

**Administrative Office of the Courts
State of California**



REQUEST FOR PROPOSALS *for*
SOFTWARE AND PROFESSIONAL SERVICES
COMPUTER AIDED FACILITIES AND MAINTENANCE MANAGEMENT SYSTEM
April 2004

For more information regarding this RFP and to download required forms, please visit the California Courts Web Site

<http://www.courtinfo.ca.gov/reference/rfp/>

TRANSMITTAL PAGE

TO: POTENTIAL VENDORS

FROM: Administrative Office of the Courts
Information Services Division

DATE: April 9, 2004

SUBJECT/PURPOSE OF MEMO: Request for proposal for Computer-Aided Facilities and Maintenance Management application software; professional services; development services for interfaces to Financial Management and Human Resources systems; configuration, test, train, maintenance and support services to implement and maintain a CAFM Solution for the California Administrative Office of the Courts, the Trial Courts, the Appellate Courts and the Judicial Council, known as "The AOC Group."

You are invited to review and respond to the attached Request for Proposal ("RFP"):

Project Title: California Courts Computer-Aided Facilities and Maintenance Management Solution
RFP Number: ISD2004CAFMM

DEADLINE: **Proposals must be received by 12 p.m. on May 4, 2004**

CRITICAL DATES: CRITICAL DATES are listed under Section 3.1, Critical Dates on page 7

SUBMISSION OF PROPOSAL: Proposals should be sent to:
Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden
455 Golden Gate Avenue, 7th Floor
San Francisco, CA 94102

CONTACTS:	NAME:	TELEPHONE:
SUBMITTAL CONTACT:	Nadine McFadden	415-865-4253
PROJECT LEAD:	Peter Laska	415-865-8807
CONTRACTS OFFICER:	Stephen Saddler	415-865-7989
BUSINESS SERVICES MANAGER:	Grant Walker	415-865-7978

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1 EXECUTIVE SUMMARY

In response to the Trial Court Funding Act of 1997 (Assembly Bill 233; Stats. 1997, ch. 850) and Trial Court Facilities Act of 2002 (SB 1732), responsibility for the California Court facilities management is being transferred from the counties to the Administrative Office of the Courts (AOC).

The Office of Court Construction and Management (OCCM) was created in 2003 in response to SB 1732 to facilitate the transfer of the facilities. The AOC will transition responsibility over a period from 2004 through 2007, for all facilities, real estate, planning, construction and maintenance issues.

The AOC is seeking proposals for a complete, preferably web-based, Computer-Aided Facilities and Maintenance Management software application (“Licensed Software”) for an estimated 200-named users addressing:

- *3 Regions*
- *58 California counties.*
- *308 sites*
- *467 buildings*
- *10.6 million usable square feet*

It is expected that the system will require the development of interfaces to Financial Management Systems.

Configuration, implementation, maintenance and support services will also be required. The Licensed Software and such services will be collectively referred to as the “CAFM Solution.”

The Licensed Software will need to support the full facilities life cycle from needs-analysis through project development, construction, occupancy, maintenance and retirement, covering the following application *functional areas*:

- Property Portfolio Management
- Facilities Condition Monitoring
- Program /Project Management
- Lease Administration
- Space Management
- CAD Integration
- Maintenance Management
 - Planned Maintenance Management
 - Demand Maintenance Management
 - Work Request Management
- Asset /Equipment Management
- Tools /Parts /Materials Management and Requisitioning
- Facilities Purchase Requisitioning
- Move Management

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- Facilities Document Management
- Operational Reporting and Modeling
- Data Browsing and EIS

The project will be phased; details of the phases can be seen in section: 2.2.2.4.1, Approach.

Phase I – the Pilot Implementation is required to be live by January 2005. (Refer to Section 10, *Project Reference Timeline*)

The AOC is prepared and expecting to receive proposals from Prime Contractors, who may be:

- Software vendors – with integration specialist capabilities
- Integration specialists
- Professional services organizations

The proposed system will be hosted for the AOC by a third-party in the California Courts Technology Center (CCTC).

The AOC computing and network environment follows typical industry-standards for a large government or corporate organization.

Proposals are to include a proposed project plan, complete pricing for each and all services, software, development/test hardware, professional services: data conversion; training; testing; transition; and change management services (The “CAFM Solution”) necessary to carry the AOC through the pilot to full, statewide deployment.

2 BACKGROUND INFORMATION

2.1 Issuing Office

The Administrative Office of the Courts (AOC) serves as the staff agency to the Judicial Council of California (JCC). The 27-member Judicial Council is the policy-making body of the California courts, the largest court system in the nation. Under leadership of the Chief Justice and in accordance with the California Constitution, the JCC is responsible for ensuring the consistent, independent, impartial, and accessible administration of justice. The JCC establishes policy regarding court administration, practice and procedures. The Judicial Council's Strategic Plan (<http://courtinfo.ca.gov/reference/>) defines the long-range vision and broad strategic goals to achieve the improvement and integration of court operations.

The AOC has direct responsibility for the financial, human resources, facilities and information technology services to its own administrative offices, plus the California Supreme Court and the six (6) District Courts of Appeal (the "appellate courts"). Since the passage of AB 233 in 1997, it has also taken on the additional responsibility for oversight of the 58 trial courts in these areas.

2.2 Statement of Business Problem to be Solved

2.2.1 Project Background

The Office of Court Construction and Management (OCCM) was established in 2002 to oversee and manage the transfer of responsibility for court facilities from the counties to the State over a period of three years beginning July 1, 2004 through June 30, 2007.

Transfer agreement discussions have commenced in anticipation of transferring most of those affected county court facilities in early FY 2004-2005. In addition, the JCC and AOC are required to develop facilities contracting policies and procedures for facility design, construction, management, and maintenance.

In order for the OCCM to be ready to assume responsibility to track and manage court facilities, assets, and capital improvements for the beginning of the initial transfer of responsibility, a CAFM Solution needs to be in-place to support the planned operations by January 2005.

Prior to AB 233, the counties were responsible for providing facilities services and systems to the trial courts. Annual expenditures and staffing levels vary significantly among the 58 trial courts. The majority of trial courts also have more than one location to serve their constituents. These types of variances, as well as disparity in current technology levels among the trial courts, make coordination and consolidation of facilities information from the courts both complex and unique.

2.2.2 Statistics

The following provides expected relevant statistics for all potential vendors to formulate their proposals. It is therefore expected that the selected CAFM Solution needs to be flexible enough to cope with the variations provided below.

2.2.2.1 Court Facilities

Court staff, facilities and expenditures vary widely from county to county. The courts, all within the state of California, can be categorized in these sections:

Overall

Trial and Appellate Courts	
Quantity	Unit
3	Regions
58	Counties
308	Sites/campuses
467	Buildings
10.6 million (approx.)	Usable square feet
80	Building managers
200 (approx.)	Named users
<i>Many</i>	Vendors, work requestors, data query, browsing and report viewers

The complete breakdown of buildings and square footage by county is available at:
http://www2.courtinfo.ca.gov/facilities/documents/phase_4_report_trial_court.pdf

Note: Presently most trial courts rely on their counties for facilities maintenance (with one or two exceptions). Counties employ both their own and third party vendor maintenance resources. It is expected that the courts will, initially, continue to use those county resources. It should therefore, be understood that the majority of maintenance resources will be third party vendor resources, although direct resources must also be considered.

In addition to the transfer of responsibility for court facilities, the AOC is also in the process of implementing several other systems for the courts (including network upgrades, jury, case management and finance systems, human resources). The AOC's support of the courts includes budget development, budget allocation, expenditure monitoring, and consolidated financial reporting.

2.2.2.2 System Access

The AOC will manage the planning and project modules (such as Space Planning and Project Management) and maintain the CAFM Solution. It is expected that most direct system users will be located at the AOC's headquarters in San Francisco and regional offices in Sacramento and Burbank. It is assumed that any court staff member may submit work requests to the system from their own location.

It is also expected that secure access to the system will be a requirement for vendor maintenance companies, and potentially capital project construction vendors.

2.2.2.3 Scope of CAFM Solution Project

2.2.2.3.1 Scope of CAFM Solution Project

The current five-year plan for court facilities envisions substantial investment in construction and capital improvement projects.

The Five-Year Plan and related documents describing the court facilities are available at:
<http://www2.courtinfo.ca.gov/facilities/reports.htm>.

2.2.2.4 Deployment Strategy

2.2.2.4.1 Approach

The proposals being solicited should address a phased approach as follows:

2.2.2.4.1.1 Phase I - The Pilot

Selected sites will be identified to build a pilot system implementing the following modules and requirements:

- Property Portfolio Module (see Section 4.5.2.1, *Property Portfolio Management*),
- Program/Project Management Module (see Section 4.5.2.3, *Program/Project Management*)
- Demand Maintenance Module (see Section 4.5.2.8)
- Work Request Management (see Section 4.5.2.9)
- Lease Administration Module (see Section 4.5.2.4)
- Interface to existing AOC Financial systems. This is expected to be included in proposals.
-

2.2.2.4.1.2 Phase II – Pilot Roll-Out

After Phase I is accepted by the AOC, the initial modules will be rolled out to support an estimated 140 identified buildings as they are transitioned to AOC oversight and management. Additional modules will be configured and rolled out in phases as the requirements are defined.

(See tasks within “Box A” on the *Project Reference Timeline*, in Section 10, which represent Phase I and II. **Note:** The work of “Box B” will also be included in the proposal, but will be optional services of Phase III under The Contract, as set addressed under Section 2.2.2.4.1.3, below).

2.2.2.4.1.3 Phase III - Additional Functionality

The Functional Areas not rolled out during Phase II, but already priced, may be deployed during Phase III. Contract Work Order will be used to authorize work to commence on these Functional Areas.

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If integrated solutions require programming among applications, include that scope as optional line items and cost in the proposal. Section 4.5, *Software Requirements*, discusses interface requirements in more detail.

Respondents should include sample plans for migration and management of their proposed application suite in a hosted environment. Sample configuration management plans from other implementations would be beneficial.

2.2.2.5 Project Objectives.

The following objectives are driving this process:

1. Need for the AOC to maintain the court facilities;
2. Need to support the change of the State courts' funding structures, administrative responsibilities and centralization of facilities management;
3. Need for reliable facilities, space and financial information;
4. Need for standard facilities, space, project and financial policies, reports, and procedures;
5. Need for facilities and space cost effectiveness and efficiency;
6. Need for standardized information to support facilities budget and program requests;
7. Real-time access to information;
8. Ability to generate audit trails; and
9. Need for common technical solutions.

3 PROCUREMENT PROCESS

This RFP is being issued by the AOC on behalf of the AOC Group. Vendors are specifically directed **NOT** to contact any AOC Group personnel for meetings, conferences, or technical discussions that are related to the RFP. Unauthorized contact of any government personnel will be cause for rejection of the vendor's RFP response. All questions shall be submitted in writing to the *Submittal Contact* listed on the *Transmittal Page* of the RFP; no verbal questions will be accepted.

The following provides a background to the procurement requirements of the AOC.

