



Superior Court of California, County of San Francisco Procurement Department

TO: HR Software Providers
FROM: Superior Court of California, County of San Francisco
Procurement Department

RFQ ISSUE DATE: October 30, 2023
SUBJECT: Request for Quote RFQ #38-23-029-IT (HR Software)

HISTORY: The Court issued an RFP on October 18, 2023 and advertised on the Court's website as well as on the City & County of San Francisco's Procurement website for a greater reach. Some vendors from a web search also received an emailed invitation.
The RFP produced only one bid and two inquiries.
The Court is now conducting an RFQ and is inviting the two vendors that made inquiries as well as the one proposer who responded to the RFP. The Court will evaluate all quotes received in accordance to the RFQ timeline.

ACTION You are invited to review and respond to the RFQ.

REQUESTED:

This is a fully electronic RFQ process, including electronic submission of quotes.

The RFQ includes:

- [DESCRIPTION AND RFQ TIMELINE](#)
- [INSTRUCTIONS FOR SUBMITTING QUOTES](#)
- [PROVISIONS](#)
- [EVALUATION CRITERIA](#)
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DO NOT CONTACT COURT PERSONNEL ABOUT THIS SOFTWARE OR THIS RFQ.
SUBMIT ALL INQUIRES AND QUESTIONS TO: solicitationsmailbox@sftc.org

DESCRIPTION AND RFQ TIMELINE

1. BRIEF DESCRIPTION:
 - A. San Francisco Superior Court (“Court”) is requesting a quote from vendors for HR software to, among other services, monitor remote work.
 - B. Vendor will provide software, maintenance, support, tutorials, and licenses.
 - C. Selected vendor has a history of clients that are satisfied with the software that have been using the software for at least one year.

2. PERIOD OF PERFORMANCE (Estimated start date):
 Contract for software begins approximately **November 15, 2023** for one year with options to extend.

RFQ TIMELINE

The following estimated timeline is provided for proposer’s general information. None of the dates are binding upon the Court:

EVENT	DATE & TIME <i>(all times are Pacific Time)</i>
RFQ Issued	October 30, 2023
Deadline for Submission of Questions	3:00 P.M. November 2, 2023
Deadline for Submission of Quote <i>(Late submissions will not be accepted.)</i>	3:00 P.M. November 6, 2023
Demo (if any)	Approximately November 8-10, 2023
START DATE OF SERVICES	Approximately November 15, 2023

ALL QUESTIONS AND SUBMISSIONS TO:

solicitationsmailbox@sftc.org

DO NOT CONTACT ANY COURT PERSONNEL ABOUT THIS SOLICITATION OR THIS SOFTWARE

INSTRUCTIONS FOR SUBMITTING QUESTIONS AND QUOTE

The following are the instructions for submitting questions and a quote in response to this RFQ. Failure to follow instructions may result in disqualification. Quotes should provide straightforward, concise information that satisfies the requirements of this RFQ. Any Proposer who is disqualified will be notified via email as soon as this disqualification is discovered.

- A. Only submit questions to solicitationsmailbox@sftc.org. Questions and Answers will be compiled in a FAQ and emailed to all invitees. The email subject line to state the following: "RFQ-38-23-029-IT (your company name) Questions"
- B. Quotes must only be submitted by authorized personnel with the owner/president/CEO of the business copied on the email. Submissions sent only sent via email to solicitationsmailbox@sftc.org by the submission deadline. Email subject line to state the following: "RFQ-38-23-029-IT (your company name) Quote"
- C. Quotes are submitted in one email and should contain all information.
- D. File format of all documents only in PDF.
- E. **Quote to include:**
 - 1. All costs to the Court associated with using your software.
 - 2. Costs must be broken out into separate line items. For example, the license cost will be a separate line item from the support cost. If there is no additional cost for support, for example, then input \$0.00.
 - 3. Any discounts offered.
 - 4. Acceptable forms of payment. (Court prefers to pay with a Purchase Order—please indicate if that is acceptable.)
 - 5. If prepayment is required, statement that Court will receive prorated refund if use of software is discontinued.
 - 6. Expiration date of Quote.
 - 7. Detailed description of how each service of the software works, including flow charts, if applicable.
 - 8. Detailed description of how the Court would access support and maintenance. Include limitations, such as when support not available.
 - 9. Refer to the 'Provisions' page for additional requirements.
 - 10. Refer to 'Attachment A' for list of requested services.
 - 11. Business Name and Federal ID Number (FEIN).
 - 12. Business owners name, address, phone, and email address in body of email.
 - 13. A summary of your business' qualifications and experience to show competence and success in providing this software service.
 - 14. Description of experience of support staff. (Names of staff and resumes not needed.)

