



SUPERIOR COURT OF CALIFORNIA
COUNTY OF MARIN

REQUEST FOR PROPOSAL

COURT WEBSITE REDESIGN

RFP NUMBER **08RFP01-IT**

PROPOSALS DUE BY

FRIDAY, FEBRUARY 22, 2008

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I. PROCUREMENT AND EVALUATION PROCESS

1.1 Procurement Schedule and General Instructions

The Court has developed the following list of key events from RFP issuance through notice contract award. All deadlines are subject to change at the Court's discretion.

No.	Event	Date
1	Issue RFP	January 2, 2008
4	Deadline for Proposer Questions and Clarifications	January 25, 2008
5	Responses to Questions	February 1, 2008
6	Proposal Due Date and Time (Pacific Time)	February 22, 2008, 3:00PM
7	Potential Interviews and Negotiations (estimated)	February 20-28, 2008
8	Notice of Award (estimated)	February 29, 2008

The RFP and any addenda that may be issued will be available on the following website:
<http://www.co.marin.ca.us/courts/pbids.cfm>

1.1.1 Contact List

Questions or clarifications concerning this RFP must be delivered in writing or via email no later than the end of the business day Friday, January 25, 2008 to the following address:

Marin County Superior Court
Attn: Bill Bretag
3501 Civic Center Drive, Room 116
San Rafael, California 94903
E-mail: bill_bretag@marincourt.org

Proposals must be delivered following the guidelines set forth in Section 1.3.1 by 3:00pm Friday, February 22, 2007 to the following address:

Marin County Superior Court
Attn. Bill Bretag
3501 Civic Center Drive, Room 116
San Rafael, California 94903

1.1.2 Disposition of Material and Confidential or Proprietary Information

All materials submitted in response to the solicitation document will become the property of the Court and will be returned only at the Court's option and at the expense of the vendor submitting the proposal. One copy of a submitted proposal will be retained for official files and become a public record. **Any material that a vendor considers as confidential but does not meet the disclosure exemption requirements of the California Public Records Act should not be included in the vendor's proposal as it may be made available to the public.** Even though the Public Records Act (PRA) does not apply to the Court, the Court's policy is to look to the PRA for guidance in responding to requests for documents. If a vendor's proposal contains material noted or marked as confidential and/or proprietary that, in the Court's sole opinion, meets the disclosure exemption requirements of the PRA, then that information will not be disclosed pursuant to a written request for public documents. If the Court does not consider such material to be exempt from disclosure under the PRA, the material may 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 because such information may be disclosed to the public.

1.1.3 Proposal Preparation Costs

Vendors submitting proposals do so entirely at their expense. There is no express or implied obligation by the Court to reimburse a vendor for any costs incurred in preparing or submitting proposals, providing additional information when requested by the Court, participating in any selection interviews or product demonstrations, or participating in this procurement.

1.2 Pre-Submittal Process

1.2.1 Request for Clarifications or Modifications

There will be no bidder's conference. Vendors interested in responding to this solicitation may submit questions on procedural matters related to the RFP or requests for clarification or modification of this solicitation document. If the vendor is requesting a change, the request must set forth the recommended change and the vendor's reasons for proposing the change. All questions and requests must be submitted in writing to the Submittal Contact listed in [Section 1.1.1](#) no later than the date specified in [Section 1.1](#). Questions or requests submitted after the due date will not be answered.

Without disclosing the source of the question or request, the Project Manager will provide a copy of the questions to potential proposers or, if appropriate, post a copy of the questions and the Court's responses on the Court website.

If a vendor's question relates to a proprietary aspect of its proposal and 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 Court 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 Court does not concur regarding the proprietary nature of the question, the question will not be answered in this manner and the vendor will be notified.

1.2.2 Ambiguity, Discrepancies, Omissions

If a vendor submitting a proposal discovers any ambiguity, conflict, discrepancy, omission, or other error in this solicitation document, the vendor shall immediately provide the Submittal Contact listed in Section 1.1.1 written notice of the problem and request that the solicitation document be clarified or modified. Without disclosing the source of the request, the Court may modify the solicitation document prior to the date fixed for submission of proposals by providing an addendum to potential proposers or, if identified in Section 1.1, by posting the addendum on the Court website.

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 solicitation document but fails to notify the Court of the error, the vendor shall propose at its own risk, and if the vendor is awarded the contract, the vendor shall not be entitled to additional compensation or time by reason of the error or its later correction.

1.2.3 Contact with Court

Vendors are specifically directed NOT to contact any Court personnel or consultants for meetings, conferences, or discussions that are specifically related to this RFP at any time prior to any award of a contract. Unauthorized contact with any Court personnel or consultants may be cause for rejection of the vendor's response.

