JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

RFP#CJER-2018-02-DM
Online Course Provider

December 19, 2018

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1. Annually, how many users/employees will have access to the training catalogs?

ANSWER: Approximately 800 employees.

2. RFP Section 2.1 G, can you explain in more detail on "integration" into JCC HREMS?

   a. It's our understanding that JCC requires a customizable, exportable report from the vendors system, containing user training activity data, that will be imported into JCC HREMS/LMS systems.

ANSWER: We currently upload a CSV file that is formatted exactly to be read into PeopleSoft.

3. Are online courses be integrated into the JCC LMS, so that users access them from within the LMS?

ANSWER: No, the courses themselves can be hosted on the vendor's LMS.

4. Is there an online learning vendor incumbent or who is/are the current provider(s) of online education courses to the JCC?, and if so which vendor?

   a. Can the JCC please indicate the total annual contract value under the current contract(s)? Please provide totals for each contract individually.
   b. Can the JCC please provide a content summary or a course list of content included in the current contract(s)?

ANSWER: The current incumbent for the online learning is Syntrio; however, request for information on the current contract should be sent to PAJAR@jud.ca.gov.

The selection and evaluation for RFP#CJER-2018-02-DM will be based on the content and criteria stated in the current RFP.

5. In regards to the Compliance courses, does JCC want them customized to include the Agency's Anti-harassment policy, complaint form and contact information or is that something JCC will disseminate on its own?

ANSWER: Ideally the agency's policy (or link to the policy) would be included in the course, but this is not essential. The policy and related forms are also made readily available to staff outside of the course itself.

6. Section 1.2 provides requirement that providers must be able to provide service for an organization of over 700 employees. Can the JCC please confirm the total number of employees to be hosted on the Learning Management System?

ANSWER: There are approximately 800 employees who would be using the service. This number fluctuates slightly depending on the organization's current needs.

7. Section 2.1.B. provides a list of required compliance courses. Can JCC please clarify how many end users would need access to required compliance courses (e.g. Sexual Harassment Prevention Training; Workplace Violence Training)?

ANSWER: There are approximately 800 employees who would need access to Sexual Harassment Prevention training.

8. Section 2.1.C provides for additional professional development courses for JCC employees. Can the JCC please clarify how many end users would need access to professional development courses?

ANSWER: There are approximately 800 employees who would be using the service. This number fluctuates slightly depending on the organization's current needs.

9. Section 2.1.D - What (if any) is the minimum score/grade required for JCC employees to complete a required compliance course?

ANSWER: 70%

10. Section 2.1.D - What (if any) is the minimum score/grade required for JCC employees to complete a professional development course?

ANSWER: 70%

11. Section 2.1.D - Is there any expectation to provide continuing education (CE) credits such as California CLE, CPE or similar?

ANSWER: No.

12. Section 2.1.G - What formats (e.g., Excel, SML, CSV) are acceptable to integrate into the JCC's Human Resource and Education Management System?

ANSWER: We currently upload a CSV file that is formatted exactly to be read into PeopleSoft.

13. Section 2.1.G - What formats (e.g., SCORM, AICC) are acceptable to provide data which can be uploaded to the JCC's proprietary learning management system (LMS)?

ANSWER: The proprietary learning management system is Oracle Peoplesoft. Currently we upload a CSV file. If a different method is to be used, then that would be a separate enhancement for our system and would need to follow the initial engagement using a CSV file formatted for the current upload process.

14. Section 2.2.C - Can JCC please identify the applicable security policies that are required within the delivered product? NIST SP800-53 states that organizations determine what security controls are applicable following tailoring guidelines within the platform used. What guidelines has JCC adopted?

ANSWER: We have basic security that most networks employ. We require routine password changes with passwords having certain specifications. We have an internal intranet with an outward facing DMZ and rev proxy.
Employees also work remotely and will connect from their home internet connections as well.
The host site must be Windows 10 compatible with various versions of browsers including IE, Edge, Safari, Firefox and Chrome.

15. Section 2.2.D. – Can JCC provide documentation outlining the Judicial Council system and network architecture?

ANSWER: This is confidential and cannot be shared. We have basic security that most networks employ. We require routine password changes with passwords having certain specifications. We also have an internal intranet with an outward facing DMZ and rev proxy.
Employees also work remotely and will connect from their home internet connections as well.
The host site must be Windows 10 compatible with various versions of browsers including IE, Edge, Safari, Firefox and Chrome. Additionally, there should be no requirement from the host site for a specific java or adobe level versions or protocols.

16. Will JCC consider a provider that hosts data outside of the US?

ANSWER: There is a preference to have the hosted site within the US however a non US international hosting is acceptable as long as requirements do not change for login to the host system. Additionally, there should be no requirement from the host site for a specific java or adobe level versions or protocols. The host site must be Windows 10 compatible with various versions of browsers including IE, Edge, Safari, Firefox and Chrome.

17. The Event Schedule (p.5) states that the deadline for submitting proposals is January 3, 2019. Given the number of request for clarification submitted and the difficulties associated with scheduling and shipping proposals around the end-of-year holidays, we respectfully request an extension of the deadline for submitting offers to a **January 17, 2019**. An extension of the deadline will not only provide the JCC an opportunity to answer the written questions, but it will give potential offerors more time to thoroughly analyze the requirements of the RFP (including the answers to the written questions) and provide a more comprehensive and competitive proposal for the JCC's review. Will the JCC consider extending the submission deadline?

ANSWER: Unfortunately, it will not be possible to extend the deadline for submissions.

18. Section 6.2.a specifies that "the original non-cost portion of the proposal (and the copies thereof) must be submitted […] in a single sealed envelope, separate from the cost portion." Section 6.2.b. further indicates "the original cost portion of the proposal (and the copies thereof) must be submitted […] in a single sealed envelope, separate from the non-cost portion." Can JCC confirm that it is acceptable for suppliers to ship both the non-cost and cost proposals to JCC in one package, provided the cost proposal and copies are in a sealed envelope within the package and thus separate from the technical proposal?

ANSWER: Yes. It is acceptable to ship both the non-cost and cost proposals to JCC in one package, provided the cost proposal and copies are in a separate sealed envelope within the package and thus separate from the non-cost proposal?

19. The solicitation states that there will be a public bid opening. To promote transparency for all bidders, would it be possible to attend the public bid opening remotely via teleconference?

ANSWER: The intent of the Public Bid Opening is to invite prospective vendors to come in person and participate in the bid opening process. The costs from the bid opening will be posted on the court's website after the bid opening.