3.1 Critical Dates

Item	Event	Date
1.	RFP Issued	April 9, 2004
2.	Written Questions for vendor to Submit to <i>Submittal Contact</i>	April 13, 2004
3.	Mandatory Pre-Proposal Conference	April 20, 2004
4.	AOC Response to Written Questions and Revisions to RFP (line 2, above)	April 20, 2004
5.	AOC Posts Written Response to Questions Raised During Pre-Proposal Conference.	April 26, 2004
6.	Proposals Closing Time	May 4, 2004, 12:00pm
7.	Vendor Demonstrations /Interviews	Week of May 17, 2004
8.	Contract Negotiation	June 2004
9.	Best and Final Offer Due	June 16, 2004
10.	The Pilot Start-Up	June 2004

3.2 Description of the Procurement

The AOC seeks proposals to license a facilities management system for use by the AOC Group from all interested system implementers and software vendors that have proven experience in public sector Computer-Aided Facilities Management and Computerized Maintenance Management (CAFM/CMMS) Systems. This is a solicitation for Commercial Off-the-Shelf Software (COTS), and limited custom development for systems integration. The AOC is seeking proposals for a CAFM Solution to include:

3.2.1	Application Software
3.2.2	Development and Test Hardware
3.2.3	Specifications for Production Hardware
3.2.4	Project Management Services
3.2.5	Professional Services
3.2.6	Joint Application Development (JAD)/Usage Design Sessions
3.2.7	Business Process Definition
3.2.8	Standards Development

3.2.9	Application Configuration
3.2.10	Systems Analysis of the Existing Environment
3.2.11	Analysis, Design, Specification, Coding and Testing of Required System Interfaces to multiple (1-3) ERP(Oracle, Peoplesoft, SAP) Systems
3.2.12	Change Management Services
3.2.13	Technical Support Training
3.2.14	End User Training
3.2.15	Drawing, Document and Asset Data Gathering, Conversion and Entry
3.2.16	Technical Training Documentation
3.2.17	CAFM Solution Documentation
3.2.18	Complete CAFM Solution Testing

Specific requirements for each of these items and services are described below in Section 4, *SOLUTION REQUIREMENTS*.

3.3 Procurement

The AOC intends to select a prime contractor with a software or professional services partner that will be awarded a professional services agreement and software licenses (“The Contract”). The AOC reserves the right to choose other vendor arrangements that may include:

- A prime contractor providing all professional services and software.
- A prime contractor providing software *and* professional services, with additional software sub-contractors.
- A prime contractor providing only professional services with one or many software sub-contractors.

The scope of work for the Pilot and the Pilot Rollout will include a subset (items 4.5.2.1, 4.5.2.3, 4.5.2.4, 4.5.2.8, 4.5.2.9, below) of the functional areas described in Section 4.5.2, *Functional Areas*, below. The scope of work for the Additional Functionality will be deployed at the AOC’s discretion, with the issuances of additional work orders against The Contract (“Contract Work Orders”). Vendors must provide professional services, software license and implementation pricing for all listed functional areas.

This procurement involves negotiated software and professional services contracts. As such, the AOC will negotiate with vendors to get the best price and business terms. It is anticipated that the AOC will identify two (2) viable proposal teams after software demonstrations, and engage in parallel negotiations on software costs, professional services, and other items that mitigate the AOC’s risks. Firms that contend that they lack flexibility because of their corporate policy on a particular negotiation item will face a significant disadvantage and may not be elevated to the final negotiation phase.

Vendors short-listed for software presentations and software demonstrations agree to be available and ready to demonstrate on dates specified by the AOC. Failure to be available for specified dates may lead the AOC to disqualify the proposal from further consideration and elevate another proposal in its place. The proposed project manager will be expected to participate in the presentation of the project by the vendor.

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During parallel negotiations, the AOC reserves the right to ask each vendor to resubmit a Best and Final Offer.

All vendors submitting proposals, including Best and Final Offers, agree that their pricing is valid for a minimum of seven (7) months after proposal submission to the AOC.

Note: When responding to this RFP, please follow all instructions carefully. Please submit proposal contents according to the outline specified in Section 5, CONTENT, FORMAT and SUBMISSION OF PROPOSALS, and submit all hard copy and electronic documents according to the instructions. ***If a vendor's proposal fails to follow these instructions, it may be considered an unresponsive proposal and may result in immediate elimination from further consideration.***

3.3.1 Key Dates/Schedule

See the *Critical Dates Table* on page 7.

Vendors will have the opportunity to learn more about the AOC's needs during software demonstrations and during "discovery" sessions (for vendors that are short-listed for further consideration after demonstrations). Note: *vendor demonstrations are an integral part of the selection process. Vendors that cannot demonstrate their software during the dates prescribed by the AOC will be eliminated and other vendors advanced. Scripts will be distributed to vendors that have been short-listed for software demonstrations a minimum of one (1) week in advance of the demonstrations.* Vendors are required to supply all of their own hardware and software for the demonstrations.

3.4 General Provisions

3.4.1 RFP On-Line

The RFP is available at: <http://www.courtinfo.ca.gov/reference/rfp/>

3.4.2 RFP Not a Contract

This RFP is being issued by the AOC on behalf of the AOC Group. The RFP does not constitute a contract or an offer for employment. The award of any contract pursuant to this RFP is contingent upon funds being made available by the state in the appropriate fiscal year for the purposes of this project. In addition, any contract awarded as a result of this RFP is subject to any additional restriction, limitation, or condition enacted by the Legislature or established by the Judicial Council of California that may affect the provisions, funding, or terms of the contract in any manner. The AOC reserves the right to make one award, multiple awards, or to reject all proposals, in whole or in part, submitted in response to this RFP. The AOC further reserves the right to make no award.

3.4.3 Questions

In an effort to maintain fairness in the process, all inquiries concerning this procurement, clarification of the intent of this solicitation document, or on procedural matters related to it should be transmitted, in writing, to the *Submittal Contact*, not later than the date indicated in Event 2 in the Critical Dates Table.

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All questions relating to the technical requirements must be submitted in writing, by e-mail to the *Submittal Contact* on the *Transmittal Page*, if not asked during the pre-proposal conference. Questions received by the date indicated in the Critical Dates Table will be posted with their answers on the Judicial Branch web site (<http://www.courtinfo.ca.gov/reference/rfp/>) by the date of Event 4. Questions will not be entertained after Event 3.

Vendors are specifically directed NOT to contact any AOC Group personnel for meetings, conferences, or technical discussions that are related to this RFP. Unauthorized contact of any AOC personnel may be cause for rejection of the vendor's response.

If a vendor's question relates to a proprietary aspect of its proposal and the question would expose proprietary information if disclosed to competitors, the vendor may submit the question in writing, marking it as "CONFIDENTIAL." With the question, the vendor must submit a statement explaining why the question is sensitive. If the AOC concurs that the disclosure of the question or answer would expose proprietary information, the question will be answered, and both the question and answer will be kept in confidence as permitted by law. If the AOC does not concur regarding the proprietary nature of the question, the question will not be answered in this manner and the vendor will be notified.

If a vendor submitting a proposal believes that one or more of the solicitation document's requirements are onerous or unfair, or that it unnecessarily precludes less costly or alternative solutions, the vendor may submit a written request that the solicitation document be changed. The request must set forth the recommended change and the vendor's reasons for proposing the change. Any such request must be submitted in writing by not later than 5 p.m. on the date of the Proposers' Conference (Event 3) to the *Submittal Contact* listed on the *Transmittal Page*.

3.4.4 Pre-Proposal Conference

A pre-proposal conference will be held on the date indicated in the Critical Dates Table at the Judicial Council Conference Center at 455 Golden Gate Ave. in San Francisco. Participation at the pre-proposal conference is ***mandatory***. Proposals will not be accepted from vendors who do not attend. It is the vendor's responsibility to become familiar with all information necessary to prepare a proposal. Section 7.3, *Pre-Proposal Conference Agenda*, and Section 7.4, *Pre-Proposal Conference Question Form*, are both attached to this RFP for use at the pre-proposal conference.

3.4.5 Ambiguity, Discrepancies, Omissions

If a vendor submitting a proposal discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFP, the vendor shall immediately provide the AOC with written notice of the problem and request that this RFP be clarified or modified. Without disclosing the source of the request, the AOC may modify this RFP prior to the date fixed for submission of proposals by posting an addendum on the AOC web site.

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If prior to the date fixed for submission of proposals, a vendor submitting a proposal knows of or should have known of any ambiguity, conflict, discrepancy, omission, or other error in this RFP but fails to notify the AOC within the time stated above, the vendor shall submit its proposal at its own risk, and if the vendor is awarded the contract, it shall not be entitled to any price or other adjustment to the contract for such reason.

3.4.6 Confidential Matters

If any information submitted in a vendor's proposal is confidential or proprietary, the vendor must provide that information on pages separate from non-confidential information and clearly label the pages containing confidential information "CONFIDENTIAL."

In addition to labeling each confidential page, the vendor must include the following statement on a separate page, indicating all page numbers that contain confidential or proprietary information:

The information contained on pages _____ shall not be duplicated or used in whole or in part for any other purpose than to evaluate the proposal; provided that if a contract is awarded as a result of this proposal, the AOC shall have the right to duplicate, use, or disclose this information to the extent provided in the contract. This restriction does not limit the AOC's right to use the information contained herein if obtained from another source.

PROPOSALS WILL BE MAINTAINED IN CONFIDENCE BY THE AOC UNTIL ISSUANCE OF A NOTICE OF INTENT TO AWARD. UPON ISSUANCE OF A NOTICE OF INTENT TO AWARD, ALL PROPOSALS, INCLUDING PROPOSAL INFORMATION LABELED AS CONFIDENTIAL BY A VENDOR, WILL BECOME PART OF THE PUBLIC RECORD AND SUBJECT TO DISCLOSURE UNDER THE CALIFORNIA PUBLIC RECORDS ACT, EXCEPT TO THE EXTENT INFORMATION IS PROTECTED FROM DISCLOSURE BY LAW.

3.4.7 DVBE Participation Goals

The State's Executive Branch requires contract participation goals of three percent (3%) for disabled veteran business enterprises (DVBEs); the State's Judicial Branch also encourages DVBE participation. Therefore, a vendor's response should demonstrate DVBE compliance with this goal; if a vendor cannot meet this goal, the vendor must demonstrate written evidence of a "good faith effort" to achieve DVBE participation. Completing Section 7.5, *Disabled Veterans Enterprise Participation Form*, is mandatory to be responsive to this solicitation's requirements even if the vendor cannot meet the DVBE subcontracting goal. If there are any questions regarding the form, the vendor should contact the *Contracts Officer* listed on the *Transmittal Page*. For further information regarding DVBE resources, please contact the Office of Small Business and DVBE Certification, at 916-372-9978, or access DVBE information at the following web site: <http://www.pd.dgs.ca.gov/default.htm>.

3.4.8 RFP Addenda

The AOC may modify the solicitation document prior to the date fixed for submission of proposals by posting an addendum on the AOC website and notifying the vendors to whom the solicitation document was sent. If any vendor determines that an addendum unnecessarily restricts its ability to propose, it must notify the *Contracts Officer*, listed on the *Transmittal Page*, at the AOC no later than two (2) days following the posting date of the addendum.

3.4.9 Vendor Responsibility

Each vendor must certify on company letterhead that neither it nor any of its proposed subcontractors are currently under suspension or debarment by any state or federal government agency, and that neither it, nor any of its proposed subcontractors are tax delinquent with the State of California. Vendors must also list all contracts with government or commercial customers that have been terminated for cause or default by any government or commercial customer during the five (5) years preceding submission of their proposal.

The vendor must acknowledge that if it or any of its subcontractors subsequently are placed under suspension or debarment by a state federal government entity, or if the vendor or any of its subcontractors subsequently become delinquent in California taxes, their proposal may be disqualified.

A *Vendor Certification Form* is provided in Section 7.6 of this RFP for the vendor to complete and submit with the proposal on behalf of each firm proposed on the vendor's team.

3.4.10 No Exclusivity

The AOC reserves the right to purchase additional or similar services described in this RFP from a third party if it is deemed to be in the AOC's best interest. Accordingly, nothing in this RFP or any resulting contract shall be considered an exclusive services arrangement with the selected vendor, unless specified as such in a resulting contract.