1.2.4 RFP Addenda

The Court may modify this solicitation document prior to the date fixed for submission of proposals by providing notice to potential proposers or, if identified in Section 1.1, by posting an addendum on the Court's website. If any potential vendor determines that an addendum unnecessarily restricts its ability to propose, it must notify the Submittal Contact listed in Section 1.1.1 no later than three (3) business days following the date the addendum provided or posted. Pricing shall reflect all addenda issued by the Court. Failure to do so will permit the Court to interpret the proposal to include all addenda issued in any resulting contract.

1.3 Submission of Proposals

1.3.1 Proposal Delivery

The following must be received no later than the Proposal Due Date and Time specified in Section 1.1 at the address listed in Section 1.1.1.

- One unbound original of the technical proposal and four unbound copies.
- One unbound original of the pricing proposal and four unbound copies
- One electronic copy of the technical proposal and pricing proposal on CD.

All proposals must be submitted in double envelopes that are sealed. The outside envelope must be clearly marked with the RFP Number, Project Title, the Proposal Due Date, and the proposer's name. **The cost proposal must be included in the proposal in a separately sealed envelope and should be marked with "Cost Proposal" and the proposer's name. The hard copies and electronic copies of the technical proposal must not include any pricing information.**

All proposals must be delivered via U.S. Mail, common carrier, or hand delivery. A receipt should be requested for hand delivered material.

Proposals received prior to the proposal due date that are marked properly will be securely kept, unopened until the proposal due date. Late proposals will not be considered.

The proposer is solely responsible for ensuring that the full proposal is received by the Court in accordance with the solicitation requirements, prior to the date and time specified in the solicitation, and at the place specified. The Court shall not be responsible for any delays in mail or by common carriers or by transmission errors or delays or missed delivery.

1.3.2 Amendment or Withdrawal of Proposals

A vendor may amend its proposal prior to the proposal due date. All amendments must be in writing and received by the Court prior to the proposal due date.

A vendor may withdraw its proposal at any time prior to the proposal due date by notifying the Submittal Contact listed in [Section 1.1.1](#) in writing of its withdrawal. Amendments or withdrawals offered in any other manner, than described above will not be considered. Proposals cannot be amended or withdrawn after the proposal due date.

1.3.3 Mistake in Proposal

If prior to a contract award, a proposer discovers a mistake in their proposal that renders the proposer unwilling to perform under any resulting contract, the proposer must immediately notify the Submittal Contact listed in [Section 1.1.1](#) in writing and request to withdraw the proposal. It shall be solely within the Court's discretion as to whether withdrawal will be permitted. If the solicitation contemplated evaluation and award of "all or none" of the items, then any withdrawal must be for the entire proposal. If the solicitation provided for evaluation and award on a line item or combination of items basis, the Court may consider permitting withdrawal of specific line item(s) or combination of items.

1.3.4 Error in Submitted Proposals

If an error is discovered in a vendor's proposal, the Court may at its sole option retain the proposal and allow the proposer to submit certain arithmetic corrections. The Court may, at its sole option, allow the proposer to correct obvious clerical errors. In determining if a correction will be allowed, the Court will consider the conformance of the proposal to the format and content required by the solicitation, the significance and magnitude of the correction, and any unusual complexity of the format and content required by the solicitation.

If the proposer's intent is clearly established based on review of the complete proposal submitted, the Court may, at its sole option, allow the proposer to correct an error based on that established intent.

The total price of unit-price items or individual line items will be the product of the unit or line item price and the quantity. If the unit or line item price is ambiguous, unintelligible or uncertain for any cause, or is omitted, the unit or line item price shall be the amount obtained by dividing the "extension" price by the item quantity.

1.3.5 Authorized Signatures, Validity Period of Proposals

Proposals must include the vendor name, address, telephone and facsimile numbers, and federal tax identification number. The proposal must be signed by a duly authorized officer or employee of the vendor and include the name, title, address, and telephone number of the individual who is the proposer's designated representative.

Proposals will be valid for ninety (90) days after the proposal due date specified in Section 1.1 (“Proposal Validity Date”). In the event a final contract has not been awarded by the date specified in Section 1.1, the Court reserves the right to negotiate extensions to the Proposal Validity Date.

1.3.6 Knowledge of Requirements

The vendor shall carefully review all documents referenced and made a part of the solicitation document to ensure that all information required to properly respond has been submitted or made available and all requirements are priced in the proposal. Failure to examine any document, drawing, specification, or instruction will be at the proposer’s sole risk.

