



**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:** **May 1, 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 three consultants to provide Business Systems Analyst and Application Architecture/DBA support for the Themis System Development Project. Specifically, one Senior Business Systems Analyst, one Senior Business Systems Analyst/Project Manager, and one Application Architect/Data Base Analyst are required for this project.

**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: **Themis System Development Project**  
RFP Number: **ISD 200814-RB**

**QUESTIONS TO THE SOLICITATIONS MAILBOX:** Questions regarding this RFP should be directed to [solicitations@jud.ca.gov](mailto:solicitations@jud.ca.gov) by close of business on **May 5, 2009**

**DATE AND TIME PROPOSAL DUE:** There will not be a pre-proposal conference for this RFP.  
Proposals must be received by close of business on **May 11, 2009**.

**SUBMISSION OF PROPOSAL:** Proposals must be sent to:  
**Judicial Council of California**  
**Administrative Office of the Courts**  
**Attn: Nadine McFadden, RFP No. ISD 200814-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 THEMIS SYSTEM DEVELOPMENT PROJECT**

The Themis System has five basic subsystems that depend on one common database. The foundation is the Contact and Positions System (CAPS) to track data about judges, justices and commissioners for communication distributions. This system maintains the database that is used by the other subsystems: Assigned Judges Tracking System (AJTS), Education Audio Video (AV), Nominations, and Faculty. The Themis database was first developed in 2001 on a platform that is no longer supported by the software vendors.

The primary purpose of this project is to rewrite CAPS and AJTS to incorporate new business requirements and to use newer technology that will make the systems more robust and easier to enhance in the future. CAPS is the foundation for the other systems and provides name, title, and various demographic data for key personnel both within and external to the Judicial Branch. AJTS facilitates the matching and assignment of active judges from one court to another or retired judges to courts when the court has a critical need for assistance. The assignments are 90% for trial courts and 10% for Appellate courts. The system matches the criteria submitted by the court to a database of judges and their qualifications (CAPS), and produces a list of judges that meet the specified criteria. Monthly payment claim information is extracted, processed through a third party and sent to the AOC Oracle Financial system for payment.

Project Title: **Themis System Development Project**  
RFP Number: **ISD 200814-RB**

Since the master data for AJTS resides in Themis, the other subsystems will need to be upgraded along with AJTS to accommodate changes in the database and application software version.

## **2.0 PURPOSE OF THIS REQUEST FOR PROPOSALS (RFP)**

- 2.1 The AOC seeks the services of three contractors to perform User Requirements, Functional Specifications, and System Design activities and responsibilities for approximately three (3) years. Specifically, one Senior Business Systems Analyst, one Senior Business Systems Analyst/Project Manager, and one Application Architect/Data Base Analyst are required for this project. The AOC may award up to three separate contracts. The initial contract term will be for one year, with the AOCs option to extend for up to two additional one-year terms. Upon execution of subsequent amendments, the contract may be funded and extended for additional one year periods for the remainder of the approximate three year period.
- 2.2 The expected contractual responsibilities and work requirements are set forth in Exhibit D, Work to be Performed, in Attachment 2, Contract Terms.

## **3.0 TIMELINE FOR THIS RFP**

- 3.1 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.

<b>EVENT</b>	<b>KEY DATE</b>
RFP issued	May 1, 2009
Deadline for questions to solicitations@jud.ca.gov	Close of Business May 5, 2009
Posting of Answers To Questions (estimated)	May 7, 2009
Latest date and time proposal may be submitted	Close of Business May 11, 2009
Evaluation of proposals (estimate only)	May 13, 2009
Interview of top candidates (estimate only)	May 18 thru 26, 2009
Notice of Intent to Award (estimate only)	May 28, 2009
Negotiations and execution of contract (estimate only)	June , 2009

## **4.0 RFP ATTACHMENTS**

Included as part of this RFP are the following attachments:

Project Title: **Themis System Development Project**  
RFP Number: **ISD 200814-RB**

- 4.1 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.
- 4.2 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.
- 4.3 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.
  - 4.3.1 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.
- 4.4 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 DUTIES, RESPONSIBILITIES, AND QUALIFICATIONS.**