3.4.11 Notification of Decision

AOC will issue a notice of intent to award indicating the vendor selected for award and the price. Questions regarding the AOC's award of any business on the basis of proposals submitted in response to this solicitation document, or on any related matter, should be addressed to the *Contracts Officer*.

3.4.12 Protest Procedures

Protests may only be filed by the *vendor, which submitted a proposal in response to this RFP* (“Protestor”), and may be based only upon one or both of the following grounds:

- a) The AOC failed to follow procedures and adhere to requirements set forth in the solicitation or any addendum thereto.
- b) The Protestor alleges misconduct or impropriety by the AOC or a member of the Evaluation Committee.

Failure to comply with the protest procedures stated herein may result in rejection of the protest. No contract award will be made until completion of the protest procedures.

3.4.12.1 Protest Based Upon Specifications

Any protest based on alleged improprieties in the RFP process which are apparent, or reasonably should have been discovered prior to submission of a proposal, such as allegations that the specifications are unduly restrictive, must be filed at least five (5) calendar days prior to the Proposal Closing Time specified in the Critical Dates Table in Section 3.1, at the following address:

Mr. Grant Walker
AOC Business Services Manager
Administrative Office of the Courts
455 Golden Gate Avenue, 7th Floor
San Francisco, CA 94102-3660

The protest must clearly specify in writing the grounds and evidence on which the protest is based. The Protestor shall have exhausted all administrative remedies, such as those specified in Section 3.5.4, Clarifications and Discussions; Section 3.4.5, Ambiguity, Discrepancies, Omissions; and Section 3.4.8, RFP Addenda, as applicable, prior to submitting the protest. Failure to do so may be grounds for denying the protest.

The AOC Business Services Manager will respond to the protest with a written determination prior to the Proposal Closing Time. The AOC Business Services Manager’s decision will be final. Where the determination on the protest could affect the proposal responses, an appropriate extension of the Proposal Closing Time may be granted.

3.4.12.2 Protest Based Upon Notice of Intent to Award

Protests based upon alleged improprieties that are not apparent or which could not reasonably have been discovered prior to the Proposal Closing Time, such as allegations that the evaluation process was carried out improperly, must be filed within three (3) calendar days of Protestor’s receipt of the notice of intent to award with the AOC Business Services Manager specified in Section 3.4.11 at the same address above.

The protest must be in writing and clearly specify the grounds and evidence on which the protest is based. If the Protestor later raises new grounds or new evidence not previously set forth in the

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written protest that reasonably could have been raised when the protest was initially submitted, such new grounds or evidence will not be considered in the determination of the protest.

The AOC Business Services Manager will respond to the protest with a written determination prior to contract award. If the protest is denied, the Protestor may appeal the determination by filing a written request for review within three (3) calendar days from receipt of the notice of denial addressed as follows:

Mr. Ronald Overholt
Chief Deputy Administrative Director
Administrative Office of the Courts
455 Golden Gate Avenue
San Francisco, CA 94102-3660

The request for review must specify the grounds and evidence on which the appeal is based. The AOC's Chief Deputy Administrative Director will review the AOC Business Services Manager's decision, the Protestor's submission, and any other relevant information, and thereupon render a decision in writing to deny or allow the protest, and the reasons therefore. The decision of the AOC's Chief Deputy Administrative Director shall be final.

3.4.13 Payment

Payment terms will be specified in any contract that may ensue as a result of this solicitation document. THE STATE DOES NOT MAKE ANY ADVANCE PAYMENT FOR SERVICES. Payment is normally made based upon completion of tasks as provided in the agreement between the AOC and the selected vendor. The AOC may withhold ten percent of each invoice until receipt and acceptance of the final product. The amount of the withhold may depend upon the length of the project and the payment schedule provide in the agreement between the AOC and the selected vendor.

3.4.14 News Releases

News releases pertaining to the award of a contract may not be made by any vendor without prior written approval of the Business Services Manager.

3.5 Evaluation and Contract Award

3.5.1 Requirements

The RFP is a solicitation for a suite of Licensed Software products and professional services, collectively referred to here as The CAFM Solution.

Professional Services Requirements of this procurement are described in Section 4.4, *Required Services*.

Software Requirements of this procurement are described in Section 4.5, *Software Requirements*.

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The vendor must state specifically in its proposal how it will comply with each requirement in Section 4, *SOLUTION REQUIREMENTS*, below, and further detailed in the *Functional Requirements Matrix*. Subject to the AOC's right in its complete discretion to waive requirements, only those proposals that meet all mandatory requirements shall be considered for a contract award.

3.5.2 Evaluation Criteria

The vendors' proposals will be evaluated according to the methods and criteria outlined in Section 6, *EVALUATION OF PROPOSALS*.

3.5.3 Rejection of Proposals

The AOC, at its complete discretion, may eliminate proposals that have not scored adequately in relation to other proposals to warrant further consideration. The AOC may reject any or all proposals, in whole or in part, and may or may not waive an immaterial deviation or defect in a proposal. The AOC's waiver of an immaterial deviation or defect shall in no way modify the solicitation document or excuse a vendor from full compliance with solicitation document specifications.

3.5.4 Clarification and Discussions

The AOC reserves the right to seek clarification from any vendor. The AOC also reserves the right to request a site visit to a representative customer implementation of the proposed CAFM Solution. The AOC reserves the right to require, and each vendor must be prepared to conduct, oral presentations and other discussions (written or verbal) on the content of its proposal.

3.5.5 Contract Awards

The AOC intends to enter into software license and professional services agreements with the selected vendor. The AOC intends to award one contract to a single prime contractor for the work. Written notice of intent to award will be given promptly to the vendors not selected for award.

Award of contract, if made, will be in accordance with the solicitation document to a responsible vendor submitting a proposal compliant with and responsive to all the requirements of the solicitation document and any addenda thereto, except for such immaterial defects as may be waived by the State.

The AOC also reserves the right to modify or cancel the solicitation document in whole or part.

4 SOLUTION REQUIREMENTS

Specific functional and technical requirements are detailed in the attached *Functional Requirements Matrix*, Section 8.2. General, environmental and supporting requirements follow.

4.1 General Requirements

The CAFM Solution should include an integrated set of COTS products that rely on a common database platform. The functionality that is provided in this RFP is considered the base requirements of the required CAFM Solution. The proposed CAFM Solution is expected to provide this minimum functionality, without extensive customization effort. Custom development is expected to be limited to system interfaces and module integration.

The CAFM Solution should also be a proven solution for entities similar to those identified in this RFP.

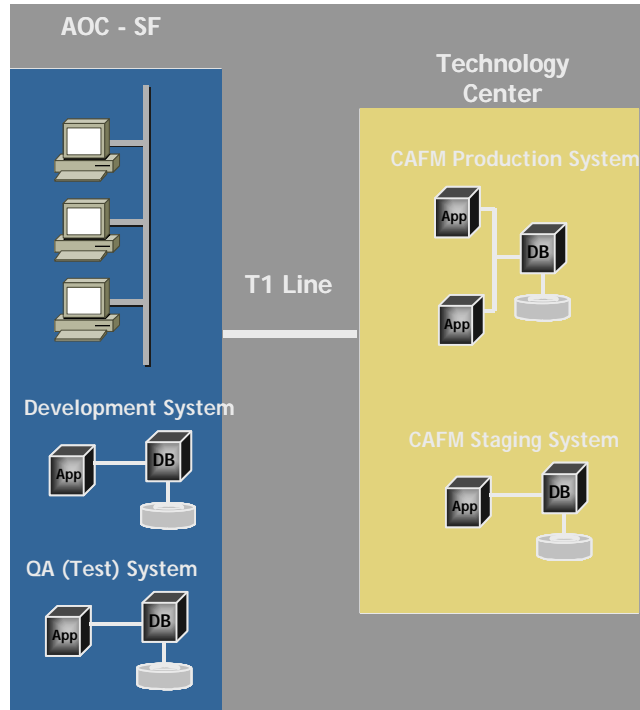
The system proposed must support real-time processing of all transactions for the AOC's facilities with robust functionality in each of the following functional areas:

- 4.1.1 Property Portfolio Management
- 4.1.2 Facilities Condition Monitoring
- 4.1.3 Program/Project Management
- 4.1.4 Lease Administration
- 4.1.5 Space Management
- 4.1.6 CAD Integration
- 4.1.7 Planned Maintenance Management
- 4.1.8 Demand Maintenance Management
- 4.1.9 Work Request Management
- 4.1.10 Asset/Equipment Management
- 4.1.11 Tools/Parts/Materials Management and Requisitioning
- 4.1.12 Facilities Purchase Requisitioning
- 4.1.13 Move Management
- 4.1.14 Facilities Document Management
- 4.1.15 Operational Reporting and Modeling
- 4.1.16 Data Browsing and an Executive Information System (EIS)

The vendor will be responsible for all of the software and services (listed in Section 3.2, *Description of the Procurement*) required to deliver a fully functional and integrated CAFM Solution. If the vendor's proposed CAFM Solution requires that functional areas be deployed in a specific sequence or grouping, please indicate so in the proposed project plan.

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The AOC will be hosting the development and test environment/instances at its offices in San Francisco. The staging and production environment/instances will be hosted by a third party at the California Courts Technology Center (CCTC) in Newark, California. There is T1 connectivity between the sites.



Please see Section 10, the *Project Reference Timeline*, for a general description of the expected project stages, and Section 4.3, *Project Staging Requirements*, below. The first stage (Project Reference Timeline, task 3) is considered the Pilot. During the Pilot, a limited subset of the full system functionality will be deployed. This subset is expected to include the basic Property Portfolio, Program and Project Management, and Demand Work Request/Orders. All *other* Functional Areas described in Section 4.5.2, *Functional Areas*, are considered to be optional modules, and *may* be deployed at the AOC's discretion upon successful completion and roll-out of the Pilot.

The AOC anticipates the need to purchase development/test environment hardware sufficient to model the proposed statewide rollout. Vendors should include in their proposal a separate section listing the required development environment hardware and software, along with proposed costs for the vendor to procure, install and configure the development/test environment on-site at the AOC. The AOC may choose to exercise this option at their discretion.

AOC and CCTC personnel will need to become familiar with the hardware and software configuration, in order to manage the system on an ongoing basis. Vendors should plan for this required knowledge transfer as they prepare their proposal and project staffing.

The AOC recognizes that each of the courts have their own unique technological needs. However, in order to ensure integrity of data and to provide efficient distribution of enterprise information, the AOC will continue to stress standardization throughout this selection and during implementation. Vendors should propose topologies that ensure optimum performance of their product. The proposed architecture of the chosen vendor will become part of the AOC's technology standard. In consideration of the variation among the courts, solutions that can be delivered over web-based or lightweight clients will be preferable.

4.2 Current Technology Environment

The Information Services Division (ISD) of the AOC is responsible for technology in CCTC. The ISD coordinates court technology statewide, manages centralized statewide technology efforts, and optimizes the scope and accessibility of accurate statewide judicial information. In addition to the services it provides to the AOC and appellate courts, the division supports coordination of judicial branch technology statewide.

A brief description of the hosting, network and desktop environment follows.

AOC users typically have Windows 2000 or Windows XP Professional on the desktop, and MS-Office 2000 installed as standard applications. File servers run MS-Windows Server 2003. Some users have Visio 2000 and AutoCAD 2000. The standard messaging platform is MS-Outlook 2000 client, and MS-Exchange Server. The courts, vendors and outside consultants may have other configurations.

