

# REQUEST FOR PROPOSALS

---

**JUDICIAL COUNCIL OF CALIFORNIA**

**Regarding:**

THE ASSESSMENT OF CALIFORNIA COLLABORATIVE  
COURTS WEB-BASED SERVICES

RFP No: CFCC-CCW17-23RB

**REVISION NO. 1**

**PROPOSALS DUE:**

~~MONDAY MAY 15~~, **WEDNESDAY, MAY 17**, 2017, NO  
LATER THAN 1:00 P.M. PACIFIC TIME

## **1.0 BACKGROUND INFORMATION**

### **1.1 BACKGROUND**

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.

### **1.2 CENTER FOR FAMILIES, CHILDREN & THE COURTS**

The Judicial Council's Center for Families, Children & the Courts (CFCC) will coordinate this project in collaboration with the Judicial Council's Criminal Justice Services Office (CJS). CFCC focuses on juvenile and family projects that improve the lives of children and families through positive changes in the trial and appellate courts' handling of all case types.

CFCC's web site is located at: <http://www.courts.ca.gov/programs-cfcc.htm>

## **2.0 DESCRIPTION OF SERVICES AND DELIVERABLES**

### **2.1 TERM**

The services are expected to be performed for a period from June 12, 2017 and ending December 31, 2017.

### **2.2 DESCRIPTION OF SERVICES**

For this project, the service provider will be asked to conduct a comprehensive stakeholder/user assessment on the California Collaborative Courts public web site (<http://www.courts.ca.gov/programs-collabjustice.htm>). The scope of these assessments will include, but not be limited to, the following deliverables:

- 2.2.1 Evaluate the existing web pages based on mobile readiness, content readability, page load speed, accessibility, security, search engine optimization, information architecture, and interactivity.
- 2.2.2 Identify and document 4-5 digital services the webpages can/does provide including, information (to public and justice partners), research/data, and funding opportunities.
- 2.2.3 Identify and document five or six user-types for the collaborative courts website. Work with the project manager to design and implement interviews, focus groups, and/or surveys

with a cross-section of site users (both internal and external users) to assess and document their goals, aspirations, and levels of satisfaction with the current pages. Develop and deliver summary reports from these assessments and provide overall recommendations based on the findings.

2.2.4 Provide digital services workshop for CFCC and CJS staff to draft more accessible, service oriented content and train staff on best practices for maintaining and updating content. There will be no hardware component in the resulting contract.

2.2.5 Work with the project manager and Judicial Council staff on wireframes and or alpha site that will meet but not be limited to, the following goals:

1. Communicate core information on collaborative courts;
2. Comply with applicable state and federal requirements, including ADA and W3C standards;
3. Be optimized for mobile use independent of a specific operating system or platform and upgradeable to keep pace with advancing technology;
4. Have the potential to integrate with the existing Judicial Council website to be a part of the presence and delivery of digital services to the public.
5. Offer a means to ensure that data and content are securely collected and updated by authorized person(s), as designated by the Judicial Council;
6. Have a working pilot site that can be used to test assumptions about the most effective way to improve the user experience for at least five services

2.2.6 Provide a summary of findings including recommendations for both short- and long-term site improvement strategies. Document current stakeholder capabilities and infrastructure constraints and compare with stated long- and short-term objectives

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

**2.3.1 Deliverable 1: Meeting with Judicial Council Project Management**

<b>Deliverable 1</b>	<b>Due Date</b>	<b>Payment</b>
First in-person or teleconference meeting to review project plan, deliverables, and timeline.	On or before June 30, 2017	5 % of award

**2.3.2 Deliverable 2: Assessment of Existing Web Pages Based on Criteria**

<b>Deliverable 2</b>	<b>Due Date</b>	<b>Payment</b>
----------------------	-----------------	----------------

<p>Website Assessment: Provide in-depth research and evaluation on user types and website effectiveness. Evaluate and rank the existing web pages based on mobile readiness, content readability, page load speed, accessibility, security, search engine optimization, information architecture, and interactivity.</p> <p>Identify and document 4-5 digital services the webpages can/does provide including, information (to public and justice partners), research/data, and funding opportunities.</p>	<p>On or before July 31st, 2017</p>	<p>15 % of award</p>
---	-------------------------------------	----------------------

**2.3.3 Deliverable 3: User Experience Research**

<b>Deliverable 3</b>	<b>Due Date</b>	<b>Payment</b>
<p>User Assessment and User Personas: Identify and document five or six user-types for the collaborative courts website. Work with the project manager to design and implement interviews, focus groups, and/or surveys with a cross-section of site users (both internal and external users) to assess and document their goals, aspirations, and levels of satisfaction with the current pages. Develop and deliver summary reports from these assessments and provide overall recommendations based on the findings.</p>	<p>On or before August 25<sup>th</sup>, 2017</p>	<p>30% of award</p>

