

# EXHIBIT A



# **SUPREME COURT OF LOUISIANA**

## **REQUEST FOR PROPOSALS 10005-SCERP01 ENTERPRISE RESOURCES PLANNING SYSTEM**

### **Proposal Release Date**

February 11, 2009

### **Optional Pre-Bid Meeting**

March 2, 2009, 10:00 AM Central Standard Time  
4<sup>th</sup> Floor Conference Room  
400 Royal Street  
New Orleans, LA 70130

### **Proposal Submittal Due Date**

March 25, 2009  
at 5:00 PM Central Standard Time

### **To:**

Terence Sims  
Deputy Judicial Administrator  
Office of the Judicial Administrator  
Supreme Court of Louisiana  
400 Royal Street, Suite 1190  
New Orleans, LA 70130

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February 11, 2009

**SUBJECT: NOTICE OF REQUEST FOR PROPOSALS  
ENTERPRISE RESOURCE PLANNING SYSTEM**

The Supreme Court of Louisiana (hereinafter "Court") invites proposals from qualified firms that possess outstanding qualifications, experience and knowledge to provide a fully integrated, preferably Windows-based, web-enabled applications information system for an Enterprise Resource Planning (ERP) System including core financial and human resources/payroll modules. The specific services requested in the Request for Proposals (RFP) are detailed in the attached Scope of Work.

It is the goal of the Court to acquire a commercial-off-the-shelf product that will be configured to provide the full range of ERP system functionality (Please refer to Appendix A), using proven state-of-the-art technology that will provide the ability to plan, control and account for the Court's business activities and resources.

**Assumptions:**

- The Contract resulting from this RFP shall include a Licensing Agreement, a Software Maintenance Agreement, and a Service Agreement for implementation, training, project management and software installation.
- The Software Maintenance Agreement pricing shall encompass a minimum of five (5) years with annual renewals thereafter.
- All communications concerning this RFP shall be submitted to Ms. Iris McGee at Schafer Consulting. Ms. McGee may be contacted via email at [imcgee@schaferconsult.com](mailto:imcgee@schaferconsult.com), by phone at 949-276-7272 or by fax at 949-276-7273. Vendors and their representatives shall not make any contact or communicate with any employees or consultants of the Court, other than Ms. McGee, in regard to any aspect of this solicitation.
- The Court has established a web site for disseminating information and documentation to Proposers regarding this procurement at <http://www.lasc.org>, under the heading Court News. The RFP, addenda and all related announcements and documents shall be posted on this web site. All Proposers shall have access to the web site for obtaining key information. Proposers have the responsibility of visiting the web site frequently and keeping themselves apprised of any information relevant to the RFP requirements, timelines, addenda, meetings, and related documents.

Proposals must be received no later than **5:00 PM Central Standard Time on March 25, 2009**. Late proposals will not be considered.

Copies of the proposals should be submitted to both the Court and Schafer Consulting (See Section III (B) for details.)

Proposals delivered using the U.S. Postal Service (or by other means) shall be addressed as follows:

**Delivery Address #1:** The Supreme Court of Louisiana  
Office of the Judicial Administrator  
400 Royal Street, Suite 1190  
New Orleans, LA 70130

**Delivery Address #2:** Schafer Consulting  
9 Red Leaf Lane  
Ladera Ranch, CA 92694  
Attention: Iris McGee

Proposals and amendments to proposals received after the date and time specified above will not be considered.

Parties interested in obtaining a copy of this RFP may do so by e-mailing their request to [imcgee@schaferconsult.com](mailto:imcgee@schaferconsult.com) or by either going to the Court's website at [www.lasc.org](http://www.lasc.org) or the State of Louisiana website at <http://www.doa.louisiana.gov/osp/lapac/pubmain.asp>.

Please include the following information when submitting a proposal:

1. Name of Offeror
2. Address
3. Contact Person
4. Telephone and Facsimile Number

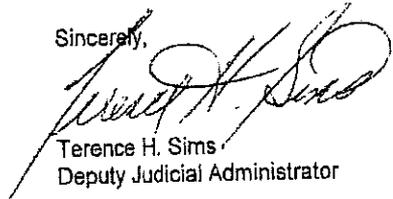
All correspondence and transmittals should be clearly marked as "**ENTERPRISE RESOURCE PLANNING SYSTEM**" and should indicate the date and time of RFP closing.