The duties, responsibilities, and qualifications for each consultant are as follows:

- 5.1 **Senior Business Systems Analyst** - The Senior Business Systems Analyst (BSA) provides analytical, documentation, and testing support for this project, including but not limited to:

### **Duties:**

1. Facilitate client meetings and conduct detailed interviews to solicit user requirements.
2. Assist users to define new business processes.
3. Collaborate with development teams during the design and development of new systems to ensure the proposed solutions address requirements
4. Train users
5. Develop test plans and test scripts
6. Test applications
7. Track defects

### **Responsibilities:**

1. Document client meetings and interviews with users.
2. Document new business processes.

3. Collaborate with BSA/Project Manager to develop Business Requirements Document
4. Collaborate with BSA/Project Manager to develop Functional Specifications Document
5. Write user documentation.
6. Train users how to use new systems.
7. Develop test plans and test scripts for all phases of systems testing, including integration testing and user testing.
8. Test applications, including conduction integration testing and user testing.
9. Track defects discovered in testing and insure that the defects are successfully resolved.

**Qualifications:**

1. Minimum of 7 years experience with Information Technology.
2. Must have 5 years experience as a Business Systems Analyst implementing complex applications, including web applications.
3. Domonstated experience writing Business Requirements and Functional Specifications.
4. Demonstrated experience training users to use new systems.
5. Demonstrated experience developing test plans and test scripts.
6. Demonstrated experience testing applications.
7. Track defects discovered in testing and insure that the defects are successfully resolved.
8. Demonstrated excellent verbal, written, analytical and communication skills

5.2 **Senior Business Systems Analyst/Project Manager** - The Senior Business Systems Analyst/Project Manager (BSA/PM) provides oversight to the BSA in addition to providing analytical, documentation, and testing support for this project, including but not limited to:

**Duties:**

1. Provide systems analysis consultation to the project
2. Provide project planning consultation to the project for the analysis, requirements gathering, preparation of documentation, and testing
3. Facilitate client meetings and conduct detailed interviews to solicit user requirements.
4. Assist users to define new business processes.
5. Collaborate with development teams during the design and development of new systems to ensure the proposed solutions address requirements
6. Train users
7. Develop test plans and test scripts
8. Test applications
9. Track defects

**Responsibilities:**

1. Lead development of business analysis documentation
2. Document client meetings and interviews with users.
3. Document new business processes.
4. Develop Business Requirements Document
5. Develop Functional Specifications Document
6. Write user documentation.
7. Train users how to use new systems.
8. Develop test plans and test scripts for all phases of systems testing, including integration testing and user testing.
9. Test applications, including conduction integration testing and user testing.
10. Track defects discovered in testing and insure that the defects are successfully resolved.
11. Provide peer review for system analysis activities of other team members
12. Provide analytical expertise to other team members.
13. Deveolp Project Plan for the business system analysis activities
14. Provide concise and timely status reports for IS Management.

**Qualifications:**

1. Minimum of 10 years experience with Information Technology.
2. Must have 5 to 7 years experience as a Business Systems Analyst implementing complex applications, including web applications.
3. Must have 3 years experience as project manager leading at least two medium sized projects.
4. Demonstrated experience writing Business Requirements and Functional Specifications.
5. Demonstrated experience training users to use new systems.
6. Demonstrated experience developing test plans and test scripts.
7. Demonstrated experience testing applications.
8. Track defects discovered in testing and insure that the defects are successfully resolved.
9. Demonstrated excellent verbal, written, analytical and communication skills
10. Demonstrated experience developing project plans and schedules.
11. Demonstrated experience communicating with all levels of staff and management.
12. Demonstrated experience monitoring project plans and insuring project milestones are achieved on schedule.

5.3 **Application Architect/Data Base Analyst** - The Application Architect/Data Base Analyst (AA/DBA) provides technical oversight to the Themis Project, including but not limited to:

**Duties:**

1. Understand, advocate and augment the principles of application architecture strategies.

2. Analyze business context (trends and business strategy) to derive technical architecture.
3. Analyze the current technology environment to detect critical deficiencies and recommend solutions for improvement.
4. Apply the principles that guide technology decisions for the applications.
5. Assist with designing the governance activities associated with ensuring compliance.
6. Oversee, consult on, and design the technical architecture for the applications.
7. Oversee and consult on implementation and modification activities for the new application and shared infrastructure components.
8. Document necessary technical architecture design and analysis work, possibly including project postmortem documentation and metric collection.

