



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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TO: **POTENTIAL PROPOSERS**

FROM: Administrative Office of the Courts
Information Services Division

DATE: April 2, 2009

SUBJECT/PURPOSE OF MEMO: **REQUEST FOR PROPOSALS**
Information Services Division (ISD), a division of the Administrative Office of the Courts, seeks the services of a consultant to provide project management for branch-wide license agreements

ACTION REQUIRED: You are invited to review and respond to the attached Request for Proposals (RFP), as posted at <http://www.courtinfo.ca.gov/reference/rfp/>:
Project Title: **Consultant - Enterprise Network Infrastructure Architect**
RFP Number: **ISD 200815-RB**

QUESTIONS TO THE SOLICITATIONS MAILBOX: Questions regarding this RFP should be directed to solicitations@jud.ca.gov by **April 6, 2009**

DATE AND TIME PROPOSAL DUE: There will not be a pre-proposal conference for this RFP.
Proposals must be received by **April 10, 2009**.

SUBMISSION OF PROPOSAL: Proposals must be sent to:
Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden, RFP No. ISD 200815-RB
455 Golden Gate Avenue, 7th Floor
San Francisco, CA 94102-3688

JUDICIAL COUNCIL OF CALIFORNIA ADMINISTRATIVE OFFICE OF THE COURTS

1.0 GENERAL INFORMATION

1.1 BACKGROUND

The Judicial Council of California, chaired by the Chief Justice of California, is the chief policy making agency of the California judicial system. The California Constitution directs the Council to improve the administration of justice by surveying judicial business, recommending improvements to the Courts, and making recommendations annually to the Governor and the Legislature. The Council also adopts rules for Court administration, practice, and procedure, and performs other functions prescribed by law. The Administrative Office of the Courts (AOC) is the staff agency for the Council and assists both the Council and its chair in performing their duties.

1.2 INFORMATION SERVICES DIVISION

The Information Services Division (ISD), a division of the AOC, coordinates court technology statewide, and supports coordination throughout the judicial branch; manages centralized statewide technology projects; and optimizes the scope and accessibility of accurate statewide judicial information.

1.3 INFRASTRUCTURE ARCHITECT

The Infrastructure Architect provides technical project oversight for a variety of projects being implemented at the AOC, the California Courts Technology Center, and Trial and Appellate Courts, including but not limited to:

- Provide technical network architect consultation to V4 project team by participation in design meetings.
- Provide technical network architect consultation to project team by participation in design meetings, participate in weekly status meeting with each court project and chosen enterprise level telecommunications vendor
- Review and provide comments on all trial court network designs
- Provide ongoing technical oversight support directly to the trial courts during the implementation phase of their projects.
- Provide third level support to the network project.
- Assist CCTC delivery managers on CCTC projects with on-site court assessments, requirements and installation of all network related items.
- Review court firewall, VPN and router configurations as necessary to assure CCTC security compliance.

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- Provide technical oversight on CCTC IP re-design project
- Provide technical oversight on CCTC WAN re-design.
- Provide technical oversight on CCTC court redundancy design.
- Assist in design and implementation of AOC Backbone project (LATA HUB).
- Assist in the migration of existing Hub-Spoke court connections to the LATA HUB design.
- Assist the team's efforts in the detailed documentation of the CCTC network.
- Provide technical oversight on CCTC network infrastructure changes as required.

Responsibilities:

- Responsible for the technical detail design, development, modification, delivery, and maintenance of complex enterprise infrastructure technologies
- Leads the evaluation of discipline specific infrastructure related technologies and makes recommendations to IS management
- Reviews and oversees development of technical documentation for infrastructure related technologies
- Subject matter expert in discipline specific infrastructure related technologies
- Leads strategic development for specific technical discipline
- Provides support for internal escalated infrastructure related problems
- Recognizes need and facilitates development of IT internal process innovations
- Provide technical support towards the development and ongoing upkeep of the network standards and policy supporting the trial courts by being an active member of the technical steering committee.
- Create decision request papers and project incubation papers to present changes and ideas to the current network standards and policies
- Keep current with available upgrades to the network equipment in use at the trial courts, and evaluate proposed network upgrades for use within the trial court.
- Completed, written network assessments of the trial courts assigned, reviewed deliverables on CCTC IP re-design project, land draft of AOC IP design.
- Travel as needed

