



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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TO: POTENTIAL PROPOSERS

FROM: Administrative Office of the Courts
Finance Division

DATE: **November 4, 2010**

SUBJECT/PURPOSE OF MEMO: REQUEST FOR PROPOSALS
Proposals to provide a statewide security screening equipment purchasing, maintenance services and support program.

ACTION REQUIRED: You are invited to review and respond to the attached Request for Proposals (“RFP”):
Project Title: Statewide Security Screening Equipment and Maintenance Program
RFP Number: FIN-1010SSE

PRE-PROPOSAL BIDDERS’ CONFERENCE A pre-proposal teleconference will be held on **November 16, 2010, at 10:00 a.m. (PST)**; send an email request for the phone number and passcode to Solicitations@jud.ca.gov.

PROPOSAL DUE DATE: Proposals must be received by 2:00 pm, December 13, 2010 at 2:00 p.m. PST Please refer to Section 2.1 of the RFP for additional key dates and events.

SUBMISSION OF PROPOSAL: Proposals must be sent to:
Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden FIN-1010SSE
455 Golden Gate Avenue
San Francisco, CA 94102

FOR FURTHER INFORMATION: E-MAIL:
Solicitations@jud.ca.gov

1.0 GENERAL INFORMATION

The Judicial Council of California (“Council”), 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 are the purpose of this Request for Proposal (“RFP”).

The Superior Court system in California is comprised of fifty-eight trial courts, one in each county, with one to fifty branches, located throughout the state. Trial courts provide a forum for resolution of criminal and civil cases under state and local laws. As used within this RFP, the term “trial court” is used synonymously with superior court.

In order to gain economies of scale, to standardize terms and conditions for similar purchases through the judicial branch, and to standardize equipment being purchased, the AOC solicits statewide master agreements for the benefit of judicial branch entities.

2.0 RFP SCHEDULE AND GENERAL INSTRUCTIONS

2.1 The AOC has developed the following list of key events from RFP issuance through commencement of contracted services which include security screening equipment, installation of equipment, support and maintenance, and training on a statewide basis. All key dates are subject to change at the AOC’s discretion.

Event	Date
Issue RFP	November 4, 2010
Pre-proposal teleconference Send an email request for the phone number and passcode to Solicitations@jud.ca.gov	November 16, 2010 at 10:00 a.m. PST
Deadline for Proposer Requests for Clarifications or Modifications	November 23, 2010 at 2:00 p.m. PST
AOC Posts Clarification/Modification Response (estimated)	December 2, 1010

Event	Date
Proposal Due Date and Time	December 13, 2010 at 2:00 p.m. PST
Posting of Short Listed Proposers on CourtInfo website (estimated)	December 21, 2010
Interviews/demonstrations [are “demonstrations” being requested by SSE?] of Short Listed Proposers (estimated)	January 5, 2011
Posting of Intent to Award on CourtInfo website (estimated)	January 11, 2011
Commencement of contracted service (estimated)	January 21, 2011

The RFP and any addenda that may be issued will be available on the following website:

<http://www.courtinfo.ca.gov/reference/rfp/> (“Courtinfo website”)

2.2 Proposal Submittal Address:

Nadine McFadden
RFP# FIN-1010SSE
Judicial Council of California
Administrative Office of the Courts
455 Golden Gate Avenue, 7th Floor
San Francisco, CA 94102-3688

2.3 Request for Clarifications or Modifications

- 2.3.1 Proposers interested in responding to this RFP may submit questions by e-mail only on procedural matters related to the RFP or requests for clarification or modification of the RFP document, including questions regarding Attachment 4, Master Agreement General Conditions to the Solicitations mailbox referenced below. If the Proposer is requesting a change, the request must set forth the recommended change and the Proposer’s reasons for proposing the change.

Solicitations mailbox: solicitations@jud.ca.gov

- 2.3.2 All questions and requests for clarification or modification must be submitted by email to the Solicitations mailbox by no later than the date and time specified in the RFP Schedule in Section 2.1 of this Request for Proposal. Questions or requests submitted after the due date and time will not be answered.

