

RFP Title: Case Management Solution for Juvenile Dependency Attorneys in the State of California  
RFP No.: CFCC 09-12-LM

**ATTACHMENT 10  
RFP RESPONSE TEMPLATE**

# REQUEST FOR PROPOSALS RESPONSE TEMPLATE

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**[PROPOSER INSERTS COMPANY NAME]**

**REGARDING:**

**CASE MANAGEMENT SOLUTION FOR JUVENILE DEPENDENCY  
ATTORNEYS FOR THE STATE OF CALIFORNIA**

**RFP NO. CFCC 09-12-LM**

**PROPOSAL DUE:**

**DECEMBER 20, 2012, NO LATER THAN 3:00 P.M. PACIFIC TIME**

**1.0 EXECUTIVE SUMMARY**

Instructions: This section should be a seven (7) to ten (10) page summary of the key aspects of Proposer’s response to this Request for Proposal (RFP) and the principal advantages to the court.

- 1.0 Overview of Proposed Statewide CMS Deployment Solution.
- 1.1 Approach to Meet CMS Deployment Objectives.
- 1.2 Overview of Proposer Qualifications.
- 1.3 Confirmation of Contract Scope and Term.
- 1.4 Benefits to the AOC and the Attorney Users.

**2.0 MINIMUM QUALIFICATIONS AND PROPOSER PROFILE**

2.1 Minimum Requirements to Qualify

Instructions: In the following sections, Proposer must provide responses to the minimum requirements to qualify for participation in the RFP process. Answer Yes or No to the following questions.

**Table 1. Minimum Requirements to Qualify**

Criteria		Response (Yes/No)
2.1.1	Will your organization act as a prime contractor if subcontractors are required to provide in scope services?	
2.1.2	Are the proposed Proposer facilities for providing services to the Judicial Branch all located within the continental United States or territories and staffed by U.S. located personnel?	
Can you certify to the best of your knowledge that your organization or any of its officers:		
2.1.3	Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency?	
2.1.4	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?	
2.1.5	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?	

2.2 Organization Overview

Instructions: In the following sections Proposer must provide all information requested regarding Proposer’s unique capabilities as an information technology (IT) Proposer.

2.2.1 Proposer Company Overview

**Table 2. Company Overview**

<b>Company name</b>	
<b>RFP Response lead/account executive name, title and contact information:</b>	
<b>Industry (NAICS)</b> (North American Industry Classification System)	
<b>Federal Tax Identification Number</b>	
<b>Fiscal 2011 company revenue</b>	
<b>Fiscal 2011 company net income</b>	
<b>Headquarters Location</b>	
<b>Date Founded</b>	
<b>Company Ownership</b> (i.e. private/public, joint venture)	
<b>Number of years Proposer has been providing Application Software and Application User Training services</b>	
<b>Number of employees:</b> <b>Total:</b>	
<b>Service Delivery Locations in the Continental United States</b>	
<b>Name, title, address, telephone number, and email address of the individual who will act as Proposer’s designated representative for purposes of this RFP.</b>	

2.2.2 References

Instructions to Proposer: Provide at least three references of customers with comparable scope of service. Include a detailed overview of each contract including the project plan used to deliver the service.

**Table 3. Reference 1**

<b>Reference # 1</b>	
<b>Customer Name</b>	
<b>Industry</b>	
<b>Contact Name and Title</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Proposer Project Manager Name</b>	
<b>Length of Time Providing Software Package</b>	
<b>Average Annual Contract Value</b>	
<b>Current Contract Duration (in months)</b>	

**Table 4. Reference 2**

<b>Reference # 2</b>	
<b>Industry</b>	
<b>Contact Name and Title</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Proposer Project Manager Name</b>	
<b>Length of Time Providing Software Package</b>	
<b>Average Annual Contract Value</b>	
<b>Current Contract Duration (in months)</b>	

**Table 5. Reference 3**

<b>Reference # 3</b>	
<b>Industry</b>	
<b>Contact Name and Title</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Proposer Project Manager Name</b>	
<b>Length of Time Providing Software Package</b>	
<b>Average Annual Contract Value</b>	
<b>Current Contract Duration (in months)</b>	

2.3 Use of Subcontractors

Instructions to Proposer: Use the table below for a listing of proposed subcontractors if any. Provide a table for each subcontractor proposed.