Qualifications:

- Bachelors Degree

- Minimum of 10+ years experience in Information Technology.
- Minimum of 5+ years Experience with Enterprise Technical Network Architecture projects.
- Minimum of 2+ years Experience with government Enterprise Technical Network Architecture projects (State, Federal, Courts) highly desired.
- Possess knowledge of Enterprise Technical Network Architecture
- Posses knowledge of Enterprise Technical Network design concepts.
- Demonstrated technical writing and diagramming experience.
- Excellent working knowledge of security processes and datacenter technology infrastructure, SSL, wireless networking.
- Demonstrated experience managing multiple simultaneous IT & network projects.
- Proven track record in leading, organizing and coordinating multiple work activities.
- Demonstrated excellent verbal, written, analytical and communication skills

2.0 TIMELINE FOR THIS RFP

2.1 The AOC has developed the following list of key events from the time of the issuance of this RFP through the intent to award contract. All dates are subject to change at the discretion of the AOC.

EVENT	KEY DATE
RFP issued to http://www.courtinfo.ca.gov/reference/rfp/ :	Thursday, April 2, 2009
Deadline for questions to solicitations@jud.ca.gov	Monday, April 6, 2009
Posting of Answers To Questions	Wednesday, April 8, 2009
Latest date and time proposal may be submitted	Friday, April 10, 2009
Evaluation of proposals (estimate only)	Thursday, April 16, 2009
Interview of top candidates (estimate only)	Tuesday, April 21, 2009
Notice of Intent to Award (estimate only)	Tuesday, April 28, 2009
Negotiations and execution of contract (estimate only)	Friday, May 08, 2009

3.0 PURPOSE OF THIS REQUEST FOR PROPOSALS (RFP)

- 3.1 The AOC seeks the services of a contractor to perform work as an Enterprise Network Infrastructure Architect for approximately two (2) years. The initial contract term may only be for one year, depending on the final funding for this work. Upon execution of a subsequent amendment, the contract may be funded and extended for the remainder of the approximate two year period.
- 3.2 The expected contractual responsibilities and work requirements are set forth in Exhibit D, Work to be Performed, in Attachment 2, Contract Terms.

4.0 RFP ATTACHMENTS

- 4.1 Included as part of this RFP are the following attachments:
 - 4.1.1 Attachment 1, Administrative Rules Governing Request for Proposals. Proposers shall follow the rules, set forth in Attachment 1, in preparation and submittal of their proposals.
 - 4.1.2 Attachment 2, Contract Terms. Contracts with successful firms will be signed by the parties on a State of California Standard Agreement form and will include terms appropriate for this project. Terms and conditions typical for the requested services are attached as Attachment 2, Contract Terms and include: Exhibit A, Standard Provisions; Exhibit B, Special Provisions; Exhibit C, Payment Provisions; Exhibit D, Work to be Performed; Exhibit E, Contractor's Key Personnel (to be determined); and Exhibit F, Attachments.
 - 4.1.3 Attachment 3, Vendor's Acceptance of the RFP's Contract Terms. Proposers must either indicate acceptance of Contract Terms, as set forth in Attachment 2, Contract Terms, or clearly identify exceptions to the Contract Terms, as set forth in this Attachment 3.
 - 4.1.3.1 If exceptions are identified, then proposers must also submit (i) a red-lined version of Attachment 2, Contract Terms, that clearly tracks proposed changes to this attachment, and (ii) written documentation to substantiate each such proposed change.
 - 4.1.4 Attachment 4, Payee Data Record Form. The AOC is required to obtain and keep on file, a completed Payee Data Record for each vendor prior to entering into a contract with that vendor. Therefore, vendor's proposal must include a completed and signed Payee Data Record Form, set forth as Attachment 4, or provide a copy of the form previously submitted to AOC.

