

TO: POTENTIAL PROPOSERS

FROM: Administrative Office of the Courts (AOC) of the State of California
Finance Division

DATE: May 12, 2009

SUBJECT - PURPOSE OF MEMO: Request for Proposals (RFP)
The AOC seeks a qualified vendor to provide consulting services for implementation of the California Courts Protective Order Registry (CCPOR) application

ACTION REQUIRED: You are invited to review and respond to the attached Request for Proposal (“RFP”) as posted at <http://www.courtinfo.ca.gov/reference/rfp/>:
Project Title: **California Court Protective Order Registry (CCPOR) Application Development**

RFP Number: ISD-200818-CT

SOLICITATIONS MAILBOX: solicitations@jud.ca.gov

DUE DATE & TIME FOR SUBMITTAL OF QUESTIONS: Deadline for submittal of questions pertaining to solicitation document is: **1:00 p.m. (Pacific Time) on May 21, 2009**

PROPOSAL DUE DATE AND TIME: Proposals must be received by **3:00 p.m. (Pacific Time) on June 2, 2009**

SUBMISSION OF PROPOSAL: Proposals should be sent to:
**Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden
RFP No. ISD-200818-CT
455 Golden Gate Avenue
San Francisco, CA 94102**

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APPENDICES

- Appendix A: Statement of Work
- Appendix B: CCPOR Technical Requirements (Functional)
- Appendix C: CCPOR Technical Work Session (Non-functional)
- Appendix D: CCPOR Architecture Design documentation [Redacted]

RFP ATTACHMENTS

- ATTACHMENT 1: Administrative Rules Governing Request for Proposals
- ATTACHMENT 2: Minimum Contract Terms
- ATTACHMENT 3: Vendor’s Acceptance of the RFP’s Minimum Contract Terms
- ATTACHMENT 4: Payee Data Record
- ATTACHMENT 5: Cost Proposal
- ATTACHMENT 6: Customer Reference Form
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- ATTACHMENT 8: Non-Disclosure Agreement for RFP – CCPOR Development
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1.0 Introduction

As the staff agency to the Judicial Council of California, the Administrative Office of the Courts (AOC) is issuing this RFP process to select a qualified vendor to provide consulting services for implementation of the California Courts Protective Order Registry (CCPOR) application. The vendor must have a proven record of accomplishment in developing complex application systems with multiple integration components.

The date for completion is scheduled no later than March 31, 2010.

The vendor may assume that a development environment, tools and data center infrastructure will be supplied by the AOC. For example, the vendor shall assume the TIBCO TRA and BusinessWorks has been installed in the AOC development environment, data center, and will be available by the development vendor.

This RFP package provides an overview of the AOC, CCPOR-related applications and programs the AOC administers on a statewide basis, the AOC's objectives, and the scope of development services sought, and provides instructions for proposal preparation and submission.

1.1 Issuing Body

The AOC is issuing this RFP for the support of the Judicial Branch, including the AOC, and the Courts.

The Judicial Council of California, chaired by the Chief Justice of California, is the chief policy making agency of the State's 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 AOC is the staff agency for the Council and assists both the council and its chair in performing their duties.

1.2 AOC Overview

The AOC is the staff agency of the Judicial Council of the State of California Court system. Established in 1961, the agency is headquartered in San Francisco and maintains three regional offices and an Office of Governmental Affairs in Sacramento. Under the direction of the Chief Justice and the Judicial Council, the AOC serves the trial Courts for the benefit of all Californians by advancing excellence, leadership, and service in the administration of justice. The AOC is responsible for a number of Judicial Branch programs and services to improve access to a fair and impartial judicial system in the State of California. It provides statewide support to the Courts in the fields of information technology, personnel, finance, legal, research, and purchasing.

The AOC is organized according to functional responsibilities that are based on judicial administration and Court operations areas. The AOC is organized into nine divisions in San Francisco, one in Sacramento, and three regional offices and employs a staff of more than 750. The Information Services Division (ISD) coordinates and supports Court technology statewide, manages centralized statewide technology efforts, and optimizes the scope and accessibility of accurate statewide Judicial Branch information.

1.3 CCPOR Background

The California Courts Protective Order Registry (CCPOR) is a judicial branch project to create a statewide protective order repository that will provide more complete, accessible information on restraining and protective orders. Access to protective orders through CCPOR will be available 24 hours a day, seven days a week (24/7) in all court jurisdictions and venues. By promoting victim safety and perpetrator accountability, the CCPOR supports the Judicial Council's strategic Goal IV, Quality of Justice and Service to the Public, and the related operational plan objective (IV.1.e) of improving "practices and procedures to ensure fair, expeditious, and accessible administration of justice for litigants in domestic violence cases."

The CCPOR project resulted from a 2008 recommendation of the Judicial Council's Domestic Violence Practice and Procedure Task Force to provide a statewide protective order registry containing up-to-date information that is readily available to judges and law enforcement.