The application hosting center, operated by Siemens, is currently configured and sized to support various AOC systems. Servers and storage are connected over gigabit fiber channel.

The scale of the network was based on the following:

- 30 courts with DS3 connectivity and 28 courts with T1 connectivity
- $*(30 \times 45\text{Mbps}) + (28 \times 1.5\text{Mbps}) \sim 1.5\text{Gbps}$ speed/bandwidth

The Case Management application environment contains Citrix application servers on Dell 1650 servers and Pervasive SQL database servers on Dell 2650 & 6650's. Servers are running Windows 2000 Server. The database cluster uses EMC Powerpath connections to storage RAID's.

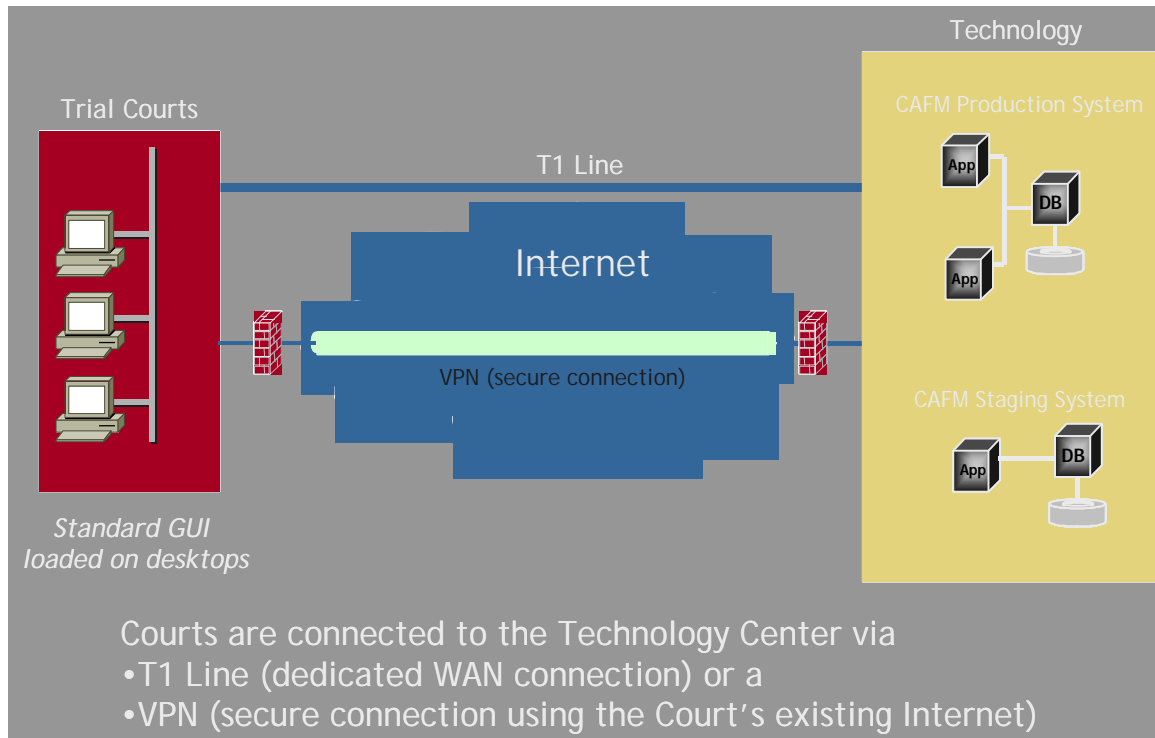
The CAFM application will share resources and bandwidth, over the existing and under-construction network, with other large applications.

Microsoft Active Directory is used for user authentication and user administration. There are seven Intel-based Dell authentication servers. Each runs Windows 2000 SP3, except for one on Redhat Linux v. 8.

The SAP environment consists of three Sun 480 Servers, running Solaris 2.8. The database backend is Oracle v8.1.7

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VPN Connectivity through the hosting center is also available for remote and site-to-site connections. The service is based on a Cisco 3015 VPN concentrator, and can support up to 100 simultaneous IPsec connections. Using RADIUS Authentication.



4.3 Project Staging Requirements

The Judicial Branch uses a third-party managed services provider to support large statewide IT initiatives. The hosting facility is currently owned and operated by Siemens Business Services, and is known as the California Courts Technology Center (CCTC). The vendor(s) will be required to work with Siemens to ensure an efficient and effective transfer of knowledge and promotion to production. Siemens supplies ongoing data center operations and support for production systems including helpdesk.

The intent of the project phasing is to first install, configure and test limited subsets of the proposed CAFM Solution in an isolated development/test environment before deploying them for production use. This will be done iteratively for each set of Functional Areas as it is deployed.

Each Functional Area will first be installed, interfaced and configured in a development/test environment at the AOC offices in San Francisco, before migrating to the staging/production environment in the CCTC.

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The Pilot is to include a limited set of Functional Areas, as set forth in items 4.5.2.1, 4.5.2.3, 4.5.2.4, 4.5.2.8, 4.5.2.9 (the “Base Functionality”). The AOC will work with the Prime Contractor and software vendor(s) to implement and configure the Base Functionality of the CAFM Solution on the development environment at the AOC between June 2004 and December 2004. The Pilot may include courts in three (3) initial counties: Solano, Riverside, San Joaquin, and selected other facilities that transfer to AOC control. An estimated 140 buildings are expected to transition to AOC operational support within the first year during Pilot Roll-out.

After promotion of the CAFM Solution Base Functionality to production, successful operation and acceptance of the Pilot by the AOC, the next phase, Pilot Roll-out (*Project Reference Timeline*, task 4), will be wider rollout of the Base Functionality to the initial 140 facilities that will transfer to AOC management.

Upon success and acceptance by the AOC of the wider deployment of the Base Functionality, the AOC may elect to issue additional work orders against The Contract to configure and deploy additional functional areas for Phase III, Additional Functionality (*Project Reference Timeline*, task 5). The choice of additional functional areas will depend on the CAFM Solution selected and priorities that are identified by the AOC during Usage Design (Section 4.4.4.1).

Each of these stages requires that the vendor work closely with the AOC, its hosting contractor and other vendors to ensure a smooth promotion between environments and transition to the CAFM Solution. Vendors should clearly describe in their proposal how they intend to carry out these promotions and transfer that knowledge to on-site personnel for future promotions.

4.4 Required Services

4.4.1 Development and Test Hardware Acquisition

These services are to include all of the research, documentation and procurement activities necessary to procure, receive, configure and install the development and test environment for the CAFM Solution project. The deliverables are the hardware and software for the configured development and test environment for CAFM Solution activities. The development and test environment should be sized to accommodate full deployment of all the functional areas in the proposed CAFM Solution and to meet development, test, and training needs for a minimum of two (2) years.

4.4.2 Specifications for Production Hardware

These services are to include all of the research, documentation and specification activities required to size and specify the hardware and software environment required to support the vendor’s proposed CAFM Solution at the AOC’s hosting facility. The deliverable is a specification document for the production environment.

4.4.3 Project Management Services

These are all of the activities required for the vendor to manage the deliverables, activities and costs for the project team and subcontractors to ensure timely delivery of the software and services that comprise the CAFM Solution. The deliverables are a detailed project plan, weekly status reports, management presentations and facilitation of all project meetings to include meeting minutes and issues tracking.

4.4.4 Professional Services

These are all the activities required to conduct the appropriate analysis, user interviews, group meetings (i.e. Usage Design and JAD sessions) and process design, development, configuration, testing and training to ensure a complete and functional CAFM Solution for the AOC. Services will include the following:

4.4.4.1 JAD/Usage Design Sessions

These sessions are meetings of key stakeholders, decisions makers and potential users of the application to focus on choices required to configure the application to meet the AOC's needs and business practices. Published notes, resultant updates to the Project Plan; Business Processes, Usage Design and System Configuration documents are the deliverables from these sessions.

4.4.4.2 Business Process Definition

These are the activities required to develop, document and adapt the AOC's business practices and the proposed CAFM Solution to work together to most efficiently carry out the AOC's business. Deliverables from this service include Business Process Design/Specification documents, process flows and complimentary training plans to educate users.

4.4.4.3 Standards Development

These are the activities required for the vendor to come to an understanding of the AOC's business practices. Upon completion the vendor will have the information necessary to design standards of usage and data for the proposed CAFM Solution, which will support the AOC's business practices within the configured CAFM Solution.

Deliverables include recommended classification schemes and lookup data values for each functional area in the CAFM Solution, CAD Standards, Classification schemes for space and each item managed by the CAFM Solution.

4.4.4.4 Application Configuration

These are all of the activities performed by the vendor to document, execute and plan for the maintenance of the specific settings, values and modifications made to the CAFM Solution to configure it to support the specific AOC business practices.

4.4.4.5 Systems Analysis of the Existing Environment

These are the activities required for the vendor to come to a sufficient understanding of the AOC's existing technical environment. Upon completion, the vendor will have the information necessary to design and configure the proposed CAFM Solution so it may be installed and interfaced safely in the technical environment. Deliverables include the technical architecture documents and specifications, that describe the points of contact among the CAFM Solution, the existing environment and the interfaces required between them.

4.4.4.6 Analysis, Design, Specification and Coding and Testing of Required System Interfaces to multiple ERP Systems

Several functional areas of the CAFM Solution will need to exchange data with the accounting, fixed assets and human resources functions of the AOC's ERP system(s). These services include all of the investigation, analysis, design and specification activities required to allow for the secure and reliable transfer of data among the applications, including determining the appropriate system of record, timing and format of the system interface. Deliverables include the technical specification documents for the interface; the coding to execute the interface and test plans to ensure data integrity.

Interfaces to the ERP systems will be required throughout the CAFM Solution. Priorities for interface development, specific supporting business processes will be determined during Usage Design.

4.4.4.7 Change Management Services

These are the activities required to ensure that migrations of data, promotions among environments, and upgrades/changes to system components can be carried out smoothly, are repeatable and reliable, both by the vendor, the AOC staff and the hosting vendor. Deliverables include the Configuration Management and Change Management plans.

The Configuration Management Plan (CMP) is to be the manual that the AOC and the CCTC technical staff will use, once the CAFM Solution is in production. The CMP shall include background, documentation, methodology, guidance and task lists for all of the typical activities required to establish, maintain, backup, restore, upgrade and trouble-shoot the CAFM Solution.

4.4.4.8 Technical Support Training

These are all of the activities required to ensure that the AOC and its hosting vendor are capable of monitoring, maintaining and supporting the CAFM Solution. Deliverables include the Technical Support Training Plan, the Configuration Management Plan and the Technical Support Training itself. On completion, the AOC and CCTC technical staff must be able to provide first and second level end-user support; backup and restore the system; monitor and maintain system interfaces; carry out system promotions and all of the other activities required to keep the CAFM Solution operational.

4.4.4.9 End User Training

These are the activities required to ensure that the AOC users (including third parties) of the CAFM Solution are capable of effectively using the system. Specific training goals, requirements and schedule will be determined during Usage Design and the early project stages. Deliverables include the End User Training plan, the Train-the-Trainer Plan, the training materials and conducting the hands-on training sessions. The user community will consist of the casual user, daily operational user, super users, system administrators, that maintain master data and management.

4.4.4.10 Drawing, Document and Asset Data Gathering, Conversion, and Entry

These services include all of the activities required to identify, gather and enter all of the supporting data required to effectively operate the CAFM Solution. Deliverables include the Data Triage, Gathering and Cleanup Plan; data gathering policy development with the AOC and the data populated into the CAFM Solution. Vendors must include pricing schedules for data gathering activities in their proposals. The AOC may choose to contract some technical data gathering activities, identified as required by the vendor (i.e. HVAC equipment condition assessment), to specialty firms.

