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| **Request for Proposal** |
| **RFP TITLE:**  FAMILY COURT DIGITAL INCLUSION & TRIAGE  **RFP #:** 23-01  **RESPONSES DUE:**  3PM PACIFIC TIME  OCTOBER 6, 2022 |

# Section 1. Purpose of RFP and Background Information

## Purpose of RFP

This RFP aims to find vendors who will support the implementation of the recommendations outlined in *Nevada District Court Family Division Assessment Report* (NCJJ: Pittsburgh 2019) [Attachment 1] for the State of Nevada. The purpose of this project is to bridge the digital divide by improving digital inclusion in Nevada. This project will also improve the delivery of state government services while addressing case backlogs that were created or exacerbated by the COVID-19 Pandemic.

The implementation plan must address the following goals:

* + - Integration with Case Management system;
    - Creation of a sustainable family division operating model;
    - Expansion of future court facilities;
    - Creation of a weighted workload study for family divisions;
    - Establishment of a hearing master study or taskforce;
    - Establishment of a Family Division Services Advisory Group with local judges;
    - Relationship-building with Family Division Services groups around the country;
    - Support for specialized ongoing domestic violence training;
    - Expansion of data collection in rural jurisdictions;
    - Tracking court performance, such as clearance rates, age of active pending cases, time to dispositions, other CourTools, and revenue collections; and
    - Assistance with data sharing between related criminal justice and state agencies;

## Background Information

On behalf of the Administrative Office of the Courts, Supreme Court of Nevada (AOC), the National Center for Juvenile Justice conducted a study to assess the status of the family division models operating in the 2nd and 8th Judicial District Courts. The study’s purpose was to identify the areas in which the models for juvenile and family law met legislative goals, to identify the primary challenges for meeting those goals, and to make recommendations. The AOC aims to find vendors who can implement the recommendations outlined in the study.

# Section 2. RFP Structure

## Structure

This RFP states the overall scope of services desired, procurement terms and conditions, and the format for response submission by an Offeror.

The RFP structure is organized into the following main RFP sections and supporting Attachments:

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| **Section 1** | **Purpose of RFP and Background Information**  Provides an overview of the RFP and its intended outcomes. |
| **Section 2** | **RFP Structure**  Overview of RFP’s structure, schedule, and communication guidelines. |
| **Section 3** | **Procurement Rules**  Information regarding the rules that govern the RFP process. |
| **Section 4** | **Offer Format**  Information regarding the acceptable format of the offer and all required sections. |
| **Section 5** | **Evaluation Criteria & Delivery Instructions**  Information regarding how offers will be scored and delivery instructions. |
| **Attachment 1** | **Cost Worksheet**  Provides an overview of all proposed deliverables and hourly costs. |  |

## Contract Term

The contract term shall begin on the Effective Date as defined in the Scope of Work and shall end no later than December 31, 2027. AOC may, in its sole and absolute discretion, unilaterally extend the Contract for up to five (5) twelve-month extension periods.

## Schedule

The anticipated schedule of events for this procurement is outlined below:

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| **Activity** | **Date/Time** (PST) |
| Publish Solicitation | September 15, 2022 |
| Deadline for Submission of Questions | September 22, 2022 @ 3PM |
| Deadline for Submission of Offers | October 6, 2022 @ 3PM |
| Offeror Interviews, if requested | October 10 - 14, 2022 |
| Contract Negotiations | October 17 - 21 2022 |
| **Expected Award of Contract** | **Late October 2022** |

AOC reserves the right, with the consensus of all prospective Offerors to change the dates in the Anticipated Procurement Event Schedule.

## Designated Contact

Any notice or communication require by this RFP is to be sent via email to AOC’s Designated Contact. AOC’s Designated Contact for this procurement is Justin Bell, [contracts@nvcourts.nv.gov.](mailto:contracts@nvcourts.nv.gov)

## Obtaining Copies of the RFP

This RFP and any addenda are available in electronic format only on the [AOC](https://nvcourts.gov/AOC/Procurements/.AOC) procurement webpage. Offerors with a disability may receive accommodation regarding the means of participating in the procurement process. For more information, contact the Designated Contact immediately.