In addition, the Domestic Violence Practice and Procedure Task Force found that the courts do not have sufficient access for sharing R&PO information with state justice partners. The task force found that information in state justice partner's systems can be insufficient or outdated because of the time required for data entry. Current law requires that all protective orders be processed to the state justice partner within one business day of issuance. As the largest statewide database of protective orders, the state justice partner system is essential for safeguarding both victims of violence and law enforcement officers in the field.

1.3.1 Goals of CCPOR

To address the task force's recommendations, CCPOR has three primary goals:

- To provide the trial courts in all 58 California counties access to CCPOR, empowering bench officers to make more informed decisions and avoid issuing conflicting orders;
- To improve public safety and the safety of law enforcement officers by improving access to more accurate, complete, and up-to-date information about protective orders; and

- To automate the exchange of information between the courts and a state justice partner

Two key components of CCPOR are the ability to enter and upload protective order data into the system and to search and retrieve that data—including electronic images of court orders. Viewing these electronic images is particularly valuable because this allows users to see special conditions and notes added by judges that are not available through the state justice partner system. In addition, information about court orders that is keyed into CCPOR will be extracted and automatically imported to the state justice partner.

1.3.2 Key Features

The key features of the CCPOR provide the capability to:

- View order data and images from all 58 California superior courts;
- Gain secure Web site access via the Administrative Office of the Courts' Integration Services Backbone (ISB);
- Access data and order images 24/7;
- Search orders by name, case number, and other criteria;
- Facilitate protective order sharing between courts;
- Automate submission to the records through an integration to a state justice partner
- Provide access to judges on the bench and law enforcement officers in the field;
- Provide shared access to law enforcement agencies.

Samples of form-fill restraining and protective order forms can be viewed by selecting "Domestic Violence Prevention" at <http://www.courtinfo.ca.gov/forms/>.

1.4 California Court Technology Center (CCTC) Background

1.4.1 CCTC Data Center

The CCTC hosts applications for the AOC and most California Courts. The CCTC is a 24x7 data center facility that provides the requisite data center systems, including security controls, network infrastructure, building systems and redundant power systems. The CCTC hosts UNIX and Windows-based production, staging, and non-production (e.g., development, test, and training) environments and their associated IT infrastructure, which support applications operated by the Courts.

1.4.2 CCTC WAN Environment

The AOC provides Courts with WAN connectivity to the CCTC via circuits provided by an AT&T Frame/ATM-based network.

1.4.3 Integration Services Backbone (ISB)

CCPOR will be implemented using technology currently at the CCTC. Implementation and integration into the ISB, CCPOR, and the CCTC connection to the system justice partner system, will facilitate the design, development, and deployment of CCPOR to the courts.

While CCPOR will be deployed in advance of the complete rollout of the highly-complex California Case Management System (CCMS), it will be tightly integrated with CCMS to promote venue transparency. When CCMS is fully deployed, it will directly feed into CCPOR and other statewide registries to help promote increased access to court information across jurisdictional boundaries.

The ISB is a TIBCO middleware solution that is a major element of the AOC technology infrastructure. This product is used for Data Exchange with State and local partners. By taking advantage of these tools and systems, CCPOR can be administered through the existing technology architecture to ensure the integrity of stored data and access to the registry. The ISB solution consists of a set of tools and services that connects multiple applications and passes data between them. It translates and manages the interaction, addressing the differences or incompatibilities in network protocols, hardware, data formats, and operating systems, providing data transformation as needed.

The AOC implemented the ISB into the CCTC in 2006. The ISD team is working with several Courts as part of their CCPOR implementations to use the backbone for efforts such as system integration with local and state partners and data conversion.

1.5 Development Requirements

The AOC has developed final CCPOR functional and non-functional requirements available as appendices to this RFP. The architecture design document is complete with the exception of the several additional functional requirements that will need to be included by the selected vendor. All Confidential Information has been redacted for the purpose of this RFP solicitation. The full architecture design specification and engineering diagrams will only be made available to the vendor selected for contract award.

1.5.1 Scope of Work

The scope of the work is described below:

1.5.1.1 Review Artifacts and Update Architecture Design

- Review all project artifacts including requirements, designs, diagrams, test plans, proofs of concept results, build plan, and other miscellaneous documents related to the project.

- Compare Architecture Design document to Requirements and Functional documentation and identify any gaps or issues
- Review new requirements and update Architecture Design document with solutions to new requirements. These are assumed to minimally include definition of field names to NIEM/DES standards, detailed specification for web services integration, order inquiry to a designated state justice partner, improved flexibility of user interface and workflow, and additional court and user privilege options.

1.5.1.2 Test Case Development

- Create comprehensive test plan that covers functional, regression, integration and performance consistent with the guidelines described in the AOC Test Strategy Best Practices (July 2006).
- Develop test script based upon traceability to the Requirements and Architecture Design documentation, using ISB standard templates.

1.5.1.3 Development and Functional Component Demonstration

- Create proof of concepts as they relate to integration with other components including FileNet P8 CE, State Justice Partner, and Web Service users including CCMS and local court data repositories
- Configure TIBCO products per Architecture Design documentation.
- Design and document web services integration specification for CCMS and external court users, include ETL functions for historical files
- Unit test configurations in the AOC development or test environment.