**2.3.4 Deliverable 4: Evaluation of Existing Web Pages for Knowledge Transfer**

<b>Deliverable 4</b>	<b>Due Date</b>	<b>Payment</b>
<p>Knowledge Transfer: Conduct a knowledge transfer with the Judicial Council staff to share methodologies, assessment tools, and other user research techniques to enable the Judicial Council staff to conduct future assessments and follow-up.</p>	<p>On or before September 15<sup>th</sup>, 2017</p>	<p>25 % of award</p>

**2.3.5 Deliverable 5: Wireframes/Pilot**

Deliverable 5	Due Date	
<p>1. Wireframes and Recommendations: Deliver a set of wireframes and work with the project manager and Judicial Council staff on wireframes and/or alpha site to provide recommendations that will meet, but are not be limited to, the following goals:</p> <ol style="list-style-type: none"> <li>1. Communicate core information on collaborative courts;</li> <li>2. Comply with applicable state and federal requirements, including ADA and W3C standards;</li> <li>3. Be optimized for mobile use independent of a specific operating system or platform and upgradeable to keep pace with advancing technology;</li> <li>4. Have the potential to integrate with the existing Judicial Council website to be a part of the presence and delivery of digital services to the public.</li> <li>5. Offer a means to ensure that data and content are securely collected and updated by authorized person(s), as designated by the Judicial Council;</li> <li>6. Have a working pilot site that can be used to test assumptions about the most effective way to improve the user experience for at least five services</li> </ol> <p>2. Provide a summary of findings including recommendations for both short- and long-term site improvement strategies. Document current stakeholder capabilities and infrastructure constraints and compare with stated long- and short-term objectives</p>	<p>On or before  December 31st,  2017</p>	<p>25 % of award</p>

**3.0 TIMELINE FOR THIS RFP**

The Judicial Council 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 Judicial Council.

RFP Title: Assessment of California Collaborative Courts Web-based Services  
RFP No: CFCC-CCW17-23RB

EVENT	DATE
RFP issued	<i>April 26<sup>th</sup>, 2017</i>
Deadline for questions	<i>May 5<sup>th</sup>, 2017, 1pm PST</i>
Questions and answers posted	<i>May 10<sup>th</sup>, 2017</i>
Latest date and time proposal may be submitted	<del>May 15</del> , <u>May 17</u> , 2017, 1pm PST
Anticipated interview and/or demonstration dates, if any ( <i>estimate only</i> )	<del>May 16 - May 17</del> , <u>May 18-19</u> , 2017
Evaluation of proposals ( <i>estimate only</i> )	<del>May 18-19</del> , <u>May 22-23</u> , 2017
Public opening of cost portion of proposals	<del>May 22</del> , <u>May 24</u> , 2017, 1pm PST
Notice of Intent to Award ( <i>estimate only</i> )	<i>May 26, 2017</i>
Negotiations and execution of contract ( <i>estimate only</i> )	<i>June 5-16, 2017</i>
Contract start date ( <i>estimate only</i> )	<i>June 19, 2017</i>
Contract end date ( <i>estimate only</i> )	<i>December 31, 2017</i>

#### 4.0 RFP ATTACHMENTS

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs (IT Goods and Services)	These rules govern this solicitation.
Attachment 2: JBE Standard Terms and Conditions	If selected, the person or entity submitting a proposal (the “Proposer”) must sign a Judicial Council 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: Small Business Declaration	The Proposer must complete this form only if it wishes to claim the small business preference associated with this solicitation.
Attachment 6: Payee Data Record Form	This form contains information the JBE requires in order to process payments and must be submitted with the proposal.
Attachment 7: Unruh and FEHA Certification	The Proposer must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification.
Attachment 8: DVBE Bidder Declaration	The Proposer must complete the DVBE Bidder Declaration only if it wishes to claim this preference associated with this solicitation.
Attachment 9: DVBE - Declaration	The Proposer must complete the DVBE – Declaration only if it wishes to claim this preference associated with this solicitation.

#### 5.0 PAYMENT INFORMATION

The total cost for consultant services will not exceed \$35,000.00. Proposers will submit breakdown of their price per each of the five (5) deliverables.

The amount of the resulting contract shall be inclusive of all expenses and therefore no other expenses, including travel, will be reimbursed.

## 6.0 PRE-PROPOSAL CONFERENCE

The Judicial Council will not hold a pre-proposal conference.

## 7.0 SUBMISSIONS OF PROPOSALS

- 7.1 The Proposer shall provide their point of contact, including name, physical and electronic addresses, and telephone numbers in a cover letter.
- 7.2 Responsive proposals should provide straightforward, concise information that satisfies the requirements noted in items RFP: 2.0 and 8.0.
- 7.3 Proposers will submit one 1 hard copy and 1 electronic version of the proposal.
- 7.4 Only written responses will be accepted. Responses should be sent by registered or certified mail or by hand delivery.

Judicial Council of California  
Attn: Lenore Fraga-Roberts, RFP No. CFCC-CCW17-23RB  
455 Golden Gate Avenue, 6th Floor  
San Francisco, CA 94102-3688

- 7.5 Late proposals will not be accepted.
- 7.6 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.
- 7.7 The Judicial Council 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 Judicial Council 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 becomes a public record.