## Offeror Questions

All questions must be submitted by email, on the date and time specified in the Anticipated Procurement Event Schedule, to the AOC Designated Contact.

A final compilation of all questions and answers will be posted to the AOC procurement webpage within five days after the Deadline for Submission of Questions.

# Section 3. Procurement Rules

## Contact with Procurement Team Members

Other than AOC’s Designated Contact, a prospective Offeror may not directly contact anyone involved in this procurement process to discuss this RFP. Doing so risks elimination of the Offeror from further consideration.

Prospective Offerors currently doing business with any Nevada court may continue regular business contact, but such contact but may not discuss this RFP.

## Rejected Offers

Offers received after the date and time specified per the Deadline for Submission of Offers in the Anticipated Procurement Event Schedule will be rejected. AOC will not consider any offer that bears a copyright.

Non-conforming offers will not be considered. Non-conforming offers are defined as those that do not meet the requirements of this RFP, including the format for the response.

## Cost of Preparation of Offer

Offerors are responsible for their own costs to participate in this solicitation. AOC will not pay any costs incurred by any Offeror for any aspect of responding to this solicitation.

## Concise Offers

AOC desires thorough, concise, and responsive offers and discourages overly lengthy responses, elaborate brochures or other promotional materials. Please submit no more than **20 pages** for the response (not including the requirements, MSA, SLAs or pricing).

## Realistic Offers

Offers must be realistic and represent the best estimate of time, effort and cost. AOC shall bear no responsibility or increased obligation for an Offeror’s failure to accurately estimate the costs or resources required to meet the obligations defined in the offer.

## Confidentiality of Documents, Proprietary Information, Public Information

All documents submitted as part of the Offeror’s submission will be deemed confidential during the evaluation process. There will not be a public opening of Offeror submissions. Offeror submissions will not be reviewed by anyone other than the AOC’s evaluation team or its designated agents.

Following the award of a final contract, responses to this RFP may be subject to release under NRS 239.010, the Nevada Open Records law. If an Offeror believes that any portion of the offer is confidential, then Offeror must indicate the confidential part of the offer and provide a redacted copy. AOC is not responsible for discerning confidential or proprietary information.

If a requestor appeals AOC’s withholding of any confidential information designated by Offeror, AOC will notify Offeror whose offer is the subject of the request so Offeror may have the opportunity to submit any authority for withholding the information. AOC assumes no obligation or responsibility relating to the disclosure or nondisclosure of information submitted by Offeror.

## Collusion and Fraud

Any evidence of agreement among prospective Offeror(s) to restrain competition by engaging in bid-rigging, price-fixing, or otherwise will void their respective offers.

Lobbying or providing gratuities to anyone acting on behalf of AOC or evaluating offers submitted in response to the RFP is strictly prohibited.

## No Communication with Media

Offerors may not, at any time, disseminate any public disclosure or subsequent agreement entered into pursuant to this RFP without first obtaining the written permission of AOC.

## AOC’s Right to Reject Offers

AOC reserves the right to reject any and all offers (or any part thereof) to waive defects, to sit and act as sole judge of the merit and qualifications of each product offered, or to solicit new offers on a similar scope of work.

## AOC’s Right to Cancel Solicitation

AOC reserves the right to cancel this RFP for any or no reason at any time during the procurement process. AOC makes no commitments, expressed or implied, that this process will result in a business transaction with any organization.

This RFP does not constitute an offer by the AOC. An Offeror’s participation in this process may result in AOC selecting the Offeror to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not signify a commitment to execute a contract. AOC may terminate negotiations at any time and for any or no reason.

## Protests

Protests after award must be submitted within ten calendar days after notification of award. AOC shall rule on the protest in accordance with its procurement protest procedures. Protests based on the content of the solicitation will be disallowed if these faults have not been brought to the attention of the Designated Contact in writing by the due date for final questions.

