JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

RFI IT-2019-06-LB

Intelligent Forms

May 26,2020

1. Can we get more information about the webform UX such as detailed workflows and use cases?

**ANSWER**: We do not have detailed workflows and use cases - UX design will be part of the detail requirement phase. We have worked with fillable PDFs for a long time and have issued this RFI to be educated about what options exist in the marketplace for creating accessible webforms, using a basic workflow that includes creation of the form; review + feedback; and sign-off.

As far as the end user is concerned, the ideal would be that users can fill out forms using built-in guidance and contextual help at their own pace, at any time of day, from anywhere.

1. Can you provide more information about extended for Adobe Reader and if this means functionality outside the PDF specification?

**ANSWER**: Adobe Experience Reader Extension allows a user to download an AEM form with data to a local device. Were the AEM form *not* extended, the form filler would have to fill out the form in one sitting, printing it immediately as data would otherwise be lost. Extension also allows for use of digital signatures and submission of the form with XML data.

1. Can you please provide more details for accessibility compliant forms and the use cases and tests for these?

**ANSWER**: The Judicial Council has adopted as a standard WCAG 2.0 at Level AA. Webforms and any generated PDFs must meet the standard. Detailed test cases for accessibility will be prepared during the development phase; forms will be tested against the WCAG 2.0 standards. Attached sample document will provide you some idea.



1. Can you please provide more details for security compliance such as the use cases and tests you are planning?

**ANSWER**: Security compliance use cases will be provided during the project implementation stage. As of now, we are looking for product capability against the security requirements provided in the Non-Functional Requirements tab in RFI Attachment 1.

1. What types of fields are expected to be required and is it just the widely used fields suggested?

**ANSWER**: Just widely used fields such as text, date, number, checkbox, date picker, radio list ,etc. Please see any of our existing forms at <https://www.courts.ca.gov/forms.htm>

**Questions regarding Appendix 1, Business – Technical Requirements**

**A. Business Needs tab:**

1. Row 6: Are there API’s for the “JCC backend systems”? What systems are you referencing?

**ANSWER**: Yes. Systems include identity management and e-filing managers. Please also see rows 31 – 34 in the Business Requirements tab, and rows 32 – 38 in the Non-Functional Requirements tab.

1. Row 7: Are you open to providing a “guided form experience” for your users leveraging HTML 5 forms (responsive, mobile ready, accessible, supporting foreign languages) that can be mapped to PDF if necessary?

**ANSWER**: Absolutely.

1. Row 8: What Optical Character Recognition (OCR) software are you going to use to extract the form data?

**ANSWER**: This will vary from court to court. See also question 23 below.

1. If the data is already entered onto the eform, are you open to allowing the form to be “submitted” versus having it be printed and then scanned (OCR)?

**ANSWER**: Yes – see also see rows 31 – 34 in the Business Requirements tab

**B. Technical Requirements tab:**

1. Row 5: Are you planning on providing some type of Single Sign On solution for constituents?

**ANSWER**: Yes, this is our future state requirement.

1. Row 18: What are “JCC’s acceptable cert providers”?

**ANSWER**: We are using Entrust and for our own applications we provide our own SSL cert.

1. Row 28: Which Content management or records management system is the JCC using? Is there an API for this system?

**ANSWER**: Drupal 8, and yes, there is API available for this system. Currently there is no record management systems used at JCC.

1. Row 29: Does this include the ability to fill in a web enabled form on a mobile device? Does the JCC hope to extend the ability of users to fill in forms on their phones?

**ANSWER**: Yes. See also row 37, Non-Functional Requirements.

1. Row 33: Is it your preference to have a platform that includes both eforms and workflow capabilities on the same platform (Thus eliminating the need for JCC to integrate these types of tools)?

**ANSWER**: We are currently interested in *all* options. If your product offers both, we would like to know. We have very basic need for workflow.

1. Row 37: Are you also describing the ability to fill in and save the form on a responsive, mobile device?

**ANSWER**: Yes.

1. Row 38: Is it your goal to restrict the use of Javascript running in forms as well? Security, etc.?

**ANSWER**: We are aware about security concerns of JavaScript for frontend validation. However, this will be part of details discussion during the design phase.

**C. Business Requirements tab:**

1. Row 5: In order to be compatible with existing JCC forms, will you be removing the password protection for the winning vendor? Are all of your forms built in Adobe Designer (.XFA), or are some of them still built using traditional PDF workflows?

**ANSWER**: Yes. As a reminder, this is a Request for Information. If and when we issue a Request for Proposals and subsequently select any vendor(s), then yes, the vendor(s) would have access to raw files. We do currently maintain both XFA and Acroforms.

1. Row 7: Will you be open to collecting form data in responsive HTML 5 forms and then mapping it over onto PDF’s at the appropriate time?

**ANSWER**: Yes.

1. Row 8: Which document management system are you or will be using?

**ANSWER**: Currently all forms are stored in local drive, there is no document management in place, We are looking to see to what extent currently available products/services include a basic document management option. Final and public-facing forms would be hosted on the Judicial Council website.

1. Row 17: Please elaborate? What do you mean by “basic”?

**ANSWER**: features like WYSIWYG editor, support for responsive web design, content preview before publication. Drag and Drop ability.

1. Row 25: “Split PDF”-Do you mean with the use of an Acrobat client?

**ANSWER**: By any means provide the ability to separate a multi-form document into separate files.

1. Row 37: Save as PDF> Product shall provide option to save online filled form as a PDF in local system

**ANSWER**: [no question]

1. Row 44: Ability to disable OCR on request>How would a form design product keep a scanner from scanning and doing optical character recognition? Please elaborate here.

**ANSWER**: OCR software at each court should be able to define the zone and abstract details from the PDF. Our form published in PDF format should be able to convert PDF text into plain text for OCR reading. While for non-standard forms, OCR should scan this as an image.

1. Row 45: Content Based Zoning>Product shall provide capability of zoning based on contents…
Please provide definition and quantity for "non-standard forms". Are the CA Courts expecting a particular volume of correspondence?

**ANSWER**: Non-standard forms are typically those which do not have case number and litigant information. We can provide the count during the project requirement phase.

1. Are the CA Courts expecting some volume of incoming unstructured documents (non-forms) and correspondence?

**ANSWER**: Such correspondence does and will continue to occur but is not part of the requirements for this RFI.

1. Is the JCC looking to stand up a single system for forms processing or will there be multiple versions of it similar to the approach taken with CCMS?

**ANSWER**: Judicial Council forms will be developed to one standard. Forms may be e-filed in accordance the Judicial Council’s e-filing program.

1. Which payment processing vendor does the JCC use? Elavon, First Data, other?

**ANSWER**: The JCC uses the States Financial system for payment processing.

1. Will the JCC be allowing product demonstrations prior to releasing the RFP/RFX?

**ANSWER**: Please see Section 7 Information Exchange of the RFI.