1.5.1.4 Deployment Guide

- Review the ISB standard Deployment Guide template.
- Prepare Deployment guide document using the ISB template.

1.5.1.5 Test Results and Deployment

Work with teams to:

- Deploy the configurations into the CCTC Test, Staging and Production environments.

- Execute tests in accordance with the test plan and cases, and document results.
- Review results with Team stakeholders for approval.
- Prepare and facilitate a walkthrough of completed Test results document

1.5.1.6 UAT Assistance

- Participate in the User Acceptance Testing (UAT) phase at the direction of the AOC Project Manager.
- Provide weekly input to the AOC Project Manager on UAT issues

1.5.1.7 Deployment and Court Integration Assistance

- Participate in deployment of CCPOR for two pilot courts at the direction of the AOC Project Manager for up to 160 hours. Assistance includes review of pilot court designs, addressing web services specification requirements, and testing support.

1.5.1.8 Project Management

- Prepare and distribute weekly status reports, including monthly financials summary.
- Participate in project monitoring, control and governance activities.

1.5.1.9 Project Closure

- Facilitate lessons learned discussions.
- Document project summary, including summary of activities and financials for the project, open issues, reusability components and input for ISB best practices updates.

1.5.2 Deliverables and Acceptance Criteria

Deliverables and acceptance criteria to this development scope are included in Appendix A.

1.5.3 AOC Investment

The AOC anticipates investing between \$300,000 and \$450,000 for the application development services specified in this RFP.

1.6 Terms of Service

1.6.1 Hardware and Software

The vendor shall assume that all software and hardware required for development has already been procured by the AOC outside of this solicitation.

1.6.2 AOC Data

AOC data may not be stored, accessed from, or transmitted outside the United States without the AOC's written permission provided in advance. The AOC has the right from time to time to designate certain subsets of AOC Data as being subject to additional storage, access, or transmission restrictions in its sole discretion.

1.6.3 Changes in Scope

The AOC reserves the right to change, add to, or delete, any part of this RFP. Additions, deletions, or modifications to the original RFP could result in RFP addenda, which will become an integral part of the RFP and vendor response.

1.6.4 Term

The AOC expects that the services anticipated by this RFP will take no longer than nine months after commencement of services.

1.7 Minimum Vendor Qualifications

The vendor must meet the following minimum qualifications before the AOC will evaluate the vendor's proposal:

- Proposed vendor facilities providing services that include AOC data or Court data are all located within the United States and shall be staffed by U.S. located resources
- The vendor must have been in business (incorporated, partnership, etc.) in the U.S. for a period of at least three years.
- The vendor must provide references for previous work, including a brief summary of services provide and approximate contract value
- The vendor must be willing to act as the prime contractor if vendor proposes to use subcontractors to provide any work in vendor's work plan.
- The vendor's organization or any of its officers:

- Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency
- Have not within a five (5) year period preceding this RFP been convicted of or had a civil judgment rendered against them for commission of fraud or criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property
- Have not within a five (5) year period preceding this RFP had one or more public transactions (Federal, State or local) terminated for cause or default

1.8 Development Qualifications

The vendor must meet the following development qualifications:

- Demonstrated experience and ability to satisfy all Development Requirements from Section 1.5, including:
 - Review Artifacts and Update Architecture Design
 - Test Case Development
 - Development and Functional Component Demonstration
 - Deployment Guide
 - Test Results and Deployment
 - UAT assistance
 - Deployment assistance
 - Project Management
 - Project Closure
- Technology Experience
 - Extensive experience developing complex applications on TIBCO TRA 5.5.3 and BusinessWorks 5.4.2
 - Comprehension of web services design for uniform integration with internal and external interfaces
 - Integration with IBM FileNet P8 Content Engine 4.5
 - Integration to a state justice partner using a customized HTTPX interface

- Background and understanding of NIEM and DES naming conventions
- Ability to make changes to and develop from an existing architecture design document based upon TIBCO design practices, including traceability to requirements
- Extract, Transform and Load (ETL) of historical records
- Direct experience using the technologies listed below:
 - Oracle 10g
 - WebLogic 10.1
 - Solaris 10.2
 - Web Services 2.0

End of Section 1.0

2.0 RFP Response Process and Instructions

The following describes the process and requirements that the vendor shall follow throughout the RFP response process.

2.1 Point of Contact

All communication with the AOC must be in writing, must refer to RFP # ISD-200818-CT in the subject line, and must be directed to the AOC single Point of Contact (POC) for this RFP at the following email address:

solicitations@jud.ca.gov

No vendor contact with any Court organization regarding this RFP is permitted.

2.2 RFP Key Events Timetable

The RFP process and estimated timetable is as follows.