**Responsibilities:**

1. Implement the application architecture.
2. Design and implement the database for the application
3. Develop technical documentation for the database for the application
4. Develop and track project plans and schedules.
5. Participate in the development of code for the new system, using ColdFusion 8+, Java, OOP, Oracle 10g+, HTML, CSS, JavaScript, XML, XSLT, Frameworks, ColdFusion Reports, and Crystal Reports.
6. Test and implement the system
7. Travel as required

**Qualifications:**

1. Bachelor's degree in computer science, systems analysis or a related study
2. Minimum of 10+ years experience in Information Technology.
3. Minimum of 5 years of experience in at least two IT disciplines in an n-tier or service-oriented architecture (SOA) environment, including technical architecture, network design, application development, middleware, servers and storage, database management, and operations.
4. Excellent working knowledge of server side technologies (ColdFusion 8+, Java, OOP)
5. Excellent working knowledge of relational Databases (Oracle 10g+)
6. Excellent working knowledge of web technologies (HTML, CSS, JavaScript, XML, XSLT, Frameworks)
7. Demonstrated experience reporting technologies (ColdFusion Reports, Crystal Reports)
8. Demonstrated experience testing applications.
9. Proven track record in leading, organizing and coordinating multiple work activities.
10. Demonstrated experience tracking defects discovered in testing and insure that the defects are successfully resolved.

11. Demonstrated excellent verbal, written, analytical and communication skills
12. Demonstrated experience developing project plans and schedules.
13. Demonstrated experience communicating with all levels of staff and management.
14. Demonstrated experience monitoring project plans and insuring project milestones are achieved on schedule.

## **6.0 EVALUATION OF PROPOSALS**

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 on a 100 point scale separately in accordance with these criteria:

6.1 Specialized expertise and technical competence (possible 36 Points). Proposed consultant for each position will be evaluated considering the type of services required and the complexity of the project, with special consideration for the following required areas:

### 6.1.1 Senior Business System Analyst:

1. Seven years experience with Information Technology.
2. Five years experience as a Business Systems Analyst implementing complex applications, including web applications.
3. Experience writing Business Requirements and Functional Specifications.
4. Experience training users to use new systems.
5. Experience developing test plans and test scripts.
6. Experience testing applications.
7. Also refer to qualifications section.

### 6.1.2 Senior Business Systems Analyst/Project Manager:

1. Ten years experience with Information Technology.
2. Five years experience as a Business Systems Analyst implementing complex applications, including web applications.
3. Three years experience as project manager leading at least two medium sized projects.
4. Experience writing Business Requirements and Functional Specifications.
5. Experience training users to use new systems.
6. Experience developing test plans and test scripts.
7. Experience testing applications.
8. Also refer to qualifications section.

### 6.1.3 Application Architect/Data Base Analyst:

1. Over 10 years experience in Information Technology.
2. Five years of experience in at least two IT disciplines in an n-tier or service-oriented architecture (SOA) environment, including technical architecture,



- network design, application development, middleware, servers and storage, database management, and operations.
3. Working knowledge of server side technologies (ColdFusion 8+, Java, OOP)
  4. Working knowledge of relational Databases (Oracle 10g+)
  5. Working knowledge of web technologies (HTML, CSS, JavaScript, XML, XSLT, Frameworks)
  6. Experience reporting technologies (ColdFusion Reports, Crystal Reports)
  7. Experience testing applications.
  8. Also refer to qualifications section.
- 6.2 Past record of performance (possible 26 Points). Proposed consultant for each position will be evaluated considering:
1. Quality of work
  2. Ability to meet schedules
  3. Cooperation, communications, organizing, responsiveness, and other teamwork considerations.
- 6.3 Reasonableness of cost projections (possible 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. Ranges for rates for consultants are as follows:
1. Senior Business Systems Analyst: \$85 to \$95 per hour
  2. Senior Business Systems Analyst/Project Manager: \$95 to \$105 per hour
  3. Application Architect/Data Base Analyst: \$165 to \$175 per hour.
- 6.4 Ability to meet requirements of the project (possible 10 Points). Proposals will be evaluated in terms of compliance with proposed contract terms and project scheduling.
- 6.5 Company Stability and Capabilities (possible 8 points). Proposals will be evaluated in terms of the firm's stability and capabilities as demonstrated in 7.3, below

