



**Superior Court of California, County of San Bernardino
172 West Third Street, 2nd Floor
San Bernardino, CA 92415-0312**

Request for Proposals
Website and Intranet Redevelopment

RFP 10-03

NO LATE BIDS WILL BE ACCEPTED

Due Date
March 26, 2010

Go to web address to download bid document
<http://www.sbcounty.gov/courts/>

NOTICE TO BIDDERS

Agency: Superior Court of California, County of San Bernardino

Due Date: March 26, 2010

Time: 10:00 am

Project: Website and Intranet Redevelopment

Submission

of Bids: Bids must be submitted in a sealed envelope and clearly marked on the outside of envelope with: bid number, due date and project title. No late bids will be accepted. It is the responsibility of the bidder to assure their bid is received at the location indicated by the Court's Purchasing Department. Addendums may be posted on the Court's website and it is the responsibility of the bidder to verify addendums prior to bidding. All proposals must be delivered via U.S. Mail, common carrier, or hand delivery. Proposals will be date and time stamped upon receipt. Any late bids will be unopened and returned to the bidder. The Court shall not be responsible for any delays in U.S. Mail, delays made by common carriers, or transmission errors.

Attachments: Consulting Terms and Conditions

Submit Bid

To: Superior Court of California, County of San Bernardino
Purchasing Department
172 West Third Street, 2nd Floor
San Bernardino, CA 92415-0312

Contact: Steve Records, Purchasing Manager 909-387-0145 Questions regarding RFP process and contracting with the Court

Contact: Paul Garro, Court Technology 909-386-8545 Questions regarding Scope of Work and technical accepts of the requirements

Pre RFP Conference: **1:30, March 16, 2010, 2nd Fl, 172 W. 3rd Street, San Bernardino, 92415**

Definitions:

- 1.1 "COURT" shall mean the Superior Court of California, County of San Bernardino
- 1.2 "PROPOSER OR BIDDER" shall mean the response to this RFP and is interchangeable with Quote and Bid.
- 1.3 "OFFEROR" shall mean any person, firm, partnership, or corporation submitting a proposal to the Court to this solicitation.
- 1.4 "CONTRACTOR" shall mean the offerer whose proposal is accepted by the Court and who has entered into an agreement with the Court to provide the products/services described herein.
- 1.5 "VENDOR" shall mean the same, as contractor, bidder or offeror and all terms are interchangeable.
- 1.6 "CONTRACT" shall mean document executed upon acceptance of bidders offer including terms and conditions incorporated in the bid/proposal.

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SECTION 1

1.0 GENERAL SUMMARY OF WORK:

The Court seeks qualified vendor for the redesign and development of Court's Website and intranet; including the implementation of a Content Management System. Selected vendor shall work with under the direction of the Courts Technology Department.

1.1 CALENDAR OF EVENTS

Event	Date
Release of RFP	March 8, 2010
Pre-Bid Conference	March 16, 2010
Deadline for submitting questions	March 18, 2010
Closing date to submit RFP	March 26, 2010
Evaluation of proposals	April 2, 2010
Selection of Vendor	April 10, 2010
Commencement of Work	April 15, 2010
Completion of project	June 1, 2010

**Dates subject to change*

1.2

Evaluation Criteria
Submission and Completeness of Proposal
Experience in web-site design and development
Minimum 3 years experience performing similar scope of work for other government agency
Demonstrated ability of proposed CMS to support changing requirements in a multi-participant environment over time.
Pricing
Vendors submittal of plan to achieve objectives
Meeting deadlines for completion

SECTION 2

2.0 PROPOSAL INSTRUCTION

Vendors shall conform to all instructions and conditions as specified in the proposal document. Proposals must be submitted in the following format outlined in RFP. Failure to properly complete the RFP document may result in bid rejection.

2.1 DISPOSITION OF MATERIAL AND CONFIDENTIAL OR PROPRIETARY INFORMATION

All materials submitted in response to the solicitation document will become the property of the Court. One copy of a submitted proposal will be retained for official files and will become 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.

2.2 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.

2.3 REQUEST FOR CLARIFICATION OR MODIFICATION

Questions related to the RFP process and contract matters are to be submitted to the Purchasing Manager.

2.4 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 notify the Court's contact person in writing.

2.5 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.

2.6 PUBLIC RECORDS

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 request for documents. If a vendor's proposal contains materials 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 marking. 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.

2.7 ERROR IN SUBMITTING PROPOSAL

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 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 corrections, and any unusual complexity of the format and content required by the solicitation.

2.8 AUTHORIZED SIGNATURE, VALIDITY PERIOD OF PROPOSAL

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.

2.9 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 Court 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.

2.10 VIOLATIONS OF PROPOSAL

Proposals will be valid for sixty (60) days after the Proposal Due Date. In the event a final contract has not been awarded, the Court reserves the right to negotiate extensions to the Proposal Validity Date.

2.11 KNOWLEDGE OF REQUIREMENT

The vendor shall carefully review all documents and ensure all information required to properly respond has been submitted or made available and confirm 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 of addenda, modifications and clarifications. The Court may post these to the Court's website; however, it is the proposer's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal's due date.

2.12 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.

2.13 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.

SECTION 3

3.0 BID PROTEST PROCEDURES

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

3.1 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 three (3) business days prior to the proposal's closing time. Failure to do so may be grounds for denying the protest.

3.2 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.