- 2.3.3 All email submissions sent to the Solicitations mailbox MUST contain the RFP number and other appropriate identifying information in the email subject line. In the body of the e-mail, include paragraph numbers whenever references are made to content of this RFP. Failure to include the RFP number as well as other sufficient identifying information in the email subject line may result in the AOC taking no action on a Proposer's email submission.
- 2.3.4 Without disclosing the source of the question or request, the AOC will post a copy of the questions and the AOC's responses on the Courtinfo website.
- 2.3.5 If a Proposer's question relates to a proprietary aspect of its proposal and the question would expose proprietary information if disclosed to competitors, the Proposer may submit the question in writing, conspicuously marking it as "CONFIDENTIAL." With the question, the Proposer 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 the AOC will, consistent with the California Rules of Court and other applicable law, hold both the question and answer in confidence. If the AOC does not concur regarding the proprietary nature of the question, the question will not be answered in this manner and the Proposer will be notified.

3.0 PURPOSE OF THIS REQUEST FOR PROPOSAL

- 3.1 The AOC seeks to provide a secure environment for the State of California's judicial branch facilities by establishing, operating and maintaining security screening stations at various facility entry points. The AOC, the Superior Courts of California, the California Appellate Courts, and the Supreme Court of California, are collectively known as a "member of the Purchasing Group" or "Purchasing Group member" and are therefore requesting proposals from highly qualified Proposers with expertise in providing security screening equipment and providing maintenance services and support, installation, and training services for this equipment on a statewide basis. Purchasing Group members may elect, but are not required, to purchase such equipment and services from any Master Agreement that results from this RFP. The security screening equipment shall include magnetometers and cabinet x-ray systems. The security screening equipment, maintenance services and support, installation and training specifications are set forth in Attachment 2, Work to be Performed
- 3.2 The initial term of this Master Agreement is two (2) years, commencing on the Effective Date set forth on the Standard Agreement Coversheet with three (3) one-year options to extend the term, which option(s) may be exercised individually or collectively by the AOC in its sole discretion any time prior to the expiration of the initial term or any option term. There will be no price increases during this initial

term. If the AOC elects to extend the term of this Master Agreement, the AOC will use the proposed price adjustment factors applicable during the option period(s) and the price adjustments will be set forth in a written amendment to this Master Agreement. Any agreed-upon price adjustment may not exceed during any one (1) year option period the Consumer Price Index as published by the U.S. Bureau of Labor Statistics.

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, Administrative Rules Governing Request for Proposals in preparation and submittal of their proposals.

4.1.2 Attachment 2 – Work to be Performed. The product specifications and related service requirements are set forth in Attachment 2.

4.1.3 Attachment 3 – Payment Provisions. Proposers must complete Attachment 3 and submit with their pricing proposal.

4.1.4 Attachment 4 – Master Agreement General Conditions. Contracts with successful Proposers will be signed by the parties on a State of California Master Agreement and will include terms appropriate for this project. General Conditions typical for the requested products and services are attached as Attachment 4, Master Agreement General Conditions.

4.1.5 Attachment 5 – Vendor’s Acceptance of the RFP’s Contract Terms. Proposers must either indicate acceptance of the General Conditions, as set forth in Attachment 4, Master Agreement General Conditions, or clearly identify exceptions to Attachment 4, Master Agreement General Conditions as set forth in this Attachment 5. If exceptions are identified, the Proposers must also submit (i) a red lined version of Attachment 4 Master Agreement General Conditions that clearly track proposed changes to this Attachment and (ii) written explanation to indicate how each proposed change will benefit the AOC and/or any Purchasing Group member.

4.1.6 Attachment 6 – Certification Regarding Debarment and Suspension. Proposers must complete and submit this Attachment 6, with their proposal.

4.1.7 Attachment 7 – Payee Data Record Form. The AOC is required to obtain and keep on file, a completed Payee Data Record for each Proposer prior to entering into a contract with that Proposer. Therefore, Proposer’s proposal must include a completed and signed Payee Data Record Form, set forth as Attachment 7.

4.1.8 Attachment 8 – DVBE Participation Form - Proposers must complete and submit this Attachment 8 with their proposal.

4.1.9 Attachment 9 - Purchasing Group Address List

5.0 SPECIFICS OF A RESPONSIVE TECHNICAL PROPOSAL

5.1 Proposers must submit the following documents in their technical proposal in the **exact** following order. Proposals must reference each paragraph/subparagraph number along with the Proposer's response as outlined below.

5.1.1 Cover letter.

The Proposer must prepare a cover letter on the Proposer's business letterhead to accompany the proposal. The purpose of this letter is to transmit the proposal; 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. The cover letter must state who the proposed prime contractor is, name the proposed subcontractors, and provide Proposer's point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers.

