**ADMINISTRATIVE OFFICE OF THE COURTS**

**QUESTIONS AND ANSWERS**

**RFP Number: OGC-ADR-05-RB**

**Videos for Self-Represented Litigants**

**May 2, 2012**

1. Will a layered file be delivered for editing existing small claims and unlawful detainer videos or will a flattened video file be delivered?

Answer: The AOC will provide flattened video files for the small claims and unlawful detainer videos to the Contractor.

1. Is the courtroom location provided? If yes, can the courtroom be negotiated to be in Southern California?

Answer: A courtroom location will be provided. However, filming must be scheduled and conducted during normal courthouse hours and in a manner that minimizes any disruption of normal court operations. If pricing depends on the courtroom location, please specify the geographic area in which the videos will be produced for the lowest price and, in the cost proposal, clearly describe any price increases that will be required if the courtroom location is in other California metropolitan areas.

1. Will the existing graphics package be provided? If not, is the expectation to recreate the exact same graphics package, same elements with different colors?

Answer: The expectation is to replicate the existing graphics with different colors and text.

1. Will the web-based file be delivered with closed captioning in the edited video? Or will closed captioning be handled through the coding of the websites video player?

Answer: Captioning may be handled through the coding of the website’s video player, if subtitles are provided in a well-supported and suitable format.

1. Process for Progress Billing and provision for payment if timeline is exceeded by client out of our control. In other words, since this project is expected to go on for a year, can we bill monthly for work completed during that time period?

Answer: Payment will be made in installments on the approval of intermediate and final project deliverables. Monthly or other periodic billings that are not associated with project deliverables will not be allowed.

1. Section #2.1.1 - Are these pieces just narrated like the one on the website? Will we need other voice actors and how many male and female? Can we see the existing videos before bidding on translating the project?

Answer: The new videos will be narrated, like the existing small claims and unlawful detainer videos. Other voice actors will therefore not be required. The existing videos can be viewed on the California Courts website at [www.courts.ca.gov/10962.htm](http://www.courts.ca.gov/10962.htm) and www.courts.ca.gov/11010.htm.

1. Section #6.2.1 - Do we need to closed caption or can we sub-title instead? This video is not going out to broadcast and the hearing impaired can select any sub-title languages on the menu. The issue with closed captions on line 21 is that there may be problems when playing back on computers. Sub-titles are very reliable on set-tops players and computers and can be chosen as a menu item on the DVD. Closed caption is only available with Roman characters. Since Asian and Russian languages are required, closed caption are not possible.

Answer: Subtitles are acceptable, if provided in a well-supported and suitable format.

1. Will we translate to Spanish, Russian, Mandarin, Korean and Vietnamese or will someone from AOC?

Answer: The Contractor will be responsible for providing accurate translations by qualified professionals. AOC approval of the translated scripts will be required before the narrations are recorded in languages other than English.

1. Section #2.1.2 - New "Debt Collection" video (3500 words or about 30 minutes) Any travel beyond 100 miles of Bay Area?

Answer: The only travel beyond 100 miles that may be required is for filming at a courtroom location. In this regard, please see the answer to question 2.

1. Section #2.1.3 - New "Automobile" video (3500 words or about 30 minutes) Any travel beyond 100 miles of Bay Area?

Answer: The only travel beyond 100 miles that may be required is for filming at a courtroom location. In this regard, please see the answer to question 2.

1. Will there be someone from AOC to check translation before localized narration? There may be some legal terms in the English version that may not have a direct translation. This is especially true in the Asian languages.

Answer: The Contractor will be responsible for providing translations by qualified professionals that accurately convey the meaning of the terms and procedures described in the English scripts. AOC approval of the translated scripts will be required before the narrations are recorded in languages other than English.

1. Section #2.3.2.2- Actors and narrators. Will we need to hire extras for all scenes or will AOC provide state employees for extras?

Answer: The Contractor will be responsible for providing professional narrators and actors for the roles of two disputing parties. The AOC will arrange for staff or volunteers to perform the other roles.

1. Section #2.3.2.3- Courthouse photography; Will we have access to courthouse after normal 8-5pm hours? If we need to shoot during the normal work day, can we block out a courtroom? If we book a courtroom during the day, and it becomes unavailable at the last minute (within 24 hours of scheduled shoot) will that cancellation fee (full day rate of crew, actors and equipment) be able to be added on to the contract amount?

Answer: Please anticipate filming during normal courthouse hours in a courtroom that is not being used for other purposes during the time scheduled for filming. Any charges for cancelling or rescheduling the filming should be specified in the cost proposal and will be considered in scoring the proposal.

*[END OF QUESTIONS AND ANSWERS]*