An optional pre-proposal conference will be held on March 2, 2009 at 10:00 AM Central Standard Time in the Court's 4<sup>th</sup> Floor Conference Room, 400 Royal Street, New Orleans, LA 70130. All prospective vendors are encouraged to attend the pre-proposal conference in person or to arrange to be teleconferenced in.

The Court will provide an opportunity for the short-listed firms to demonstrate their software during the period from May 4, 2009 to May 22, 2009. All prospective vendors should keep this period available.

Vendors must submit information that shows in detail how their proposed system complies with the Court's minimum requirements. Vendors are also encouraged to submit any information that indicates how their proposed system would provide the Court with features and enhancements that exceed the minimum system requirements as set forth in this RFP.

Sincerely,



Terence H. Sims  
Deputy Judicial Administrator

## SECTION I – BACKGROUND AND GENERAL INFORMATION

### A. Organization Overview

The Supreme Court of Louisiana (hereinafter “Court”) is a state court of last resort with its principal offices located in the Parish of Orleans, State of Louisiana. The Court presently employs approximately 231 full-time employees. While a large majority of Court employees are housed in the 400 Royal Street Courthouse or in other New Orleans locations, a minority of Court employees (perhaps 10%) staff offices in Baton Rouge, Thibodeaux, Marksville, Winnsboro, and Shreveport.

### B. Project Background

The Court initiated a Financial Technology Assessment Project to consider alternatives to its current payroll process as recommended by the State Legislative Auditor and to foster an environment of continuous improvement. At the same time, the Court recognizes that its financial/budget/human resources/payroll systems (collectively referred to as “financial systems”) may need to be reviewed to determine if these systems could be more effective and the current processes could be more efficient. Preliminary information indicated that an assessment of payroll alone would not be sufficient to develop alternatives and would be as costly as a total assessment of the entire financial systems.

In March of 2007, the Court issued a Request for Proposals (RFP) for a technology assessor to provide a comprehensive assessment of the Court’s current financial, budget, human resources and payroll systems and to develop a Business Case which would provide alternative options for maintaining, enhancing or replacing the current systems.

Upon the review of proposals from various firms, the evaluation committee selected Schafer Consulting to perform the Financial Technology Assessment Project.

To support the Business Case, Schafer Consulting conducted a thorough needs assessment of the current systems, business processes, users’ needs, reports and constraints. These current processes were documented in a combination of narrative format and process workflows in Visio diagrams. This information will be provided to the successful bidder. In addition, a requirements analysis was performed to measure the operational gap that exists between the Court’s current state and the “desired” future state, which would ensure:

- Compliance with all federal and local government regulations and generally accepted accounting principles
- Public trust in the financial statements of the Supreme Court
- Fiscal responsibility over public resources
- Operational efficiency and effectiveness

The result of the Business Case is a recommendation by Schafer Consulting to move forward with the purchase of a new integrated ERP system.

**C. Current Systems Overview**

Currently, the Court uses Delta Computer Systems for financial and payroll purposes. Delta is COBOL based software implemented in 1988. The human resources software, ABRA, was implemented in 1996 but is not integrated with the financial and payroll systems. In addition, certain sections of the Court use Peachtree or QuickBooks for accounting purposes and InfiniTime for timekeeping.

The following table highlights staffing and transactional volume statistics:

Financial		Payroll/Human Resources	
Category	Value	Category	Value
Full-time users*	9	Number of full time employees	726
Part-time users	17	Number of part time employees	3
Number of actively used funds	93	Number of PAF's processed each year	800
Number of legal entities	2	Number of pay codes	143
Number of actively used budget cost centers – annual operating	93	Number of deduction codes	218
Number of actively used budget cost centers – multi-year projects	93	Number of job rate classes	110
Number of asset, liability and equity accounts	75	Number of job applications received per year	1250
Number of revenue accounts	42	Number of Evaluation Cycles	3
Number of transfer accounts	4	Number of Training Classes offered per year	20
Number of recurring journal vouchers (daily, weekly and most monthly)	88		
Number of A/P checks processed per year	8714		
Number of purchase orders created per year	700		
Number of fixed assets (currently using the State's system)	0		
Number of grants received	35		
Number of grants made	35		
Number of vendors	3935		
Number of active contracts	70		

*\* The Court estimates 25 concurrent licenses will be needed for the new system, not including access to self-service features by everyone in the organization, including part-time users.*

**D. Technology Environment and Standards**

For those vendors who wish to obtain a copy of the Court's "Technology Environment and Standards" document, please sign and fax the Non-Disclosure Agreement provided under Appendix F to Terence Sims, Deputy Judicial Administrator at 504-310-2580.