5.1.2 Proposer Information

- a. Proposer information. On a separate page(s) the following information shall be included:
- b. A short narrative description of the Proposer's organization, including organization charts and indication of company officers where applicable.
- c. Total number of years in business.
- d. Number of years providing products and services similar in size and scope to those requested in this RFP.
- e. Annual contract value of the Proposer's three (3) largest contracts for similar products and services in the past three (3) years.
- f. Percent of turnover of service staff for each of the last three (3) years in the Proposer's organization that will be responsible for providing products and services described in this RFP (e.g. Account Manager, Installation, Maintenance, and Customer Service personnel, etc.).
- g. If subcontractors are proposed for this RFP, describe the products or services provided by the subcontractor(s) and the Proposer's contract management process for subcontractors included in the Proposer's proposal
- h. An audited profit and loss statement and balance sheet for the Proposer's last three (3) fiscal years. See paragraph 9 (Confidential or Proprietary Information) of this Request For Proposals. Significant

transactional events in the past five (5) years such as: bankruptcies, mergers, acquisitions and initial public offerings (IPO's).

- i. A project plan that describes how the Proposers intend to implement the program. Specifically, the Proposer shall provide the following information regarding methodologies and organization:
 - i. Account Team structure and role (including description of sales contact process, Account Team support and periodic account review process).
 - ii. Communication process with members of the Purchasing Group.
 - iii. Program Evaluation (on time delivery, customer satisfaction, and issue resolution).
- j. Describe the process to establish an account for a member of the Purchasing Group that may wish to purchase goods or services under any Master Agreement that may result from this RFP, including how the individual accounts would be linked together and identified as a statewide account associated with the Master Agreement. Describe the ordering process and the various options available (e.g., Internet access, telephonic, facsimile, etc.), including the ordering and acknowledgement requirements. Describe the level of customer service that will be provided, including procedures that will ensure consistency and problem escalation and resolution. The description should include, but is not limited to:
 - i. Telephone customer service and onsite service organizational structure
 - ii. Contact process (phone, email, fax, etc.)
 - iii. Normal office hours, after hours, and weekend/holiday schedules
 - iv. Follow up process
 - v. Internal procedures to track customer service contact and resolution
 - vi. Escalation process to resolve outstanding customer service and maintenance issues
 - vii. Remedies for not meeting the committed response time for a member of the Purchasing Group, including providing loaner equipment
- k. Describe your firm's capabilities to provide quarterly reports, including manufacturer discontinued reports.

5.1.3 Product information sheets.

Submit product information sheet(s) for your product(s) that meets the specifications as described in paragraph 1.2 of Attachment 2 Work to be Performed. The product information sheets shall include a photograph(s) and the specifications for your product(s).

5.1.4 Installation Plan

On a separate page(s) describe your installation process and qualifications of available personnel to perform installation services, including functionality tests that are performed and timing requirements. Proposer shall include details of a plan for communications with the Purchasing Group members regarding the delivery and installation schedule. See paragraphs 1.3.1 of Attachment 2 Work to be Performed.

5.1.5 Maintenance Services and Support Plan

On a separate page(s) describe your maintenance services and support plans. See paragraph 1.3.3 of Attachment 2 Work to be Performed. The plan description shall include:

- a. Acknowledgement that the requirements in paragraph 1.3.3 of Attachment 2 Work to be Performed are met
- b. A process flow chart showing the steps in a service call from initial contact by the court to call close-out.
- c. Sample of monthly and annual reporting from Proposer's tracking management system. The Purchasing Group members require quarterly program reports that include a list of all products that are manufacturer discontinued within the current quarter or are scheduled to be manufacturer discontinued within the next twelve (12) month period. The reports shall include a proposed replacement product for any product that is manufacturer discontinued. Additionally, the quarterly report shall provide a summary, by Purchasing Group member, of the equipment and services ordered, including the total value ordered during the quarter reported. Additionally the quarterly report must provide a summary, by Purchasing Group member of the products and services ordered, including the total value ordered during the quarter reported which includes serial numbers of the equipment, period of warranty and extended service.
- d. Complete contact information including call center number(s), email address (es), complete address (es) of call center(s), and name(s) of call center manager(s).
- e. Number, location (city and state) and qualifications of service technicians. It is the desire of the Purchasing Group members to have Proposer's call center in the United States and that Proposer will have qualified personnel to handle any customer service issues.
- f. List of spare parts and spare parts availability. Show in the list which parts a technician will have, which are in-stock but must be delivered, and which are not in-stock and must be ordered, as well as the lead times of both.
- g. List any caveats or exceptions related to your maintenance and service plan.

