



# Judicial Council of California

ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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**TO:** **POTENTIAL PROPOSERS**

**FROM:** ADMINISTRATIVE OFFICE OF THE COURTS  
FINANCE DIVISION

**DATE:** **January 7, 2011**

**SUBJECT/PURPOSE OF MEMO:** **REQUEST FOR PROPOSALS**  
To issue Addendum Number 1 to ISD 20103-LM, extending the proposal due date and time to January 14, 2011, at close of business, and revising appropriate dates in Section 3.0, Timeline for this RFP, Section 2.0, Purpose of this Request for Proposals, Section 5.0, Evaluation of Proposals and Section 6.0, Specifics of a Responsive Technical Proposal, accordingly.

**ACTION REQUIRED:** You are invited to review and respond to the attached Request for Proposal (RFP),  
**Project Title: SUPPORT ANALYST/TESTER FOR CCMS-V3 TRANSITION PROGRAM**  
**RFP Number: ISD 20103-LM**

**DATE AND TIME PROPOSAL DUE:** Proposals must be received by ~~January 7~~ **January 14, 2011, at close of business.**

**SUBMISSION OF PROPOSAL:** Proposals must be sent to:  
**Judicial Council of California**  
**Administrative Office of the Courts**  
**Attn: Nadine McFadden, RFP No. ISD 20103-LM**  
**455 Golden Gate Avenue, 7th Floor**  
**San Francisco, CA 94102-3688**

**JUDICIAL COUNCIL OF CALIFORNIA  
ADMINISTRATIVE OFFICE OF THE COURTS**

The following section replaces **Section 2.0, Purpose of this Request for Proposals.**

**2.0 PURPOSE OF THIS REQUEST FOR PROPOSALS (RFP)**

- 2.1 The services of up to three (3) Support Analyst/Testers to perform maintenance and support responsibilities will be for a period of *twelve (12) months* to the six (6) trial courts identified in 1.3.3, above. The initial contract term will be for one year, with the AOC’s option to extend the contract for two additional consecutive one-year terms.
- 2.2 The expected contractual responsibilities and work requirements are set forth in *Exhibit D, Work to be Performed* in Attachment 2, Contract Terms.
- 2.3 The AOC may award up to 3 Support Analyst/Testers from 3 separate firms resulting from this RFP.

The following section replaces **Section 3.0, Timeline for this RFP**

EVENT	KEY DATE
Issue date of RFP	December 3, 2010
Deadline for questions to <a href="mailto:Solicitations@jud.ca.gov">Solicitations@jud.ca.gov</a>	December 17, 2010, at close of business
Posting of Answers to Questions to <a href="http://www.courtinfo.ca.gov/reference/rfp/">http://www.courtinfo.ca.gov/reference/rfp/</a>	December 23, 2010
Latest date and time proposal may be submitted	<del>January 7</del> <u>January 14</u> , 2011, at close of business
Preliminary evaluation of proposals completed by <i>(estimate only)</i>	<del>January 21</del> <u>January 28</u> , 2011
Interview of top ranked candidates completed by <i>(estimate only)</i>	<del>January 28</del> <u>February 6</u> , 2011
Finalize evaluation completed by <i>(estimate only)</i>	<del>February 4</del> <u>February 11</u> , 2011
Notice of Intent to Award <i>(estimate only)</i>	<del>February 11</del> <u>February 18</u> , 2011
Negotiations and execution of contract <i>(estimate only)</i>	<del>February 23</del> <u>March 2</u> , 2011
Anticipated start day <i>(estimate only)</i>	<del>March 4</del> <u>March 8</u> , 2011

The following section replaces **Section 5.0, Evaluation of Proposals**

## **5.0 EVALUATION OF PROPOSALS**

Proposers may submit up to a **TOTAL of five (5) candidates** for consideration. Proposals with more than **5** candidates may not be evaluated. Proposers must clearly demonstrate how each candidate meets the requirements of the evaluation criterion. Provide a cover letter referencing the proposed candidate's point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers in a cover letter. Each proposed candidate will be evaluated by the AOC using the following criteria, in order of descending priority. If a proposal includes multiple candidates, each proposed candidate will be evaluated separately in accordance with these criteria. The maximum total available score for all categories combined will be **100 points per proposed candidate**. Although some categories are weighted more than others, all are considered necessary, 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 as set forth in paragraphs 5.1, 5.2, 5.3, 5.4 and 5.5. **Each proposed candidate will be evaluated separately in accordance with these criteria:**