4.4.4.11 Technical Training Documentation

These services include all of the documentation and training materials required to use, maintain, support and upgrade the CAFM Solution. Deliverables include the hands-on training sessions.

4.4.4.12 CAFM Solution Documentation

These services include full technical documentation of the installed CAFM Solution, interfaces and any custom work for the AOC.

4.4.4.13 CAFM Solution Testing

These services include the scope of complete technical application testing services to ensure that the implemented CAFM Solution reliably functions as designed. Testing services include script development, unit testing, system integration testing, data validation, end user testing and user acceptance tests. Deliverables from these services include: solution test plans, testing scripts, conducting the actual tests and resultant CAFM Solution issue tracking logs, and resolving issues.

4.5 Software Requirements

4.5.1 Application Architecture

4.5.1.1 Transaction Integrity

It is expected that the ability to update multiple records with the same/similar information will be provided to facilitate efficient processing (human and computer). The CAFM Solution is required to enforce transaction and referential integrity and cleanly rollback any transactions that do not fully complete.

4.5.1.2 Modular Integration: Between Applications and Modules

One of the significant advantages of an enterprise solution is to have consistent information across all areas of the business. Information entered in one area will update all related areas and will not need to be reentered. The ability to invoke specific processes from vendor supplied modules and custom developed processes and applications via standard application program interfaces (API's) will facilitate reuse and integration with other applications.

Vendors must list any embedded off-the-shelf, or dependent components included in the proposed CAFM Solution.

Although only a subset of Functional Areas is to be deployed in the Pilot, the vendor should provide a method for capacity planning and estimates for the implementation of all of the functional areas (section 4.5.2) for the defined scope.

4.5.1.3 Reliance on Best Business Practices

The CAFM Solution must be designed to allow for flexibility in the business processes used in conjunction with it. The CAFM Solution must not impose a fixed business process design on the AOC, but can be configured to support the AOC's processes. It is expected that the vendor will be very familiar with industry standard best practices and will work with the AOC to implement best-fit processes.

4.5.1.4 Development Toolsets

The CAFM Solution must have development toolsets available to customize, configure and expand the system.

4.5.1.5 Audit Trail Capabilities

The CAFM Solution must support the creation of audit trails to allow for investigation into the cause of data changes.

4.5.1.6 Chart-of-Accounts Flexibility

The CAFM Solution must allow for flexible configuration of the chart-of-accounts and organizational structure, so that it may be configured to reflect AOC practices and policies.

4.5.1.7 Reporting and Analysis Tools

The CAFM Solution must allow for ad-hoc queries, scheduled reports and support the potential use of third-party reporting and analysis tools, such as Crystal Reports, Business Objects or Cognos.

4.5.1.8 Web Enablement and e-commerce capabilities

The CAFM Solution should be web-enabled to allow for future web-based requisitions and vendor login.

Proposing vendors should specify if the web-enabled features of the system are fully built, with user interfaces, or are simply a system of web APIs, and require additional customization to be made available. Similarly, vendors must specify if the web-enabled features can be customized, encapsulated or “branded” by the AOC with the standard AOC web appearance. In addition the proposing vendor must indicate if the CAFM Solution’s features and functions could be accessed from third-party and AOC-built portal pages.

4.5.2 Functional Areas

Detailed functional requirements are listed in the accompanying *Functional Requirements Matrix*, Section 8.2. The sections below provide a simple overview of what is expected in each functional area.

4.5.2.1 Property Portfolio Management

Property Portfolio Management is the functional ability of the application to store, organize, sort, retrieve and report on the entire set of properties owned, leased, occupied or maintained by the AOC. This functional area needs to be flexible enough to store all the typical property valuation, building and lot information associated with a property, as well as user-defined attributes that may be of interest. The property portfolio needs to have both geographical and organizational data associated with it and should be flexible enough to allow for multiple hierarchies of organization. Structured fields need to be provided to store all typical property related data and documents.

The CAFM Solution must be able to support multiple groupings and hierarchies of property organization. For example, a user may have a collection of “My Properties” which they monitor and support, which do not have a geographical relationship.

4.5.2.2 Facilities Condition Monitoring

Facilities Condition Monitoring (FCM) is the functional ability of the application to store, organize, sort, retrieve and report on the entire set of issues affecting a facility’s operating condition. FCM data is typically linked to estimating and work order management systems. Data is typically field-gathered on the condition of buildings; specific deficiency data is entered in the system (i.e., “dry rot noted in four locations on the east eave, 45 linear feet of fascia effected: \$25,000 to repair” or “...front entrance steps are not ADA-compliant: \$200,000 to remedy”) and tracked with estimates to repair the problem.

4.5.2.3 Program/Project Management

Program/Project Management is the functional ability of the application to store, organize, sort, retrieve and report on the entire set of planned major facilities programs (i.e. “2004 Seismic Retrofit Bond Measure”) and the individual construction projects that carry them out (i.e. “Shear wall construction, Modoc County Courthouse”). The CAFM Solution must have the ability to “roll-up” all projects into a hierarchy of super-projects and programs, and eventually to a single master facilities program for the entire OCCM.

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This functional area of the application requires strong ties internally with nearly every other module, and strong exchanges of data with the corporate ERP /accounting systems. This module typically is required to track funds, encumbrances and expenditures against project and program budgets. Structured fields need to be provided to store all typical project related data and documents.

Strong workflow integration typically allows the project management module to route activities and to-do lists among users. Contractors and third parties need access to submit invoices, RFI's, field reports and other construction-related items so that they may be routed and tracked. The system will require a strong security model, allowing View Only, Create, Modify and Delete permissions to be assignable.

4.5.2.4 Lease Administration

Lease Administration is the functional ability of the application to store, organize, sort, retrieve and report on the entire set of issues related to commercial leases. Strong ties to the document management and workflow modules should allow the Lease Admin module to store original lease images and route to-do lists as lease options and other critical dates approach. This module needs to support lease abstracts, critical dates, landlord and tenant positions, security deposits, insurance, payments, associated space and maintenance responsibilities.

4.5.2.5 Space Management

Space Management is the functional ability of the application to store, organize, sort, retrieve and report on the entire set of data concerning the location, relationships, measurements, use, finishes, occupants, amenities and costs associated with a given space in a building. The Space Management module needs to be very tightly integrated with the host CAD system, and have two-way data communication with the CAD product. This module needs to support the detailed BOMA and/or IFMA classification of space and organize all the spaces in the inventory into an appropriate hierarchy. Ties to the move management and hotelling modules are also critical to allow users to search for space meeting specific criteria (i.e. "...find conference space in central Sacramento with seating for 20, and A/V equipment...").

Space Management also needs to track the organizational tenants of space, and calculate their pro-rata share of occupancy costs. Space Management cost allocation requires strong ties to the ERP system in order to import actual facilities expenditures. Space Management also requires strong ties to the Asset and Maintenance Management modules so that equipment can be located in its space and the history tracked.

4.5.2.6 CAD Integration

Each of the relevant modules should be linked to the CAD system, particularly Space Management. Database queries should be able to graphically color and display the result on CAD Drawings. Assets should be visible and locatable on drawings. Spaces should be searchable, from the drawing, for assigned work orders.

The selected solution needs to have appropriate polylining and layering tools to help structure the CAD data.

4.5.2.7 Planned Maintenance Management

Planned Maintenance Management is the functional ability of the application to store, organize, sort, retrieve and report on the entire set of data concerning the location, trades, equipment, schedules, contractors and skills required to gather maintenance tasks, organize the work, dispatch appropriately skilled and equipped workers, track the costs to repair and resolutions of issues.

The Maintenance Management module requires a detailed, hierarchical database to store data about all of the maintained assets, their locations, their associated maintenance tasks and schedules and the relationships among components. The planned maintenance feature needs to be able to generate the preventive maintenance tasks for the managed equipment in a timely manner and dispatch to the appropriate responder.

The Maintenance Management module requires strong ties to Asset, Work Request, and Space modules. Integration with the ERP system is also required at many points to allow for work invoices to be processed, for example. There will be a need for cost center accounting: such as costs accrued against a building, for resources, such as overtime payment etc.

User interfaces must be provided to classify, assign and plan for each type of work at each managed location, or against each managed asset. In addition a maintenance manager interface is required to allow a manager to plan work priorities and schedule responses.

4.5.2.8 Demand Maintenance Management

Demand Maintenance Management is the functional ability of the application to store, organize, sort, retrieve and report on the entire set of data concerning the location, trades, equipment, contractors and skills required to gather sort and organize maintenance requests, identify duplicates, organize the work, dispatch appropriately skilled and equipped workers, track the costs to repair and resolutions of issues.

The Demand Maintenance Management module requires strong ties to the Work Request module. Integration with the ERP system is also required at many points to allow for work invoices to be processed, for example. There will be a need for cost center accounting: such as costs accrued against a building, for resources, such as overtime payment etc.

User interfaces must be provided to classify, assign and plan for each type of work at each managed location, or against each managed asset. In addition a maintenance manager interface is required to allow a manager to plan work priorities and dispatch responses.

4.5.2.9 Work Request Management

Work Request Management is the functional ability of the application to store, organize, sort, retrieve and report on all of the requests for services or material entered into the system. Users may be call center agents or un-named users who enter work requests through a web-based interface. Work request need to be routed to the appropriate responder to verify the issue, assign work orders and dispatch a response. Un-named users need to be able to check back on the status of their request.

4.5.2.10 Asset/Equipment Management

Asset Management is the functional ability of the application to store, organize, sort, retrieve and report on all of the critical data, costs and history of all of the high value or maintained equipment in a facility. The Asset Management module is required to store purchase and accounting data, warranty information, ownership data maintenance, assignment and disposition history. Strong ties to Maintenance and Space management and interfaces to the ERP are required. Asset costs and depreciated values must be able to rollup into containing facilities or programs.

4.5.2.11 Tools/Parts/Materials Management and Requisitioning

The Tools/Parts/Materials Management module is the functional ability of the application to store, organize, sort, retrieve and report on all of the data associated with the tool or consumable items required to keep the facilities operation running smoothly. The module must be flexible enough for this function to be outsourced at some courts or detailed enough to track and answer such questions as “how many light bulbs are on-hand,” “what is the lead time to order light bulbs,” “what is the stock level at which light bulbs must be ordered,” at other courts. This module also must support tool and serialized part checkout.

Strong ties to the Maintenance Management module and an interface to submit purchase requisitions to the ERP are required.

4.5.2.12 Facilities Purchase Requisitioning

Facilities Purchase Requisitioning is the functional ability of the application to gather requests for purchases in a uniform and consistent manner, throughout the CAFM Solution, wherever purchasing is required. Purchase requests will be transmitted through an interface, to the appropriate ERP application for processing.

An example would be a maintenance technician, requesting purchase of an out-of-stock air filter, in order to complete a scheduled work order.

4.5.2.13 Move Management

Move Management is the functional ability for the user of the system to prepare “what-if” scenarios of potential personnel and equipment moves; compare their costs and benefits; execute the selected choice and update the system data. This module requires strong ties to Space, CAD, Maintenance and Assets. It needs to have the intelligence and analytical ability to auto-generate the work orders required to carry out selected moves, and update space records when the move work orders are completed.

4.5.2.14 Facilities Document Management

Facilities Document Management is the functional ability of the application to store, organize, sort, retrieve and report on all of the documents required to operate the system and facilities. Documents may include construction photos, CAD floor plans, scanned leases, text documents, contracts, estimating spreadsheets and many others. Typical file formats may include .dwg, .dxf, .dwf; TIFF, JPEG or other bitmap scanned drawing and photo file formats; .doc, .pdf and other text documents.