15. Provide up to three business references, i.e., someone that can give feedback based on their experience with your software. References should include name, address, phone number, email address, and how many years' experience your software. Failure of reference to respond to request from Court may cause disqualification.
 16. Provide all information requested throughout this RFQ.
 17. A flow chart of how your portal works for each module will assist in the Evaluation of your product.
 18. For software procurement, submit your User Agreement / License Agreement in your quote as an attachment and **clearly state which provisions are non-negotiable.**
- F. Describe how the software will be delivered and how information is stored, catalogued, and accessed.
- G. Work-Flows
- A. Include a diagram of how the software is used.
- H. Issue Management
- A. Proposer to state their process when receipt of technical issue.
 - i. Include turnaround time.
- I. A confirmation email will be sent when quote received. If you haven't received a confirmation email within two (2) hours (during Court hours) of submission, your quote may not have been received and a followup submission should be sent via email in time to meet the deadline.
- J. Technical glitches—regardless of reason or fault—will not excuse late submission. We highly recommend submitting earlier than the deadline.

PROVISIONS

1. Data Storage and Retrieval
 - A. Number of Court Users: Approximately 400 to start but could increase or decrease.
 - B. Data storage must be hosted in the US or Canada.
 - C. Storage retrieval should be accessible 24/7/365.
 - D. All Data is encrypted in transit.
 - E. Sensitive fields are encrypted at rest.
 - F. Use of Zero Trust model to ensure safety of data and applies various protective measures:
 - i. Multi-level data security
 - ii. Frequent vulnerability scans
 - iii. Web application firewall
 - iv. Annual third-party SOC II security audit
 - v. SAML Support
 - vi. Annual penetration test
 - vii. Native Multi-Factor Authentication available
2. Onboarding / Offboarding Court hires and Court staff
 - A. Ability to store documents that staff can access or download
 - B. Ability to track—possibly a ‘completion’ button option
3. Full Support and Dedicated Teams. The Court will have a dedicated team for the deployment and implementation. The Court expects vendor to provide full support through deployment and implementation.
4. Payment Process. Payment by the Court, if any, for services is traditionally through issuance of a check against a Purchase Order after invoice processed. Please indicate if your company requires something different.
5. It is unlawful for any person engaged in business within this State to sell or use any article or product as a “loss leader” as defined in section 17030 of the Business and Professions Code.
6. Pursuant to PCC 10295.4, a Judicial Branch Entity, in this case, the Court, shall not enter into any contract with a person or entity identified by the Franchise Tax Board (FTB) or the Board of Equalization (BOE) as one of the 500 largest tax delinquents. Before the Court executes any contract, the Proposer will certify that it is not on either delinquency list. This certification should be on a separate, stand-alone page, on company letterhead and included in the Quote.
7. Demos. The Court may or may not seek demos after reviewing quotes. The Court will contact a proposer if a demo is desired. All demos must be at no cost to the Court.
8. The Court is under no obligation to sign an agreement with any Vendor for any services.

9. The Court may cancel this RFQ at any time for no reason.
10. When using an RFQ, the JBE is not required to post a notice of intent to award.

EVALUATION OF QUOTES

The Court will evaluate the quotes using the criteria set forth in the table below. An award, if any, may be made to the Highest Scoring Proposer.

CRITERION	PERCENT WEIGHTED
Relevant Experience – Customer Satisfaction with Software	30%
Cost to the Court	10%
Acceptance of a Purchase Order and payment via check issuance	10%
SUBTOTAL	50%
AFTER REQUESTED DEMO, IF ANY	
Ease of use of Software	50%
TOTAL	100%

ATTACHMENT A

REQUESTED FEATURES OF SOFTWARE, SUPPORT, AND MAINTENANCE

For the list below, state how your software provides these services. Alternatively, if your software does not accommodate a service on the list, please state that for each case. The list below may also have requirements as stated on the ‘Provisions’ page.

1. Time Tracking (Stand alone—no integration)
 - a. View and edit timesheets
 - b. Project tracking
 - c. Automated approval workflow
2. Onboarding / Offboarding (Court hires/staff)
 - a. Describe your software’s ability.
3. HR Management – Describe how your software manages these services; state what is included and what are the limitations.
 - a. Time-off management
 - b. Employee records and benefits tracking
 - c. Training: Listings, Registration Tracking, Completion Tracking (assume the Court doesn’t have a tool)
 - d. Performance management (assume the Court doesn’t have a tool)
 - e. Customized workflows and approvals
 - f. Customized reporting
4. System integration
 - a. Open API that allows for integration with other applications into your software allowing data to be shared across systems
 - b. Integrate with Okta for Single Sign-On.
5. Storage & Retrieval
 - a. State how and where data is stored.
 - b. State how and when the Court can access and download the data.
6. Support
 - a. Development of Software modules
 - i. Describe how Court accesses support
 - ii. State guaranteed turnaround times for response
 - b. Customer Support
 - i. Describe how Court accesses support
 - ii. State guaranteed turnaround times for response

END ATTACHMENT A

END OF RFQ