Proposers shall be responsible for knowledge of all items and conditions contained in their proposals and in this RFP, including any Court issued clarifications, modifications, amendments, or addenda. The Court will provide notice to perspective proposers or, if identified in Section 1.1, post addenda and clarifications to the Court website; however, it is the proposer’s responsibility to ascertain that the proposal includes all addenda issued prior to the proposal due date.

1.3.7 Independence of Proposal and Joint Proposals

Unless a proposer is submitting a joint proposal, the proposer represents and warrants that by submitting its proposal it did not conspire with any other vendor to set prices in violation of anti-trust laws.

A proposal submitted by two or more vendors participating jointly in one proposal may be submitted, but one vendor must be identified as the prime contractor and the other as the subcontractor. The Court assumes no responsibility or obligation for the division of orders or purchases among joint subcontractors.

1.3.8 Covenant Against Gratuities

Proposer warrants by signing its proposal that no gratuities, in the form of entertainment, gifts, or otherwise, were offered by the proposer or any agent, director, or representative of the proposer, to any officer, official, agent, or employee of any Court with a view toward securing award of or securing favorable treatment with respect to any determinations concerning the performance of any resulting contract. For breach or violation of this warranty, the Court will have the right to terminate any resulting contract in whole or in part. The right and remedies of the Court provided in this provision shall not be exclusive and are in addition to any other rights and remedies provided by law or under the resulting contract.

1.4 Overview of Evaluation Process

1.4.1 Evaluation Committee

The Court will conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. All proposals received from vendors will be reviewed and evaluated by a committee of qualified personnel (“Evaluation Committee”). The name, units, or experience of the individual members will not be made available to any vendor. The Evaluation Committee will first review and complete the evaluation of the technical proposals, without the cost proposal. Thereafter, the cost proposals will be opened, reviewed, and evaluated to determine an overall evaluation score.

1.4.2 Reservation of Rights

The Court, in its complete discretion, may eliminate proposals that have not scored adequately in relation to other proposals to warrant further consideration. The Court reserves the right to reject any or all proposals, in whole or in part, and may or may not waive any immaterial deviation or defect in a proposal.

The Court's waiver of an immaterial deviation or defect shall in no way modify the solicitation document or excuse a vendor from full compliance with solicitation document specifications.

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 the requirements of the solicitation document. Material deviations cannot be waived.

Unless otherwise specified in the solicitation, the Court may accept any item or combination of items as specified in the solicitation, of any proposal unless the proposer expressly restricts an item or combination of items in its proposal and conditions its response on receiving all items for which it provided a proposal. In the event that the proposer so restricts its proposal, the Court may consider the proposer's restriction and evaluate whether the award on such basis will result in the best value to the Court or may determine in its sole discretion that such restriction is non-responsive and renders the proposer ineligible for further evaluation.

The Court reserves the right to negotiate with proposers who have presented, in the opinion of the Evaluation Committee, the best proposal in an attempt to reach a contract. If no contract is reached, the Court can negotiate with other proposers or make no award under this RFP. At any time the Evaluation Committee can reject all proposals and make no award under this RFP. Moreover, the Court reserves the right to reconsider any proposal submitted at any phase of the procurement. It also reserves the right to meet with vendors to gather additional information.

Proposals that contain false or misleading statements may be rejected if in the Court's opinion the information was intended to mislead the Court regarding a requirement of the solicitation document.

1.4.3 Evaluation of Cost Sheets

Cost sheets will be reviewed only if a proposal is determined to be otherwise qualified. All figures entered on the cost sheets must be clearly legible and must be printed in ink or type written. No erasures are permitted. Errors may be crossed out and corrections printed in ink or typewritten adjacent and must be initialed in ink by the person signing the proposal. If the solicitation requires the proposer to provide an electronic copy of the cost sheets and there is a discrepancy in the printed cost sheets and the electronic copy, the pricing on the printed cost sheets will be evaluated.

Where more than one line item is specified in the solicitation, the Court reserves the right to determine the highest evaluated proposer, either on the basis of individual items, combination of items as specified in the solicitation, or on the basis of all items included in the solicitation, unless otherwise expressly provided

1.4.4 Requests for Additional Information

The Court reserves the right to seek clarification or additional information from any proposer throughout the solicitation process. The Court may require a proposer's representative to answer questions during the evaluation process with regard to the vendor's proposal. Failure of a proposer to demonstrate that the claims made in its proposal are in fact true may be sufficient cause for deeming a proposal non-responsive.

