

**VII. PROPOSAL FORMAT**

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## **VII.1 INTRODUCTION**

These instructions prescribe the mandatory proposal format and the approach for the development and presentation of proposals. Format instructions must be followed, all requirements and questions in the Request for Proposal (RFP) must be answered and all requested data must be supplied. The Bidder shall carefully examine the RFP and be satisfied as to the conditions to be complied with, prior to the Bidder submitting a proposal. The Judicial Council or Appellate Courts may reject, at its sole discretion, any Proposal submissions that deviate from these instructions.

The Judicial Council and or Appellate Courts will not be liable for any costs incurred by any Bidder in responding to this RFP, regardless of whether the Judicial Council and or Appellate Courts awards the contract through this process, decides not to move forward with the Project, cancels this RFP for any reason, or contracts for the DMS Program Proposed Solution through other processes or by issuing another RFP.

There are two (2) separate submissions for this procurement which include: 1) the Technical/Non-Cost Proposal and 2) Cost Proposal. All submissions must be clearly labeled, RFP Number: IT-DMS-2016-01-MDS identified as “Technical Proposal” or “Cost Proposal”, and the Bidder’s name.

It is the responsibility of the Bidder to ensure that the proposals are received by the Point of Contact identified in RFP Section I.6, by the date and time specified in RFP Section I.4, Timeline for this RFP.

### **VII.1.1 Appendix C, Bidder’s Response Template**

The RFP Appendix C, Bidder’s Response Template should be prepared and submitted as a part of the Technical Proposal and those areas of the Cost Proposal as identified in Appendix C in accordance with the date specified in RFP Section RFP 1.4 Timeline for this RFP.

### **VII.1.2 Proposal Timeline**

The Proposal must be submitted by the date and time specified in 1.4 Timeline for this RFP. A total of 5 hardcopies (one “MASTER COPY” and 4 copies must be submitted in the Bidder’s proposal response).

## **VII.2 PROPOSAL FORMAT**

### **VII.2.1 Volume I: Proposal**

It is the Bidder’s responsibility to ensure its Proposal is submitted in a manner that enables the Evaluation Team (hereby defined as the Judicial Council’s teams of evaluators which will score this RFP) to easily locate all response descriptions and exhibits for each requirement of this RFP. Page numbers should be located in the same page position throughout the Proposal. Figures, tables, charts, etc. should be assigned index numbers and should be referenced by these numbers in the Proposal text and in each individual section of the Proposal’s Table of Contents. Figures, etc. should be placed as close to text references as possible.

Hard copy Proposals are to be assembled in two separate pieces as the Technical/Non-Cost Proposal and the Cost Proposal in loose-leaf, three-whole punch binders with appropriate tabs for each volume and section. Do not provide proposals in glue-bound binders or use unusual binding methods that make the binder difficult to remove.

The following should be shown on each page of the proposal:

- RFP NUMBER: IT-DMS-2016-01-MDS
- Name of Bidder
- Proposal volume number
- Proposal part or exhibit number
- Page number

The proposal should be completely sealed. All proposal submissions should be clearly labeled "RFP Number: **IT-DMS-2016-01-MDS**". Submissions should be identified as the Technical/Non-Cost Proposal, or the Cost Proposal. Cost Proposal (both printed copies and CD/DVD) must be in a sealed envelope and submitted separately from the Proposal submission and labeled "Cost Proposal." Bidders must not include any pricing information at all in their Technical/Non Cost Proposal, except in the separately sealed "Cost Proposal" envelope of the Proposal.

The Proposal must be submitted in the number of hard copies (5 Hardcopies for the Technical/Non Cost Proposal (with a flash drive containing the entire Technical/Non Cost Proposal only) using Appendix C, the Bidders Response Template, and for the Cost Proposal (Appendix D, Cost Workbook) one separately sealed envelope and flash drive with two (2) hard copies) indicated in this section, and must be structured in the following manner:

- Volume I: Response to Technical Requirements
  - Section 1: Title Page and Cover Letter
  - Section 2: Table of Contents
  - Section 3: Executive Summary and Introduction
  - Section 4: Administrative Requirements
  - Section 5: Proposed Solution Requirements Response
  - Section 6: Bidder Experience and Project Staff Response
  - Section 7: Business Solution Response
- Volume II: Supporting Documentation, as part of the Technical/Non Cost Proposal
- Volume III: Cost Data
- Volume IV: Attachment 1 and Statement of Work

### **VII.3 PROPOSAL DETAILS**

#### **Response to Technical Requirements**

The Bidder's response to the RFP must be by section, in the order and format indicated in RFP Section VIII.2.1, Proposal. Each page should be numbered with the section reference (e.g. page II-3 for the third page in RFP Section II) to make easy reference possible.