## SECTION II – SCOPE OF WORK

### A: Software Solution

The Court intends to acquire and implement an integrated suite of enterprise applications that will meet present and future needs. The selected vendor will implement an application that is based on proven solutions that use state-of-the-art technologies. This includes browser-based, server-side architecture, a user-customizable Commercial off the Shelf (COTS) solution, and Court-standard database, operating system and programming platforms. The court will only consider proposals that are compatible with SQL Server 2008 and the .NET3.5 framework. The Court's technology environment and standards will be provided to qualified vendors upon the execution of a non-disclosure agreement. (As noted earlier, the Non-Disclosure Agreement is provided under Appendix F.)

It is the Court's intention to procure and implement the ERP solution in two phases; Phase one represents the core financial modules and Phase two represents the human resources and payroll modules.

At a minimum, the system must provide the following categories of functionality:

1. Core Financials, including:
  - General Ledger
  - Grant Management
  - Budget Management
  - Purchasing/Contracts
  - Accounts Payable
  - Revenue Management (AR/Billing)
  - Fixed Assets
2. Human Resources and Payroll, including:
  - Applicant Tracking
  - Leave Management
  - Personnel Management
  - Benefits Administration
  - Position Control
  - Payroll
  - Timekeeping

The Court is open to new features and technologies not directly addressed by the requirements matrices detailed in this RFP. Vendors are encouraged to identify and propose enhancements in processes and technology that would be advantageous to the Court.

### B: Court Responsibilities

The Court will be responsible for supplying the following items and services, as required:

- a. Project team consisting of subject matter experts from each functional area/department
- b. Independent Project Oversight to be provided by Schafer Consulting
- c. Technical staff to assist the vendor in all phases of the project including design, implementation and training
- d. Coordination with selected vendor(s) to configure all required hardware and network equipment
- e. Dedicated office space and user workstations that meet the minimum specifications as recommended by the vendor, connected by a LAN
- f. Technical staff and support for design and development of system interfaces
- g. Lead role and technical staff to scrub and convert all legacy data
- h. Information, database files, data dictionaries, and other related information required to convert legacy data into the new system
- i. Lead role and subject matter experts in development of "to-be" business processes
- j. Lead role in configuration and setup of the system, including functionalities and processes
- k. Review and approval of the vendor's design, displays and reports, test procedures, and system documentation
- l. Lead role in development of customized test scripts, and participation in unit, system and user acceptance testing
- m. Lead role in development of customized training materials and business process documentation
- n. Participation in training
- o. Participation and management of cut-over planning, go-live, and post-implementation services

The Court has estimated the following level of resources will be dedicated to the project during the various phases of implementation as follows:

- Project Management – .5 Full-time Equivalent (FTE)
- Technical – 1 FTE for System Administration and 1 FTE for Data Analysis
- Core Financial – .75 FTE's
- Human Resources/Payroll – 1.5 FTE's

### **C: Project Management Services**

The vendor shall assign a single ½ FTE Project Manager dedicated and available for the entire duration of the project. This Project Manager may only be replaced upon approval by the Court. The Court project team, under the direction of a designated Court Project Manager, will work with the vendor's Project Manager and consultant Project Manager to coordinate all project activities. All communications between the Court, the vendor and the

Court's Project Management consultant shall be coordinated through their respective Project Managers.

