



Administrative Office of the Courts

Request for Proposals ISD PMO Multimedia Presentation

RFP 09-09

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Request for Proposals Information

Project Title:	ISD PMO Multimedia Presentation
Procurement Website:	http://www.courts.wa.gov/procure/
Estimated Contract Period:	Preferred schedule February 24, 2009 through April 16, 2009 Amendments extending the period of performance will be entertained with justification and detail within the proposal.
Proposal Due Date:	All Proposals, whether mailed or hand-delivered, must arrive by the date/time listed in the RFP Schedule below. Faxed bids WILL NOT be accepted.
RFP Coordinator:	John E. Bell, RFP Coordinator Administrative Office of the Courts 1206 Quince Street SE PO Box 41170 Olympia, WA 98504-1170 Telephone: (360) 704-4029 E-Mail: John.Bell@courts.wa.gov
Submit Proposal To:	RFP Coordinator

RFP Schedule

RFP Released	January 27, 2009
Last date for questions regarding RFP	February 2, 2009
Proposals due 5:00 PM Pacific Daylight Time	February 11, 2009
Successful Vendors announced	February 13, 2009
Contract start date	February 24, 2009
Expected end date.....	April 16, 2009

Executive Summary

The Administrative Office of the Courts (AOC), Information Services Division (ISD) is soliciting proposals from qualified consultants (Bidder) to provide design and production services for a multimedia presentation targeted at highlighting and promoting new productivity tools as part of an ongoing initiative to expand and mature project management capabilities.

Purpose

The purpose of this solicitation is to procure the assistance of a consulting organization in partnership with the ISD's Project Management Office (PMO) to facilitate delivery of live (interactive) training and education of ISD staff on project management standards, methodology, and industry best practices for planning and executing IT or related project initiatives.

Background

The Washington Courts operate in a decentralized, non-unified court environment. While all of the courts operate within the same statutory framework and under the same general court rules, there are degrees of variation in the level and types of services provided, the administrative procedures and practices, and the division of labor and responsibilities among the various local justice system agencies.

For more information on the Washington Courts, go to www.courts.wa.gov.

The ISD provides a range of technology services supporting over sixteen thousand Washington state court customers' automation needs. Ongoing technical support is provided by a dedicated staff of up to 100.

Current PMO activities focus on preparing to release a new enterprise wide methodology and process framework for delivering IT services consistently through uniform project management practices. Those practices leverage a pre-existing Microsoft technology platform:

- MS Enterprise Project Server
- MS SharePoint
- MS Project

Desired Services

The ISD has identified a set of deliverables below as part of this engagement to develop an interactive multimedia presentation based on MS SharePoint. The ISD will also entertain recommendations for additions and/or changes to the statement of work in order to best satisfy meeting targeted deliverables.

The proposed multimedia presentation will showcase the features and benefits of a new

PMO Online Portal to three distinct types of users:

- Project Managers – Power Users
- Technical and Business Staff – Project Team Users
- Stakeholders and Customers – Interested 3rd Party Users

Minimum Qualifications

Consultants must meet the following minimum criteria:

- Have a minimum of three to five (3-5) years of experience providing the services outlined in this solicitation.
- Have at least three (3) non-bidder owned customer references for whom the bidder has provided similar services during the past thirty-six (36) months preceding the bid due date.

Proposals from bidders who do not meet these minimum qualifications shall be deemed to be unresponsive, will not be evaluated and no score will be assigned.

The proposal is to be brief but should include:

- Methodology and Approach strategy to providing the services
- Experience in delivering similar services for private and/or public sector organizations
- Qualifications of the resource(s) that will provide the services and/or create the deliverables outlined
- Names, addresses and telephone numbers of three non-bidder owned business references
- Work plan
- Schedule to accomplish the project
- Costs or fees – which should be based on the deliverables described in the Statement of Work above **including all related expenses (e.g. travel and per diem)**
- Be compliant with the Washington statutes regarding contracting with current or former state employees pursuant to Chapter 42.52 of the Revised Code of Washington (RCW).

Project Scope

The proposed multimedia presentation will showcase the features and benefits of a new PMO Online Portal to three distinct types of users:

- Project Managers – Power Users
- Technical and Business Staff – Project Team Users
- Stakeholders and Customers – Interested 3rd Party Users

General description of services requested

Graphic Design

The bidder is required to recommend and design a look and feel that aligns with the purpose of the presentation, the audience, and the ISD.

User Experience/Interaction Design

The bidder is required to take into account the design of the screen interaction between the presentation and the user.

