



REQUEST FOR PROPOSALS

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF BUTTE**

**RFP TITLE:
PHONE SYSTEM REPLACEMENT**

**RFP NUMBER:
RFP 001-2012**

**ISSUE DATE:
APRIL 6, 2012**

**CONCEPTUAL PROPOSALS DUE:
APRIL 27TH NO LATER THAN 1:00 P.M. PACIFIC TIME**

**FINAL PROPOSALS DUE:
MAY 18TH NO LATER THAN 1:00 P.M. PACIFIC TIME**

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1 Background Information

The Superior Court of California, County of Butte (Court) is a trial Court of general jurisdiction. The Court is a mid-size organization and has approximately 13 judicial officers and 130 employees providing a full range of court services for disputes and cases involving civil, criminal, family, domestic, traffic and juvenile law.

This RFP, associated documents, including the Notice of Intent to Award and/or all addenda that may be issued will be available on the following website, referred to individually and collectively as “Court website”: <http://www.buttecourt.ca.gov>

2 Description of Services and Deliverables

The Superior Court of California, County of Butte, is requesting proposals from highly qualified vendors to provide proposals for a new phone system. Requirements for the phone system are listed on Attachment H. Information on the Court’s current phone system is provided in Attachment G. The information on the current phone system is provided as a starting point; the replacement phone system will not necessarily be a “one-to-one” replacement. The Court intends to 1) enter into an installation contract with the successful proposer for the installation of the phone system and 2) enter into a maintenance agreement for the ongoing support of the phone system.

3 Timeline for This RFP

3.1 Procurement Schedule

The Court has developed the following list of key events to this RFP. All deadlines are subject to change at the Court’s discretion.

Event	Date
RFP Issued	April 6, 2012
Deadline for questions	April 23, 2012 4:00PM PT
Questions and answers posted	April 25, 2012
Conceptual proposals due	April 27, 2012, 1:00PM PT
Evaluation of conceptual proposals (<i>estimate only</i>)	April 30 – May 4, 2012
Interviews regarding conceptual proposals (<i>estimate only</i>)	May 7 – May 11, 2012
Final proposals due	May 18, 2012 1:00PM PT
Public opening of sealed bids* (<i>estimate only</i>)	May 21, 2012 1:00PM PT

Notice of Intent to Award (<i>estimate only</i>)	May 25, 2012
Installation Contract Execution Date	On or before June 30, 2012
Installation of Phone System (<i>estimate only</i>)	Fall 2012
Maintenance Agreement Start Date (<i>estimate only</i>)	Fall 2012

**Butte County Superior Court, 1 Court Street Oroville, Room 100*

3.2 RFP Attachments

The following attachments are included as part of this RFP:

Attachment	Description
Attachment A: Administrative Rules Governing RFPs	These rules govern this solicitation.
Attachment B: General Terms and Conditions	If selected, the person or entity submitting a proposal (“Proposer”) must sign a Court Standard Form agreement containing these terms and conditions.
Attachment C: Proposer’s Acceptance of Terms and Conditions	On this form, the Proposer must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions and submit with its proposal. Note: A material exception to the Terms and Conditions will render a proposal non-responsive.
Attachment D: No Conflict of Interest Certification	Proposer must complete the No Conflict of Interest Certification and submit with its proposal.
Attachment E: Darfur Contracting Act Certification	If Proposer has had business activities or other operations outside of the United States within the previous three years, Proposer must complete the Darfur Contracting Act Certification and submit with its proposal.
Attachment F: Cost Proposal	Instructions on the cost proposal for this solicitation.
Attachment G: Existing Phone System	Details of the Court’s current phone system.
Attachment H: Phone System Requirements	The requirements for the phone system.
Attachment I: DVBE Certification	DVBE form as identified in section 3.12 of this RFP. Proposer must indicate if their organization is a DVBE eligible business

3.3 Pre-Proposal Conference

The Court will not be holding a pre-proposal conference for this RFP.

3.4 Conceptual Proposals

A conceptual proposal allows the Proposer to provide a general concept of a proposal with enough detail to enable the Court to determine at an early stage whether the proposal is totally responsive to all of the requirements of the RFP. Conceptual proposals are not

formally scored and are not considered in the final evaluation process. The Court will review the conceptual proposal and determine if the proposal:

- Is nonresponsive to a requirement;
- Is otherwise defective; or
- Requires clarification so that the Court may fully understand the proposed solution.

The Court will interview selected Proposers who have submitted a conceptual proposal in the timeline listed in this RFP to discuss the items listed above. The Proposer may then use this feedback to prepare their final technical proposal (Refer to Sections 3.5 and 3.6).