5.0 EVALUATION OF PROPOSALS

5.1 Proposals will be evaluated by the AOC using the following criteria, in order of descending priority; if a proposal includes multiple candidates, each proposed key personnel will be evaluated separately in accordance with these criteria:

5.1.1 Specialized expertise and technical competence (36 Points). Proposals will be evaluated considering the type of services required and the complexity of the project, with special consideration for the following required areas:

1. Over ten (10) years of IT Enterprise Infrastructure Architect experience
2. Experience working with multiple simultaneous large scale projects comprised of cross-functional team members
3. Experience deploying projects in a shared data center environment
4. Experience in designing Enterprise Network Infrastructure projects in multiple locations simultaneously
5. Demonstrated abilities as it relates to proposers extensive technical writing and diagramming skills.
6. Experience supporting application teams with SSL certificates is required
7. Also refer to qualifications section.

5.1.2 Past record of performance (26 Points). Proposals will be evaluated considering:

1. Past performance, especially on work with government agencies or public bodies. At least two years experience with government projects (State, Federal, Courts) highly desired.
2. Management, scoping, budgeting, estimating, and tracking of projects with budgets over \$1,000,000 (one million).
3. Quality of work
4. Ability to meet schedules
5. Cooperation, communications, organizing, responsiveness, and other managerial considerations.

5.1.3 Reasonableness of cost projections (20 Points). Proposals will be evaluated in terms of reasonableness of cost, proposed rate structure for the position, including breakdown of salary, overhead and profit.

5.1.4 Ability to meet requirements of the project (10 Points). Proposals will be evaluated in terms of compliance with proposed contract terms and project scheduling.

5.1.5 Company Stability and Capabilities (8 points). Proposals will be evaluated in terms of the agency's stability and capabilities as demonstrated in 6.3, below

6.0 SPECIFICS OF A RESPONSIVE PROPOSAL

6.1 **Proposals must not contain more than two (2) candidates for consideration as key personnel.**

6.2 The following information shall be included in the proposal and demonstrated separately for each key personnel candidate proposed:

6.2.1 Specialized expertise and technical competence.

6.2.1.1 Demonstrate the proposed key personnel's relevant experience and technical competence, especially in the following areas.

- Bachelors Degree
- Minimum of 10+ years experience in Information Technology.
- Possess knowledge of Enterprise Network Infrastructure design concepts.
- Demonstrated technical writing and diagramming experience.
- Good working knowledge of security processes and datacenter technology infrastructure, SSL, wireless networking.

6.2.1.2 Provide most the recent resume and the names, physical and electronic addresses, and telephone numbers of a minimum of three (3) clients for whom the proposed key personnel has conducted similar services. The AOC may check references listed by the proposer.

6.2.1.3 Provide samples of proposer's candidate's relevant published work in the areas of technical writing and diagramming.

6.2.2 Past record of performance. Discuss the following:

- Proposed key personnel's record of performance on past programs, quality of work, ability to meet schedules, cooperation, responsiveness, and other managerial considerations.
- Demonstrated experience managing multiple simultaneous IT & network projects with budgets of over \$1,000,000 through the entire lifecycle, including planning, estimation, execution, and closeout.
- Proven track record in leading, organizing and coordinating multiple work activities.
- Demonstrated excellent verbal, written, analytical and communication skills
- 2+ years experience with government projects (State, Federal, Courts) highly desired.

6.2.3 Reasonableness of cost projections.

6.2.3.1 Provide the fully burdened hourly rate of each proposed key personnel, and include the salary, overhead, and profit rate structure breakdown for the rate using the following formula:

Amt Payable To The Key Personnel \$XX.XX XX%

+	Amt Allocated to Proposer's Overhead	\$XX.XX	XX%
+	Amt Allocated to Proposer's Profit	\$XX.XX	XX%
=	Total For Key Personnel	\$XXX.XX	100%

6.2.3.2 The cost proposal should also include separate line items for travel and lodging. Travel expenses, if any, will be reimbursed in accordance with the provisions set forth in Exhibit C, Payment Provisions, in Attachment 2, Contract Terms. For purposes of this RFP, vendors are to assume allowable travel expenses will not exceed \$10,000, as further detailed in Schedule 1, Estimated Travel, set forth in Exhibit C, Payment Provisions, of Attachment 2, Contract Terms. In order to achieve travel cost projections for this project, the AOC prefers candidates with a local presence in the San Francisco Bay Area.