Table 1. RFP Key Events Timetable

CCPOR development RFP Events	Dates and Times
AOC release of RFP to vendors via AOC website	May 12, 2009
Deadline for proposers to submit questions, requests for clarifications or modifications to solicitations@jud.ca.gov	1:00 pm (Pacific Time) on May 21, 2009
Answers to questions posted on the California Courts Website	May 26, 2009 (estimated)
Written proposal due date and time	3:00 pm (Pacific Time) on June 2, 2009
Initial vendor down-selection (3 maximum)	June 4, 2009 (estimated)
Finalist Presentations and Interviews (if held)	June 9 – June 11, 2009 (estimated)
AOC announces intent to award	June 15, 2009 (estimated)
Finalization of Agreement no later than	June 30, 2009 (estimated)

End of Section 2.0

3.0 RFP Package Clarification or Additional Information

3.1 Request for Clarifications or Modifications

3.1.1 Vendors interested in responding to the solicitation may submit questions by e-mail only on procedural matters related to the RFP or requests for clarification or modification of this solicitation document, including questions regarding Attachment 2, Minimum Contract Terms, to the Solicitations mailbox referenced below. If the vendor is requesting a change, the request must state the recommended change and the proposer's reasons for proposing the change.

Solicitations mailbox: solicitations@jud.ca.gov

3.1.2 All questions and requests must be submitted by e-mail to the Solicitations mailbox and received no later than the date and time specified in Section 2.2. Questions or requests submitted after the due date will not be answered.

3.1.3 All e-mail submissions sent to the Solicitations mailbox MUST contain the RFP number and other appropriate identifying information in the e-mail subject line. In the body of the e-mail message, always 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 e-mail subject line may result in the AOC's taking no action on a proposer's e-mail submission.

3.1.4 Without disclosing the source of the question or request, the AOC Contracting Officer will post a copy of both the questions and the AOC's responses on the California Courts Web site. The AOC reserves the right to edit questions for clarity and relevance. The AOC, at its discretion, may elect not to address some questions.

3.1.5 If a proposer's question relates to a proprietary aspect of its proposal and the Vendor believes that the question would expose proprietary information if disclosed to competitors, the vendor may submit the question in writing, conspicuously 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. 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 so notified, at which time the vendor may withdraw the question or restate the question in order to make it non-proprietary or non-confidential.

3.2 Ambiguity, Discrepancies, Omissions

3.2.1 If a vendor submitting a proposal discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFP package, the vendor shall immediately provide the AOC with written notice of the problem to the POC and request that the RFP be clarified or modified. Without disclosing the source of the request, the AOC may modify the RFP package prior to the proposal due date by posting the addendum to the California Courts Web site.

3.2.2 If prior to the date fixed for submission of proposals a vendor submitting a proposal knows of or should have known of an error in the RFP package but fails to notify the AOC of the error, the vendor shall propose at its own risk. If the Vendor is awarded the contract, the vendor shall not be entitled to additional compensation or time because of the error or its later correction.

3.3 RFP Addenda

3.3.1 The AOC may modify the RFP document through RFP addenda. If any Vendor determines that an addendum unnecessarily restricts its ability to provide a proposal, it must notify the POC no later than one day following the posting of the addendum.

3.3.2 The AOC will post RFP addenda to the AOC Website. It is the Vendor's responsibility to check the AOC Website for RFP addenda or other communications. The AOC recommends vendors check the Website on a daily basis at a minimum.

End of Section 3.0

4.0 Submission Guidelines

- 4.1 Proposers will submit one (1) signed original and three (3) copies of the consulting proposal signed by an authorized representative of the company, including name, title, address, email address, and telephone number of one (1) individual who is the responder's designated representative.
- 4.2 Proposers will submit one (1) original and three (3) copies of the cost proposal in a separate envelope. The cost proposal must be presented in the format provided in Attachment 5 of this RFP. Detailed costs must be provided and submitted on CD-ROM in MS Excel format. The AOC reserves the right to contact proposers on cost and scope clarification at any time throughout the selection process and negotiation process. Finally, it is important that proposers 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. Significant assumptions should be identified and elaborated.
- 4.3 Proposals must be delivered to the individual listed under Submission of Proposals, as set forth on the cover memo of this RFP by the proposal due date and time. Only written responses will be accepted. Responses should be sent by registered or certified mail or by hand delivery.
- 4.4 In addition to submittal of the originals and copies of the proposals, proposers are also required to submit an electronic version of the entire proposal, including requested samples and financial information, on CD-ROM. If financial information cannot be provided in an electronic format, hard copy submittal will be accepted.
- 4.5 Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the RFP. Expensive bindings, color displays, and the like are not necessary. Emphasis should be placed on conformity to the state's instructions, requirements of this RFP, and completeness and clarity of content. All parts, pages, figures, and tables must be numbered and clearly labeled.

End of Section 4.0

5.0 Specifics of a Responsive Proposal

Furnishing all information is mandatory. Failure to provide this information will delay or may even prevent completion of the action for which this information is sought and may result in vendor's proposal being deemed non-responsive to the requirements of the RFP.

The proposal must include the following major sections:

5.1 Title Page

5.2 **Letter of Transmittal.** The proposer must prepare a cover letter on the prime proposer's business letterhead to accompany the proposal. The purpose of this letter is to transmit the proposal, and therefore 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, and name(s) of any participating vendors. The cover letter must also address point-by-point how the proposer meets the Minimum Vendor Qualifications set forth in Section 1.7.