1.4.5 Brand Names

Any reference to brand names and/or numbers in the solicitation is intended to be descriptive, but not restrictive, unless otherwise specified. Proposals offering equivalent items meeting the standards of quality specified may be considered, unless otherwise specified, providing the proposal clearly describes the article offered and how it differs from the referenced brand. Unless a proposer specifies otherwise, it is understood that the proposer is offering a referenced brand item as specified in the solicitation. The Court reserves the right to determine whether a substitute offer is equivalent to and meets the standards of quality indicated by the brand name references, and the Court may require the supply of additional descriptive material and a sample.

1.4.6 Samples

Samples of goods may be required prior to award to determine proposer's responsiveness to the RFP's technical requirements. If requested, such samples must be provided at no cost and delivered to the address specified within the timeframe identified in the notification. Failure to submit samples as specified may be grounds for rejection of a vendor's proposal.

Unless expressly set forth in the solicitation, the sample of goods furnished must be identical in all respects to the product or products being offered.

Proposers offering products of a different manufacturer and model number than those specified in the solicitation may be required to submit samples for inspection and specification compliance testing in order for the Court to determine if the item offered is equivalent to and meets the minimum standards of quality acceptable to the Court as indicated by the manufacturer and model number specified in the solicitation.

Samples, if not destroyed by tests, may, upon request made by the proposer at the time the sample is furnished, be returned at proposer's expense.

1.5 Evaluation Criteria

Proposals will be evaluated to determine the proposal or proposals that offer the best value to the Court. The evaluation will be based upon the following criteria, listed in order of descending priority. Although some factors are weighted more than others, all are considered necessary, and a proposal must be technically acceptable in each area to be eligible for award. With regards to cost, the Court reserves the right, in its sole discretion, to reject any proposal whose price is outside of the competitive range.

a. Experience on similar projects

The selected vendor will have a strong track-record envisioning, designing, and implementing Enterprise Web systems. Previous experience with public sector or government agencies strongly desired.

b. Strength of work plan

The selected vendor will submit a concise, articulated work plan that includes descriptions regarding account management, project management, and creative processes.

c. Reasonableness of cost projections

The selected vendor will submit a competitive Financial Proposal that is favorable to public sector/non-profit organizations.

d. Credentials of staff to be assigned to the project

The selected vendor will submit staff bios outlining the credentials and accomplishments of those staff that will manage and participate in this project.

e. Ability to meet timing requirements to complete the project

The selected vendor will submit a high-level estimate of time-to-completion, from concept to successful delivery of all desired project deliverables.

1.6 Interviews and Negotiations

1.6.1 Interviews

Following the initial screening of proposals, the Court reserves the right to require, and each proposer must be prepared to conduct, oral presentations and other discussions (written or verbal) on the content of its proposal. If the Court determines that interviews or presentations are required, selected proposers will be notified in writing of the date, place, time and format of the interview or presentation. Proposers will be responsible for all costs related to the interview, which, at the Court's sole discretion, may be in-person and/or by teleconference. Failure to participate in such interviews or presentations shall result in a proposer's disqualification from further consideration.

1.6.2 Negotiations

If the Court desires to enter into negotiations, they will do so with one or more proposers, at their discretion. If the Court enters into negotiations and no contract is reached, the Court can negotiate with the other proposers or make no award under this RFP. The Court reserves the right to award a contract, if any, without negotiations.

1.6.3 Payment

Payment is made based upon completion of tasks as provided in the contract between the Court and any selected vendor.

1.6.4 News Releases

News releases pertaining to the award of any contract resulting from this solicitation may not be made by a vendor without the prior written approval of Kim Turner, Court Executive Officer.

1.7 Award of Contract

The Evaluation Committee will make a final recommendation for award of the contract. Upon award, the successful proposer(s) will be required to execute a Contract, and provide a certificate of insurance within thirty (30) business days of award. The period for execution of the Contract may be changed by mutual contract of the parties. Contracts are not effective until signed by both parties.

1.8 Protest Procedures

1.8.1 General

Failure of proposer to comply with the protest procedures set forth in this Section 1.8, will render a protest inadequate and untimely, and will result in rejection of the protest. In no event shall a protest be considered if all submittals are rejected or after a contract has been executed.

1.8.2 Prior to Submission of Proposal

An interested party that is an actual or prospective proposer with a direct economic interest in the procurement may file a protest based on allegedly restrictive or defective specifications or other improprieties in the solicitation process that are apparent, or should have been reasonably discovered prior to the submission of a proposal. Such protest must be received prior to the proposal due date.