6.2.3.3 Include a total not to exceed contract sum for the work and allowable expenses considered by this RFP, bearing in mind that (i) the total estimated cost for consultant services will range between \$215,000 – 265,000 per year, inclusive of personnel, materials, overhead, profit, and travel costs and expenses, and (ii) the method of payment to the consultant is anticipated to be by cost reimbursement.

6.2.4 Ability to meet requirements of the project.

6.2.4.1 Discuss the key personnel's availability and ability to complete the work within the project schedule, set forth in Exhibit D, Work to be Performed, in Attachment 2, Contract Terms.

6.2.4.2 For purposes of this RFP, vendors are to estimate a total of 1,950 hours of work per year for two (2) years; additionally, the eventual contractor will not work more than thirty-six (36) hours per week unless preapproved, in writing, by the project manager.

6.2.4.3 Compliance with Contract Terms. Complete and submit Attachment 3, Vendor's Acceptance of the RFP's Contract Terms. Also, if changes are proposed, submit a version of Attachment 2, Contract Terms with all tracked changes, as well as written justification supporting any such proposed changes.

6.2.4.4 Tax recording information. Complete and submit Attachment 4, Payee Data Record Form, or provide a copy of the form previously submitted to the AOC.

6.3 Provide the following information about your agency:

6.3.1 Proposer's point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers in a cover letter.

- 6.3.2 Number of years your agency has been in the business of providing technical staffing.
- 6.3.3 Number of full time employees (do not count placed candidates unless they are employees of your agency).
- 6.3.4 Disclose any judgments, pending litigation, or other real or potential financial reversals that might materially affect the viability of the proposer's agency.
- 6.3.5 Annual gross revenue from your most recent audited or reviewed profit and loss statement and balance sheet. State the audit/review year and the annual gross revenue. The AOC may request a copy of your most recent audited or reviewed profit and loss statement and balance sheet.
- 6.3.6 Pre-screening, background checks, testing, and interview procedures.
- 6.3.7 Process regarding replacing a candidate if necessary.
- 6.3.8 Provide a description of what, if any, health benefits, or other benefits your agency provides to your proposed candidates.

7.0 SUBMISSIONS OF PROPOSALS

- 7.1 Responsive proposals should provide straightforward, concise information that satisfies the requirements noted in Section 6.0, Specifics of a Responsive Proposal, above. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the state's instructions, requirements of this RFP, and completeness and clarity of content.
- 7.2 Proposers will submit **one (1) original and three (3) copies** of the proposal, signed by an authorized representative of the company, including name, title, address, and telephone number of one individual who is the responder's designated representative.

IMPORTANT! Proposers may submit up to two (2) candidates for consideration as key personnel. Proposals with more than two (2) candidates may not be evaluated.
- 7.3 Proposals must be delivered to the individual listed under Submission of Proposals, as set forth on the cover memo of this RFP.
- 7.4 Only written responses will be accepted. Responses should be sent by registered or certified mail or by hand delivery.
- 7.5 In addition to submittal of the original and three copies of the proposals, as set forth in Section 7.2, above, proposers are also required to submit an electronic version of the entire proposal on CD-ROM.

8.0 INTERVIEWS

The AOC anticipates conducting interviews with top ranked proposed key personnel candidates to clarify aspects set forth in the written proposal. If conducted, interviews will likely be conducted at the AOC's offices in San Francisco. The AOC will not reimburse candidates for any costs incurred in traveling to or from the interview location. The AOC will notify prospective vendors regarding interview arrangements.

9.0 RIGHTS

The AOC reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement, obligation, or contract and in no way is the AOC or the State of California responsible for the cost of preparing the proposal. One copy of a submitted proposal will be retained for official files and will become a public record.

10.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

The Administrative Office of the Courts policy is to follow the intent of the California Public Records Act (PRA). If a vendor's proposal contains material noted or marked as confidential and/or proprietary that, in the AOC's sole opinion, meets the disclosure exemption requirements of the PRA, then that information will not be disclosed pursuant to a request for public documents. If the AOC does not consider such material to be exempt from disclosure under the PRA, the material will be made available to the public, regardless of the notation or markings. If a vendor is unsure if its confidential and/or proprietary material meets the disclosure exemption requirements of the PRA, then it should not include such information in its proposal.

END OF FORM