and requirements for organization and delivery of content;
2. Comply with local, state and federal requirements, including ADA and W3C standards;
3. Be optimized for mobile use;
4. Offer a means to ensure that data and content are securely collected and updated by authorized person(s) as designated by the JCC;
5. Have a working pilot site that can be used to test assumptions about most effective user experience in all content categories;
6. Provide detailed analytics including usage patterns derived from user registration data.
7. Administrator’s ability to segment users based on site registration data and group emails.
8. OPTIONALLY a mobile app for accessing site content by professionals.

2.1.5 Upon approval of alpha site and pilot, provide beta site for user testing.

2.1.6 Work with project manager and JCC staff on reviewing results of beta testing and make necessary modifications.

2.1.7 Upon approval of beta site modifications, host web site for approximately 5,000 registered users for a period of 1 year. Provide customer assistance related to technical aspects of website and data analytics to JCC. Assistance related to content, subscribing to website, and other nontechnical matters will be provided by JCC.

**2.2 DELIVERABLES AND DUE DATES:** The Proposer will be asked to do the following, by the dates listed to the right of each deliverable:

**INITIAL TERM**

**2.2.1 Deliverable 1: Meeting with JCC Project Management**

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| **Deliverable 1** | **Due Date** |
| First in-person or teleconference meeting to review project plan, deliverables, and timeline. Provide summary of project plan and action items from meeting. | June 15, 2018 |

**2.2.2 Deliverable 2: Evaluation of Existing Content**

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| **Deliverable 2** | **Due Date** |
| Review sample content provided by JCC in PDF format files or video files, including current case law summaries, Judicial Council job aids, notices of training around the state, training and orientation videos, educational content in PDF, and reports and job aids from other governmental and non-profit agencies.Based on content identify and document 4-5 digital services the website can provide including legal updates, educational opportunities, online training, and professional resources, and research. | July 12, 2018 |

**2.2.3 Deliverable 3: User Experience Research**

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| **Deliverable 3** | **Due Date** |
| Identify and document 4-5 user-types for the website. Work with the project manager to design and implement Identify and document 4-5 user-types for the website. Work with the project manager to design and implement a limited number of interviews (3-5) and/or focus groups (2-3) with a cross-section of potential site users to assess and document their needs, preferred methods of receiving content, and other characteristics. Develop and deliver summary reports from these assessments and provide overall recommendations based on the findings. | On or before July 31, 2018 |

**2.2.4 Deliverable 4: Wireframes and Pilot**

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| **Deliverable 4** | **Due Date** |
| Work with project manager and JCC staff on wireframes or alpha site that will at least but not be limited to the following goals:1. Reflect the user experience research conducted in 2.1.1, 2.1.2, and 2.1.3 to meet dependency professionals’ needs and requirements for organization and delivery of content;
2. Comply with local, state and federal requirements, including ADA and W3C standards;
3. Be optimized for mobile use;
4. Offer a means to ensure that data and content are securely collected and updated by authorized person(s) as designated by the JCC;
5. Have a working pilot site that can be used to test assumptions about most effective user experience in all content categories;
6. Provide detailed analytics including usage patterns derived from user registration data.
7. Administrator’s ability to segment users based on site registration data and group emails.
8. OPTIONALLY a mobile app for accessing site content by professionals.
 | On or before July 31, 2018 |

**2.2.5 Deliverable 5: Beta Site**

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| **Deliverable 5** | **Due Date** |
| Provide beta site for user testing. Make necessary modifications to beta site and conclude beta testing phase. | On or before August 30, 2018 |

**2.2.6 Deliverable 6: Launch and host website**

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| **Deliverable 6** | **Due Date** |
| Launch and host web site for approximately 5,000 registered users | On or before September 30, 2018 |

**OPTION TERM**

**2.2.6 Deliverable 7: Host website**

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| **Deliverable 7** | **Due Date** |
| Host web site for approximately 5,000 registered users for a period of 1 year. Provide customer assistance related to technical aspects of website. Provide data analytics reports to JCC.  | December 30, 2018 |

**2.2.6 Deliverable 8: Host website**

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| **Deliverable 8** | **Due Date** |
| Host web site for approximately 5,000 registered users for a period of 1 year. Provide customer assistance related to technical aspects of website. Provide data analytics reports to JCC. | March 30, 2019 |