The protestor will have exhausted all administrative remedies specified in Section 1.2.1, Request for Clarification or Modifications; Section 1.2.2, Ambiguity, Discrepancies, Omissions; Section 1.2.4, RFP Addenda; and this Section as applicable, prior to submitting the protest. Failure to do so may be grounds for denying the protest.

1.8.3 After Award

A vendor submitting a proposal may protest the award based on allegations of improprieties occurring during the proposal evaluation or award period if it meets all of the following conditions:

- a. The vendor has submitted a proposal that it believes to be responsive to the solicitation document.
- b. The vendor believes that its proposal meets the administrative and technical requirements of the solicitation, proposes items and/or services of proven quality and performance, and offers a competitive cost; and
- c. The vendor believes that the Court has incorrectly selected another vendor submitting a proposal for an award.

Such protests must be received no later than five (5) business days after the protesting party receives a no-award notification.

1.8.4 Form of Protest

A vendor who is qualified to protest should submit the protest to the individual listed in the Submission of Proposal section of this RFP who will forward the matter to the appropriate Contracting Officer.

- a. The protest must be in writing and sent by certified or registered mail or delivered personally to the address noted above. If the protest is hand-delivered, a receipt must be requested.
- b. The protest shall include the name, address, telephone and facsimile numbers of the party protesting or their representative.
- c. The title of the solicitation document under which the protest is submitted shall be included.
- d. A detailed description of the specific legal and factual grounds of protest and any supporting documentation shall be included.
- e. The specific ruling or relief requested must be stated.

The Court, at its discretion, may make a decision regarding the protest without requesting further information or documents from the protestor. Therefore, the initial protest submittal must include all grounds for the protest and all evidence available at the time the protest is submitted. If the protestor later raises new grounds or evidence that was not included in the initial protest but which could have been raised at that time, the Court will not consider such new grounds or new evidence.

1.8.5 Determination of Protest Submitted Prior to Submission of Proposal

Upon receipt of a timely and proper protest based on allegedly restrictive or defective specifications or other improprieties in the solicitation process that are apparent, or should have been reasonably discovered prior to the submission of a proposal, the Court will provide a written determination to the protestor prior to the Proposal Closing Time. If required, the Court may extend the Proposal Closing Time to allow for a reasonable time to review the protest. If the protesting party elects to appeal the decision, the protesting party will follow the appeals process outlined below and the Court, at its sole discretion, may elect to withhold the contract award until the protest is resolved or denied or proceed with the award and implementation of the contract.

1.8.6 Determination of Protest Submitted After Submission of Proposal

Upon receipt of a timely and proper protest, the Court will investigate the protest and will provide a written response to the vendor within a reasonable time. If the Court requires additional time to review the protest and is not able to provide a response within ten (10) business days, the Court will notify the vendor. If the protesting party elects to appeal the decision, the protesting party will follow the appeals process outlined below and the Court, at its sole discretion, may elect to withhold the contract award until the protest is resolved or denied or proceed with the award and implementation of the contract.

1.8.7 Appeals Process

The Contracting Officer's decision shall be considered the final action by the Court unless the protesting party thereafter seeks an appeal of the decision by filing a request for appeal with the Court Executive Officer, within five (5) calendar days of the issuance of the Contracting Officer's decision.

The justification for appeal is limited to:

- A. Facts and/or information related to the protest, as previously submitted, that were not available at the time the protest was originally submitted; or
- B. The Contracting Officer's decision contained errors of fact, and that such errors of fact were significant and material factors in the Contracting Officer's decision; or
- C. The decision of the Contracting Officer was in error of law or regulation.

The request for appeal shall include:

- (1) The name, address telephone and facsimile numbers of the vendor filing the appeal or their representative;
- (2) A copy of the Contracting Officer's decision;
- (3) The legal and factual basis for the appeal; and
- (4) The ruling or relief requested. Issues that could have been raised earlier will not be considered on appeal.

Upon receipt of a request for appeal, the Court Executive Officer will review the request and the decision of the Contracting Officer and shall issue a final determination. The decision of the Court Executive Officer shall constitute the Court's final action.

1.8.8 Protest Remedies

If the protest is upheld, the Court will consider all circumstances surrounding the procurement in its decision for a fair and reasonable remedy, including the seriousness of the procurement deficiency, the degree of prejudice to the protesting party or to the integrity of the competitive procurement system, the good faith efforts of the parties, the extent of performance, the cost to the Court, the urgency of the procurement, and the impact of the recommendation(s). The Court may recommend any combination of the following remedies:

- a. Terminate the contract for convenience;
- b. Re-compete the contract;
- c. Issue a new solicitation;
- d. Refrain from exercising options to extend the term under the contract, if applicable;
- e. Award a contract consistent with statute or regulation; or
- f. Other such remedies as may be required to promote compliance.