5.3 Table of Contents

5.4 **Executive Summary.** Limit this RFP section to a brief narrative highlighting the proposer'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 consulting Vendor, including a valid e-mail address, telephone and fax numbers.

5.5 **Scope of Services.** In this section, include a general discussion of the proposer's understanding of the "overall" project and the scope of work proposed.

5.6 Company /Team Background and Resource Capabilities

Include a narrative description of the company, the company's place in the marketplace and strengths and weaknesses of the proposed implementation methodology and consulting team. If multiple firms are represented in the proposal, this section needs to include this information for each firm. Include here, the provided Vendor Certification Form, Attachment 7, on behalf of each firm represented in the proposal. The AOC needs to evaluate the Vendors' stability and ability to support the commitments set forth in

response to the RFP. The AOC, at its option, may require a Vendor to provide additional support and/or clarify requested information. The AOC will conduct typical business reference checks on all of the vendors participating in the proposal process. Vendors must provide the following information about the company or companies included in the proposed solution. The vendor(s) must outline the company's background, including:

- The tax ID number of the proposed prime and subcontractors (provide via Attachment 4, Payee Data Record Form).
- How long the company has been in business.
- A brief description of the company size and organizational structure.
- If applicable, how long the company has been providing consulting services to public sector clients.
- In the case of partnered or combined responses, the nature of the relationship among the parties must be described. Include whether the parties collaborated previously and the intended relationship and reporting structure for the proposed project.

5.7 Demonstrated Development Requirements Experience. In this section, include specific experience and ability to satisfy the Development Requirements from Section 1.5, including:

- Review Artifacts and Update Architecture Design
- Test Case Development
- Development and Functional Component Demonstration
- Deployment Guide
- Test Results and Deployment
- UAT assistance
- Deployment assistance
- Project Management
- Project Closure

5.8 Demonstrated Technology Experience. In this section, include specific experience and ability to satisfy the Technology Experience Requirements from Section 1.8, including:

- Extensive experience developing complex applications on TIBCO TRA 5.5.3 and BusinessWorks 5.4.2
- Comprehension of web services design for uniform integration with internal and external interfaces

- Integration with IBM FileNet P8 Content Engine 4.5
- Integration to a customized HTTPX interface
- Background and understanding of NIEM and DES naming conventions
- Ability to make changes to and develop from an existing architecture design document based upon TIBCO design practices, including traceability to requirements
- Extract, Transform and Load (ETL) of historical records
- Direct experience using the technologies listed below:
- Oracle 10g
- WebLogic 10.1
- Solaris 10.2
- Web Services 2.0
- Technology Experience

5.9 Statement of Work

The AOC has provided a draft Statement of Work (SOW), Appendix A.

The vendor must provide a markup/redline reflective of any requested changes to the SOW as part of their proposal.

The vendor is welcome to suggest changes to the draft SOW document based on their experience developing TIBCO systems and solutions.

These may include changes to deliverables and phases, so long as the changes are reflected in all aspects of the vendor's proposal.

5.10 Draft Project Plan

The Vendor must provide a draft project plan. The project plan must demonstrate completion of all project tasks detailed in the Statement of Work by the AOC's stated end date. The draft project plan should also provide insight into consulting estimates provided in the Cost Proposal.

5.11 Personnel

In an attempt to maintain some consistency in proposals for evaluation purposes, the AOC has identified four consulting roles for the project. These roles may be assumed by between one to four individuals.

Proposed Roles:

Description	Role	Responsibilities
Project Manager	<p>A Vendor Project Manager will be assigned to manage, in conjunction with the AOC Project Manager, all areas of the consulting engagement including adherence to project schedules, task assignments, and budgets. This person will serve as the first line management representative for all matters related to vendor consulting engagement responsibilities. The Vendor Project Manager will also verify and confirm project task Deliverables with the AOC Project Manager.</p>	<p>The Vendor Project Manager will work with the AOC as a member of the Project Management Team to develop and control all aspects of Vendor's consulting engagement, including adherence to consulting engagement schedules, task assignments and budgets. The Manager will verify and confirm project task Deliverables with the AOC Project Manager and maintain ongoing communication regarding project status with the AOC and vendor management teams.</p>
Solution Architect	<p>The Solution Architect will be tasked with the review of AOC's architecture design and definition of the final solution requirements. This individual will be the subject matter experts and solution leads from the vendor team and will be the focal point for all solution knowledge transfer to the AOC group during the course of the engagement.</p>	<p>The Solution Architect will be ultimately responsible for final architecture design.</p>

Description	Role	Responsibilities
Solution Developer	The Solution Developer will perform configuration and development the application and testing of the configured application against documented design criteria and provide up to 160 hours in deployment assistance.	The Solution Developer is responsible for building the application to meet the AOC's documented requirements as defined in the solution design documents.
Solution Migrator	The Solution Migrator will perform activities in support of AOC UAT and data center installation	Solution Migrator is responsible for ensuring application data center installation.