**2.2.6 Deliverable 9: Host website**

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| **Deliverable 9** | **Due Date** |
| Host web site for approximately 5,000 registered users for a period of 1 year. Provide customer assistance related to technical aspects of website. Provide data analytics reports to JCC. | June 30, 2019 |

**2.2.6 Deliverable 10: Host website**

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| **Deliverable 10** | **Due Date** |
| Host web site for approximately 5,000 registered users for a period of 1 year. Provide customer assistance related to technical aspects of website. Provide data analytics reports to JCC. | September 30, 2019 |

**3.0 TIMELINE FOR THIS RFP**

The JCC has developed the following list of key events related to this RFP. All dates are subject to change at the discretion of the JCC.

| **EVENT** | **DATE** |
| --- | --- |
| RFP issued**:** | **May 16, 2018** |
| Deadline for written questions tosolicitations@jud.ca.gov | **May 21, 2018** |
| Questions and answers posted *(estimate only)* | **May 25, 2018** |
| Latest date and time proposal may be submitted  | **May 29, 2018****3:00 p.m. Pacific Time** |
| Evaluation of proposals (*estimate only*) | **Week of June 4, 2018** |
| Notice of Intent to Award (*estimate only*) | **June 11, 2018** |
| Negotiations and execution of contract (*estimate only*) | **June 12, 2018** |
| Contract start date (*estimate only*) | **Upon execution of Contract** |
| Contract end date (*estimate only*) | **September 30, 2018** |

**4.0 RFP ATTACHMENTS**

The following attachments are included as part of this RFP:

| **ATTACHMENT**  | **DESCRIPTION** |
| --- | --- |
| Attachment 1: Administrative Rules Governing RFPs (Non-IT Services): | These rules govern this solicitation. |
| Attachment 2: JCC Standard Terms and Conditions | If selected, the person or entity submitting a proposal (the “Proposer”) must sign a JCC Standard Form agreement containing these terms and conditions (the “Terms and Conditions”).  |
| Attachment 3: Proposer’s Acceptance of Terms and Conditions | On this form, the Proposer must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions.  |
| Attachment 4: General Certifications Form | The Proposer must complete the General Certifications Form and submit the completed form with its proposal. |
| Attachment 5: Darfur Contracting Act Certification | The Proposer must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal. |
| Attachment 6: Payee Data Record Form | This form contains information the JCC requires in order to process payments and must be submitted with the proposal. |
| Attachment 7DVBE Declaration | This form needs to be signed by the Proposer if the Vendor is participating in the DVBE incentive and submitted with the proposal. |
| Attachment 8Bidder Declaration | This form needs to be signed by the Proposer if the Vendor is participating in the DVBE incentive and submitted with the proposal. |
| Attachment 9: Unruh and FEHA Certification | The Proposer must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification. |

**5.0 PAYMENT INFORMATION**

* Subject to the terms in *Attachment 2, Appendix B, Payment Provisions*, the selected provider will be paid on a firm-fixed price per Deliverable basis.

**7.0 SUBMISSIONS OF PROPOSALS**

7.1 Proposals should provide straightforward, concise information that satisfies the requirements of the “Proposal Contents” section below. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the RFP’s instructions and requirements, and completeness and clarity of content.

7.2 The Proposer must submit its proposal in two parts, the technical proposal and the cost proposal.

a. The Proposer must submit **one (1) original and three (3) copies** of the technical proposal. The original must be signed by an authorized representative of the Proposer. The original technical proposal (and the copies thereof) must be submitted to the JCC in a single sealed envelope, separate from the cost proposal. The Proposer must write the RFP title and number on the outside of the sealed envelope.

b. The Proposer must submit **one (1) original and three (3) copies** of the cost proposal. The original must be signed by an authorized representative of the Proposer. The original cost proposal (and the copies thereof) must be submitted to the JCC in a single sealed envelope, separate from the technical proposal. The Proposer must write the RFP title and number on the outside of the sealed envelope.

c. The Proposer must submit an electronic version of the entire proposal on CD-ROM USB memory stick/flash drive. The files must be in PDF, Word, or Excel formats.