# Section 4. Offer Format

## Overview

The submitted offer must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all offers. Failure to comply with any portion of these instructions may result in rejection of an offer. Offerors shall submit one electronic copy of the offer on a standard USB flash drive. The offer must include the sections and bullet points delineated below:

* be submitted in a searchable PDF and/or Excel for all answers;
* include page numbers and contain a single organized, paginated table of contents if appropriate; and
* include the responses on all Attachments as separate, clearly designated files on the USB.

## Cover Letter

All offers must include a Cover Letter. The Cover Letter must include the title, address, and telephone number of the person(s) authorized to represent the Offeror regarding all matters related to the offer and any subsequent contract. This letter must be signed by a person(s) authorized to bind the company to all commitments made in the offer.

Offeror must provide a summary of its offer that highlights the key points and explains how the offered Solution and approach provides the best value in meeting the needs of the State.

The summary must additionally describe why the Solution described in the offer is important to the Offeror’s organization and why the Offeror is best qualified.

## Corporate Profile

Provide a brief overview of your company, describing the size, mission, primary line of business, how it is organized, and how its available products and resources will be used to meet this RFP’s requirements.

If Offeror will be using multiple vendors to provide any system/service component items, please list them as well.

## Contractual History

Identify all contracts for similar solutions and/or services which the Offeror has entered into within the past three years. If client confidentiality is necessary, provide descriptive information to allow AOC to understand the type and size of client served. If no recent contracts have been entered into, state “None.”

## Business Disputes and Outstanding Litigation

Disclose any judgments that have occurred within the past five years and any currently pending litigation. If the Offeror has partnered with other organizations for this project, any judgments or litigation of the partner organizations must be provided. If none are known to exist for any organization included in this offer, state “None.”

## Mergers and Acquisitions

Disclose any planned sale, merger, or acquisition of any participating organization or its products relevant to this RFP. Disclose any mergers or acquisitions that have occurred during the past eighteen (18) months and the impact to the organization.

## Conflicts of Interest

Identify any potential conflicts of interest with AOC or stakeholders.

## Financial Solvency and Insurance Information

Offeror must provide most recent annual financial report or year-end financial statements, proof of liability insurance, and workers compensation coverage.

## Staffing Requirements

Provide a staffing plan and bios for Key Team Members (including subcontractors) for review and approval.

Offeror must describe how the organization will handle replacement of key project staff if a replacement is needed or requested.

## References

Please provide a list of at least three (3) references for the AOC to contact.

# Section 5. Evaluation Criteria & Delivery Instructions

## Evaluation Criteria

AOC will use a formal evaluation process to select the successful Offeror. AOC will consider capabilities and advantages that are clearly described in the offer, which may be confirmed by oral presentations, demonstrations, and references. AOC reserves the right to contact individuals, entities, or organizations that have had dealings with the Offeror or proposed staff, whether or not identified in the offer.

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| **Evaluation** | **Weight** |
| Project & Program Management | 45% |
| Cost Worksheet | 30% |
| Offeror Qualifications (e.g., corporate background, experience, staffing) | 15% |
| References | 10% |
| **TOTAL** | **100%** |

## Delivery Instructions

Offers shall be submitted in sealed packages, plainly marked with the Offeror’s name and with the title: Requisition 23-01: Proposal for Family Court Inclusion Project clearly written on the face of the package. Offers must be sent by mail or delivered in person. Printed, emailed, or faxed copies of offers are not allowed and will not be considered.

Offers must be delivered to AOC’s Designated Contact at the appropriate address provided in the table below by the date and time specified in the Anticipated Procurement Event Schedule:

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| --- | --- | --- |
| **US Postal Service** | **Overnight / Express Mail** | **Hand Delivery** |
| Office of Court Administration  Attn: Justin Bell  408 East Clark Avenue Las Vegas, NV 89101 | Office of Court Administration  Attn: Justin Bell  408 East Clark Avenue Las Vegas, NV 89101 | Office of Court Administration Attn: Justin Bell  408 East Clark Avenue Las Vegas, NV 89101  To arrange hand delivery of an offer, please contact Justin Bell at [contracts@nvcourts.nv.gov.](mailto:contracts@nvcourts.nv.gov) |