The Proposer must submit one (1) original and four (4) copies of the conceptual proposal. The original must be signed by an authorized representative of the Proposer. The Proposer must write the RFP title and number on the outside of the sealed envelope. Note that a cost proposal is not needed for the conceptual proposal.

Conceptual proposals must be delivered by the date and time listed on the coversheet of this RFP to:

Superior Court of California, County of Butte
Department of Administration
1 Court Street
Oroville, CA 95965
Attn: Scott Miller, Court Services Analyst III

Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g. FedEx), or delivered by hand. Proposals may not be transmitted by fax or email. **Late conceptual proposals will not be accepted.**

3.5 Submissions of Final Proposals

Proposals should provide straightforward, concise information that satisfies the requirements of the "Proposal Contents" section below. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the RFP's instructions and requirements, and completeness and clarity of content.

The Proposer must submit its proposal in two parts, the technical proposal and the cost proposal.

- a. The Proposer must submit one (1) original and four (4) copies of the technical proposal. The original must be signed by an authorized representative of the Proposer. The Proposer must write the RFP title and number on the outside of the sealed envelope.

- b. The Proposer must submit one (1) original and four (4) copies of their cost proposal (instructions included on Attachment F). The original must be signed by an authorized representative of the Proposer. The original cost proposal (and the copies thereof) must be submitted to the Court in a single sealed envelope, separate from the technical proposal. The Proposer must write the RFP title and number on the outside of the sealed envelope.

Proposals must be delivered by the date and time listed on the coversheet of this RFP to:

Superior Court of California, County of Butte
Department of Administration
1 Court Street
Oroville, CA 95965
Attn: Scott Miller, Court Services Analyst III

Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g. FedEx), or delivered by hand. Proposals may not be transmitted by fax or email. **Late proposals will not be accepted.**

3.6 Final Proposal Contents

- a. Technical Proposal (Refer to Sections 4.1 through 4.4)

The following information must be included in the final technical proposal. A proposal lacking any of the following information may be deemed non-responsive.

- i. Proposer's name, address, telephone and fax numbers, and federal tax identification number. Note that if Proposer is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.
 - ii. Name, title, address, telephone number, and email address of the individual who will act as Proposer's designated representative for purposes of this RFP.
 - iii. Names, addresses, and telephone numbers of a minimum of three (3) clients for whom the Proposer has conducted similar services. The Court may check references listed by Proposer.
 - iv. Proposed method to complete the work.
- b. Acceptance of the Terms and Conditions

Attachment C contains the general Terms and Conditions of the Installation Contract. The Scope of Work and Payment Term information will be drafted during the contract negotiation phase.

On Attachment C, the Proposer must either indicate acceptance of the Terms and Conditions or clearly identify exceptions to the Terms and Conditions. An “exception” includes any addition, deletion, qualification, limitation, or other change.

If exceptions are identified, the Proposer must also submit a red-lined version of the Terms and Conditions that clearly tracks proposed changes, and a written explanation or rationale for each exception and/or proposed change.

NOTE: A material exception to the Terms and Conditions will render a proposal non-responsive.

c. Certifications, Attachments, and other requirements.

- i. Proposer must complete the No Conflict of Interest Certification (Attachment D) and submit the completed form with its proposal certifying that Proposer has no interest that would constitute a conflict of interest under California Public Contract Code sections 10365.5, 10410 or 10411; Government Code sections 1090 et seq. or 87100 et seq.; or rule 10.103 or Rule 10.104 of the California Rules of Court, which restrict employees and former employees from contracting with judicial branch entities.
- ii. If Proposer has had business activities or other operations outside of the United States within the previous three years, Proposer must complete the Darfur Contracting Act Certification (Attachment E) and submit the completed certification with its proposal.
- iii. If Proposer is a corporation, proof that Proposer is in good standing and qualified to conduct business in California.

d. Cost Proposal

Proposers must submit a cost proposal that clearly answer the items listed in Attachment F.

NOTE: It is unlawful for any person engaged in business within this state to sell or use any article or product as a “loss leader” as defined in Section 17030 of the Business and Professions Code.

3.7 Offer Period

A Proposer's proposal is an irrevocable offer for ninety (90) days following the proposal's due date. In the event a final contract has not been awarded within this period, the Court reserves the right to negotiate extensions to this period.

3.8 Term of Maintenance Agreement

A maintenance agreement will commence on execution by both parties after the installation of the phone system.