**Table 6. First Proposed Subcontractor**

<b>First Proposed Subcontractor</b>	
<b>Subcontractor Name</b>	
<b>Fiscal 2011 Company Revenue</b>	
<b>Fiscal 2011 Company Net Income</b>	
<b>Company ownership (i.e. private/public, joint venture)</b>	
<b>Headquarters Location</b>	
<b>Date Founded</b>	
<b>Number of employees</b>	
<b>Products or Services to be provided to Court</b>	
<b>Experience of subcontractor in performing the services to be provided</b>	
<b>Experience Proposer has partnering with this subcontractor in the past</b>	
<b>Locations where work is to be performed</b>	

**Table 7. Second Proposed Subcontractor**

<b>Second Proposed Subcontractor</b>	
<b>Subcontractor Name</b>	
<b>Fiscal 2011 Company Revenue</b>	
<b>Fiscal 2011 Company Net Income</b>	
<b>Company ownership (i.e. private/public, joint venture)</b>	
<b>Headquarters Location</b>	
<b>Date Founded</b>	
<b>Number of employees</b>	
<b>Products or Services to be provided to Court</b>	
<b>Experience of subcontractor in performing the services to be provided</b>	
<b>Experience Proposer has partnering with this subcontractor in the past</b>	
<b>Locations where work is to be performed</b>	

### 3.0 CONFORMANCE WITH REQUIREMENTS RESPONSE

#### 3.1 Requirements Response

Instructions: Please reference the technical requirements attachments detailed in Section 5.2 of the RFP. Each requirement should be addressed individually and responses should be made directly in each exhibit or attachment. Requirement documents are listed below:

- Exhibit H - Business and Functional Requirements
- Exhibit I - Testing Requirements
- Exhibit J - Configuration Requirements
- Attachment 8 - Training Requirements

#### 3.2 Deployment Services

Instructions: Please reference the Deployment Services requirements in Section 2.5 of the RFP. Please list and describe any approaches, methodologies and exceptions

##### 3.2.1 Deployment Approach

Instructions: In the section below, provide an overview of Proposer’s deployment approach. See Sections 2.5.3 and 2.5.4 of RFP for guidance.

3.2.2 Organization Chart

Instructions: Provide an organizational chart that clearly identifies the account team and roles that will support the CMS deployment. Include the names of Proposer Key employees and staff positions.

3.2.3 Proposed Staffing and Biographies

Instructions: In this section below, provide an overview of Proposer’s proposed key personnel. Provide resumes key personnel identified.

3.3 CMS Deployment Management Tools

Instructions: In the table below, provide information regarding the automated tools Proposer will use in the delivery of the CMS. Note: Attach and reference additional information where required.

**Table 8. CMS Deployment Management Tools**

CMS Deployment Management Tools	Product Name & Version	Describe Functions & Features (including manual and automated functions / integration points with other tools)	Expected Number of Licenses Required
<b>Proposer Tools</b>			
<b>Project Management</b>			
<b>SLA Monitoring &amp; Reporting</b>			
<b>Testing Tools</b>			
<b>Knowledge Management</b>			
<b>Change Management</b>			
<b>Account Management</b>			
<b>Training Software</b>			
<b>Other (describe)</b>			

**4.0 OTHER**

Instructions: The AOC considers Proposer to agree to all other requirements not addressed specifically in the previous sections of this document unless identified herein. Absence of issues will constitute agreement for those terms not herein addressed, and will be off the table for further negotiation.

*[Remainder of page left blank intentionally]*

## **5.0 SUPPORTING INFORMATION**

Instructions: The AOC expects that Proposer will provide additional information to further clarify its response.

### 5.1 Additional Information for Solution Proposals

#### 5.1.1 Application Deployment Management

#### 5.1.2 Application Deployment

#### 5.1.3 Contract Relationship Management

### 5.2 Proposer Assumptions

***END OF ATTACHMENT***