- 5.1 *Specialized expertise and technical competence (40 Total Possible Points).* Proposals will be evaluated considering the type of services required and the complexity of the project, with special consideration as demonstrated in section 6.1, below.
- 5.2 *Past record of performance (25 Total Possible Points).* Proposals will be evaluated considering past performance, especially on contracts with government agencies or public bodies, including such factors as quality of work, ability to meet schedules, cooperation, responsiveness, and other IT technical considerations as demonstrated in section 6.2, below.
- 5.3 *Reasonableness of cost projections (10 Total Possible Points).* Proposals will be evaluated in terms of reasonableness of cost, proposed rate structure for the position, including breakdown of salary, overhead and profit as demonstrated in section 6.3, below.
- 5.4 *Ability to meet requirements of the project (15 Total Possible Points).* Proposals will be evaluated in terms of compliance with proposed contract terms and project scheduling as demonstrated in section 6.4, below. See 6.4, below, this concerns availability to complete work and should not be weighted more than Past Performance.
- 5.5 *Company Stability and Capabilities (10 Total Possible Points).* Proposals will be evaluated in terms of the agency's stability and capabilities as demonstrated in 6.5, below.

The following section replaces **Section 5.0, Specifics of a Responsive Technical Proposal**

## **6.0 SPECIFICS OF A RESPONSIVE TECHNICAL PROPOSAL**

Proposals must demonstrate each proposed candidate's and proposing firm's overall capabilities and will be evaluated in the categories set forth, below. Proposal's must include each referenced paragraph and sub-paragraph number in sequence and the proposer's demonstration of meeting the

requirement set forth in each paragraph and sub-paragraph. Top scoring proposed candidates will be interviewed to determine the candidates oral and communications skills. Following the interviews, the AOC will finalize scores of those interviewed.

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

6.1 *Specialized expertise and technical competence.*

6.1.1 Demonstrate each proposed candidate's relevant experience and technical competence, especially in the areas below:

- Principles of information systems architecture for enterprise-wide systems deployment such as multi-tier, distributed and client/server system architecture and development principles, and internet/intranet application delivery mechanisms
- Principles of full life cycle systems design and development
- Principles and techniques of systems implementation including conversion, data reconciliation, user training, and documentation

6.1.2. Support Analyst/Testers

- Five to seven (5 - 7) years business applications analysis and testing experience supporting multi-tier, distributed and client/server system architectures, also:
- Experience leading user group sessions for gathering, documenting, and delivering requirements for application revisions
- Ability to research, reproduce and document customer reported technical problems and bugs, and provide workarounds and solutions to the users.
- Ability to develop recommendations for operational improvements and enhancements.
- Experience acting as a liaison between customers, IT project teams, database administration, corporate IT and software vendors like Oracle, to provide a timely resolution to problems and bugs.
- Ability to consult with internal and external technology groups to make technical recommendations to enhance/improve the Production environment. Solid verbal and written communication skills.
- Experience with key QA processes and procedures
- Experience versioning software such as Subversion
- Court Operations experience a plus

6.2. *Past record of performance.* Discuss each proposed candidate's record of performance on past projects, especially on contracts with government agencies or public bodies, including such factors as quality of work, ability to meet schedules, cooperation, responsiveness, and other IT technical considerations.

- 6.2.1 Provide the most recent resume for each proposed candidate and the names, physical and electronic addresses, and telephone numbers of the organizations or firms for whom the proposed candidate has conducted similar services. The AOC may check references listed by the proposer.
- 6.2.2 Good writing skills. Submit one redacted sample of a document authored by each candidate, which will not be returned.
- 6.2.3 Good oral communication skills. This is to be demonstrated by top ranked candidates during their interview. (See paragraph 8. *Interviews*)

6.3 *Reasonableness of cost projections.*

Each proposed candidate’s reasonableness of cost projections will be scored based upon the proposal’s demonstration of this the criteria set forth in the paragraphs below:

- 6.3.1 Provide the fully burdened total hourly rate of each proposed candidate, and include the salary, markup (overhead and profit) breakdown for the proposed rate using the following formula for each of the 3 terms:

Initial Term

	Amt Payable to the Candidate	\$XX.XX	XX%
+	Amt Allocated to Proposer’s Overhead	\$XX.XX	XX%
+	Amt Allocated to Proposer’s Profit	\$XX.XX	XX%
=	Total Hourly Rate for Candidate	\$XXX.XX	100%

First Option Renewal Term

	Amt Payable to the Candidate	\$XX.XX	XX%
+	Amt Allocated to Proposer’s Overhead	\$XX.XX	XX%
+	Amt Allocated to Proposer’s Profit	\$XX.XX	XX%
=	Total Hourly Rate for Candidate	\$XXX.XX	100%