1.9 General Instructions for Pricing

Vendor must submit pricing as required by Attachment C, Pricing Sheet. Vendors chosen for contract negotiations will be responsible for ensuring that pricing in contract documents do not conflict with prices submitted in response to this RFP.

Pricing should include all anticipated charges, including but not limited to, freight and delivery, insurance, cost of materials and product, travel expenses, overhead, profits, and other costs or expenses incidental to the vendor's performance.

The Court is exempt from federal excise taxes and no payment will be made for any taxes levied on the vendor's or any Subcontractor's employee's wages. The Court will pay for any applicable State of California or local sales or use taxes on the products provided or the services rendered. Taxes shall be included as a separate line item on a vendor's invoice.

1.10 Government Rates

It is expected that all vendors responding to this solicitation will offer the vendor's government or most favorable comparable rates.

1.11 Warranty

It is expected that the required hardware and software will be new, unmodified equipment and that all warranties will be intact. Vendors cannot perform any work on equipment or software that invalidates any or all parts of any warranties. Any modifications or customization done on the hardware or software must be accepted and approved by the Court. If the vendor is providing any warranty on equipment or software beyond the standard warranties, they should be describe

1.12 Contract Terms

Contracts with successful vendor will be signed by the parties on the Court's Standard Agreement and will include terms appropriate for this project. Generally, the terms of the contract will include, but are not limited to: (1) completion of the project within the time frame provided; (2) no additional work authorized without prior approval; (3) termination of contract under certain conditions; (4) indemnification of the Court; (5) minimum appropriate insurance requirements.

Vendors should include a copy of their standard purchase and software licensing agreement with the response to the RFP. The Court will not be bound by contract language received as part of a prospective vendor's response. If the proposer requires that the Court be bound by some or all of the vendor's proposed contract language, the proposal may be considered nonresponsive and may be rejected.

II. STATEMENT OF WORK

2.1 Website Redesign Overview

The Court is requesting proposals from highly qualified vendors to create a redesigned website that projects a fresh, professional, user-friendly, and interactive interface. The new site should have a look and feel that is unique to the Marin County Superior Court.

The website system is to use the latest hardware and software technologies including the latest and best designs, architecture, and security practices to ensure a scalable, efficient, and secure web presence for the Court.

Web designers bidding on this project should reference the Top 10 Court Website Awards at <http://justiceserved.com/top10sites.cfm> for examples of well designed and functional court websites.

2.2 Design Requirements

Provide content in an attractive, user-friendly format.

The site should have a consistent look and feel throughout and feature simple logical navigation on all pages.

All pages should be fast loading and easily accessible.

The site needs to provide multi-language support for Spanish and Vietnamese.

Be sensitive to user privacy issues, adhere to agency privacy policies, and consider that users may access the site on public computers.

The design framework and template shall be structured in way that makes it easy to navigate, expand, maintain, and update.

The design framework and template shall be flexible to allow for new technology to be implemented on an as needed basis.

Coordination between the Court and County IST staff to redirect any links between the County and Court website so that the transition is seamless to the user.

Provide the ability to generate statistical reports of website usage.

Ensure site adheres to Federal Section 508 accessibility standards of the ADA. In addition anticipate future developments in accessibility protocols and design site to accommodate these developments.

2.3 Navigation and Organization

Provide consistent, easy to use navigation. Organize content so that key information and interactive services are readily available without the need for excessive click through.

Menu system as the primary navigation method of the site that is always displayed at the top/left of each page. The entire home page should be viewable without having to scroll.

Provide a main page for each department where visitors can navigate to the services provided, but still get back to any of the other main home pages. Organize content so that each department has a complete array of customer service choices such as contact information, directions, and hours of operation.

2.4 Functionality

The website is expected to contain both multimedia and interactive elements. However, to maximize usability among the intended audience, if the proposed design requires client plug-ins, applets, or other advanced scripting, the contractor should be able to demonstrate that the proposed technical design is the best way to deliver the content and/or enhanced functionality, considering alternatives. To keep bandwidth issues to a minimum for modem users, graphics and any multimedia must be optimized to minimize overall size and loading time of each page.

Audio or video—Adobe Flash or alternative media components may be included when shown to be highly effective in delivering the information or concepts; Flash clips must be no more than 3 seconds in length and streaming video should be scalable to account for the bandwidth of the viewer.