5.1.6 Product Availability and Lead Times

On a separate page(s) describe your access to products and ability to fill a large number of orders. Proposer should estimate average delivery time to customer following receipt of a Purchase Order. Lead times should include normal shipping and rush emergency orders. See paragraph 6 (Inventory) of Attachment 2 Work to be Performed.

5.1.7 Training Plan

On a separate page(s) describe what services you provide to train Purchasing Group member staff and any of the Purchasing Group members and their representatives, as well as anyone who runs the equipment, on the safe and effective operation of all equipment ordered under a Master Agreement that may result from this RFP. Include the qualifications of available Proposer personnel who will perform the training services. The Proposer shall also indicate when training typically occurs after receipt and or installation of ordered equipment. This description will include training curriculum, time dedicated to training and schedule communications planning. In addition, provide information regarding postponement and cancellations of training. See paragraph 1.3.2 (Training) of Attachment 2 Work to be Performed.

Describe whether or not Proposer's training complies with the California Department of Health, Title 17.

5.1.8 Cabinet X-Ray System Removal Services

On a separate page(s) state if your company offers an optional plan to remove, transport and legally dispose of a decommissioned cabinet x-ray system that is being replaced with a new cabinet x-ray system purchased from your firm. Your firm would be required to remove, transport and legally dispose of any decommissioned cabinet x-ray system regardless of whether or not it was purchased from your firm. Pricing for this optional service must be submitted in Attachment 3 Payment Provisions.

5.1.9 Proposer's Acceptance of this RFP's Attachment 4 Master Agreement General Conditions.

5.1.10 Complete and submit Attachment 5, Vendor's Acceptance of the RFP's Contract Terms. Also, if changes are proposed, submit a version of Attachment 4 Master Agreement General Conditions with all tracked changes, as well as written justification supporting any such proposed changes and how these changes will benefit the AOC and/or any Purchasing Group member.

5.1.11 Certification Regarding Debarment and Suspension

Complete and submit Attachment 6, Certification Regarding Debarment and Suspension.

5.1.12 Tax Recording Information

Complete and submit Attachment 7, Payee Data Record, or provide a copy of the form previously submitted to the AOC.

6.0 SPECIFICS OF A RESPONSIVE PRICE PROPOSAL

6.1 Proposers must submit the following documents in their price proposal in the **exact** following order.

6.1.1 Completed copy of Attachment 3, Payment Provisions.

6.1.2 Completed copy of Attachment 8, DVBE Participation Form.

7.0 EVALUATION OF PROPOSALS

7.1 The evaluation team will first evaluate the technical proposals and score them as described below. These scores will be used to create a short list of firms for further consideration, which will include demonstrations of Proposer's equipment; Proposers not on the short list will not be eligible for further consideration. Proposers will be responsible for all costs related to any demonstration. Failure to participate in such demonstrations may result in a Proposer's disqualification from further consideration. The Proposer must be prepared to conduct demonstrations at the discretion of the AOC. The Proposer will source a location in the San Francisco area and set up demonstrations. The AOC will notify the Proposer in writing when a demonstration is required. If the evaluation team requests a demonstration of the proposed equipment, the demonstrations will be arranged by the Proposer at a site that is agreeable to the AOC. The demonstrations may include a demonstration of the equipment at a customer site (Proposer's customer). Demonstrations will be evaluated on the same criteria as the technical proposals. After demonstrations are conducted, each evaluation team member will review his/her own points previously assigned to each Proposer on the short list and make adjustments if necessary, and the final technical proposal scores will be re-calculated.

7.2 After the final technical proposal scores have been calculated, the price proposals will be evaluated and scored by the AOC Contracting Officer with a grand total score for each Proposer.

7.3 The grand total available score will be 100 points. The AOC will evaluate proposals using the criteria below, with the maximum point value for each category.

