

JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS
DIGITAL ASSET MANAGEMENT PLATFORM SOLUTION
RFP-IT-2023-50-DM

February 22, 2024

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QUESTION #1: I have a question regarding being Fedramp Certified. Line 2 of the SaaS Req Worksheet in Exhibit A, Business and Technical Requirements, states that JCC would desire if the vendor were to propose a SaaS solution to be Fedramp certified. Is being Fedramp certified a hard requirement?

ANSWER: FedRAMP certification is a nice-to-have feature. However, the Digital Asset Management Solution must adhere to the highest security standards and compliance and protect against unauthorized access and data breaches.

QUESTION #2: Could you tell me the number of files, the amount of data in gigabytes, the types of files you want to be able to open on our system, and the expected user file management functions you require?

ANSWER: The Judicial Council does not have the information for the number of files or the amount of data. The solution should have the capability to increase storage on demand.

The type of files is available under the Technical Spreadsheet of Exhibit A (Business and Technical requirement). Please refer to row 40 under the Usability Tab, we have also provided it here for reference:

The Product must support the following digital asset formats:

- **Images:**
 - PNG, JPEG, WebP, AVIF, BMP, TIFF, HEIC, RAW, AWR (native Sony, Canon formats) etc
 - SVG support (rendering in browser)
 - Roadmap support for JPEG XL
- **Videos:**
 - Raw formats, m4v, mp4, mov
 - Original files, trims and edits
- **Video and Image project encapsulation formats**
 - PSD, IA
 - PRPROJ
 - CPTX (for Captivate)
 - AEP (After Effects)
 - BLEND (Blender)
 - STORY (Articulate)
- **PDFs* (not the official Judicial Council forms used for court “JCC forms”)**
- **Microsoft Office documents, Word, Excel, PowerPoint, etc**
- **Audio**

- **MP3, WAV/PCM, ACC/MP4 AIFF etc.**

QUESTION #3: Row 16 under the Hosting Tab of the Technical Spreadsheet of Exhibit A (Business and Technical requirement) says JCC prefers only Microsoft Azure hosted solutions. What is the reason for that bolded statement? Our solution is securely hosted on AWS and integrates with Azure AD Federated Identity Management. This preference disadvantages many DAMs that might submit a bid.

ANSWER: Our Preference is Azure; However if the AWS solution has ability to integrate, we can look into it.

QUESTION #4: Did JCC receive any demonstrations and/or pricing from DAM vendors prior to the release of this RFP?

ANSWER: We have not received demonstrations and/or pricing prior to the release of this RFP. However, we are looking for demonstrations from qualified vendors during the evaluation process.

QUESTION #5: What are you looking for from a SharePoint integration? Our DAM solution typically replaces SharePoint in an organization.

ANSWER: The council has several SharePoint Sites, some of these sites eventually could be used as learning resources, we need a mechanism to refer to the video and audio files in SharePoint for viewing.

QUESTION #6: What is JCC's internal workflow management tool? Our solution offers an integrated project mgmt. tool, would you be interested in learning more?

ANSWER: While we are interested in learning more, our current scope will only focus on procuring an efficient Digital Asset Management tool.

QUESTION #7: JCC staff may create assets from the DAM locally. Are you looking to create Microsoft Office 365 Documents directly from within the DAM?

ANSWER: No, we are not looking to create Microsoft Office 365 Documents from within the DAM.

QUESTION #8: How many files do you want to migrate to the DAM? How many TBs do you want stored in Year 1?

ANSWER: We are looking at migrating 1TB approximately to start with and we do not have the list of the files. We expect the storage to grow.

QUESTION #9: Row 55 under the Usability Tab of the Technical Spreadsheet of Exhibit A (Business and Technical requirement) says the solution must digitize existing assets - Must Have TBD: DVD & CD ripping older tape formats. Physical assets JIL - Judicial Image Library archive import. No DAM to my knowledge does CD and DVD ripping. We can import assets from the judicial library, but they would need to be digitally converted first. Does that work for JCC?

ANSWER: Yes, digitally converting prior to storing will work.

QUESTION # 10: How many standard/heavy access users, how many light users are currently needed?

ANSWER: We anticipate around 30 users to start with.

QUESTION # 11: How do you expect the number of DAM users to scale in the future?

ANSWER: The DAM will be initially used by a few business units within the Council and could potentially have additional usage from other units depending on their need.

QUESTION # 12: How many TB of storage are you currently utilizing?