To ensure maximum impact for a wide range of client systems, the winning web design firm or individual must design for a screen size of 800x600 pixels; ensure that the final website is usable using the Internet Explorer 7.0 browser within a Windows PC environment; and fix items so that they display and behave equivalently (though perhaps not exactly) using earlier versions of Internet Explorer and more than one browser type and other operating systems. The final website should also be available to mobile devices such as PDAs and Smart-phones.

The website should be configured to use a Google search engine; therefore, design should include the coding of descriptive metadata to improve search results and better enable visitors to find the information they seek.

The website should be configured so that the on-screen display can be printed with the same formatting that is displayed on screen.

2.5 Current Content

All current Court web content and Current Court web applications need to be accounted for and included in the design and creation of the new web system. These applications include the following:

Jury IWR - Interactive Web Response application. Allows the public to access their juror information via Juror ID and PIN #'s entered into a webpage interface. Jurors may view their current status, check payment status, reschedule, change basic contact information, and request an excusal or disqualifications. The third party interface communicates to the Jury Oracle Database in real-time and effects changes to the Juror's information and status.

Court Public Index - An index of all criminal and civil cases filed in the Marin Superior Court. Allows the public to query the SQL database with certain case criteria.

Court Calendar - A listing of all current and future court appearances. Allows the public to query appearances by party name, court date, or case number. This is a County database from the criminal and civil case management systems.

Tentative Rulings - Civil and Family Law Tentative Rulings. Users upload these documents on a daily basis.

Governmentjobs.com – Human Resources interface for current employment opportunities.

2.6 Future Content

The website should be designed to support and implement these future projects:

- a. Web Pay for traffic and criminal fines.
- b. E-file for Small Claims.
- c. View imaged court documents via the Public Index Case Management System.
- d. View Civil Register of Actions via the Public Index Case Management System.
- e. Ability to order Court documents.
- f. Ability to fill-in forms online.
- g. Ability to download or stream videos.

2.7 Project Management

Developer will create a test environment and secure staging site. This site will be made available to the Court for review and testing

The contractor will have limited, controlled access to the Court's production servers. All final files will be subject to Court IT staff review for standards compliance and a security assessment, before files are approved for upload to the production environment.

Design firm to provide dedicated Project Manager to help facilitate requirements and track project milestones.

Submit a complete binder documenting everything that has been done, such as: report containing site overview, report of evaluations, maintenance documentation, and training documentation.

2.8 Production Environment

The production environment needs to be clustered and configured in an N-Tier architecture.

Marin County Superior Court currently uses a four-tier architecture for web applications to increase scalability, flexibility, maintainability, and security. The Court currently combines the business and data access tiers on the same application server as follows:

<i>Client Layer</i>	Client Web Browser	Displays the content sent from the server, storing and retrieving any cookie state in the process.
<i>Presentation Layer</i>	Web Server	Processes and delivers display content to browser (e.g. HTML), along with any cookie state.
<i>Business Logic Layer / Data Access Layer</i>	Application Server	Coordinates the application, processes and commands, makes logical decisions and evaluations, performs calculations, and handles interfacing between the presented information and stored data.
<i>Database Layer</i>	Database Server	Stores the information in a database or file system. The information is then passed back to the logic tier for processing.

2.9 Post Implementation

The Court would like information for an optional renewable contract with a qualified company, either the responsive bidder or a subcontractor to complete major updates and special projects as needed.

Provide availability of support staff, typical response rate, and prioritization for special project requests. Explain fees associated with such projects.

III. PROPOSAL FORMAT AND CONTENT

Responsive proposals should provide straightforward, concise information that satisfies the requirements of this solicitation. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the Court's instructions, requirements of this solicitation, and the completeness and clarity of content. The proposal must include and be organized into the following sections:

3.1 Executive Summary

The proposer must provide an Executive Summary of its proposal. The Executive Summary should be a high-level, general overview of how the vendor proposes to accomplish the requirements of this RFP.

3.2 Vendor Information, Validity, and Authorized Signature

The Executive Summary should include the vendor information, validity period, and authorized signature, as required in Section 1.3.5.

3.3 Company Background Information

The Court requires the vendor to be a reputable company of strong financial standing and have extensive experience in the design, installation, and management of the required hardware and software. The vendor's proposal must provide the information requested below. If the proposer is a joint venture, information about the prime subcontractor and the subcontractor must be submitted separately. The information to be provided is as follows:

- a. Complete name and address of main company location.
- b. Federal Tax Identification Number.
- c. If incorporated, state in which incorporated.
- d. A brief description of the vendor's organization.
- e. Principal type of business.
- f. Total number of years in business.
- g. Number of years providing products and services similar in size and scope to those requested in this RFP.
- h. Total number of employees.
- i. Insurance minimum of \$1 million general liability and professional liability including property damage. Bonded.

