**ATTACHMENT 7**

**LANGUAGE ACCESS IN THE CALIFORNIA COURTS**

**REQUIREMENTS AND SPECIFICATIONS FORM**

Please provide **Yes** or **No** answers, followed by any related comments, to indicate proposer’s capabilities of meeting the Language Access in the California Courts requirements specifications listed in the table below. Based on the following definitions, to further assist in the Judicial Council’s evaluation process, please indicate between **1** through **6**, your ability to perform the functional requirement.

1. **Supported.** This feature is currently available “as is” and needs no additional modification or configuration.
2. **Configurable.** This feature is similar to a currently available feature, but needs minor modification or configuration.
3. **Future.** This feature does not exist now, but is planned for future release with (specify timeframe in comments section).
4. **Third Party.** This feature is provided through a third party and cannot be modified.
5. **Custom.** This feature does not exist, nor is it planned for future release, but will develop a customized module.
6. **Sub-Contractor.** Requires the Consultant to employ a sub-contractor.

| **No.** | **Functional Requirements** | **Select One** | | **Supported** | **Configurable** | **Future** | **Third Party** | **Custom** | **Sub-Contractor** | **Comments**  (cells expand with text) |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Yes** | **No** | **1** | **2** | **3** | **4** | **5** | **6** |  |
| **PROPOSER’S EXPERTISE** | | | | | | | | | | |
| 2.2.1 | Principles and practices of language access, including but not limited to interpretation, translation and other language access services. |  |  |  |  |  |  |  |  |  |
| 2.2.2 | Laws (including statutory and case law) related to language access in the California Superior Courts, as well as California Rules of Court, Standards of Judicial Administration, and Judicial Council Forms related to language access. |  |  |  |  |  |  |  |  |  |
| 2.3.3 | Education resources and training for court staff (including bilingual staff), court interpreters, judicial officers, justice partners, community organizations, including familiarity with educational videos, print or recorded materials, online videos and web modules, and other educational tools designed to assist court personnel and LEP court users. |  |  |  |  |  |  |  |  |  |
| 2.3.4 | Research and writing for court-related audiences. |  |  |  |  |  |  |  |  |  |
| 2.3.5 | Court interpreting principles and how court interpretation services are organized in the California Superior Courts. |  |  |  |  |  |  |  |  |  |
| 2.2.6 | Preparation of written, web or recorded communication materials and other language access tools to assist the courts. |  |  |  |  |  |  |  |  |  |
| 2.2.7 | Development of public outreach materials and tools to ethnic/cultural communities, including engagement with ethnic and racial minorities about language access resources, including strategy and messaging to target audiences, multilingual print materials (notices and signs) and non-print materials (audio recordings). |  |  |  |  |  |  |  |  |  |
| 2.2.8 | Systems to help statewide monitoring of the implementation of the LAP. |  |  |  |  |  |  |  |  |  |
| 2.2.9 | Methods to evaluate Program effectiveness and the quality of language access services. |  |  |  |  |  |  |  |  |  |
| 2.2.10 | Web content design and web implementation, including knowledge of web and courthouse accessibility for LEP courts users, including signage and wayfinding strategies and other web-based resources (online presence, e.g. resource center) regarding language access services. |  |  |  |  |  |  |  |  |  |
| 2.2.11 | Analysis, display and re-engineering of content for LEP court users, including: multilingual optimal design and display of information and resources for any platform. |  |  |  |  |  |  |  |  |  |
| 2.2.12 | Familiarity with video remote interpreting (VRI) best practices and resources. |  |  |  |  |  |  |  |  |  |
| **DELIVERABLES** | | | | | | | | | | |
| 3.1.1 | After consulting with the Judicial Council staff by conference call to determine initial Project needs, Contractor should submit a draft Strategy Document and Timeline regarding completion of all Project deliverables covered under the Proposed Contract. Shall occur by **June 29, 2018**. |  |  |  |  |  |  |  |  |  |
| 3.1.2 | By this date, Contractor to meet by conference call with the Task Force’s Budget and LAP Monitoring Subcommittee and Judicial Council staff to discuss the draft Strategy Document and Timeline, includ- ing the proposed Public Outreach Campaign for LEP Court Users (statewide strategy, messaging to target audiences, multilingual print and non-print materials, including notices, signs and recordings). Based on subcommittee and Judicial Council staff input, Contractor to prepare a revised Strategy Document and Time- line regarding the Public Outreach Campaign. Shall occur by **August 31, 2018**. |  |  |  |  |  |  |  |  |  |
| 3.1.3 | By this date, Contractor to meet by conference call with the Task Force’s Translation, Signage and Tools for Courts Subcommittee and Judicial Council staff to discuss the draft Strategy Document and Timeline, including the proposed build out of the Language Access Toolkit (improved organization and delivery of content, creation of a glossary, and creation of modules for LEP court users), and identify the two new videos to be created for LEP court users. Under this Project, Contractor, will develop a new module for LEP Court Users for the Language Access Toolkit. This module should include a multilingual video or graphic interface to direct court users to content or court resources in their language, and should include a LEP Video Center for the Toolkit to educate LEP court users on court practices. As part of this Toolkit buildout, the Contractor will also develop and submit to the Judicial Council two new videos for LEP Court Users (subject matter of videos to be identified in consultation with Task Force staff; text of videos to be translated into 8 languages), along with a multilingual glossary of common language access terms. Based on subcommittee and Judicial Council staff input, Contractor to prepare a revised Strategy Document and Timeline regarding completion of the Language Access Toolkit build-out. Shall occur by **August 31, 2018**. |  |  |  |  |  |  |  |  |  |
