



Judicial Council of California

ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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TO: POTENTIAL BIDDERS

FROM: Administrative Office of the Courts
Finance Division

DATE: April 15, 2008

SUBJECT/PURPOSE OF MEMO: ANSWERS TO QUESTIONS REGARDING REQUEST FOR PROPOSALS FOR BUSINESS PROCESS REENGINEERING TRAINING FOR CCMS

Project Title: Business Process Reengineering Training for CCMS
RFP Number: CCMS 07-02-RB

PROPOSAL DUE DATE: Proposals must be received by no later than **1:00 p.m. on April 22, 2008**
See Section 3.1 of the RFP for additional key dates.

SUBMISSION OF PROPOSAL: Proposals must be sent to:

Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden, RFP# CCMS 07-02-RB
455 Golden Gate Avenue
San Francisco, CA 94102

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

1. Regarding Section 4.1 – Scope of Services: Will proposals be accepted that recommend delivery of the desired 3-day course in three consecutive days instead of on three consecutive Mondays?

Answer: No, proposals that recommend delivery of the desired 3-day course in three consecutive days instead of on three consecutive Mondays will not be considered. Due to the schedule of the class participants, Mondays are the only day that they are currently available.

2. Regarding Section 2.0 – Purpose of this RFP: Please elaborate on the level of customization that will be required of the successful proposer and what resources will be provided by the AOC to support the development of customized exercises, case studies, tools, examples, etc.

Answer: It is the intent of the CCMS project to utilize a standard curriculum to the extent feasible. The customization required will be in the following areas:

- 1) Length of course – Many Business Process Reengineering courses are typically longer than three days. Analysis of the standard curriculum will be required in order to determine where we can decrease the time allotted to specific topics, if necessary.

- 2) Exercises, case studies, and examples - It is the preference of the CCMS project to use exercises, case studies, and examples that have direct relevance to our project. For example, a case study that involved a transaction with the public and subsequent workflow through multiple departments would be more relevant than a case study that involved a manufacturing or sales department. If the project staff can work with the vendor to translate exercise into processes even more specific to the judicial branch, that would be the optimum goal.

Senior CCMS project staff will be available to meet with the vendor and provide information and feedback to best tailor the curriculum, exercises, case studies, and examples to meet the needs of the project.