Documents need to be securely stored by the system so that only appropriate users may access, route, modify or check them in and out. The documents need to be linked to and available in each of the other modules.

4.5.2.15 Operational Reporting and Modeling

The reporting and modeling capabilities of the CAFM Solution should include, but not necessarily be limited to, financial, space and maintenance analysis; modeling; forecasting; monitoring; reporting; retrieval of historical data; pre-scheduled reporting and graphical presentations of data and reports. Typical property, space, lease, maintenance and project reports are required. Specific reporting requirements will be determined during the Usage Design phase, however those reports are likely to include:

- Property Reports – hierarchical property listing and details, property groupings.
- Facilities Condition Monitoring – maintenance backlog, work history, cost history, cost-to-maintain projections.
- Program/Project reports – project budgets, project –to-program cost rollups, project budgets vs. costs vs. encumbrance, change order log.
- Lease – Lease abstract reports, critical dates, rent roll, CAM charges.
- Space reports – area usage floor plans, stacking diagrams, space utilization, headcount reports, square footage breakdowns and occupancy cost chargebacks.
- Maintenance Management reports – operational (work order, time entry etc), and retrospective analytical reports (work history by asset, by worker etc), work order performance reports, vendor performance reports, work order costs.
- Facilities Costs – facilities cost allocation chargeback reports.
- Parts /Materials reports – stock list, reorder schedule, consumption rates grouped by space facility contractor.

Reports must be sortable and groupable. Users must be able to specify domain subsets to include in reports.

The vendor should specify in the proposal if there are guidelines for report deployment to ensure optimal performance of the production system, such as separation of reporting and production data.

4.5.2.16 Data Browsing and an Executive Information System (EIS)

An Executive Information System (EIS) is the functional feature of the system to allow non-technical users to view, slice, and drill down into facilities, operational and project data. As all of the data has a space associated with it, drill-down from a map is the preferred navigation method for data browsing. This is a separate and distinct functional area from general CAFM Solution reports. Although the navigation may be programmed, the queries are ad-hoc, and unlike standard reports do not require technical knowledge to create and execute.

4.5.3 Network/Hardware Requirements

Vendors should propose products compatible with the current network design of the AOC. Given the variety of court sizes and complexity, a solution that can scale with varying network resources will be a strong plus. Not all AOC Group locations are currently networked to the CCTC. Parallel projects are currently underway to develop the network resources at the courts to allow for a planned minimum of T1 access at each and/or VPN connectivity to the CCTC. Vendors should specifically address if and how their proposed CAFM Solution could operate in low-bandwidth (i.e. dial-up) environments.

Network authentication is achieved with MS Active Directory. Vendors proposed CAFM Solutions must be compatible with MS Active Directory for authentication.

In general, the CCTC can support industry standard platforms with the exception of:

HP-UX is discouraged, as it will add significant cost if connectivity to the SAN (Storage Area Network) is required.

Older, retired and no-longer-supported technologies are not permitted, as they would incur significant labor cost.

Standard Server/Networking equipment includes:

- Wintel (Dell, Fujitsu)
- Unix (Sun, AIX, Linux)
- Cisco Networking equipment
- Oracle / SQL
- Desktops are on Windows 2000 and are migrating to XP in 2004

4.5.4 System Performance

Most application users will normally use the system between 5:00 AM and 7:00 PM, five (5) days a week. Occasional weekend and evening access is required. Benchmarks and proposing vendor responses shall specifically indicate if there are periods when the system is unavailable and/or performance/response will be severely degraded due to other concurrent processes, such as daily posting, scheduled processes or backups. Respondents should provide quantifiable benchmark application response times on hardware similar to that proposed for the AOC Production Environment.

4.5.5 Administrative Tools

The system shall include administrative tools to monitor application and resource utilization. It must permit system audits to determine who has used the system recently and what changes have been made and must keep a daily transaction journal for recovery purposes should that become necessary. It must also support performance monitoring tools and activity statistics reporting features. The system must provide restart capabilities as well as database access activity logging and transaction back out. Utilities included in the Licensed Software shall include data recovery tools and optimization tools.

4.5.6 Data Import/Export Facility

The CAFM Solution must permit the easy import and export of information to and from other systems and must integrate with other desktop and server applications such as Microsoft Excel, Microsoft Access, query and reporting tools, and electronic mail. The AOC is also concurrently implementing enterprise financial, human resources, jury, case management, data interchange and other applications. The system may need to integrate with Oracle Government Financials and Fixed Assets; Peoplesoft HR applications; SAP Financials, Human Resources, and Fixed Assets.

4.5.7 System Security

The CAFM Solution must provide security controls to prevent unauthorized use of the database, maintain database process controls, and log all database transactions. In addition, the system should provide security to limit availability to application functionality, software screens, data records, data elements, documents and the contents of data elements where appropriate. The application should have its own security implementation and controls and not rely on configuring the underlying database or network security. The proposed solution must have the ability to separately assign create, read, update and delete permissions for users or groups. The proposed CAFM Solution must have the ability to hide certain restricted fields from view for some user groups. The proposed CAFM Solution must be LDAP compliant and support MS Active Directory authentication.

4.5.8 Process Controls

The CAFM Solution should provide edit controls to prevent incomplete or incorrect data from being processed and programmatic control of the process flow to prevent information from being processed in the wrong sequence. The CAFM Solution should have the ability to require batch and on-line editing. It should also have the ability to prevent users from overriding or bypassing data validation and editing routines.

4.5.9 Workflow

Workflow, alerts, ticklers and task templates are the functional ability of the application to carry “un-manned” repeatable activities, macros, notifications and reminders. Workflow should be tied to business roles within the CAFM Solution. The CAFM Solution should manifest a flexible hierarchical organizational structure reflecting that of the government enterprise organization. This structure should enable a variety of electronic workflow and routing procedures to reduce the amount of paper document processing. For example, received invoices logged and entered into the CAFM Solution at one central location, should be able to be routed to appropriate managers for approval, then routed for payment. Another example: a casual user enters a work request with an estimate that exceeds a pre-set spending threshold; the request is automatically routed for the appropriate approvals. Another example would be that a work order for plumbing work is issued in a facility with an expired plumbing service contract; the CAFM Solution would notify the proper contact to renew the contract or alternately resolve the work order. A final example: the CAFM Solution generates e-mail reminders to a designated party to exercise a lease option; if the reminder is not addressed within the allotted time, a supervisor is sent a notice.

Workflow should be integrated with each Functional Area, particularly the messaging dispatch elements of each, such that workflow-generated messages may be dispatched to pagers, handhelds, phones, fax and e-mail.

Proposing vendors should ensure that they make clear if third-party software, tools or supporting infrastructure are required to enable, configure and route workflow.

4.5.10 Documentation

It is expected that the CAFM Solution will have specific elements of documentation available within the system including operations and technical manuals (both on-line and hard copy), data element dictionary, entity-relationship diagrams and context-sensitive on-line help text with customizable help screens.

4.6 Hardware Requirements

4.6.1 Development/Test Environment

The vendor’s proposal must provide complete pricing, selection services, hardware and software specifications for the Development/Test environment at the AOC.

At the outset of the project, at the AOC’s direction, the vendor is required to procure, install the hardware and software and configure the applications sufficient to establish a complete and functioning CAFM Solution development/test environment at the AOC offices in San Francisco.

4.6.2 Handheld Devices

The CAFM Solution is required to support encrypted work order dispatch (and other system-generated messaging) to handheld devices, such as Palmtop computers, phones or pagers. Support for two-way communication with wireless and handheld devices would be preferred.

4.7 Maintenance and Support Requirements

Specific support requirements are addressed further in Section 8.1, *Minimum Terms and Conditions*. It is expected that, through the Pilot (Reference Timeline, task 3), the Prime Contractor will provide for all technical support. During the process of system development, it is required that there will be sufficient knowledge transfer to allow the SBS's existing IT support structure to handle first and second-level support, the AOC business subject matter experts to provide functional support, and for the software vendor(s) to be available for deep application issue support (Third Level).

The initial support will be provided in a variety of areas including, but not necessarily limited to, training users on the initial implementation, installing and configuring product updates as they become available, providing assistance in building and maintaining the structure of codes, master data and the chart of accounts, and in helping to design a paper workflow system which best complements the electronic workflow processes made possible by the new CAFM Solution. Any upgrades or enhancements, which occur during the deployment must include user training.

Vendor activities will include the following:

1. Validate requirements and develop detailed plans and processes that are in compliance with AOC requirements. Plans should include approach, tasks, resources, timing, and cost estimates, and assumptions for AOC resources and responsibilities. Support and maintenance agreements will be negotiated with AOC documenting analysis, recommendations, and plans.
2. Provide technical support to identify, report and resolve problems with the CAFM Solution components.
3. Provide change management services with minimal disruption of service.
4. Provide technical and user support including online, help desk, and in-person assistance.
5. Provide training for the AOC technical staff on the solution components and operation.

5 CONTENT, FORMAT and SUBMISSION OF PROPOSALS

5.1 Proposal Submission Process

5.1.1 Proposal Closing Time

For Closing Time, please refer to Section 3.1, Critical Dates.

Proposals received prior to the Proposal Closing Time that are marked properly will be securely kept unopened until the Proposal Closing Time. The AOC cautions vendors to assure actual delivery of mailed or hand-delivered proposals directly to AOC **prior** to the established deadline.

Vendors must be sure they have downloaded all of the latest proposal documents from the AOC website, including Excel spreadsheets which include (1) the Cost Submission Matrix, and (2) the Functional Requirements Matrix, as set forth at the following web site address:

<http://www.courtinfo.ca.gov/reference/rfp/>

To facilitate evaluation of proposals, the entire proposal must be submitted electronically on CD-ROM. These electronic copies of responses to requirements and cost spreadsheets, as well as one (1) original and seven (7) hard copies, shall be submitted to the *Submittal Contact* at the mailing address indicated on the *Transmittal Page* of this RFP.

The original proposal shall be clearly marked “original.” Proposals must be received no later than The Proposal Closing Time, indicated in the Critical Dates Table. Proposals shall be marked “CAFM Solution—Sealed Proposal.”

Within the “CAFM Solution – Sealed Proposal,” the vendor shall include another envelope, which will contain its cost proposal and the completed and signed DVBE Participation Form.

The vendor, rather than the AOC, is responsible for ensuring every calculation and formula provided in its cost proposal is accurate and complete, regardless of the formulas that may be embedded in Section 7.2, *Cost Submission Matrix*.

Vendors that have provided incomplete information on costs will not be allowed to demonstrate their software/approach until this information has been provided to the satisfaction of the AOC. If complete information on costs is not provided as requested by the AOC within a reasonable period, in accordance with the Critical Dates Table, the vendor will be eliminated from consideration.

5.1.2 Late proposals will not be considered.

5.1.3 Withdrawal and Resubmission/Modification of Proposal

A vendor may withdraw its proposal at any time prior to the deadline for submitting proposals by notifying the AOC in writing of its withdrawal. The notice must be signed by the vendor. The vendor may thereafter submit a new or modified proposal, provided that it is received at the AOC no later than the proposal due date and time listed on the *Transmittal Page* of this RFP. Modifications offered in any other manner, oral or written, will not be considered. Proposals cannot be changed or withdrawn after the proposal due date and time listed on the *Transmittal Page* of this RFP.

5.1.4 Proposal Preparation Costs

Vendors submitting proposals do so entirely at their expense. There is no express or implied obligation by the AOC to reimburse a vendor for any costs incurred in preparing or submitting proposals, providing additional information when requested by the AOC, participating in any selection interviews, or participating in this procurement.

