

I. INTRODUCTION

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I.1 PURPOSE OF THIS REQUEST FOR PROPOSAL

The purpose of this Request for Proposal (hereafter called the RFP) is to solicit proposals that will provide the Administrative Office of the Courts (AOC) with a statewide human resources and financial system. This system, with the same core configuration for all Trial Courts, will provide the AOC with unified reporting capabilities for all aspects of Trial Court administrative functions.

The Phoenix Program RFP bid package includes:

- Program Phoenix RFP (including all Appendices)
- Bidder's Library

Responses to this RFP will be evaluated in accordance with the methodology defined in RFP Section IX, Proposal Evaluation.

I.2 BACKGROUND

I.2.1 Administrative Office of the Courts Background

The Administrative Office of the Courts is the administrative body that supports the Judicial Council of the State of California, the policy making body for the California courts. The California court system is the largest in the United States. For the Fiscal Year 2006-2007, the total budget (from all sources) for the Judicial Branch in California was nearly \$3.5 billion.

The AOC is based in San Francisco and maintains the following three regional offices: Northern/Central Region, Bay Area/Northern Coastal Region, and Southern Region. As the main administrative agency for the courts, the AOC is responsible for carrying out a number of administrative responsibilities for the Judicial Branch, including the administration and maintenance of their financial operations. The AOC developed and maintains the Trial Court Financial Policies and Procedures Manual (TCFPPM), which sets forth the financial and accounting policies for California's 58 Trial Courts. The manual is intended to assist the Trial Courts in complying with statutory requirements and administrative policies and procedures for Trial Court fiscal management. The TCFPPM is available on the AOC Website:

http://www.courtinfo.ca.gov/reference/tcfp/tcfpman_6ed.htm

For additional information on the AOC, please see:

<http://www.courtinfo.ca.gov/courtadmin/aoc/>

I.2.2 Legislation

Historically, the State's 58 counties were responsible for providing day-to-day financial services and financial systems for the Trial Courts that operate within their counties. With the passage of the Lockyer-Isenberg Trial Court Funding Act of 1997 (AB 233) funding for the Courts shifted from individual counties to the State of California. AB 233 also gave the Judicial Council/AOC responsibility for financial oversight of the Trial Courts. One of the most important and immediate needs resulting from these new responsibilities was the provision of accurate and timely financial information for the Trial Courts.

With the passage of the Trial Court Employment Protection and Governance Act (TCEPGA) of 2000 (SB 2140), the counties were no longer required to provide labor and employee relations services to the courts; establish and manage workers' compensation or benefits programs;

provide personnel rules and regulations; or oversee hiring, classification, compensation, or mediation services for Trial Court employees as of January 1, 2001. The legislation mandated that the Trial Courts become the employers for the approximately 21,000 Trial Court employees, most of who are represented by employee bargaining units (unions), and to perform all the attendant human resources responsibilities of an employer.

I.2.3 Phoenix Program Background

The Phoenix Program was initiated in response to the Judicial Council's directive to "develop a comprehensive administrative infrastructure for the Trial Courts" that may:

- "Provide appropriate accountability for the legally compliant, effective and efficient use of resources;"
- "Provide the necessary information to support policymaking responsibilities;" and
- "Consistently and reliably provide the administrative tools to support day-to-day court operations."

The "vision" of the Phoenix Program is to implement a unified, statewide human resources and financial system with the same core configuration for all Trial Courts, without exception, that will provide the AOC with unified reporting capabilities for all aspects of Trial Court administrative functions. When all courts are on the Phoenix system, it is expected that the AOC will have an enhanced ability to leverage the provider community in the areas of health, dental, vision, workers compensation, etc. resulting in substantial cost avoidance for the State.

The Phoenix Program utilizes SAP software to provide the Trial Courts in the State of California with integrated financial and human resource system functionality, including extensive reporting capabilities. SAP was selected as the software solution in 2001, based on an RFP for the acquisition of ERP software and implementation services.

Implementation of SAP financials began under the Court Accounting and Reporting System (CARS) project in 2001. Four years later in 2005, implementation of SAP human resources was initiated under the Court Human Resource Information System (CHRIS) project. Together the CARS and CHRIS projects provided an integrated scope of functionality that was targeted to fully replace the administrative systems that the counties had previously provided to the courts. Due to the tight relationship between the financial and human resources processes, these two projects were subsequently consolidated into the Phoenix Program in late 2006, with the entire program reporting to a single Program Director.