5.11.1 Provide resumes for each of the above proposed staff members. Indicate each individual's tenure with the vendor, number of projects delivered in similar size and complexity to the scope of this RFP, a brief summary of each project, and any specific experience in the public or government sectors. If the individual is a subcontractor, briefly describe the relationship and reporting structure for this role.

5.11.2 Vendor personnel shall be available as required for on-site meetings and project activities. [The vendor key employees may work from the vendor's site or optionally within AOC facilities in San Francisco, California](#) Although vendor staff may not be required to work on site full-time, they will need to have flexible schedules to accommodate AOC staff availability.

5.11.3 Other Consulting Staff

The proposer is invited to present additional staff in their proposal to represent their best team to support successful delivery of the Deliverables outlined in Appendix A, Statement of Work.

5.12 Off-shoring

5.12.1 The vendor must describe with specificity what services, if any, will be performed offshore. For purposes of this section, a service is off-shored if it is performed in whole or in part outside of the political boundaries of the United States of America and its territories. The vendor must also specify (i) by what amount, if any, the cost proposal may be affected if off-shoring is not approved, (ii) whether there are qualified vendors onshore to perform the services proposed to be off-shored.

5.12.2 For each service off-shored, the vendor must provide the following information:

- 5.12.2.1 Who will perform the services, the relationship of the service provider to the vendor, and background information sufficient to enable the AOC to evaluate the service provider's stability, competence and trustworthiness;
- 5.12.2.2 Where the services will be performed and the extent to which the laws of that political jurisdiction give the vendor, any subcontractor, the AOC, and individuals rights to recover for damages and to obtain injunctive relief for breaches of privacy rights as to personal, confidential and sensitive information;
- 5.12.2.3 What steps the vendor will take to ensure that personal, confidential and sensitive information will be used only for performing the services, and will otherwise be protected from disclosure to third parties, including physical and logical security, encryption, etc.;
- 5.12.2.4 Whether the vendor will warrant the quality and timeliness of the services, and what exceptions or limitations, if any, the vendor will seek to impose;
- 5.12.2.5 Whether the vendor will indemnify and defend judicial branch entities and judicial branch personnel from losses, costs, and expenses that arise out of off-shoring the services, and what exceptions or limitations, if any, the vendor will seek to impose;
- 5.12.2.6 Describe how the vendor's insurance covers services that are off-shored, and describe any insurance coverage differences between proposed offshore services vendor's other proposed services.

5.13 Resource Allocation

5.13.1 Do you have dedicated resources or shared resources on projects? If shared, how are your projects prioritized to minimize impact on timelines and deliverables?

5.14 Customer References

5.14.1 The AOC considers references an important part of the process in awarding a contract and will be contacting references as part of this selection. Vendors are required to provide the AOC with reference information as part of their proposals using the reference form included in this RFP (Attachment 6). Vendors must provide at least three (3) client references for services that are similar in size and complexity to this procurement. Please inform references that they will be contacted by the AOC.

5.14.2 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 proposer's Reference Manager to complete a reference. The names and phone numbers of the project manager/customer contact must be listed. Failure to provide this information may result in the vendor not being elevated to the Finalist Presentation.

5.15 Cost Proposal

5.15.1 Submit cost proposal separately from the rest of the technical proposal and in sealed envelope(s).

5.15.2 Note that, in an effort to maximize the investment of dollars for this initiative, the AOC is not budgeted to fund consultant travel. The AOC will not provide travel reimbursements to consultants as part of this project. The blended rates proposed in the vendor's Cost Proposal shall be inclusive of any anticipated or actual travel, lodging, meals, and transportation expenses.

5.15.3 Use Attachment 5, Cost Proposal, to propose all costs, fees, expenses, and pricing for this project.

5.16 Exceptions to the RFP

5.16.1 Submit Attachment 3, Vendor's Acceptance of the RFP's Minimum Contract Terms and the proposer's markup of Attachment 2, Minimum Contract Terms, if applicable, as part of this section.

5.16.2 Exceptions shall be clearly identified in this section and written explanation shall include the scope of the exceptions, the vendor's rationale for proposing each such 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. The AOC, in

its sole discretion, may reject any exceptions within the proposal.

5.16.3 Due to the AOC's requirements to have the resulting contract in place prior to the end of the State of California's fiscal year on June 30, 2009, the nature and extent of any proposed vendor exceptions to the Minimum Contract Terms may be deemed by the AOC as providing an adverse impact on the vendor's ability to meet the timing requirements of the project.

5.17 Non-Disclosure Agreement

5.17.1 Submit a completed and signed Attachment 8, Non-Disclosure Agreement Proposal – California Courts Protective Order Registry Development (NDA) without modification, revision, or exception to the terms and conditions of the NDA.

End of Section 5.0

6.0 Evaluation Process

6.1 Written Proposal Review

6.1.1 The written review will begin with a check for the responsiveness of a proposal to the RFP requirements. Any proposal can be eliminated if it does not contain all proposal elements.