Please use the following checklist to ensure that you are submitting a complete proposal:

5.1.5 CD-ROM /MS-Word 2000

The entire proposal, and all of the documents listed below, shall be submitted electronically on CD-ROM. The bulk of the proposal shall be an MS-Word 2000 file. Proposal format is described in Section 5.3, below.

5.1.6 Copies

One (1) original and seven (7) bound copies of the proposal (including hard copies of costs & requirement responses) presented in a professional manner are to be submitted.

5.1.7 MS-Excel 2000 - Functional Requirements

MS-Excel 2000 files of responses to detailed Functional Requirements are to be submitted, using the coding scheme described in this RFP, and completed to the maximum extent possible. See Section 8.2, *Functional Requirements Matrix* for form.

5.1.8 MS-Excel 2000 – Cost Spreadsheets

File of cost spreadsheets—filled out completely. See Section 7.2, *Cost Submission Matrix* for form.

5.1.9 MS-Project 2000 – Project Plan

Pro-Forma MS-Project Plan, including estimated work effort expected of AOC staff and vendors.

5.1.10 MS-Visio 2000 – CAFM Solution Diagram

MS-Visio 2000 diagrams of proposed CAFM Solution component relationships.

5.1.11 MS-Visio 2000 – Hosting Diagram

MS-Visio 2000 diagrams of typical recommended hardware production hosting environment.

5.1.12 References

Include references of similar scale projects, with project manager names and telephone numbers. Vendors who do not provide this information in the proposal will not be short-listed for demonstrations until this information is received, and disqualified if this information is not received by the interview date. See Section 7.1, *Firm Reference Form*.

5.1.13 Minimum Terms and Conditions

Vendor must provide one of the following: either (i) an affirmative statement that the vendor will accept the AOC's *Minimum Terms and Conditions* (as set forth in Section 8.1) without modification; or (ii) a red-line against the AOC's *Minimum Terms and Conditions* showing the vendor's exceptions, with a summary explanation of the reasons for those exceptions. Do not submit any alternative form of contract. Only a redline against the AOC's *Minimum Terms and Conditions* will be considered.

5.2 Third Party Contractor

Should any vendor consider using a third-party firm for any part of the Work or Services requested in this RFP, the vendor must submit with its proposal a description of the work or service to be performed and the percentage of the total work effort to be subcontracted. The role of the vendor's project manager may not be subcontracted. Vendors shall not enter into subcontract agreement for any part of the Work of Services without AOC's prior written consent. The prime contractor is responsible for the management and work quality of all subcontractors.

5.3 Proposal Format

In order to facilitate the analysis of responses to this RFP, vendors are required to prepare their proposals in accordance with the instructions outlined in this section. Each vendor is required to submit the proposal in a sealed package. *Vendors must be sure they have downloaded all of the proposal documents from the AOC website, including Excel spreadsheets for (1) the Cost Submission Matrix, and (2) the Functional Requirements Matrix, as set forth in the following location:*

<http://www.courtinfo.ca.gov/reference/rfp/>

5.3.1 Proposals

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the vendor’s capabilities to satisfy the requirements of the RFP. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables must be numbered and clearly labeled. The proposal must be clearly tabbed, indexed, and organized. If a Best and Final Offer is submitted, it should identify which section(s) of the proposal it thereby replaces and supercedes. The proposal must be organized into the following major sections:

Section	Title	Definition
	Title Page Letter of Transmittal	The vendor must prepare a cover letter on the prime vendor's business letterhead to accompany the proposal and a Best and Final Offer, if any. The purpose of this letter is to transmit the proposal or Best and Final Offer; therefore, it should be brief. The letter must be signed by an individual who is authorized to bind his or her firm to all statements, including services and prices, contained in the proposal or Best and Final Offer. The letter must state the length of time the terms remain firm, which must be for a minimum of seven (7) months from the proposal due date or the Best and Final Offer due date. An unsigned cover letter will cause rejection of the proposal or the Best and Final Offer. The cover letter must state who the proposed prime contractor is, and name the participating vendors.
1.0	Table of Contents Executive Summary	This part of the response to the RFP should be limited to a brief narrative highlighting the vendor’s proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. This section should not include cost quotations. Please note that the executive summary must identify the primary engagement contact for the software vendor—including a valid e-mail address and, telephone number.
2.0	Scope of Services	This section of the vendor’s proposal must include a general discussion of the vendor’s understanding of the “overall” project, the scope of work proposed, and a summary of the proposal features of the software product. The list of required services to be discussed is in Section 3.2, Description of the Procurement.

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Section	Title	Definition
3.0	Company /Team Background and resource capabilities	Vendors in this section must include a narrative description of the company, the company's place in the marketplace along with strengths <i>and</i> weaknesses in the proposed CAFM Solution. If multiple firms are represented in the proposal, this section needs to include this information for each firm. As a requirement of this Section, the vendor will complete, sign and provide the following forms: (1) the <i>DVBE Participation Form</i> , as set forth in Section 7.5, and (2) the <i>Vendor Certification Form</i> , as set forth in Section 7.6.

Section	Title	Definition
4.0	Proposed Application Software and Computing Environment	<p>The State of California Information Practices Act of 1977 requires the AOC to notify all vendors of the following:</p> <p>The vendor must present, in detail, features and capabilities of the proposed application software. 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.</p> <p>At a <i>minimum</i>, please provide in succinct narrative form (at least one paragraph per item) a description of <i>each</i> of the numbered items listed in Section 4.5, Software Requirements.</p> <p>In addition, the following information must be included in narrative form:</p> <p><u>Hardware Environment.</u> Describe the optimal hardware environment required to utilize the proposed software. In the event there is more than one suitable hardware platform, list the best options indicating the relative strengths and drawbacks (if any) of each.</p> <p><u>Network Environment.</u> Describe the ideal network environment required to utilize the proposed software. In the event that there is more than one suitable network configuration, list options indicating the relative strengths and drawbacks (if any) of each.</p> <p><u>Operating System(s).</u> Identify the ideal operating system(s) required by the proposed applications software and database management system in the hardware environment recommended above. In the event there is more than one suitable operating system, list all options indicating the relative strengths and drawbacks (if any) of each.</p> <p><u>Database Platform(s).</u> The AOC's preferred database platform is Oracle, however SQL Server 2000 is also supported and the AOC is open to other solutions. The vendor should identify the ideal database platform for the proposed software. In the event there is more than one suitable database platform, list all options indicating the relative strengths and drawbacks (if any)</p>

Section	Title	Definition																					
		of each.																					
		<p><u>Desktop Requirements.</u> Identify the desktop computer hardware and software requirements to use the CAFM Solution. Include typical requirements for a “power user,” occasional casual user, report viewer, system administrator and work requestor.</p>																					
5.0	Responses to Functional/Technical Requirements	<p>Responses to the <i>Functional Requirements Matrix</i>, listed in Section 8.2 of this RFP, must be provided in this portion of the vendor’s proposal. Vendors must use the format provided and add explanatory details as necessary in a separate spreadsheet using the requirement number as a reference. The following answer key must be used when responding to the requirements:</p> <table data-bbox="768 678 1406 846"> <tr><td>F</td><td>=</td><td>Fully Provided “Out-of-the-Box”</td></tr> <tr><td>NV</td><td>=</td><td>Provided in the <i>Very Next Version</i></td></tr> <tr><td>TP</td><td>=</td><td>Third Party Software Req</td></tr> <tr><td>M</td><td>=</td><td>Modification (Change Using Built-in Toolset)</td></tr> <tr><td>C</td><td>=</td><td>Custom Development Required (Change in Code)</td></tr> <tr><td>R</td><td>=</td><td>Provided with Reporting Tool</td></tr> <tr><td>NA</td><td>=</td><td>Not Available</td></tr> </table>	F	=	Fully Provided “Out-of-the-Box”	NV	=	Provided in the <i>Very Next Version</i>	TP	=	Third Party Software Req	M	=	Modification (Change Using Built-in Toolset)	C	=	Custom Development Required (Change in Code)	R	=	Provided with Reporting Tool	NA	=	Not Available
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C	=	Custom Development Required (Change in Code)																					
R	=	Provided with Reporting Tool																					
NA	=	Not Available																					
		<p>Note: <i>Vendors must use one (1) code only per requirement. Any requirement that is answered in any other way will be treated as a negative/non-response.</i> Vendors may create their own separate spreadsheet for additional, brief comments elaborating on particular requirements. All requirement responses must be submitted on the CD-ROM in MS Excel 2000 format. Furthermore, requirement responses may be used by the AOC as specifications for the Licensed Software.</p>																					
6.0	Third-Party Products/Optional Software	<p>The vendor must explicitly state the name of any third-party products that are part of the proposed solution to the AOC. For each third-party product there must be a statement about whether the vendor’s contract will encompass the third-party product and/or whether the AOC will have to contract on its own for the product.</p> <p>Include a description of any products, features or other value added components available for use with the proposed CAFM Solution that have not been specifically requested in this RFP. The vendor must also provide proof that they have access to the third-party software source code (own or in escrow) and that the vendor has the ability to provide long-term support for the third-party software components of their CAFM Solution. Consideration of these products, features or other value added components will be given where these may be of value to the AOC.</p>																					
7.0	System Security	<p>The vendor 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.</p> <p>The vendor must also explain in-detail, the security model of the</p>																					

Section	Title	Definition
8.0	CAFM Solution Project Plan	<p>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 MS Active Directory.</p> <p>The vendor must provide a detailed plan for implementing the proposed CAFM Solution through the Pilot. The plan should include estimated timelines to implement the following courts (set of buildings): Solano, Riverside, San Joaquin, based on sizing estimates provided on the web site:</p> <p>http://www2.courtinfo.ca.gov/facilities/documents/phase_4_report_trial_court.pdf</p> <p>Additionally, the vendor must provide a general plan to include an estimated time frame for each phase and the major milestones within each phase by module.</p> <p>The plan MUST also include an estimate of work effort for AOC and vendor in percentages (e.g., 20% AOC effort; 80% vendor effort). In addition, if the proposed solution requires that modules be deployed in a specific sequence, provide details, interdependencies and staging plans.</p> <p>A significant portion of the implementation effort is expected to be the initial data gathering, validation, and migration. Vendors should include in their plan a discussion of their approach to initial and ongoing data-gathering processes. These services should be priced in the appropriate sections.</p> <p>Note: The AOC expects to provide approximately 20% staffing of the project hours, but reserves the right to alter the mix after further discussion with vendors. Pricing should assume 20% project work-effort by the AOC and 80% work effort by the vendor.</p> <p>The vendor must include in the CAFM Solution Project plan an indication of what configuration tasks are required to implement the CAFM Solution and the scope and scale of those tasks.</p>
9.0	Training Plan	<p>This section should outline the vendor's recommendations and plans for assisting the AOC and the AOC's contractors to become self sufficient in supporting, maintaining, managing, and utilizing the proposed solution over time. AOC employees or agents must become able to manage, operate and troubleshoot the infrastructure components of the solution. Various parties of the AOC Group must also become proficient in developing and deploying the required interfaces in the AOC Group environment. The vendor must provide a detailed plan for train-the-trainer training, project team training, user training and technology personnel. This information MUST include:</p> <p>(1) This section should clearly identify the proposed training methods (classroom, lab, mentoring, etc.), schedule and</p>