I.3 PHOENIX PROGRAM FUNCTIONALITY

In order to meet its objectives, the AOC has identified the following functionality that the Phoenix Program must provide:

Financials

- Accounts Payable
- Accounts Receivable
- Asset Management
- Budgeting
- Financial Accounting
- Fixed Assets
- Funds Management

- Grants Management
- Inventory Management
- Project Accounting
- Procurement
- Travel Management
- Treasury

Trust Accounting/PSCD

Human Resources

- Benefits Administration
- Compensation Management
- Learning Solution
- Organization Management
- Payroll
- Personnel Administration
- Performance Management
- Recruitment
- Succession Management
- Time and Attendance
- Training and Event Management

Employee and Manager Self-Service (ESS/MSS)

Business Intelligence

I.3.1 Phoenix Financials

Phoenix Financials is the statewide financial system for the Trial Courts in the State of California. The key objectives of this system are the following:

- To standardize accounting functions in the Judicial Branch.
- To provide timely and comprehensive financial information to all required parties.
- To provide ability for Trial Courts to control expenditures.
- To support adherence to all appropriate rules and regulations.

The AOC initiated Phoenix Financials to provide the systems infrastructure required to replace the county systems and services that the courts previously relied upon. This program has been inherently challenging because the Trial Courts have evolved their financial policies and procedures independently and these needed to be consolidated and redeveloped into statewide policies and processes that could be supported by a common system. This has entailed considerable change at the Trial Courts.

I.3.1.1 Implementation

The initial RFP for Phoenix Financials resulted in two major milestones:

- Development of a general system design and software solution validation for financials.

- Completion of a “pilot project”--implementing the Pre-Configured SAP template for financials at a medium-sized Trial Court (Stanislaus). Phoenix Financials was deployed in the Stanislaus Trial Court in December 2002.

Subsequently, as a result of the *Request for Proposals: Implementation Services for mySAP Public Sector – Court Accounting and Reporting System (CARS)* in 2003, BearingPoint began providing system integration services to the AOC in the roll out of Phoenix Financials to the remaining Trial Courts. As of December 31, 2007, Phoenix Financials has been deployed to 49 of the 58 Trial Courts. The AOC is leading the deployment of Phoenix Financials to the remaining eight (8) courts.

Deployment to eight of the remaining nine Trial Courts is scheduled to be completed by the end of July 2008. The eight courts include:

Table I-1. Remaining Phoenix Courts for Financials Deployment

Trial Courts	
Del Norte	Santa Clara
Mendocino	Sutter
Nevada	Tuolumne
Orange	Yuba

Deployment of Financials functionality will not be completed for Los Angeles by July 2008.

I.3.2 Phoenix Trust Accounting/PSCD

The AOC initiated the Phoenix Trust Accounting/PSCD Project to capture the trust deposits for both interest bearing and non interest bearing trust types, and to record the business transactions associated with these trust deposits.

I.3.2.1 Implementation

Phoenix Trust Accounting/PSCD will be deployed to three of the 58 Trial Courts by April 2008. The three courts include the following:

Table I-2. Deployed Phoenix Courts for Trust Accounting/PSCD

Trial Courts	
Riverside	Stanislaus
San Bernardino	

I.3.3 Phoenix Human Resources

The AOC initiated the Phoenix Human Resources Project to provide a statewide human resources system to the Trial Courts. The key objectives of this system are the following:

- To standardize the basic human resource functions in the Judicial Branch
- To provide timely and comprehensive reporting to all required parties
- To ensure adherence to all appropriate rules and regulations

I.3.3.1 Implementation

Phoenix Human Resources was first deployed in the Sacramento Trial Court on July 1, 2006. BearingPoint led the deployment and provided system integration services to the AOC in the roll out of Phoenix Human Resources. As of December 31, 2007, Phoenix Human Resources has been deployed to six of the 58 Trial Courts. The six courts include the following:

Table I-3. Deployed Phoenix Courts for Human Resources

Trial Courts	
Lake	Santa Cruz
Riverside	Stanislaus
Sacramento	Siskiyou

I.4 PROGRAM SCOPE

AOC has separated the scope of this RFP into the following projects:

- **Upgrade Project** – Implementation Services required to upgrade the existing Phoenix System (which includes the assessment and remediation of the existing HR and Finance configuration, addition of limited new functionality, and deployment to Trial Courts that already use the existing functionality, six (6) HR and 58 Finance Trial Courts).
- **Optional New Functionality Projects** – Implementation Services required to establish the configuration of new functionality and deployment of the new functionality to all Trial Courts.
- **Optional Existing Functionality Projects** – Implementation Services required to deploy the existing, upgraded HR and Trust Accounting/PSCD functionality to the remaining Trial Courts (52 HR and 55 Trust Accounting/PSCD deployments) plus the remaining existing, upgraded Finance functionality to the Los Angeles Trial Court.