3.3 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 Court Officer.

- A. The protest must be in writing and sent by certified or registered mail or delivered personally to the Court's Purchasing Department.
- B. The protest shall include the name, address, and telephone numbers of the vendor.
- 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.

At the Court's discretion, the Court may make a decision regarding the protest without requesting further information or documents from the protestor. 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.

3.4 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.

3.5 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.

3.6 APPEALS PROCESS

The Court Executive Officer's decision shall be considered the final action by the Court.

3.7 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. Issue a new solicitation;
- C. Refrain from exercising options to extend the term under the contract, if applicable;
- D. Award a contract consistent with statute or regulation; or
- E. Other such remedies as may be required to promote compliance

1. **Scope of Work**

In order to better serve the public via the Internet, The Superior Court of California, County of San Bernardino seeks to redevelop its current website to offer easy to find dynamic content with a more attractive look and feel. The Court is particularly concerned that it be simple for the Public to locate the service or information they require from the large set of services available on the website. The website offers information services; such as forms, payments, case information, online surveys, and general Court related information.

The Court also seeks to replicate these changes by updating existing intranet sites with the same look and feel as the Internet site. The intranet site will contain internal information and link back to the Court Internet site.

The websites must continue to support content management so that Court departments can add and manage content on the Internet and intranet. The flexibility to manage, maintain and modify the web sites over time through the CMS will be a critical selection criteria.

SUBMISSION OF PROPOSAL FORMAT

Proposals must be submitted on 8 ½ x 11 white paper and in the numbered sequence of items listed. Failure to follow submittal format may disqualify vendor's proposal.

Provide two (2) sets of proposals.

1. Cover letter providing summary of experience in website development and design. Indicate three (3) customers you have provided similar scope of services in the last 4 years. Cover letter to be on vendor's company letterhead.
2. A detailed Project Plan that includes timeline, milestones, and necessary resources.
3. Design specifications that identify the theme, colors, graphics, and necessary design information for the proposed Internet and intranet sites.
4. Sample of pages demonstrating the theme, graphics, and site navigation for the proposed court Internet site. Samples to be on a CD.
5. Give narrative how you will address the purpose and objectives described in the RFP.
6. Give total project cost.

2. OBJECTIVES

The Court web committee will work with the vendor to redefine design to meet objectives.

2.1 The objectives for the Court Internet site are below:

1. Redesign current Court web page (<http://www.sbcounty.gov/Courts>).
2. Pages must have easy to use and easy to modify menus and navigation features, including breadcrumbs and “How Do I?” feature.
3. Incorporate a site map that makes it easy to find information and services.
4. Add filtered Website Search feature.
5. Superior Court of California, County of San Bernardino logo must be used on the home page. Logo can also be used elsewhere.
6. Add customer feedback forms.
7. Incorporate Web Analytics tools into website.
8. Ability to submit quotes and RFPs online and to register vendors.
9. All pages must be Section 508 (ADA) compliant.
10. Include Language Translation service.
11. Ability to interface with NeoGov online HR management.

2.2 The objectives for the Court intranet site below:

1. Same look and feel as new Internet site.
2. Consolidate existing intranet pages with consistent graphics and theme.
3. Make internal documents and training programs available to court employees.
4. Provide a searchable phone number database for court employees.
5. Make training and personnel materials accessible to court employees.

3. TECHNOLOGY REQUIREMENTS

The technology requirements for the Internet and intranet sites are listed below:

1. Pages need to be Microsoft Internet Explorer, Firefox, Chrome, Safari and Opera compatible.
2. Pages need to be constructed so that all elements are visible on an 800 x 600 screen resolution.
3. Websites need to be designed so it can be maintained using a content management system (CMS) or other authoring/development tools supplied by vendor. The flexibility to manage, maintain and modify the web sites over time through the CMS will be a critical selection criteria.
4. Websites need to be compatible with Microsoft Internet Information Server 2008 and Microsoft SQL Server 2008.
5. Maintenance and support

4. FACILITIES AVAILABLE

The following facilities are available for development:

- Microsoft Internet Information Server 2008 for Internet and intranet sites.
- Microsoft SQL Server 2008 for Internet and intranet sites.

5. PROJECT STAGES

Payment shall be based on stages of completion. Prior to each payment, the Court Project Manager will review work completed and approve invoice.

	Project Stage	Payment
1	Identify Internet and intranet requirements and needs	20 %
2	Develop prototype to be reviewed by Court web committee	10 %
3	Complete development	20 %
4	Testing	10 %
5	Court staff training	10 %
6	Migration	10%
7	Final acceptance and testing	20 %
	Total Payment	100 %



BID AGREEMENT DOCUMENT

This page must be signed

Vendor Company Name

Address (Street, City, State and Zip)

Phone Number

Fax Number

E-Mail

Federal Tax ID

Name and Title- Signature

Name and Title- Print or Type

Date

Acceptance of Terms

The vendor will be deemed to have accepted such terms, conditions, requirements, except as is expressly called out in the vendor's proposal. If exceptions are taken, the vendor must submit in writing and include this in their bid submittal indicating modifications or exceptions proposed by the vendor. At the Courts discretion any exception to terms or requirements by vendor, may result in a finding of non compliance and rejection of their bid. The Court may issue a purchase order for authorization to proceed with work. Acceptance of the purchase order constitutes acceptance of terms and conditions set forth in bid documents