7.3 Proposals must be delivered by the date and time listed on the coversheet of this RFP to:

**Judicial Council of California**

**Attn: Lenore Fraga-Roberts – Bid Desk**

**RFP# CFCC-2018-05-LV**

**455 Golden Gate Avenue, 6th Floor**

**San Francisco, CA 94102-3688**

7.4 Late proposals will not be accepted.

7.5 Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g. FedEx), or delivered by hand. Proposals may not be transmitted by fax or email.

**8.0 PROPOSAL CONTENTS**

8.1 Technical Proposal. The following information must be included in the technical proposal. A proposal lacking any of the following information may be deemed non-responsive.

a. The Proposer’s name, address, telephone and fax numbers, and federal tax identification number. Note that if the Proposer is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.

b. Name, title, address, telephone number, and email address of the individual who will act as the Proposer’s designated representative for purposes of this RFP.

c. For each key staff member: a resume describing the individual’s background and experience, as well as the individual’s ability and experience in conducting the proposed activities.

d. Names, addresses, and telephone numbers of a minimum of four (\_**4**\_) clients for whom the Proposer has conducted similar services. The JBE may check references listed by the Proposer.

e. Proposed method to complete the work.

i. Include links to similar website work products. Provide a clear project plan referencing the deliverables in section 2.2.

f. Acceptance of the Terms and Conditions.

i. On Attachment 3, the Proposer must check the appropriate box and sign the form. If the Proposer marks the second box, it must provide the required additional materials. An “exception” includes any addition, deletion, or other modification.

ii. If exceptions are identified, the Proposer must also submit (i) a red-lined version of the Terms and Conditions that implements all proposed changes, and (ii) a written explanation or rationale for each exception and/or proposed change.

g. Certifications, Attachments, and other requirements.

 i. The Proposer must complete the General Certifications Form (Attachment

 4) and submit the completed form with its proposal.

ii. The Proposer must complete the Darfur Contracting Act Certification (Attachment 5) link to Darfur Certification Contracting Act form and submit the completed certification with its proposal.

iii. If Contractor is a California corporation, limited liability company (“LLC”), limited partnership (“LP”), or limited liability partnership (“LLP”), proof that Contractor is in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor conducts or will conduct (if awarded the contract) intrastate business in California, proof that Contractor is qualified to do business and in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor does not (and will not if awarded the contract) conduct intrastate business in California, proof that Contractor is in good standing in its home jurisdiction.

iv. The Proposer must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification (Attachment 8) and submit the completed certification with its bid.

8.2 Cost Proposal. The following information must be included in the cost proposal.

i. A detailed line item budget showing total cost of the proposed services.

ii. A full explanation of all budget line items in a narrative entitled “Budget Justification.”

iii. A “firm fixed price” per deliverable for all work and expenses will be paid under the contract if awarded.

**9.0 OFFER PERIOD**

A Proposer's proposal is an irrevocable offer for ninety (90) days following the proposal due date. In the event a final contract has not been awarded within this period, the JCC reserves the right to negotiate extensions to this period.

**10.0 EVALUATION OF PROPOSALS**

At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents.

The JCC will evaluate the proposals on a 100 point scale using the criteria set forth in the table below. Award, if made, will be to the highest-scored proposal.

If a contract will be awarded, the JCC will post an intent to award notice at

[www.courts.ca.gov/rfps.htm](http://www.courts.ca.gov/rfps.htm).

| **CRITERION** | **maximum number of points** |
| --- | --- |
| Quality of work plan submitted | 27 |
| Experience on similar assignments | 20 |
| Cost  | 30  |
| Credentials of staff to be assigned to the project | 10 |
| Acceptance of the Terms and Conditions | 5 |
| Ability to meet timing requirements to complete the project | 5 |
| (“DVBE”) Incentive Disabled Veterans Business Enterprise incentive is available to qualified proposers. | 3 |

**11.0 INTERVIEWS**

The JCC may conduct interviews with Proposers to clarify aspects set forth in their proposals or to assist in finalizing the ranking of top-ranked proposals. The interviews may be conducted in person or by phone. If conducted in person, interviews will likely be held at the JCC’s offices. The JCC will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The JCC will notify eligible Proposers regarding interview arrangements.