3.9 Evaluation of Proposals

At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents. The Court will evaluate the proposals on a 100 point scale using the criteria set forth in the table below. Award, if made, will be to the highest scored proposal.

Scoring Category	Description	Weight
Meeting mandatory requirements	Proposal meets all mandatory requirements identified in the RFP	Pass/Fail
Cost	Overall Cost	50%
Ability to meet phone system requirements	Proposer's ability to meet phone system requirements	50%

The Court may seek clarification from Proposers to clarify aspects of their proposals.

3.10 Interviews

The Court may conduct interviews with Proposers to clarify aspects set forth in their proposals or to assist in finalizing the ranking of top-ranked proposals. The interviews may be conducted in person or by phone. If conducted in person, interviews will likely be held at the Court's offices. The Court will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The Court will notify eligible Proposers regarding interview arrangements.

3.11 Confidential or Proprietary Information

One copy of each proposal will be retained by the Court for official files and will become a public record. California judicial branch entities are subject to Rule 10.500 of the California Rule of Court, which governs public access to judicial administrative records,

See www.courtinfo.ca.gov/cms/rules/index.cfm?title=ten&linkid=rule10_500.

If information submitted in a proposal contains material noted or marked as confidential and/or proprietary that, in the Court's sole opinion, meets the disclosure exemption requirements of Rule 10.500, then that information will not be disclosed upon a request for access to such records. If the Court finds or reasonably believes that the material so marked is **not** exempt from disclosure, the Court will disclose the information regardless of the marking or notation seeking confidential treatment.

3.12 Disabled Veteran Business Enterprise Participation Goals

Proposers must indicate if their organization qualifies as a DVBE firm (as defined in pursuant to the definition listed in Section 1896.61 of Title 2, and Section 999 of the Military and Veterans Code, California Code of Regulations) by submitting Attachment I.

3.13 Protests

Any protests will be handled in accordance with Chapter 7 of the Judicial Branch Contract Manual (see www.courts.ca.gov/documents/jbcl-manual.pdf). Failure of a Proposer to comply with the protest procedures set forth in that chapter will render a protest inadequate and non-responsive, and will result in rejection of the protest. The deadline for the Court to receive a solicitation specifications protest is the proposal due date. Protests should be sent to:

Superior Court of California, County of Butte
Division of Administration
1 Court Street
Oroville, CA 95965
Attn: Kimberly Flener, Court Executive Officer

4 Response Format and Content

Proposers must respond to each of the sections below.

4.1 Executive Summary

The Proposer must provide an Executive Summary of its response to this RFP. The Executive Summary should be a “high-level,” general overview of how the Proposer proposes to accomplish the requirements of this RFP. The Executive Summary should demonstrate the Proposer’s understanding of the requirements.

4.2 Company Background Information

In order to become more familiar with the Proposer, the Court requires the Proposer to provide company information as follows:

- Proposer’s name, address, telephone and fax numbers, and federal tax identification number.
- A short narrative description of the Proposer’s organization, including organization charts and indication of company officers where applicable.
- Headquarter and office locations.
- Principal type of business.
- Total number of years in business.
- Number of years providing products and services similar in size and scope to those requested in this RFP.

4.3 Company Experience and Qualifications

The Court requires:

- Proposer has adequate development and support staff to sustain operations given Butte Superior Court’s volumes.
- Proposer has proven service and successful record with a California Court, state or local government agency.
- Proposer has not been suspended or disbarred by any state or federal government agency.
- Proposer must describe the Proposer’s experience as it pertains to providing products and services similar in size, complexity and scope to those required under this RFP and in the manner required pursuant to this RFP.
- Provide the names, addresses, and telephone numbers for a minimum of three (3) clients for whom the Proposer has provided similar products and services within the last three years. The Proposer should include a brief description of the scope of products and services provided to the customer and the duration of the contract.

The Court may contact some or all of the references provided in order to determine the Proposer's performance record. The Court reserves the right to contact references other than those provided in the proposal and to use the information gained from them in the evaluation process.

4.4 Proposed Services and Equipment

The Court requires:

- Proposer must articulate how their proposal will meet the requirements listed in Attachment H.
- Proposer must include a detailed description and technical specifications of the phone system proposed.
- Proposer must describe the level of custom services that will be provided, including procedures that will ensure consistency and problem escalation and resolution. The description should include, but is not limited to:
 - Customer Service organizational structure
 - Contact process
 - Hours of service
 - Current average response time in hours for the products proposed
 - Current average problem resolution time in hours or days for the products proposed
 - Escalation process to resolve outstanding customer service issues