6.2 Finalist Selection

6.2.1 The selection team will compile scores for each vendor based on evaluation criteria outlined in Section 7.4 of this document. The vendors with the highest ranking scores will be identified and may be invited to participate in an interview as deemed necessary by the selection team.

6.2.2 In the event the selection team determines that interviews are not necessary, the AOC may proceed with selection of the preferred provider(s) as specified in Section 6.4, below.

6.3 Finalist Presentations (If Held)

6.3.1 Following selection team approval, the highest ranked proposers (hereinafter “finalists”) may be invited to present their proposals and address AOC staff questions.

6.3.2 The written proposals will be used as a reference point when scoring finalists.

6.3.2.1 Finalist Presentation

Finalists will be invited to present their proposal to the AOC selection team in person or via web conferencing. The presentation shall conform to the following general guidelines:

- 6.3.2.1.1 Introductions (10 minutes)
- 6.3.2.1.2 Company Overview/Orientation (10 minutes)
- 6.3.2.1.3 Presentation of Proposal (up to 60 minutes)
- 6.3.2.1.4 Break* (15 minutes)
- 6.3.2.1.5 Staff Interviews (up to 60 minutes)

6.3.2.1.6 Wrap-Up (15 minutes)

*Note that the AOC selection team will not be available to interact with proposer representatives during breaks.

6.3.2.2 Finalist Presentations and AOC staff questions will take place per dates outlined in the RFP Process Timetable Section 2.2.

6.3.2.3 Finalists will be informed of possible dates for their Finalist Presentation and AOC staff questions upon invitation to present.

6.4 Selection Team Finalist Review

6.4.1 Following completion of all Finalist Presentations and staff interviews, if held, the selection team will determine scores for each vendor finalist and present these scores to the project sponsors.

6.4.2 The top vendors (e.g. one (1) leader and one (1) runner up) from the finalist group will be identified and recommended for consideration by the project sponsors.

6.5 Project Sponsor Finalist Review

6.5.1 The top vendors will be presented to the project sponsors. Ultimately, the decision to move forward with contract negotiations will be decided in this forum.

End of Section 6.0

7.0 Selection Criteria and Ratings

- 7.1 Proposals that contain false or misleading statements may be rejected if, in the opinion of the AOC, the information was intended to mislead the state regarding a requirement of the solicitation document.
- 7.2 If a proposal fails to meet a material solicitation document requirement, the proposal may be rejected. A deviation is material to the extent that a response is not in substantial accord with solicitation document requirements. Material deviations cannot be waived. Immaterial deviations may cause a proposal to be rejected.
- 7.3 During the evaluation process, the AOC may require a proposer's representative to answer questions with regard to the proposer's proposal. Failure of a vendor to respond and demonstrate in a timely manner that the claims made in its proposal are in fact true may be sufficient cause for deeming a proposal non-responsive.
- 7.4 Written Proposal Evaluation
 - 7.4.1 A vendor is eligible for a total of 100 points.
 - 7.4.2 Proposals will be evaluated by the AOC per the following selection criteria and weighting:

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Judicial Council of California
Administrative Office of the Courts (AOC)
 California Court Protective Order Registry (CCPOR) Application Development
 RFP # ISD-200818-CT

Criteria	Description	Total Possible Points	Specific Areas of Merit
Experience on similar TIBCO development applications	The selected vendor will have a strong record of accomplishment in TIBCO development applications. The selected vendor will also demonstrate past success from pre-planning, to execution and final validation. Previous experience with government agencies are an advantage.	25	Detail and specificity of proposal Company/Team Background, Resource capabilities and Development Methodology (10 points) Development Experience (10 points) Demonstrated areas of past success Customer References (5 points)
Reasonableness of cost projections and vendor's exceptions to the RFP	The selected vendor will submit a competitive cost proposal that is favorable to public sector/non-profit organizations such as the Judicial Branch of California. The proposal must represent the Vendor's best and final offer. Additionally, the selected vendor may submit reasonable exceptions to the RFP.	25	Reasonableness of cost proposal Cost Proposal (20 points) Reasonable Exceptions to the RFP (5 points)
Credentials of staff to be assigned to the project	The selected vendor will submit staff resumes outlining the credentials and accomplishments of those staff proposed for completion of project deliverables	20	Applicability of past experience as stated on staff resumes Personnel and Off-shoring (20 points)

Criteria	Description	Total Possible Points	Specific Areas of Merit
Strength of Work Plan	Using the draft Statement of Work document provided in Appendix A, the Vendor will submit a clear, articulate work plan that addresses each project deliverable, objective and stated timeframe.	15	Completeness, detail and specificity of work plan Scope of Services and Statement of Work (15 points)
Ability to meet timing requirements to complete the project	The selected vendor will submit a draft project plan inclusive of all project phases, deliverables and milestones presented in the Statement of Work. The draft project plan must present a timeline which targets a launch date of December 1, 2009 Vendor's exceptions to Minimum Contract Terms that may impact ability to finalize a contract prior to fiscal year-end.	15	Reasonableness and completeness of proposed timeline Draft Project Plan and Resource Allocation (15 points)

7.5 **Finalist Evaluation.** Finalists will be evaluated by the AOC per same criteria as the written proposals. The Vendor's proposal score will be refined during finalist evaluation to achieve their final score.