Bidders are required to provide costs for all projects. However, Optional New Functionality Projects are further split into Optional New Functionality Configuration Projects and Optional New Functionality Deployment Projects. Optional Existing Functionality Projects include Deployment Projects for each court that has not yet received the existing configured functionality.

I.4.1 Upgrade Project

Table I-4. Upgrade Project

Functionality	Services
<ul style="list-style-type: none"> • Accounts Payable • Accounts Receivable • Budget Administration and Control • Controlling • Financial Accounting • Funds Management • Grants Management/MOU • Procurement • Treasury • Project Systems 	<p>Execution of an upgrade and deployment of SAP version 4.7 to ECC 6.x for the 58 Trial Courts currently utilizing these modules and any interfaces.</p> <p>This includes transition from Update Profile 101 to Update Profile 102 and the conversion of historical data.</p> <p>The migration from GL Classic to New GL.</p> <p>Additionally, the grants management module will be deployed to meet grant functionality currently being provided by the project systems module.</p>
<ul style="list-style-type: none"> • Trust Accounting/PSCD 	<p>Execution of an upgrade and deployment of SAP version 4.7 to ECC 6.x for the three (3) Trial Courts currently utilizing these modules and any interfaces.</p>
<ul style="list-style-type: none"> • Benefits Administration • Compensation Management • Organizational Management • Payroll • Personnel Administration • Time Management 	<p>Execution of an upgrade and deployment of SAP version 4.7 to ECC 6.x for the six (6) Trial Courts currently utilizing these modules and any interfaces.</p>
<ul style="list-style-type: none"> • Solution Manager • mySAP Portal 	<p>Remediation and deployment of current Solution Manager and mySAP Portal functionality with ECC 6.x.</p>
<ul style="list-style-type: none"> • Third Party Software or Utilities (e.g. TIBCO, Mercury) 	<p>Remediation and deployment of current Third Party Software or Utilities functionality with ECC 6.x.</p>
<ul style="list-style-type: none"> • Business Intelligence/Reporting 	<p>Remediation and deployment of current Business Intelligence functionality and reports with ECC 6.x.</p>
<ul style="list-style-type: none"> • Employee and Manager Self-Service 	<p>Execution of an upgrade and deployment of SAP version 4.7 to ECC 6.x for the six (6) Trial Courts utilizing this module.</p>

I.4.2 Optional New Functionality Projects

The table below identifies the functionality considered by the AOC to be optional scope for this RFP. The Bidder is required to respond to the new functional requirements included in RFP Appendix B-03 and to provide the cost to implement the optional components.

Table I-5. Optional New Functionality Projects

Functionality	Optional Services
<ul style="list-style-type: none"> • Accounts Payable • Accounts Receivable • Grants Management • Procurement • Project Systems 	<p>Includes the review of existing functionality and the implementation of the requirements and any interfaces for the 58 Trial Courts.</p>

Functionality	Optional Services
<ul style="list-style-type: none"> Asset Accounting Budget Preparation and Planning Inventory Management Travel Management Treasury 	<p>Implementation of these new modules and all interfaces for the 58 Trial Courts.</p> <p>Based on individual court requirements, AOC may choose to implement Inventory Management at selected large courts only.</p>
<ul style="list-style-type: none"> Benefits Administration (Administer COBRA) Learning Solution Performance Management Recruitment Succession Management Training and Events 	<p>Implementation of these new modules, or new functionality within existing modules, and all interfaces for the 58 Trial Courts.</p>
<ul style="list-style-type: none"> Business Intelligence 	<p>Deployment of additional Business Intelligence functionality and reports to the 58 Trial Courts.</p>

I.4.3 Optional Existing Functionality Projects

The table below identifies the existing, upgraded functionality considered by the AOC to be optional deployment for this RFP. The Bidder is required to respond to the functional requirements and to estimate the cost to perform the Optional Deployment.