Voice/Audio

The bidder is required to provide scripting, voice talent, audio recording, and audio production.

Application screen capture

The bidder will provide a recommendation (tools and process) for capturing the application screens in action.

Production Services

The bidder is required to produce the entire presentation.

- A finished website that will be hosted by the AOC.
- A replicable self-running CD.

Deliverables

Deliverable #1 – Engagement Work Plan and Schedule: The bidder will provide a detailed work plan outlining all activities associated with this engagement from inception to conclusion. As part of delivering the work plan there should also be a proposed schedule for developing the targeted work products (deliverables) associated with the requested services for this engagement.

Deliverable #2 – Multimedia Presentation: The bidder will create, design, and develop an interactive presentation based on MS SharePoint that will include an audio narration synched to walk through screen captures to demonstrate the PMO Portal's capabilities and features.

Key presentation attributes:

- Self-running
- 30M total duration
- Navigable
- Audio narration
- Application screen capture

Acceptance Criteria

- Criteria 1: Develop overall approach, work plan, schedule, reports and recommendations which has been reviewed, assessed, and by ISD Senior/Project Management and PMO.

- Criteria 2: Findings and Recommendations and Plans defined, developed, delivered, and presented as outlined by finalized statement of work and is approved and accepted by ISD Senior/Project Management and PMO.

RFP Administration and Instructions to Vendors

RFP Coordinator

Upon release of this RFP, all Vendor communications concerning this acquisition must be directed to the RFP Coordinator listed on page 4 of this document. Unauthorized contact regarding this RFP with other AOC employees may result in disqualification. Contact is considered authorized only if the Vendor is referred to another AOC employee by the RFP Coordinator. Any oral communications will be considered unofficial and non-binding on AOC. Only written statements issued by the RFP Coordinator may be relied upon.

RFP Questions

Specific questions concerning the RFP must be submitted to the RFP Coordinator by email no later than the listed date in the RFP Schedule. Questions will not be accepted beyond this date. Responses will be posted at <http://www.courts.wa.gov/procure/>. Oral responses given to any questions are to be considered preliminary and non-binding. Only written responses to questions will be considered official.

Proposal Response Date and Location

The Vendor's Proposal, in its entirety, must be received by the RFP Coordinator in Olympia, Washington, in accordance with the schedule contained on page 4 of this RFP. Vendors assume the risk of the method of dispatch chosen. Responses may be delivered by mail, courier, hand-delivery, or email.

Proposal Format

Vendors must submit their Proposals electronically. Proposals must be reproducible upon receipt by AOC on standard 8-1/2 by 11 inch paper.

Proposal Requirements and Content

See Appendix A.

Costs of Preparing Proposals

The AOC will not pay any Vendor costs associated with preparing Proposals submitted in response to this RFP.

Proposals Property of the AOC

All Proposals, accompanying documentation and other materials submitted in response to this RFP shall become the property of the AOC and will not be returned.

Proprietary Information/Public Disclosure

Any information contained in the Proposal that is considered proprietary and exempt from disclosure under the Washington State Public Disclosure Act, [chapter 42.56 RCW](#), by the Vendor must be clearly designated. Each page must be identified by the word “confidential” printed in the lower right hand corner of the page and the particular exception from disclosure upon which the Vendor is making the claim shall be referenced below the word “confidential.” Marking of the entire Proposal as proprietary will be neither accepted nor honored. If a request is made to view or obtain a copy of a Vendor’s Proposal, the AOC will comply with applicable public disclosure requirements. If any information in the Proposal is marked as proprietary, the affected Vendor will be given an opportunity to seek an injunction or restraining order against the requested disclosure.

RFP Amendments/Cancellation/Reissue/Reopen

The AOC reserves the right to change the RFP Schedule or issue amendments to this RFP at any time. The AOC also reserves the right to cancel or reissue the RFP.

Minor Administrative Irregularities

The AOC reserves the right to waive minor administrative irregularities contained in any response.

No Obligation to Enter a Contract

The release of this RFP does not compel the AOC to enter into any contract.

The AOC reserves the right to refrain from contracting with any Vendor that has responded to this RFP whether or not the Vendor’s Proposal has been evaluated and whether or not the Vendor has been determined to be qualified. Exercise of this reserved right does not affect the AOC’s right to contract with any other Vendor.

The AOC reserves the right to request an interview with any Vendor who is a prospective contractor prior to entering a contract with that Vendor. If a Vendor declines the request for an interview for any reason, the Vendor will be eliminated from further consideration.