End of Section 7.0

8.0 RFP Attachments

- 8.1 Attachment 1, Administrative Rules Governing Request for Proposals. Proposers shall follow the rules, set forth in Attachment 1, in preparation of their proposals.
- 8.2 Attachment 2, Minimum Contract Terms. Contracts with successful firms will be signed by the parties on a Judicial Council of California, Administrative Office of the Courts Standard Agreement form and will include terms appropriate for this project. The minimum terms and conditions for the requested services are attached as Attachment 2.
- 8.3 Attachment 3, Vendor's Acceptance of the RFP's Minimum Contract Terms. Proposers must either indicate acceptance of the Minimum Contract Terms, as set forth in Attachment 2, or **clearly identify** exceptions to the Minimum Contract Terms, as set forth in Attachment 2. If exceptions are identified, then proposers must also submit (i) a red-lined version of Attachment 2 that clearly tracks proposed changes to the attachment, and (ii) a written summary of each change, including the vendor's rationale for proposing each such change.
- 8.4 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, proposer's proposal must include a completed and signed Payee Data Record Form, set forth as Attachment 4.
- 8.5 Attachment 5, Cost Proposal. Proposers must propose all pricing necessary to accomplish the work requirements of the eventual contract. It is expected that all proposers responding to this RFP will offer the proposer's government or comparable favorable rates and will be inclusive of all pricing necessary to provide the contracted work.
- 8.6 Attachment 6, Customer Reference Form. References must be provided using the form attached as Attachment 6.
- 8.7 Attachment 7, Vendor Certification Form, certifying neither proposer nor any proposed subcontractors are currently under suspension or debarment by any state or federal government agency, and that neither proposer nor any proposed subcontractors are tax delinquent with the State of California.
- 8.8 [Attachment 8, Non-Disclosure Agreement for Request for Proposal – California Courts Protective Order Registry Development. The vendor selected to provide the services set forth in this RFP will require access to](#)

Confidential Information of the AOC. Therefore, proposer's proposal must include a completed and signed Non-Disclosure Agreement, set forth as Attachment 8, without any revision to the terms and conditions of the NDA.

- 8.9 [Attachment 9](#), Checklist for RFP Completeness. This checklist is provided to assist the vendor in assuring the completeness of the Proposal prior to submission to the AOC. *This document is for reference only* and does not need to be included in the proposal.

End of Section 8.0

9.0 Rights

- 9.1 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.
- 9.2 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 (1) copy of a submitted proposal will be retained for official files and becomes a public record.

End of Section 9.0

10.0 Additional Requirements

- 10.1 It may be necessary to interview prospective service providers to clarify aspects of their submittal. If conducted, interviews will likely be conducted by telephone conference call. The AOC will notify prospective service providers regarding the interview arrangements.
- 10.2 It may also be necessary for the AOC to request additional documentation or information in order to clarify aspects of a proposal or a vendor's ability to perform the required services. Should the AOC request such documentation or information, proposer shall provide the requested documentation or information no later than the date specified by such request.
- 10.3 The AOC reserves the right, at any time during the solicitation process, to require proposers, and their named subcontractors, to provide an audited or reviewed profit and loss statement and balance sheet, in accordance with reporting requirement of the American Institute of Certified Public Accountants (AICPA), for the last three (3) years.
- 10.3.1 The AOC may also require:
- 10.3.1.1 a statement of any bankruptcies filed by the proposer and any law suits filed against the proposer for malfeasance and a detailed listing of the adverse action, cause, number, jurisdiction in which filed and current status; and,
 - 10.3.1.2 disclosure of any judgments, pending litigation, known or planned sale, merger or acquisition of vendors' company/ies or other real or potential financial reversals that might materially affect the viability of the vendor(s) organization or public safety products, or the warranty that no such condition is known to exist.
- 10.3.2 In the event the AOC requires proposers to provide an audited or reviewed profit and loss statement and balance sheet, the State of California Information Practices Act of 1977 requires the AOC to notify all vendors of the following:
- The principal purpose for requesting the above information about your company is to provide financial information to determine financial qualification. State policy and state and federal statutes authorize maintenance of this information.

- 10.4 Failure of a proposer to participate in an interview, or provide requested documentation or information by the AOC's specified date may result in the vendor's proposal being disqualified for further evaluation.

End of Section 10.0

11.0 Confidential or Proprietary Information

- 11.1 The Administrative Office of the Courts policy is to follow the intent of the California Public Records Act (PRA). If a proposer's proposal contains material noted or marked as confidential and/or proprietary that, in the sole opinion of the AOC, 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.
- 11.2 If any information submitted in a proposer'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."
- 11.3 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 right of the AOC to use the information contained herein if obtained from another source.*
- 11.4 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.

End of Section 11.0