**12.0 CONFIDENTIAL OR PROPRIETARY INFORMATION**

**Proposals are subject to disclosure pursuant to applicable provisions of the California Public Contract Code and rule 10.500 of the California Rules of Court.** The JCC will not disclose (i) social security numbers, or (ii) balance sheets or income statements submitted by a Proposer that is not a publicly-traded corporation. All other information in proposals will be disclosed in response to applicable public records requests. Such disclosure will be made regardless of whether the proposal (or portions thereof) is marked “confidential,” “proprietary,” or otherwise, and regardless of any statement in the proposal (a) purporting to limit the JCC’s right to disclose information in the proposal, or (b) requiring the JCC to inform or obtain the consent of the Proposer prior to the disclosure of the proposal (or portions thereof). Any proposal that is password protected, or contains portions that are password protected, may be rejected. Proposers are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.

**13.0 DISABLED VETERAN BUSINESS ENTERPRISE INCENTIVE**

Qualification for the DVBE incentive is not mandatory. Failure to qualify for the DVBE incentive will not render a proposal non-responsive.

12.2 Eligibility for and application of the DVBE incentive is governed by the Judicial Council’s DVBE Rules and Procedures. Proposer will receive a DVBE incentive if, in the Judicial Council’s sole determination, Proposer has met all applicable requirements. If Proposer receives the DVBE incentive, a number of points will be added to the score assigned to Proposer’s proposal. The number of points that will be added is specified in Section 11 above.

12.3 To receive the DVBE incentive, at least 3% of the contract goods and/or services must be provided by a DVBE performing a commercially useful function. Or, for solicitations of non-IT goods and IT goods and services, Proposer may have an approved Business Utilization Plan (“BUP”) on file with the California Department of General Services (“DGS”).

12.4 If Proposer wishes to seek the DVBE incentive:

Proposer must submit with its proposal a DVBE Declaration (Attachment 7) completed and signed by each DVBE that will provide goods and/or services in connection with the contract. If Proposer is itself a DVBE, it must complete and sign the DVBE Declaration. If Proposer will use DVBE subcontractors, each DVBE subcontractor must complete and sign a DVBE Declaration. NOTE: The DVBE Declaration is not required if Proposer will qualify for the DVBE incentive using a BUP on file with DGS.

12.5 Proposer must complete and submit with its proposal the Bidder Declaration (Attachment 9). Proposer must submit with the Bidder Declaration all materials required in the Bidder Declaration.

12.6 Failure to complete and submit these forms as required will result in Proposer not receiving the DVBE incentive. In addition, the Judicial Council may request additional written clarifying information. Failure to provide this information as requested will result in Proposer not receiving the DVBE incentive.

12.7 If this solicitation is for IT goods and services, the application of the DVBE incentive may be affected by application of the small business preference. For additional information, see the Judicial Council’s Small Business Preference Procedures for the Procurement of Information Technology Goods and Services.

12.8 If Proposer receives the DVBE incentive: (i) Proposer will be required to complete a post-contract DVBE certification if DVBE subcontractors are used; (ii) Proposer must use any DVBE subcontractor(s) identified in its proposal unless the Judicial Council approves in writing the substitution of another DVBE; and (iii) failure to meet the DVBE commitment set forth in its proposal will constitute a breach of contract.

**FRAUDULENT MISREPREPRETATION IN CONNECTION WITH THE DVBE INCENTIVE IS A MISDEMEANOR AND IS PUNISHABLE BY IMPRISONMENT OR FINE, AND VIOLATORS ARE LIABLE FOR CIVIL PENALTIES. SEE MVC 999.9.**

**14.0 PROTESTs**

Any protests will be handled in accordance with Chapter 7 of the Judicial Branch Contracting Manual (see *www.courts.ca.gov/documents/jbcl-manual.pdf*). Failure of a Proposer to comply with the protest procedures set forth in that chapter will render a protest inadequate and non-responsive, and will result in rejection of the protest. The deadline for the JCC to receive a solicitation specifications protest is the proposal due date. Protests must be sent to:

Judicial Council of California

ATTN: Protest Hearing Officer

RFP# CFCC-2018-05-LV

Branch Accounting and Procurement Administrative Division

455 Golden Gate Avenue

San Francisco, CA 94102-3688