All forms and Exhibits, except cost data, must be completed and included in the Response To Technical Requirements. The Response to Technical Requirements must be in the order and format indicated below.

#### **Section 1: Cover Letter**

This section must contain a signed Cover Letter on the Bidder's official business letterhead stationery. The Cover Letter must contain a statement that substantiates that the person who signs the letter is authorized to bind Bidder's firm contractually.

#### **Section 2: Table of Contents**

This section must contain a Table of Contents. All major parts of the proposal, including forms, should be identified by volume and page number. The Table of Contents should identify all figures, charts, graphs, etc.

#### **Section 3: Executive Summary and Introduction**

This section must contain a high-level summary of the proposer's company and the DMS Solution proposal with an introduction explaining all of the feature components of the vendor's proposal.

#### **Section 4: Administrative Requirements Response**

This section must contain a response for each requirement in RFP Section IV, Administrative Requirements. Failure to respond to a requirement may be cause for rejection of the Bidder's proposal. Bidders should also include with their response the corresponding administrative requirement Attachments found in RFP Appendix C.

#### **Section 5: Proposed Solution Requirements Response**

The proposer must present, in detail, features and capabilities of the proposed application software and the SaaS hosting offering. This part of the response is a free narrative section. The discussion should provide comprehensive information about the actual solution and services being proposed to address the RFP. The content may overlap the content provided in other sections of the response, but should attempt to not directly replicate other content. It is acceptable to refer to the detailed information and supporting tables, charts, and graphs provided in other sections of the response.

This section must contain a response for each requirement in Appendix B, Requirement Response Matrices, by completing the matrices found in Appendix B01-02. The Bidder must provide a response to each mandatory requirement and deliverable. Failure to respond to a requirement or deliverable may be cause for rejection of the Bidder's proposal. Instructions for completion of Appendix B are provided in the Appendix B. This this section must also include acknowledgement of the B-04a, Work Order and the

B-04b, Cost Estimate as acceptable template for the execution of the Optional Future implementation.

The proposer must include a detailed description of the proposed solution's security features. A description of how to secure transactions in a distributed network, over LAN, WAN and VPN connections must also be included.

The proposer must also explain in-detail, the security model of the application, and describe generally the tasks required to configure and maintain application security. Please state if and how system security or user validation can be integrated with Netegrity Site Minder, Oracle Security Suite, and MS Active Directory.

The proposer must include responses to Appendix E, Reports, Interfaces, Conversions.

### **Section 6: Bidder Experience and Project Staff Response**

This section must contain the Bidder's complete response to the requirements identified in Section VI.3, Bidder Experience and Project Staff Response Requirements. The Bidder must provide the firm references, project team experience forms/CVs, project organizational chart, personal management, performance management and quality management.

The Bidder must meet the following minimum qualifications before the Judicial Council can evaluate the Bidder's proposal:

- 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

### **Section 7: Business Solution Response**

This section must contain a detailed narrative of the Bidder's compliance and response for each item (all paragraphs and subparagraphs) identified in RFP Section V, Proposed Solution Requirements. Each response should list the RFP Section number and title followed by the Bidders detailed response or completed forms/exhibits. All exhibits must be submitted.

### **VII.3.1 Volume II: Supporting Documentation**

This volume must be included as part of the Technical/Non Cost Proposal and contain all technical and other reference documentation that the Bidder chooses to include that supports statements and information provided in the Bidder's Final Technical/Non Cost Proposal. This volume may include explanations referenced in the requirements response matrices (i.e., Comments column) provided in Appendix B. The Bidder must provide a separate table of contents for this volume.

Substantive technical information should be highlighted. This can be done by marking the applicable page (e.g. circling, underlining, bracketing, using a highlight marker that will still show when reproduced, etc.). Any reference to cost figures in the literature must be redacted and replaced with "XXXX."

Third-Party Products/Optional Software. The proposer must explicitly state the name of any third-party products that are part of the proposed solution to the Judicial Council. For each third-party product there must be a statement about whether the proposer's contract will encompass the third-party product and/or whether the Judicial Council will have to contract on its own for the product.

Include a description of any products, features or other value added components required to address this RFP. The proposer must also provide proof that they have access to the third-party software source code (own or in escrow) and that the proposer has the ability to provide long-term support for the third-party software components of their Proposed DMS Solution. Consideration of these products and features or other value added components will be given where these may be of value to the Judicial Council.