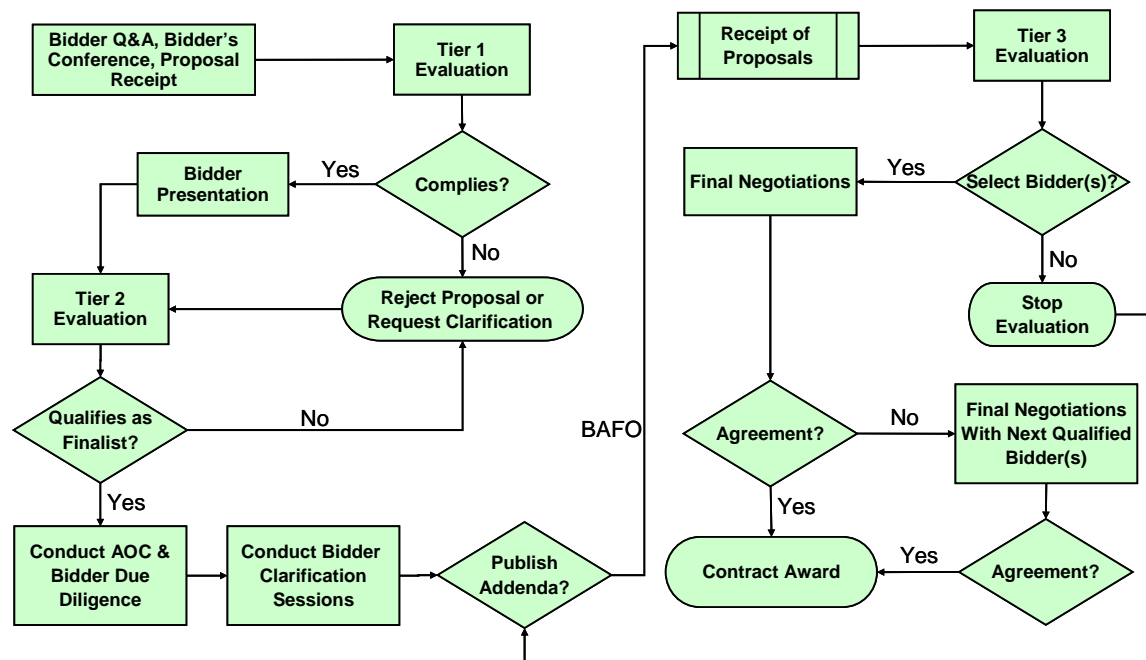
Table I-6. Optional Existing Functionality Projects

Functionality	Services
<ul style="list-style-type: none"> Trust Accounting/PSCD 	<p>Implementation of this module for the remaining 55 Trial Courts.</p>
<ul style="list-style-type: none"> Benefits Administration Compensation Management Organizational Management Payroll Personnel Administration Time Management Employee Self-Service/ Manager Self-Service (ESS/MSS) 	<p>Implementation of these modules for the remaining 52 Trial Courts.</p>
<ul style="list-style-type: none"> Accounts Payable Accounts Receivable Budget Administration and Control Controlling Financial Accounting Funds Management Grants Management/MOU Procurement Treasury Project Systems 	<p>Implementation of the remaining existing Finance functionality for the Los Angeles Trial Court.</p>

I.5 PROCUREMENT PROCESS

The procurement process as shown in Figure I-1. will be used for this RFP. For additional information see RFP Section II, Rules Governing Competition, and RFP Section IX, Proposal Evaluation.

Figure I-1. Procurement Process Overview



I.6 BIDDER'S LIBRARY

Upon receipt of a Confidentiality Agreement (see RFP Section I.9.2, Confidentiality Agreement) the AOC will make available a wide variety of materials related to the Phoenix Program in an electronic Bidder's Library.

FTP site instructions will be provided to Bidders who have submitted an executed Confidentiality Agreement.

Bidders are encouraged to review the information in the Bidder's Library to gain a thorough understanding of the Phoenix Program and the business and technical environment in which it operates. It is the Bidder's responsibility to check the AOC website frequently for updates to the solicitation documents.