## 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, telephone number, and email address of the individual who will act as the Proposer's designated representative for purposes of this RFP.
- c. Names of clients for whom the Proposer has conducted similar services. The Judicial Council may check references listed by the Proposer.
- d. Proposed method to complete the work.
- e. 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 shows all proposed changes, and
    - (ii) A written explanation or rationale for each exception and/or proposed change.
- f. 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) and submit the completed certification with its proposal.
  - iii. If Proposer is a California corporation, limited liability company ("LLC"), limited partnership ("LP"), or limited liability partnership ("LLP"), proof that Proposer is in good standing in California.

If Proposer is a foreign corporation, LLC, LP, or LLP, and Proposer conducts or will conduct (if awarded the contract) intrastate business in California, proof that Proposer is qualified to do business and in good standing in California. If Proposer is a foreign corporation, LLC, LP, or LLP, and Proposer does not (and will not if awarded the contract) conduct intrastate business in California, proof that Proposer is in good standing in its home jurisdiction.
  - iv. Copies of the Proposer's (and any subcontractors') current business licenses, professional certifications, or other credentials.
  - v. Proof of financial solvency or stability (e.g., balance sheets and income statements).

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 “not to exceed” total for all work and expenses payable under the contract, if awarded.

**NOTE:** It is unlawful for any person engaged in business within this state to sell or use any article or product as a “loss leader” as defined in Section 17030 of the Business and Professions Code.8.3  
Specifics of a Responsive Technical Proposal

Responsive proposals should provide straightforward, concise information that satisfies the requirements noted above. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the Judicial Council’s instructions, requirements of this RFP, and completeness and clarity of content.

The following information shall be included as the technical portion of the proposal:

8.3.1 Quality of work plan submitted.

8.3.2 Approach:

8.3.2.1 Proposed process necessary to address the overall project objectives;

8.3.3 Experience of key personnel working on similar assignments.

8.3.4 Ability to meet timing requirements to complete the Work.

8.3.4.1 Plan must include time estimates for completion of all work required; and

8.3.4.2 Discuss the key personnel’s availability and ability to complete the work within the project schedule, set forth above.

8.4 Specifics of a Responsive Cost Proposal

The following information shall be included as the cost portion of the proposal:

8.4.1 Reasonableness of Cost Projections.

8.4.1.1 As a separate document, submit a detailed line item budget showing total cost of the services for each of the five (5) Deliverables specified above. Fully explain and justify all budget line items in a narrative entitled “Budget Justification.”

8.4.1.2 The total cost for Proposer's services will range between \$25,000 and \$35,000, inclusive of personnel, materials, overhead rates, travel and profit. The method of payment to the Proposer will be by cost reimbursement for each of the five (5) Deliverables specified above.

## **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 Judicial Council 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 Judicial Council 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. Each proposed candidate will be evaluated separately in accordance with these criteria:

<b>Criteria</b>	<b>Points</b>
Reasonableness of cost projections. Proposals will be evaluated in terms of reasonableness of cost, best value, and proposed rate structure.	50 Points
Quality of work plan submitted and Proposer's understanding of the problem or needs. Proposals will be evaluated considering the type of services required and the complexity of the project.	15 Points
Experience of key personnel working on similar assignments, management capability and management competency	7 Points
Acceptance of Terms and Conditions.	15 Points
Ability to meet timing requirements to complete the project, feasibility of the Proposer's proposed approaches, methods, procedures, and timelines. Proposals will be evaluated in terms of compliance with proposed contract terms and project scheduling.	5 Points
Disabled Veteran Business Enterprise (DVBE) Incentive	3 Points
Small Business Incentive	5 Points

## 11.0 DVBE

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

11.2 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 10 above.

- 11.3 To receive the DVBE incentive, at least 3% of the contract services must be provided by a DVBE performing a commercially useful function. Or, for solicitations of non-IT goods and IT services, Proposer may have an approved Business Utilization Plan ("BUP") on file with the California Department of General Services ("DGS").
- 11.4 If Proposer wishes to seek the DVBE incentive:
- i. Proposer must submit with its proposal a DVBE Declaration (Attachment 8) completed and signed by each DVBE that will provide 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.
  - ii. 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.
- 11.5 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.
- 11.6 If this solicitation is for IT 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.
- 11.7 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 MISREPRETATION 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.**

## **12.0 INTERVIEWS**

The Judicial Council may conduct interviews or even demonstrations 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 Judicial Council's offices. The Judicial Council will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The Judicial Council will notify eligible Proposers regarding interview arrangements.

It may be necessary to interview prospective service providers to clarify aspects of their submittal. If conducted, interviews will likely be conducted by telephone conference call. The Judicial Council will notify prospective service providers regarding the interview arrangements.

### **13.0 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 Judicial Council 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 Judicial Council's right to disclose information in the proposal, or (b) requiring the Judicial Council 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.

### **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](http://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 Judicial Council to receive a solicitation specifications protest is the proposal due date.

Protests must be sent to:

Judicial Council of California  
Attn: Protest Officer, RFP No. CFCC-CCW17-23RB  
455 Golden Gate Avenue, 6th Floor  
San Francisco, CA 94102-3688