## **7.0 SPECIFICS OF A RESPONSIVE PROPOSAL**

- 7.1 **Proposals must not contain more than two (2) candidates for consideration for each of the three positions.**
- 7.2 The following information shall be included in the proposal and demonstrated separately for each key personnel candidate proposed:
- 7.2.1 Specialized expertise and technical competence.
- 7.2.1.1 Demonstrate the proposed key personnel's relevant experience and technical competence, especially in the following areas.
- Number of years experience in Information Technology.

- Experience with medium sized projects.
- Demonstrated writing and diagramming experience.

7.2.1.2 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.

7.2.1.3 Provide samples of proposer’s candidate’s relevant work in the areas of writing and diagramming.

7.2.2 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 excellent verbal, written, analytical and communication skills

7.2.3 Reasonableness of cost projections.

7.2.3.1 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:

Initial Term:

	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%
=	<u>Total For Key Personnel</u>	<u>\$XXX.XX</u>	<u>100%</u>

First Optional Renewal Term:

	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%
=	<u>Total For Key Personnel</u>	<u>\$XXX.XX</u>	<u>100%</u>

Second Optional Renewal Term:

	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%
=	<u>Total For Key Personnel</u>	<u>\$XXX.XX</u>	<u>100%</u>

7.2.3.2 There will no allowable travel expense reimbursements for the Senior Business Systems Analyst and Senior Business Systems Analyst/Project

Manager consultants – all work will be performed on site at the AOC’s facility in San Francisco, CA. However, for the Application Architect/Data Base Analyst consultant, 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 \$2,000 per contract year for the Application Architect/Data Base Analyst position, 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.

7.2.3.3 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 annual estimated costs for each consultant’s services will range between: \$168,640 to \$188,480 for the Senior Business Systems Analyst consultant; \$188,480 to \$208,320 for the Senior Business Systems Analyst/ Project Manager consultant, and \$329,360 to \$349,200 for the Application Architect/Data Base Analyst consultant. The annual amounts are 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.

7.2.4 Ability to meet requirements of the project.

7.2.4.1 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.

7.2.4.2 For purposes of this RFP, vendors are to estimate a total of; 1,984 hours of work for each of the three consultants per year for the three (3) years. Additionally, the eventual contractor will not work more than thirty-six (36) hours per week unless preapproved, in writing, by the project manager.

7.2.4.3 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.

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

7.3 Provide the following information about your firm:

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

- 7.3.2 Number of years your firm has been in the business of providing technical staffing.
- 7.3.3 Number of full time employees (do not count placed candidates unless they are employees of your firm).
- 7.3.4 Disclose any judgments, pending litigation, or other real or potential financial reversals that might materially affect the viability of the proposer's firm.
- 7.3.5 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.
- 7.3.6 Pre-screening, background checks, testing, and interview procedures.
- 7.3.7 Process regarding replacing a candidate if necessary.
- 7.3.8 Provide a description of what, if any, health benefits, or other benefits your firm provides to your proposed candidates.

## **8.0 SUBMISSIONS OF PROPOSALS**

- 8.1 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.
- 8.2 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 for each position. Proposals with more than two (2) candidates per position may not be evaluated.**
- 8.3 Proposals must be delivered to the individual listed under Submission of Proposals, as set forth on the cover memo of this RFP.
- 8.4 Only written responses will be accepted. Responses should be sent by registered or certified mail or by hand delivery.
- 8.5 In addition to submittal of the original and three copies of the proposals, as set forth in Section 8.2, above, proposers are also required to submit an electronic version of the entire proposal on CD-ROM.

## **9.0 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.

## **10.0 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.

## **11.0 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 RFP*