At a minimum, the vendor's Project Manager shall be responsible for the following:

- Managing the day-to-day activities required to successfully implement the vendor's solution
- Providing periodic updates to the Project Work Plan and Schedule. Minor changes to the plan are subject to approval by the Court's Project Manager. Major changes must be approved in a written change order to the Contract
- Developing a Project Staffing Plan that includes vendor and Court staffing, level of participation in the project, and timing on when the staff members need to be available to work on the project. The Court requires the vendor to staff the project with seasoned professionals with relevant public sector experience
- Submitting weekly Status Reports, including periodic reports to the Project Steering Committee
- Taking part in status and communication meetings
- Working with the Court's Project Manager and consultant Project Manager to prepare agendas for project status meetings that highlight plans and major issues
- Leading the combined project team to identify, manage, and address issues that arise throughout the course of the implementation
- Communicating and coordinating the activities of the vendor's staff
- Working with the Court's Project Manager and consultant Project Manager to ensure that the project stays on-track and within the established budget
- Developing a Risk Management Plan that includes risk assessment, project and organizational impact, and mitigating actions. The plan shall be maintained and updated by the Project Manager throughout the entire life cycle of the project
- Developing a Project Scope Change Plan to include:
  - ✓ Change Request Recording
  - ✓ Change Request Evaluation
  - ✓ Assessment of impact of the change to the project
  - ✓ Change Request acceptance procedures
  - ✓ Integration of the changes into the implementation
  - ✓ Documentation of the changes

## **D: Planning**

The vendor shall work with the Court staff and will be responsible for planning and executing all phases of the system life cycle. This includes, but is not limited to Planning, Analysis, Design, System Implementation, Data Conversion, Interface Implementation, Testing, Training, and System and Program Documentation.

As part of planning, the vendor shall include an Implementation Plan that includes the implementation strategy, cultural change management plan, and the strategy for transitioning from existing legacy systems to the new ERP modules while considering interim interfaces, and the impact on Court operations, as legacy systems are phased out.

## **E: Implementation Plan**

The Court requires that each bidder prepare a detailed Implementation Plan outlining the required tasks, estimated hours, responsibilities, major deliverables, and timing. At a minimum, the RFP response will cover the following areas:

- Implementation approach
- Environment installation, including supporting software (OS, DBMS, etc.) and hardware platform installation and configuration. The vendor shall be responsible for assisting the Court with configuring all the required environments, including testing, training, and production; plus assisting in application installation for the Court's disaster recovery environment.
- Installation of proposed application solution in a test, training, production, and disaster recovery environment
- Application set-up (tailoring, configuration, end-user set up)
- Workflow design and configuration
- Forms design and configuration
- Application-level security design and configuration
- Design and development of customized reports
- Backup and recovery

Each implementation task should define the level of resources required, timing of resource needs, and deliverables for both the system provider and the Court.

## **F: Systems Integration Plan**

The Systems Integration Plan shall include:

- Integration approach
- Approach to phase out legacy applications
- Plan to address any custom code and 3<sup>rd</sup> party integrations included in the vendor's overall solution
- Types of existing interfaces available, including previously built interfaces to other systems identified in this RFP
- Methods used to gather and document detailed requirements and translate the detailed business requirements to the design of the software configuration, customization and integration of the business rules, workflow, user interfaces, and reports.

## **G: Data Conversion Plan**

The vendor shall utilize their data conversion tools/methodology to perform database conversions for the Court's existing database and other ancillary systems.

The Court's project team has determined the degree of data conversion/migration necessary. For modules that are deemed to need data imported/migrated from existing applications, the Court will be responsible for exporting data fields in a flat file format (e.g. CSV, ASCII) suitable for import into the new system and allow the vendor the ability to develop their mapping and conversion routines.

The vendor will be required to provide all tables and field mapping, conversion, and import routines to the Court's technical staff for verification and validation review. The vendor is ultimately responsible for data conversion.

The following table is not necessarily all inclusive, but is intended to provide an idea regarding the data the Court anticipates needing to be converted to the new system:

Module	Data to Convert
<b>Financial Modules:</b>	
General Ledger including Expenditures, Revenue, Encumbrances and Transfers.	Only year end balances if roll out is at year end; otherwise only current year activity
Budget	Fiscal year end totals for 3 years
Purchasing/Contracts	Only outstanding PO's and contracts
Vendor Master File	Only active vendors within the last 3 years
<b>HR/Payroll Modules:</b>	
Human Resources	Convert data going back to 1996 in ABRA. Some data may go back to 1984. Data in InfiniTime for timekeeping may also need to be converted.
Payroll	Only bring in year-to-date totals for employees unless roll out is not at year end, then only current year data.