Section	Title	Definition
		<p>assumptions regarding prerequisite skills of the employees receiving the training. The AOC is also requesting the vendor's recommendations on the number of FTE's required to support this solution.</p> <p>(2) Use of third-party training resources. Vendor should identify third party partners that provide training on the use of their application.</p> <p>(3) Education on the use of application and interface development tools and services included in the proposed solution.</p> <p>(4) Change management processes, procedures and tools needed to host, maintain and support the solution.</p>
10.0	Testing Plan	<p>The vendor must provide a general testing strategy. Include the intended plan to develop scripts with the AOC, track results and conduct unit, integration, functional and user-acceptance tests (UAT).</p>
11.0	Maintenance and Support Program	<p>Specify the prime contractor and software vendor(s) plans to carry out the requirements of Section 4.7, for post-implementation and on-going support including:</p> <p>(1) Post-implementation support (e.g., 3 months of on-site support after go-live).</p> <p>(2) Summary of agreements between the prime contractor and software vendor(s) for support.</p> <p>(3) Telephone support (include toll-free support hotline, hours of operation, availability of 24 x 7 hotline, etc.).</p> <p>(4) Special plans defining "levels" of customer support (e.g., gold, silver, etc.).</p> <p>(5) Availability of user groups.</p>
12.0	Hosting Arrangement	<p>The AOC will be using the CCTC to host the staging and production CAFM Solution. Please provide information about any existing hosted arrangements you have to deliver similar CAFM Solutions. Please indicate what hardware, security, operating system, RDBMS, and personnel are used by the hosting facility to provide the service. Provide samples of typical system promotion methodology and upgrade or patch checklists from other implementations. Provide a proposed methodology for interaction between the hosting facility and the proposed CAFM Solution vendor team to ensure appropriate system support. For example, indicate what type of access, if any, to the CCTC the vendor requires to initially setup the production environment and what type of access is typically required for routine activities, once the environment is established.</p>
13.0	Client References	<p>The AOC considers references of the vendor to be an important part of the process in awarding a contract and will be contacting references as part of this selection. Provide references using</p>

Section	Title	Definition
14.0	Cost Proposal	<p>Section 7.1, <i>Firm Reference Form</i>. Vendors are required to provide AOC with reference information as part of their proposals, using the reference form provided in this RFP. The <i>Project Lead</i> will be conducting the reference checks. The AOC will not call vendors to tell them that their references will be contacted because all references provided will be contacted by the AOC during the selection process. Similarly, AOC will not work through a vendor's Reference Manager to complete a reference. The names and phone numbers of the project manager must be listed. Failure to provide this information may result in the vendor not being elevated to software demonstrations.</p> <p>Vendors must provide at least five (5) client references that are similar in size and complexity to this procurement and have utilized the proposed system in a comparable environment. Submit references for fully completed (live) installations. Information should include: date of installation, length of implementation, number of users, total square footage managed, number of buildings, functional modules, IT architecture, name of client reference, name of agency's project manager, jurisdiction, address, telephone and fax numbers. Please inform references that they will be called by AOC in May of 2004.</p> <p>Section 7.2, <i>Cost Submission Matrix</i> of this RFP, contains the cost schedules.</p> <p>Costs should include fixed pricing for all procurement items required though the Pilot; and a schedule of costs, aligned with the proposed project plan, to deploy all Functional Areas.</p> <p>Include software licensing and professional services (refer to section 4.4, <i>Required Services</i>) required to configure and implement the CAFM Solution. The vendor's cost proposal must be presented in the format provided in Section 7.2, <i>Cost Submission Matrix</i> of this RFP. Detailed costs must be provided and submitted on the submittal CD in MS Excel 2000 format. The AOC reserves the right to contact vendors on cost and scope clarification at any time throughout the selection process and negotiation process. Finally, it is important that vendors use the cost format presented in this RFP and NOT their own format. Please do NOT use "TBD" (to be determined) or similar annotations in the cells for cost estimates. The AOC is asking vendors to estimate costs for all categories with the understanding that they may have to make supported assumptions. Significant assumptions should be identified and elaborated.</p> <p>Work Effort Estimates</p> <p>Please use the cost spreadsheets and the proposed project plan to provide work effort estimates for the AOC and contractor staff by task during the certification process. In addition, a "staff</p>

Section	Title	Definition
		loading" chart listing resource utilization by each month of the project is required.
		<i>Failure to fully provide cost and work effort estimates is likely to lead to elimination prior to software demonstrations.</i>
15.0	Exceptions to the RFP	Exceptions shall be clearly identified in this section and written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the AOC, and the description of the advantages or disadvantages to the AOC as a result of exceptions. Address acceptability of the <i>Minimum Terms and Conditions</i> , as set forth in Section 8.1, as part of this section. The AOC, in its sole discretion, may reject any exceptions within the proposal.
16.0	Sample Documents	To establish a complete and competitive proposal, vendors must include sample copies of the following documents: <ol style="list-style-type: none"> 1) Sample application standard reports. 2) Sample CAFM Software user documentation (CD-ROMs would be preferred). 3) Sample Configuration Management Plans (defined in section 4.4.4.7). 4) Sample business process flows to use the proposed CAFM Solution.
17.0	Development Environment Hardware & Software	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 Environment. Vendors should include complete hardware, software and services sufficient to procure, install and configure a development/test environment for the proposed solution on-site at the AOC offices. The environment will be used by the project personnel for design and development tasks prior to The Pilot deployment. Specify minimum release or service pack levels of listed components.
18.0	Production Environment Hardware & Software	The respondent in this section should include a complete proposed hardware, and software list and relationship diagram for the proposed production environment. Cite where assumptions have been made and identify skills required to maintain the environment. Provide capacity planning figures and assumptions.
19.0	Proposed Project Team	The respondent shall list in this section the personnel to be included on the project team. Please list the company, name, title, role and qualifications and time commitment of each team member. The proposed project manager must be present for software demonstrations and the presentation of the proposal. Please include, at a minimum, the resume for the proposed project manager, technical lead and other key personnel proposed for the agreement, in this section.

Section	Title	Definition
20.0	Vendors' Implementation Methodology	The vendor shall include a description of their consulting services approach and the proposed project methodology that will be used to provide the CAFM Solution.

6 EVALUATION OF PROPOSALS

6.1 Guidelines.

By virtue of submitting a proposal, interested parties are acknowledging:

The AOC may choose to sign joint or separate licensing and professional services agreements (i.e., one license and one implementation contract) for the Pilot, and Pilot Roll-out, with options to continue the contract through the Additional Functionality phase (Section 10, the *Project Reference Timeline*). Given the complexity and scope of the requirements, teamed responses (see Section 3.3) are encouraged. If the AOC is not satisfied with the professional services firm proposed, it reserves the right to ask the software vendor to propose a different professional services partner at any time during the procurement and Pilot (Section 10, the *Project Reference Timeline*, tasks 1-3). All firms submitting proposals, by virtue of doing so, are recognizing that the AOC retains this right.

The AOC reserves the right to reject any or all proposals, or portions thereof, if it determines that select proposals are not responsive to the RFP or if the proposals themselves are judged by the AOC not to be in the best interests of the AOC Group. It also reserves the right to meet with vendors at any time to gather additional information and proposal clarification.

Submission of any proposal indicates a vendor's acceptance of the conditions contained in this RFP unless clearly and specifically noted otherwise in the proposal.

6.2 Evaluation Method

The evaluation phase of this project will use a cross-functional team decision-making structure. Proposals will be evaluated by a select group of key stakeholders, who will make recommendations to the Executive Steering Committee (ESC). The ESC consists of senior staff from the AOC. The ESC will be responsible for overseeing the software selection and certification process. The ESC will make the final decisions.

An Evaluation Committee will be established which will be involved more directly in selection activities. The Evaluation Committee is responsible for the evaluation and rating of the proposals and vendor demonstrations. The Evaluation Committee will evaluate proposals based on the criteria in Section 6.3, *Selection Criteria*, below. The Evaluation Committee's objective is to make recommendations for vendor selection to the ESC. The Evaluation Committee will consist of key stakeholders, including users, subject matter experts and customers of the CAFM Solution data. Subject matter experts may include architects, engineers, maintenance managers, information systems personnel, and others who will use or support the proposed system on a regular basis.

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The AOC will evaluate all proposals deemed responsive to this RFP. Following the Evaluation Committee's analysis of the written proposals and discussions, the proposals will be ranked to establish the three (3) highest scored responses which will be elevated for software demonstrations and team interviews. Shortly after software demonstrations, discussions and negotiations may take place with the short-listed vendors to ensure clarification, refinement of scope and costs, and to obtain a Best and Final Offer. It is anticipated that the AOC will use a parallel negotiations method of procurement where discussions will be held with the two (2) vendor finalists in an effort to secure the best price and highest quality of service for the AOC. Award will be based upon the proposal that is determined to be the most advantageous to the AOC.

6.3 Selection Criteria

The AOC intends to evaluate the proposals based upon the following factors, in general order of descending importance:

- 6.3.1 Proposed CAFM Solution ease of use, completeness, and simplicity.
- 6.3.2 The vendor's demonstrated staffing to meet proposed performance and schedule.
- 6.3.3 The vendor's proposed CAFM Solution architecture and suite of applications to meet the Functional Requirements.
- 6.3.4 Functional/Technical Requirements responses (Section 8.2).
- 6.3.5 Redline of the AOC's published *Minimum Terms and Conditions* (Section 8.1)
- 6.3.6 The vendor's proposed methodology to carry out the project implementation.
- 6.3.7 Skills and qualifications of the proposed team.
- 6.3.8 Cost proposal (Section 7.2).
- 6.3.9 Experience of the software and professional services firm in the public sector.
- 6.3.10 Software demonstrations.
- 6.3.11 Interviews with the proposed project team.
- 6.3.12 Complexity or simplicity of the proposed team and identified sub-contractors.
- 6.3.13 Customer references.
- 6.3.14 Vendor's proposed system maintenance, upgrades, and ongoing technical support.
- 6.3.15 Vendor financial stability.
- 6.3.16 Quality, clarity, and responsiveness of proposal in conformance with instructions, conditions and format contained herein.

Notwithstanding the criteria and ranking listed above, the AOC reserves the right to weigh factors that the AOC determines would provide the best potential value for performance of the CAFM Solution Project.

7 RFP FORMS

7.1 Firm Reference Form

7.2 Cost Submission Matrix

7.3 Pre-Proposal Conference Agenda

7.4 Pre-Proposal Conference Question Form

7.5 Disabled Veterans Enterprise Participation Form

7.6 Vendor Certification Form

8 APPENDICES

8.1 *Minimum Terms and Conditions*

8.2 *Functional Requirements Matrix*

9 TERMS / ACRONYMS

AOC	Administrative Office of the Courts
AV	Audio-Visual Short for television and audio equipment and services
BOMA	Building Owners and Managers Association A facilities management standards development and trade organization.
CAD	Computer-Aided-Design Drafting software
CAFM	Computer-Aided-Facilities-Management
CAM	Common Area Maintenance Owners' costs to own and operate a facility, often passed on to the lessee
CCTC	California Courts Technology Center
CMMS	Computerized Maintenance Management System
COTS	Commercial Off The Shelf Refers to packaged software as distinguished from custom development.
DVBE	Disabled Veteran Business Enterprise
ERP	Enterprise Resource Planning
ESC	Executive Steering Committee
FCM	Facilities Condition Monitoring
IFMA	International Facilities Management Association A facilities management standards development and trade organization.
Prime Contractor	The vendor whose primary role is that of managing the project, coordinating subcontractors, and ensuring the quality and completeness of the solution. In the case of this RFP, the Prime Contractor role may be a separate firm, or may be combined with other roles, such as a lead software vendor, for example.
SBS	Siemens Business Services The owner and operator of the CCTC

10. PROJECT REFERENCE TIMELINE