Second Option Renewal Term

	Amt Payable to the Candidate	\$XX.XX	XX%
+	Amt Allocated to Proposer’s Overhead	\$XX.XX	XX%
+	Amt Allocated to Proposer’s Profit	\$XX.XX	XX%
=	Total Hourly Rate for Candidate	\$XXX.XX	100%

- 6.3.2 The cost proposal must include separate line items for travel and lodging. Travel expenses, if any, will be reimbursed in accordance with the provisions set forth in *Exhibit C, Payment Provisions, in Attachment 2, Contract Terms*. For purposes of this RFP, proposers are to assume allowable travel expenses will not exceed **\$12,000.00**, per term, as set forth in *Exhibit C, Payment Provisions, of Attachment 2, Contract Terms*. In order to achieve travel cost projections for this project, the AOC prefers candidates with a local presence in the Los Angeles or Orange County areas.

- 6.3.3 Include a total not to exceed contract sum for work and allowable expenses for each candidate considered by this RFP during the initial term, as well as for each optional term. Keep in mind that (i) the **minimum total** cost is estimated to be **\$180,000.00** and the **maximum total** cost shall not exceed **\$225,000.00** for each of the 3 full 12-month terms + up to **\$12,000.00** for allowable travel, inclusive of personnel, materials, markup, overhead, profit, and travel costs and expenses, and (ii) the method of payment to the proposer is anticipated to be by cost reimbursement.
- 6.3.4 For purposes of this RFP, proposers are to use an estimated **2,000** hours of work for the Initial Term and **1,992** for the First and Second Option Terms for each candidate. Proposers will not provide services on any AOC holidays nor will the proposer work more than forty (40) hours per week unless preapproved, in writing, by the AOC Project Manager.

6.4 *Ability to meet requirements of the project.*

Each proposed candidate's ability to meet the requirements of the project will be scored based upon the proposal's demonstration of this criteria set forth in the paragraphs below:

- 6.4.1 Include a statement of each proposed candidate's availability during the initial 1-year term of the contract, and each of the two (2) optional 1-year contract renewal terms. The statement must include a disclosure of any other AOC or non-AOC contracts for work which the proposed candidate is obligated to fulfill and identify the dates or conditions which may result in periods of unavailability. The statement must also include any other anticipated periods of unavailability greater than five (5) consecutive business days during the initial term. If there are no periods of unavailability, then it must be stated so.
- 6.4.2 Include a statement of each proposed candidate's ability to complete the work within the project schedule, set forth in *Exhibit D, Work to be Performed, in Attachment 2, Contract Terms*.
- 6.4.3 Compliance with Contract Terms. Complete and submit Attachment 3, Proposer's Acceptance of the RFP's Contract Terms. Also, if changes are proposed, submit a version of *Attachment 2, Contract Terms* with all tracked changes, as well as written justification supporting any such proposed changes.
- 6.4.4 For each proposed candidate during the Initial Term and both Option Terms, include a statement of primary legal residency and place of residency during the Initial Term and both Option Terms.
- 6.4.5 Each proposed candidates must currently have the legal right to work for the full duration of the contract period. Include a statement regarding each proposed candidate's citizenship, legal right to work in the United States, type of visa, if any, and its expiration date.

## 6.5 *Company Stability and Capabilities*

The proposer's company stability and capabilities will be scored based upon the proposal's demonstration of this the criteria set forth in the paragraphs below. Note that scoring in this category will remain the same for each proposed candidate if more than one candidate is proposed.

- 6.5.1 Number of years the proposer has been in the business of providing technical staffing.
- 6.5.2 Number of full time employees (do not count placed candidates unless they are proposer's actual employees).
- 6.5.3 Disclose any judgments, pending litigation, or other real or potential financial reversals that might materially affect the proposer's viability.
- 6.5.4 Annual gross revenue from your most recent audited or reviewed profit and loss statement and balance sheet. State the audit/review year and the annual gross revenue. The AOC may request a copy of your most recent audited or reviewed profit and loss statement and balance sheet.
- 6.5.5 A description of proposer's pre-screening, background checks, testing, and interview procedures.
- 6.5.6 A description of proposer's process regarding replacing a candidate if necessary.
- 6.5.7 Provide a description of what, if any, health benefits, or other benefits proposer provides to its placed candidates.
- 6.5.8 Tax recording information. Complete and submit *Attachment 4, Payee Data Record Form*, or provide a copy of the form previously submitted to the AOC.

***END OF AMENDMENT 1***