**H: Data / System Interfaces Plan**

It is the Court's objective to design and implement interfaces which will enable the Court to take advantage of improved processing and technology wherever possible. To this end, the vendor shall include an Interfaces Plan that describes the vendor's methodology and implementation approach to address required interfaces.

Please refer to Appendix E for a copy of the Court's current interface diagram. Vendors should be mindful that some of the current interfaces (both electronic and manual) will go away with the purchase of an integrated ERP system.

**I: Test Plan**

**Testing** – The vendor shall include a Test Plan covering: unit, system, performance under normal and volume/stress conditions, fail-over, and security. The test plan shall describe the proposed approach taken with each stage of the test, the processes involved, plans to address issues encountered, testing tools utilized, acceptance criteria, and sign-off procedures.

**User Acceptance** – The vendor shall include a User Acceptance Test Plan, test data, sample test scripts, plan for maintaining test data, and methods to track reports and fixes for system malfunctions.

**Final Acceptance** – The vendor shall include a Final Acceptance Test Plan, test data, sample test scripts, and methods to track and ensure all detailed requirements of the program are tested and approved by the Court.

## J: Training Plan

The vendor will be responsible for training the Court's project team, consisting of IT, financial, payroll, and human resources personnel. This core training is required to allow the Court's project team to understand system capabilities before set-up and configuration activities begin. This team will be responsible for performing and documenting system testing, documenting business processes and procedures and for training end-users. In addition, the team will take the lead in developing the end-user training plan.

The vendor may use one or more of the following training methodologies:

- Instructor-led hands-on classroom training (on-site)
- Public classroom training (offsite)

The vendor shall provide copies of all training materials necessary for the vendor-conducted training. The Court retains the right to reproduce training materials for internal training, refresher courses, or sessions for new staff following implementation. On-going training schedules, locations, and costs should also be provided in the event that training is required in the future.

## K: Documentation

**Sample documentation does not need to be provided as part of the initial RFP proposal due March 25, 2009;** however, ***short-listed vendors*** will be asked to provide, at a minimum, the Table of Contents and sample chapters of key user documents, such as the administrative and end-user manuals, systems and application diagrams, etc. Ultimately, the ***selected vendor*** must provide complete printable documentation of the vendor's software suite.

The documentation shall include standard software materials as well as specific user documents. Standard software is defined as that which fully satisfies the requirements of this RFP without the need for modification. Examples include operating systems, database management systems, and software diagnostic programs. Database design documentation shall completely describe both the logical and physical structure of the system's database. The documentation shall define and describe the individual elements (files, tables and fields) and the relationships between them. This requirement is for a complete and thorough description of the physical and logical database schematic. This will permit Court staff to develop and maintain interfaces between the vendor's system database and other applications subsequent to project completion, and will facilitate the development of complex customized reports.

User documents are those that describe the vendor's software from a system administrator and end-user's point of view. All primary users must be provided with printed and online user documentation that ideally includes both a User's Guide (tutorial format) and a Reference Guide. All future system updates and changes must be accounted for in revised pages for manuals. This must occur simultaneously with distribution of a software patch, system update, or version release.

For the ***selected vendor***, the Court will require a copy of all vendor-supplied documentation in a file format compatible with commercially available Microsoft Windows software, such that it can be maintained, customized, and updated. Final documentation shall be easily

reproducible by the Court and the Court shall be granted the rights to reproduce any document supplied under the contract awarded pursuant to this RFP for its own needs.

### **L: System Deployment Plan**

The vendor shall be responsible for deployment of the ERP solution in the Court's environment. The Deployment Plan shall include a description of the vendor's methodology including site preparation, roll-out strategy, legacy system transition, system phasing, and other related system deployment requirements.

### **M: Pre and Post Go-Live Support**

The vendor will be responsible for assisting the Court in such tasks as planning, preparation, pre go-live issue resolution, conversion, post go-live issue resolution, communications, etc. during the weeks leading up to and weeks / months shortly after go-live. The vendor should describe the resources, approach, and plans that will be used to assist the Court during this critical time in the project.

Please note that requested information regarding the vendor's long term Support and Maintenance plans are addressed elsewhere in this RFP. This section should focus specifically on the pre go-live, conversion, and post go-live support offered by the vendor.

***Please refer to Appendix B – Pricing Worksheets for details on providing cost information for the various Services and Software components identified in this RFP.***