7.3.1 Price. 30 points. Proposals will be evaluated based on the reasonableness of pricing.

- 7.3.2 Demonstrations. 25 points. Proposals will be evaluated based on the quality of a Proposer's products submitted in its proposal as determined through a demonstration of all products that meet the specifications as described in paragraph 1.2 (Products and Specifications) of Attachment 2 Work to be Performed.
- 7.3.3 Feature Set. 10 points. Proposals will be evaluated based on the degree of conformity of the Proposer's products with the product specifications described in paragraph 1.2 (Products and Specifications) of Attachment 2 Work to be Performed.
- 7.3.4 Installation Plan. 10 points. Proposals will be evaluated in terms of the Proposer's installation process and qualifications of available personnel to perform installation services, including functionality tests that are performed and timing requirements. See paragraph 1.3.1 (Installation) of Attachment 2 Work to be Performed.
- 7.3.5 Maintenance Services and Support Plan. 10 points. Proposals will be evaluated in terms of the Proposer's maintenance services and support plan. See paragraph 1.3.3 (Onsite Maintenance Services and Support) of Attachment 2 Work to be Performed.
- 7.3.6 Product Availability and Lead Times. 10 points. Proposals will be evaluated on the Proposer's access to products and ability to fill a large number of orders, including installation service time. See paragraphs 1.3.1 (Installation) and 6 (Inventory) of Attachment 2 Work to be Performed.
- 7.3.7 Training Plan. 5 points. Proposals will be evaluated in terms of what services Proposer provides to train Purchasing Group members and their representatives on the safe and effective operation of all products ordered under a Master Agreement that may result from this RFP, as well as the qualifications of Proposer's personnel who will perform the training services. See paragraph 1.3.2 (Training) of Attachment 2 Work to be Performed.

8.0 SUBMISSION OF PROPOSALS

- 8.1 Responsive proposals should provide straight-forward, concise information that satisfies the requirements noted in paragraphs 5.0 (Specifics of a Responsive Technical Proposal) and 6.0 (Specifics of a Responsive Price Proposal) of this Request For Proposals Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the AOC's instructions, requirements of this RFP and completeness and clarity of content.

8.2 Proposals must be delivered by the proposal due date and time to the individual and address listed in paragraph 3.2 (Proposal Submittal Address) of this Request For Proposals and **must** be submitted as follows:

- a. One (1) unbound original of the price proposal and one (1) separate unbound original of the technical proposal.
- b. Seven (7) bound copies of the price proposal and seven (7) separate bound copies of the technical proposal
- c. One (1) electronic formatted copy of the pricing proposal, in MS Word compatible format on a CD-ROM.
- d. One (1) electronic formatted copy of the technical proposal in MS Word compatible format on a CD-ROM.
- e. All proposals (hard and electronic copies) must be submitted with the price proposal in one (1) sealed envelope marked with “Price Proposal” and the technical proposal placed in a separate sealed envelope marked with “Technical Proposal.” Each envelope must also be marked with the Proposer’s name. These two envelopes should then be placed in a single outside envelope. The outside envelope must be sealed and clearly marked with the RFP Number, Project Title, the Proposal Due Date, and the Proposer’s name.
- f. The hard and electronic copies of the technical proposal must not include any pricing information. Proposals received by the AOC prior to the proposal due date and time that are marked properly will be securely kept, unopened until the proposal due date and time. Late proposals will not be considered.
- g. All proposals must be delivered via U.S. Mail, express mail carrier, or hand delivery only. A receipt should be requested for hand delivered material.
- h. The Proposer is solely responsible for ensuring that the full proposal is received by the AOC in accordance with the RFP requirements, prior to the date and time specified in the RFP, and at the place specified. The AOC shall not be responsible for any delays in mail or by express mail carriers or by transmission errors or delays or missed delivery.

8.3 Only written proposals, accompanied by the CD-ROM submittal, will be accepted.

9.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

The Administrative Office of the Courts is bound by California Rules of Court, rule 10.500 (see: <http://www.courtinfo.ca.gov/rules/amendments/jan2010-2.pdf>) as to disclosure of its administrative records. If the information submitted contains material noted or marked as confidential and/or proprietary that, in the AOC’s sole opinion, meets the disclosure exemption requirements of Rule 10.500, then that information will not be disclosed pursuant to a request for access to judicial administrative records.

If the AOC does not consider such material to be exempt from disclosure under Rule 10.500, the material may be made available to the public, regardless of the notation or markings. If a Proposer is unsure if its confidential and/or proprietary material meets the disclosure exemption requirements of Rule 10.500, then it should not include such information in its proposal.

10.0 DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION GOALS

The State of California Executive Branch requires contract participation goals of a minimum of three percent (3%) for disabled veteran business enterprises (DVBEs). The AOC is subject to this participation goal. If it would be impossible for your company to comply, an explanation of why and demonstration of written evidence to achieve participation is required. Your company must complete Attachment 8, DVBE Participation Form and include the form with your Price Proposal. If your company has any questions regarding the form, you should submit your questions to solicitations@jud.ca.gov, referencing this RFP's project title and number in the email subject line. Information about DVBE resources can be found on the Executive Branch's Internet web site at: <http://www.dgs.ca.gov/default.htm> or by calling the Office of Small Business and DVBE Certification, at 916-375-4940.