I.7 POINT OF CONTACT

All communication with the AOC must be in writing and must be directed to the AOC single Point of Contact (POC) for this RFP at the following email address:

solicitations@jud.ca.gov

When signatures are required, communication with the AOC must be directed to the following address:

Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden, RFP 010708-NCRO
455 Golden Gate Avenue, 7th Floor
San Francisco, CA 94102

I.8 RFP KEY ACTION DATES

Table I-7 outlines the schedule for important action dates and times. If the AOC finds it necessary to change any of the dates prior to the BAFO Proposal submission, it will be accomplished through an addendum to this RFP. All dates subsequent to the BAFO Proposal submission date are approximate and may be adjusted as conditions dictate without addendum to RFP 010708-NCRO.

The RFP proposal process and estimated timetable is as follows:

Table I-7. RFP Key Action Dates

Phoenix Program RFP Key Actions	Target Dates and Times
AOC release of RFP to Bidders via AOC website	January 11, 2008
Initial written questions for RFP Bidder's Conference due from Bidders to Point of Contact	January 15, 2008
List of RFP Bidder's Conference attendees due to Point of Contact	January 20, 2008
RFP Mandatory Bidder's Conference: Administrative Office of the Courts Northern/Central Regional Office 2880 Gateway Oaks Drive, Suite 300 Sacramento, CA 95833-3509	January 23, 2008 Time: 8 a.m. to 12 p.m. PST
Letters of Intent to Bid and Confidentiality Agreements due from Bidder's to Point of Contact	January 24, 2008
Final written Bidder questions due to Point of Contact Note: This is the due date for questions so the AOC can ensure a timely response. The AOC may not answer questions submitted after this date.	January 31, 2008
AOC responses to Bidder Questions	February 4, 2008
Proposal due to AOC Judicial Council of California Administrative Office of the Courts Attn: Nadine McFadden, RFP 010708-NCRO 455 Golden Gate Avenue, 7th Floor San Francisco, CA 94102	February 11, 2008 Time: 1 p.m. PST
Bidder presentations	February 19 – 21, 2008
AOC establishes short list Finalist Bidders	February 29, 2008

Phoenix Program RFP Key Actions	Target Dates and Times
AOC provides Finalist Bidder Clarification Session instructions to Finalist Bidders	February 29, 2008
AOC/ Finalist Bidder Due Diligence	March 10 – 20, 2008
Finalist Bidder Clarification Sessions to resolve outstanding issues on Finalist Bidder Issues Lists, including both the Master Services Agreement (MSA) and the Statement of Work (SOW)	March 24 – 28, 2008
AOC provides Best and Final Offer (BAFO) Instructions to Finalist Bidders	April 7, 2008
BAFO Proposals, including Finalist Bidder(s) update of Issues List on MSA and SOW together with updated MSA redline due to the AOC, due at address noted above	April 21, 2008 Time: 1 p.m. PST
Finalization of Agreement	May 13 – 22, 2008
Notice of Intent to Award	May 23, 2008
Execution of Agreement	May 30, 2008

I.9 PARTICIPATING BIDDER INFORMATION

I.9.1 Intention to Bid

All Bidders shall indicate their intent to bid and identify a contact person by submitting Form 1.1, Letter of Intent to Bid, found in RFP Appendix C, Bid Response Forms, by the date specified in RFP Section I.8, Key Action Dates. There is to be only one (1) point of contact for each bidding firm during the process. Information related to a Bidder will only be given to the designated contact person. It shall be the Bidder's responsibility to immediately notify the AOC Point of Contact regarding any revision to the information pertaining to the designated contact person. The AOC will not be responsible for proposal correspondence not received by the Bidder, if the Bidder fails to notify the AOC Point of Contact about any changes pertaining to the designated contact person.

I.9.2 Confidentiality

To preserve the integrity of the security and confidentiality measures integrated into the AOC's automated information systems, each Bidder and Subcontractor to Bidder shall sign RFP Appendix C, Bid Response Forms, Form 5.3, Confidentiality Agreement, and submit it by the date specified in the RFP Section I.8, Key Action Dates. The Confidentiality Agreement must be received by the AOC prior to providing access to the contents of the Bidder's Library (see RFP Section I.6, Bidder's Library).

Similarly, any Bidder or Subcontractor to Bidder engaging in providing services to the AOC, requiring or allowing him/her to come into contact with confidential or sensitive information, must exercise appropriate and adequate security precautions for such data that is made available to him/her in accordance with the Confidentiality Agreement. Such adequacy of security precautions is determined by AOC policy and practice which must be adhered to by its Contractors.