Multiple Contracts

The AOC reserves the right to enter contracts with more than one Vendor as a result of this RFP.

Advance Payment

The AOC will not make advanced payment for services being procured under this solicitation. Therefore, the Vendor should anticipate payment at the end rather than the beginning of the invoice period in which it submits any services for which payment is due. Invoices should be submitted no more often than monthly.

RFP Evaluation

The evaluation will be performed in multiple phases:

- **Phase 1 – Qualification Review.** The RFP Coordinator or designee will review:
 - the Minimum Qualifications of the Vendor to provide the required services based on the Vendor’s response to Section 4 of the RFP; and
 - Appendix A, Section 1 – Submittal Letter.
- **Phase 2 – Evaluation.** Proposals from Vendors that meet the Minimum Qualifications in Phase 1 will be evaluated by a panel using criteria specific to each deliverable. Scoring will be weighted according to Section P.
- **Phase 3 – Reference Checks.** The panel or its designee(s) will check references and consider past contract performance of Vendors whose Proposal passed Phase 2. References beyond those listed in the Vendor’s Proposal may be contacted and considered.

RFP Clarification

As part of the evaluation process, the RFP Coordinator may ask Vendors to clarify specific points in their Proposal. However, under no circumstances will the Vendor be allowed to make changes to the Proposal.

Scoring of Proposals

The following weighting will be assigned to the Proposal for evaluation purposes:

Technical Experience	50%
Project Management Experience	35%
Cost Proposal	15%
References [top-scoring Proposal(s) only]	Pass/Fail

References will be contacted for the top-scoring Proposal(s) only and will then be scored on a pass/fail basis.

Your sub-total score for the written Proposal will be the average of the scores of the evaluators who review your written Proposal. Your final total Proposal score will be the average points awarded for your written Proposal, plus the response for references.

Post Evaluation

Notification of Apparently Successful Vendor(s)

The Apparently Successful Vendor and the Apparently Unsuccessful Vendors will be notified via email.

Debriefing of Unsuccessful Vendors

Vendors who submitted responses that were not selected will be given the opportunity for a debriefing conference. A request for a debriefing conference must be received by the RFP Coordinator within three (3) business days after the notification to Unsuccessful Vendors is e-mailed to Vendors. The debriefing must be held within three (3) business days of the request.

Discussion at the debriefing conference will be limited to the following:

1. Evaluation and scoring of your Proposal;
2. Critique of your Proposal based on evaluators' comments; and
3. Review of your final score in comparison with other Vendors' final scores without identifying the Vendors.

Protest Procedures

In order to submit a protest under this RFP, a Vendor must have submitted a Proposal for this RFP, and have requested and participated in a debriefing conference. Vendors submitting a protest to this procurement shall follow the procedures described herein or their Proposal shall not be considered. This protest procedure constitutes the sole administrative remedy available to the Vendor under this procurement.

All protests must be in writing and signed by the protesting party or an authorized agent. The protest must state all facts and arguments on which the protesting party is relying. All protests shall be addressed to the RFP Coordinator.

Only protests stipulating an issue of fact concerning a matter of bias, discrimination, a conflict of interest, or non-compliance with procedures described in the procurement document shall be considered. Protests not based on procedural matters will be rejected.

In the event a protest may affect the interest of any other Vendor, such Vendor(s) will be given the opportunity to submit their views and any relevant information on the protest to the RFP Coordinator.

Upon receipt of a protest, a protest review will be held by the AOC to review the procurement process utilized. This is not a review of responses submitted or the evaluation scores received. The review is to ensure that procedures described in the procurement document were followed, all requirements were met, and all Vendors were treated equally and fairly.

Protests shall not be accepted prior to selection of the apparent successful Vendor. Protests must be received within five (5) business days from the date of the notification of the Unsuccessful Vendor's Debriefing Conference. The Administrator or assigned delegate will then consider all the information available to her/him and render a written decision within five (5) business days of receipt of the protest, unless additional time is required. If additional time is required, the protesting party will be notified of the delay.

General Terms and Conditions

The Vendor selected will be expected to enter into a contract with the AOC which will contain special terms and conditions and general terms and conditions. The Special Terms and Conditions will be based on the services to be provided as described in this RFP. In no event is a Vendor to submit its own standard contract terms and conditions as a response to this RFP. See Appendix D.