If subcontractors are proposed for this RFP, provide the following information for each Subcontractor:

- a. Complete name and address of main company location.
- b. Federal Tax Identification Number.
- c. If incorporated, state in which incorporated.
- d. A brief description of the subcontractor's organization.
- e. Principal type of business.
- f. Total number of years in business.
- g. Number of years providing products and services similar in size and scope to those requested in this RFP.
- h. Total number of employees.
- i. Insurance minimum of \$1 million general liability and professional liability including property damage. Bonded.

3.4 Prior Experience and References

The Court requires the vendor and its subcontractors to have prior experience in all aspects of the products and services described in this RFP for customers similar to or with relevance in the size, complexity and scope of this RFP. Vendor shall:

Describe the vendor'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 five (5) customers for whom the vendor has provided similar products and services within the last 24 months. The vendor 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 vendor'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.

3.5 Design and Installation Project Team and Project Manager

Proposers shall provide the name, a role description, and brief statement of qualifications for the specific individuals that will be assigned to complete the design and installation of the required hardware and software, including a Project Manager and Technicians.

3.6 Portfolio of Relevant Work History

A visual and descriptive portfolio detailing applicable web sites that the proposer has developed, which demonstrate how his or her work experience meets the qualifications required for this project.

3.7 Design Proposal

A brief, high-level description of a proposed design that takes into account the site objectives and requirements outlined in Section II.

3.8 Work Plan and Methodology

Vendor shall provide a project plan that describes how the vendor intends to provide the requested products and services. The description shall include, but is not limited to, the following:

- Site Plan and Site Mockup
- Stages of Completion (start date, milestone dates, completion date)
- Form of Delivery
- Testing
- Program Evaluation
- Corrections
- Expected Role of Court Personnel
- Acceptance Period

3.9 Post Install

Proposers shall provide a description of the Customer Service operation that will support the Court after the successful completion of the installation. The information provided should include a brief description of the following:

- a. Ongoing Account Management and Customer Support.
- b. Contact process (phone, email, fax, ect.) during regular business hours and non business hours.
- c. Remote monitoring capabilities offered.
- d. Standard onsite service response times guaranteed by the vendor.

3.10 Invoicing

Vendor shall provide a description of the invoicing process for the required hardware, software, and professional services. Vendor selected will be required to provide payment schedule based on mutually agreed acceptance of implementation. If there are unique billing arrangements for deposits, leasing terms, or auto renewal of any services (i.e. maintenance), this should be described. The court is not able to make pre-payments on goods or services that have not been received.

3.11 Cost Proposal

Vendor must submit pricing using the format found in Attachment C, Pricing Sheet. Pricing shall include all anticipated charges, including but not limited to, freight and delivery, cost of materials, travel expenses, overhead, profits, and other costs or expenses incidental to the vendor's performance.

Attachment A

Proposal Checklist

The following is a checklist of the information and documents that must be provided in proposal submissions. All documents, except those marked as optional, must be provided, or the proposal will be incomplete and the Court will not consider the proposal. Clearly mark all documents provided in RFP Response and reference documents to the specific section below.

1. Proposal

Minimally, all relevant information requested in Sections 1.3.5 and 3.1- 3.11 should be provided.

2. Pricing Sheet

All relevant information requested in Attachment C should be provided.

3. Vendor Certification Form

Proposers shall complete certification in Attachment B. to certify that the proposer or any subcontractors are under suspension or debarment by any state or federal agency and that the vendor or subcontractors are not tax delinquent.

Attachment B

Vendor Certification Form

I certify that neither _____ (Proposer) nor any of its proposed subcontractors are currently under suspension or debarment by any state or federal government agency, and that neither Proposer nor any of its proposed subcontractors are tax delinquent with the State of California. I have listed all contracts with government or commercial customers during the five years preceding submission of this Proposal. I acknowledge that if Proposer or any of its subcontractors subsequently are placed under suspension or debarment by a local, state or federal government entity, or if Proposer or any of its subcontractors subsequently become delinquent in California taxes, our Proposal may be disqualified.

Signature

Printed Name

Title

Date

Design Services

Quantity	Description	Unit Price	Extension
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$

Administrative, Operating, and Incidental Expenses

Quantity	Description	Unit Price	Extension
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$

Ongoing Support

Quantity	Description	Unit Price	Extension
		\$	\$
		\$	\$
		\$	\$
		\$	\$

Total Amount \$