### **VII.3.2 Volume III: Cost Data**

Bidders must provide two (2) Appendix D, Cost Workbooks and one (1) electronic copy on a non rewriteable flash drive. The Appendix D, Cost Workbook must contain actual quantities and cost amounts for the Bidder's proposed solution and must be submitted in a separate, sealed, and clearly identified envelope or container/carton/box. Costs should include firm pricing for all procurement items (see Section 6) and a schedule of costs, aligned with the proposed project plan, to deploy all functional areas/modules as set forth in appendices A-D.

Work Effort Estimates. Please use the cost spreadsheets and the proposed project plan to provide work effort estimates for the Judicial Council staff by task during the certification process.

### **VII.3.3 Volume IV: Completed Attachment 1 and Statement of Work (SOW)**

Bidder must submit with their Technical/Non Cost Proposal one (1) signed original copy of the DMS Program Solution Attachment 1 and a completed Appendix A, SOW in this portion of their proposal. Please see RFP Appendix C, Bidder Response Template, and RFP Appendix H Master Agreement, for additional contract information. Please see RFP Appendix A for additional SOW information. Any Bidder with an executed Attachment 1 Bidders who choose to submit modifications to Appendix H must also submit a redline version of Appendix H's contract language for either the Judicial Council and/or the Appellate Courts relevant Appendix

H. The redline modifications must include a summary of the changes and the relevance and rationale for why the Bidder feels these changes are necessary to the Judicial Council and or Appellate Courts Appendix H.

### **VII.3.3.1 DMS Solution Implementation Plan** *(Mandatory)*

The Judicial Council recognizes that rollout of a full scale DMS solution is a multi-year endeavor and that there are many possible approaches to implementation. The Technical Proposal's implementation plan and associated Cost Proposal should reflect a best-practice based scenario per the proposer's past experience and industry knowledge. The proposer's implementation plan should include the following:

Recommended approach for Implementation.

Solution map.

A visual representation of the components and high-level landscape of the proposed DMS Proposed Solution. Indicate partner product integration points, future modules and anticipated integration with current Judicial Council department systems (MS Exchange, Court Case Management Systems, etc.).

Recommend implementation approaches for hosted models including centrally hosted and/or distributed local environments.

Note differences between a centrally hosted solution and a local implementation.

Project management methodology.

Change management methodology.

Proposed data migration methods and tools.

Methods for capture of hard copy content.

Sample project plan and time line for centralized and local implementations.

Proposed project staffing, including descriptions of roles and expertise. Please detail by project phase and include estimated court staff time.

Methodology for creating a common document classification (Taxonomy) across the Judicial Branch for effective document retrieval.



### **VII.3.3.2 DMS Migration Plan (Mandatory)**

Courts with an existing DMS will work with the vendor to determine if and when a migration to the standard solution would be feasible. Ease of migration, total cost, production implications such as end user training and adoption, downtime, and overall effort will be key factors in evaluating a migration decision. The proposer's migration plan should include the following:

Recommended approach.

Process for data migration.

Ability to preserve existing configurations including user and document security.

Sample project plan and time line.

Proposed project staffing.

### **VII.3.3.3 Development and Staging Environment Hardware & Software (Mandatory)**

The respondent in this section should include detailed specifications and a rationale for the software, services and equipment priced in the Cost Submission Matrix for the Development and Staging Environments.

#### **VII.3.3.4 Training Plan (Mandatory)**

This section should outline the proposer's recommendations and plans for assisting the Judicial Council employees and contractors to become self-sufficient in supporting, maintaining, managing, and utilizing the proposed solution over time. Education on the use of application and interface development tools should be included. The proposer must provide a detailed plan for train-the-trainer training, project team training, user training and technology personnel. This information must include:

Clear identification of the proposed training methods (classroom, lab, mentoring, etc.), schedule and assumptions regarding prerequisite skills of the employees receiving the training.

Use of third-party training resources. Proposers should identify third party partners that provide training on the use of their application.

Change management processes, procedures and tools needed to host, maintain and support the solution.

Functional and technical documentation and training materials that will allow Judicial Council employees to develop product expertise. This material should be made available in an electronic format.

### **VII.3.3.5 Testing Plan** *(Mandatory)*

The proposer must provide a general testing strategy. Include the intended plan to develop scripts, track results and conduct unit, integration, functional and user-acceptance tests (UAT).

**VII.3.3.5. Maintenance and Support Program** *(Mandatory)* Specify the approach to carry out post-implementation and on-going support including:

Post-Implementation support (e.g., three months of on-site support after go-live).

Telephone support (include toll-free support hotline, hours of operation, availability of 12 x 7 hotline, etc.).

Special plans defining “levels” of customer support (e.g., gold, silver, etc.).

Availability and locality of user groups.

Recommendations on the number of full time employees (FTEs) required in supporting this solution per court size (see Section X).