| 3.1.4 | By this date, Contractor to meet by conference call with the Task Force’s Technological Solutions Subcommittee and Judicial Council staff to discuss the proposed web-based VRI Resource Center, and assistance to establish VRI Technical Standards for Courts. Based on subcommittee and Judicial Council staff input, Contractor to prepare a revised Strategy Document and Timeline regarding completion of the web-based VRI Resource Center, and establishment of VRI Technical Standards for Courts. Shall occur by **August 31, 2018**. |  |  |  |  |  |  |  |  |  |
| 3.1.5 | By this date, contractor to provide the Judicial Council with a proposal regarding how to implement the online course regarding court interpreters in civil cases, including crea- tion of online modules by Contractor. Shall occur by **September 28, 2018**. |  |  |  |  |  |  |  |  |  |
| 3.1.6 | Based on feedback from Judicial Council staff, Contractor to submit a revised Strategy Document and Timeline regarding completion of all Project deliverables covered under the Proposed Contract. Shall occur by **September 28, 2018**. |  |  |  |  |  |  |  |  |  |
| 3.1.7 | By this date, contractor to provide Judicial Council staff with draft materials for the proposed Public Outreach Campaign for LEP Court Users (including statewide strategy, messaging to target audiences, multilingual print and non-print materials, including notices, signs and recordings). Contractor to also conduct a meeting, via conference call or WebEx (approximately one hour) with the Budget and LAP Monitoring Subcommittee and Judicial Council staff regard-ing the draft materials and next steps. **Shall occur by October 31, 2018/November 30, 2018.** |  |  |  |  |  |  |  |  |  |
| 3.1.8 | By this date, Contractor to conduct a meeting, via conference call or WebEx (approximately one hour) with the Translation, Signage and Tools for Courts Subcommittee and Judicial Council staff regarding the proposed Toolkit buildout and next steps. Contractor to also provide the Judicial Council staff with draft recommendations for the proposed build out of Language Access Toolkit, to address the following elements of the build out:   1. Creation of multilingual general content and resource links for a LEP Court User module, to include a LEP Video Center on the Toolkit to educate LEP court users (content and design, including translations, to be delivered by Contractor under the Proposed Contract); 2. Creation of two new videos to assist LEP court users (to be delivered by Contractor under the Proposed Contract, including translations); 3. Creation or purchase of a multilingual glossary with common language access terms to assist LEP court users (to be delivered by Contractor under the Proposed Contract); 4. Report to be delivered by Contractor under the Proposed Contract for: 5. Best practices for the development of a future multilingual web interface for the Toolkit with multilingual search optimization and mobile-friendly design; 6. Strategy Document & Language Access Toolkit Buildout Blueprint, including costs of additional buildout items not covered by the Proposed Contract; 7. Recommendations regarding optimization of display for non-Latin languages; and 8. Any recommendations regarding LEP court user testing for future buildout of the Toolkit.   All of the above items 1) through 4) shall occur by **October 31, 2018/November 30, 2018.** |  |  |  |  |  |  |  |  |  |
| 3.1.9 | By this date, Contractor to provide the Technological Solutions Subcommittee and Judicial Council staff with draft materials for the proposed web-based VRI Resource Center, and establishment of VRI Technical Standards for Courts.  Contractor to also conduct a meeting, via conference call or WebEx (approximately one hour) with the Technolog- ical Solutions Subcommittee and Judicial Council staff regarding the draft materials and next steps. Shall occurby **November 30, 2018/December 28, 2018.** |  |  |  |  |  |  |  |  |  |
| 3.1.10 | By this date, Contractor to provide the Judicial Council with functional web modules for the online course regarding court interpreters in civil cases. Shall occur by **December 28, 2018.** |  |  |  |  |  |  |  |  |  |
| 3.1.11 | Based on feedback received from the Budget and LAP Monitoring Subcommittee and Judicial Council staff, Contractor to submit final materials for the Public Outreach Campaign for LEP Court Users (including the statewide strategy, messaging to target audiences, multilingual print and non-print materials, including notices, signs and recordings). Contractor to also conduct a meeting, via conference call or WebEx (approximately one hour) with Judicial Council staff regarding the final materials and next steps. Shall occur by **March 29, 2019.** |  |  |  |  |  |  |  |  |  |
| 3.1.12 | Based on feedback received from the Translation, Signage and Tools for Courts Subcommittee and Judicial Council staff, by this date, Contractor to provide the Judicial Council with final materials for the proposed build out of Language Access Toolkit (including the improved organization and delivery of content, the glossary, and modules for LEP court users), and the two new videos to be created for LEP court users. Contractor to also conduct a meeting, via conference call or WebEx (approximately one hour) with Judicial Council staff regarding the final materials and next steps. Shall occur by **April 30, 2019/May 31, 2019.** |  |  |  |  |  |  |  |  |  |
| 3.1.13 | Based on feedback received by the Technological Solutions Sub-committee and Judicial Council staff, by this date, Contractor to provide the Judicial Council with the final web-based VRI Resource Center, and establishment of VRI Technical Standards for Courts. Contractor to also conduct a meeting, via conference call or WebEx (approximately one hour) with Judicial Council staff regarding the final materials and next steps. Shall occur by **May 31, 2019.** |  |  |  |  |  |  |  |  |  |
| 3.1.14 | By this date, Contractor to provide the Judicial Council with a final report, a meeting, via conference call (approximately one hour) with Judicial Council staff, and any outstanding materials for the contract deliverables identified above. Shall occur by **June 28, 2019.** |  |  |  |  |  |  |  |  |  |

***END OF ATTACHMENT 7***