ANSWER: Please refer to the response for question# 8 above.

QUESTION # 13: How fast is the necessary storage growing YoY?

ANSWER: As assets are stored in multiple places, we are unable to provide a comprehensive data on the growth.

QUESTION # 14: Do assets have a retention policy?

ANSWER: No, we do not have an asset retention policy.

QUESTION # 15: If yes, what is the quantity (in TB) of assets transitioning from "hot" to "cold" based on the retention policy?

ANSWER: Transitioning from “hot” to “cold” would be based on the usage of the assets.

QUESTION # 16: What does the current site traffic look like over the past 12 months w/r/t unique visitors, total visits, duration on site, etc.?

ANSWER: As assets are managed in multiple places, we are unable to provide a comprehensive data, web assets are frequently used.

QUESTION # 17: Does a permissions matrix exist today? If so, can this be shared or summarized and shared?

ANSWER: We currently do not have a permission matrix.

QUESTION # 18: The RFP makes mention of a couple solutions that would need to integrate with the DAM - please provide a list of all solutions that will be required to integrate or interact with the DAM.

ANSWER: The integration requirements are listed under the Technical Tab in Exhibit A-Business and Technical Requirements.

QUESTION # 19: We see that the Council's Azure AD Federated ID Management solution must govern account management:

Will authentication of users be governed by AD for Council members?

ANSWER: Yes, we have multi-factor authentication

Will authentication of external/guest users be needed?

ANSWER: External /guest user will not have access to the Asset Management solution. Instead, they will be accessing the resources from the integrated solution (website) and will follow the authentication process.

QUESTION # 20: Are there any additional analytics solutions currently utilized for measuring and understanding performance and usage tracking on websites, etc.? For GA, which level of Analytics specifically? Is the implementation OOTB or customized?

ANSWER: We currently use Siteimprove for usage tracking on websites.

QUESTION # 21: What is the underlying business need to track and report on the utilization of assets at a granular level (e.g., using an image on a website, end user engagement with asset, etc.)?

ANSWER: It will help the internal divisions to understand the usage of assets and help us optimize and make better user of the digital resources.

QUESTION # 22: Is there a comprehensive list of all asset storage locations today? If so, please provide locations/solutions currently hosting assets.

ANSWER: No, we do not have a comprehensive list, we do not have a Digital Asset management solution at present.

QUESTION # 23: Is the "online Help Facility" mentioned in Exhibit A required to be embedded in the solution, or can it be a standalone location (e.g., a website) with relevant materials?

ANSWER: A standalone location (e.g.: a website) is an acceptable solution.

QUESTION # 24: Can the team elaborate on the statement "Product must provide standards and procedures for formats, templates, edit and create forms tutorial"? Is the Council looking for a templating solution or a forms solution in addition to a DAM?

ANSWER: This is a documentation need, and the Council is not looking for a forms solution.

QUESTION # 25: Can the Council provide a full list of end points where assets may be displayed or utilized? E.g., Site, print literature, etc.

ANSWER: We are unable to provide a full list of end points as there are multiple websites that could use our assets. We will work with the selected vendor during the project implementation phase to provide the full list.

QUESTION # 26: Does the Judicial Council have restrictions on staffing? More specifically, are there any blockers that would prevent a team from including badged offshore or nearshore resources as part of the delivery and support team?

ANSWER: We work with vendors and resellers within the United States.

QUESTION # 27: How is the process of asset creation/approval being managed today? What product(s) are utilized for workflow management?

ANSWER: We currently do not have a Digital Asset Management solution. During the product demonstration, we want the vendor to show us what the workflow management is in their respective DAM.

QUESTION # 28: For our company to provide the most cost-effective, comprehensive response to this opportunity, will the Council extend the deadline by at least three weeks from when questions are answered?

ANSWER: The RFP due date is extended to March 14, 2024, please refer to the revised RFP timeline in Addendum #1.

QUESTION # 29: Will the Council allow responders to submit forms outside of Word processing if it follows the same outline/format at the RFP requirements?

ANSWER: No

QUESTION # 30: Does JCC have an estimate of total amount of storage space (i.e., Currently JCC works with 10TB worth of digital assets) with digital assets currently in use and approximate growth annually?

ANSWER: Our Assets as described in the RFP resides in multiple formats and solutions. The goal is to bring these assets to a unified solution, the asset size approximately is around 1TB, at present we are unable to predict future growth as the solutions we have do not provide the data needed.