Criminal Background Check

As a requirement of the contract, the AOC may complete background investigations of the Vendor and any employee, assistant, agent, or subcontractor of the Vendor completing work under the contract. Such an investigation may include, but not be limited to, fingerprinting and criminal history records checks. The Vendor will agree to cooperate fully with the AOC in completion of this requirement. Results of the investigation and/or failure of the Vendor and any employee, assistant, agent, or subcontractor of the Vendor completing work under the contract to cooperate fully may be grounds for termination of the contract.

Confidentiality Agreements

The Vendor contractor may have access confidential and/or propriety information during the period of performance. Vendor will sign a confidentiality agreement safeguarding such information.

Appendix A – Vendor Response Checklist

Responses to the four major sections of the Proposal are to be submitted in the order noted below. The questions in each of the four sections are described below. All questions must be answered, the answers must be numbered to correspond to the appendix numbering, and all items must be included as part of the Proposal for the Proposal to be considered responsive, even though certain items may not be scored.

Submittal Letter containing the following information:

1. Vendor Name.
2. Contact name, address, telephone number, e-mail address and fax number of Vendor's point of contact.
3. Provide a statement that no assistance in preparing the response was received from any current or former employee of the AOC whose duties relate(d) to this RFP, unless such assistance was provided by the county employee in his or her official public capacity and that neither such employee nor any member of his or her immediate family has any financial interest in the outcome of this RFP.
4. State whether any of the individuals that will provide services if the Vendor is awarded a contract is a current AOC employee or former AOC employee during the past two years. If true, state the individual's title and termination date.
5. If the Vendor has had a contract terminated for cause during the past five (5) years, describe all such incidents, including the other parties' names, addresses, and telephone numbers. Present the Vendor's position on the matter. Termination for cause is defined as notice to stop performance or delivery due to Vendor's non-performance or poor performance, and the issue was either: (a) not litigated; or (b) litigated and such litigation determined the Vendor to be in cause. If the Vendor has had no such terminations for cause in the past five (5) years, so state. Poor contract performance may cause the Vendor to be eliminated from consideration. FAILURE TO DISCLOSE will result in disqualification of the Vendor and, if applicable, may be grounds for termination of any contract entered with the Vendor.
6. The Vendor must disclose any and all judgments, pending or expected litigation. If no such condition is known to exist, the Vendor shall warrant as such in a statement.
7. Explicit agreement from Vendor to adhere to all terms and conditions expressed herein.
8. Provide a statement that the price quoted in Cost Proposal constitutes a firm offer valid for ninety (90) days from the Proposal due date.
9. A section detailing how the Vendor meets each of the requirements under the Minimum Qualifications Section of this RFP.
10. Provide the earliest date on which you could begin work. Also include a range of subsequent possible start dates, in the event the AOC is unable to begin on your earliest date. Explain the risks to the AOC associated with these dates, if any.

Response to Deliverables

Project Proposal

Engagement Work Plan and Schedule:

1. Describe approach for managing work plans and communicating progress reports to the AOC management.
2. Describe your development schedule
3. Describe your process for managing user acceptance.

Multimedia Presentation:

4. Explain your approach for designing an interactive presentation for each key stakeholder
 - i. Project Managers – Power Users
 - ii. Technical and Business Staff – Project Team Users
 - iii. Stakeholders and Customers – Interested 3rd Party Users
5. Provide résumés for each of the Vendor's key personnel that will be assigned to the deliverables. Each individual's experience on projects of similar size and scope should be emphasized.

The Vendor must agree to not make changes to key personnel assigned to the project without prior written approval from the AOC. The AOC reserves the right to require on-site interviews with key personnel before approving their participation in the project. The AOC reserves the right to approve or disapprove all initial or replacement key personnel prior to their assignment to the project. The AOC shall have the right to require the selected Vendor to remove any individual (whether or not key personnel) from assignment to this project, but only for cause and with reasonable notice.

Cost Proposal

Vendors are required to submit a cost Proposal for the Project which will include all travel and per diem expenses.

References

Vendor must provide a list of at least three (3) references for which they have delivered products and services of similar size and scope. Include the company names, mailing addresses, contact names, telephone numbers, dates of service, contract value, and a brief description of the similar services you provided for them in the past. Provide references for all aspects of your Proposal (professional services, software solution, hardware solution). AOC may contact referenced clients during the evaluation process. Please include other court systems or Washington State agencies if possible.

Appendix B

ISD PMO Starter Kit Functional Requirements Specification

Appendix C

ISD PMO SharePoint Enhancement Overview Media

Appendix D

General Terms and Conditions