



**Judicial Council of California**  
ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

455 Golden Gate Avenue • San Francisco, California 94102-3688  
Telephone 415-865-7960 • Fax 415-865-4325 • TDD 415-865-4272

RONALD M. GEORGE  
*Chief Justice of California*  
*Chair of the Judicial Council*

WILLIAM C. VICKREY  
*Administrative Director of the Courts*

RONALD G. OVERHOLT  
*Chief Deputy Director*

CHRISTINE M. HANSEN  
*Director, Finance Division*

**TO:** POTENTIAL BIDDERS

**FROM:** Administrative Office of the Courts  
Center for Families, Children & the Courts

**DATE:** May 19, 2005

**SUBJECT/PURPOSE OF MEMO:** ADDENDUM #1 TO REQUEST FOR PROPOSALS  
Judicial Council Forms and Website Plain Language Project

**ACTION REQUIRED:** The information herein is to be considered by all potential bidders in the preparation and submission of bids.

**DEADLINE:** Proposals must be received by **1:00 p.m. Pacific Time on 5/26/2005.**

**SUBMISSION OF PROPOSAL:** Proposals should be sent to:  
**Judicial Council of California**  
**Administrative Office of the Courts**  
**Attn: Nadine McFadden**  
**455 Golden Gate Avenue**  
**San Francisco, CA 94102**

**CONTACT FOR FURTHER INFORMATION:** **NAME: Bonnie Hough, Attorney**  
**Center for Families Children and the Courts**  
**TEL: 415-865-7668 FAX: 415-865-7217 E-MAIL: bonnie.hough@jud.ca.gov**

**CONTRACTING OFFICER** **NAME: Ron Bacurin, Finance Division**  
**TEL: 415-865-7991 FAX: 415-865-4326 E-MAIL: ron.bacurin@jud.ca.gov**

Addendum #1  
Request For Proposal  
Judicial Council Forms and Website Plain Language Project

Dear Potential Bidders:

The following list of questions were deemed relevant for clarification in this Request For Proposal and may have been edited for brevity.

1. Did the Administrative Office of the Courts or an incumbent prepare the Judicial Council forms (e.g., under the Adoption or Domestic Violence categories on the Courinfo Web site)?

Response: *An incumbent did much of the work in consultation with the AOC.*

2. What is the reason for the RFP if AOC already has full capabilities for doing this work itself?

Response: *At this time, the AOC does not have the capability to do this work itself.*

3. In 2.4, the RFP mentioned a total of 19 forms that may need plain language translation. What is the timeframe for redoing these forms?

Response: *It is anticipated that a draft of these forms would need to be completed by December 2005. However, such future work would require a separate Work Order at the time of need.*

4. In 3.2.1, the solicitation mentioned a Plain Language Style Guide (Appendix D). As Appendix D contains only formatting/layout specifications not the use of plain language, we wonder if this is the complete guide or just part of the guide included for illustration purpose. Does AOC have a style guide on the use of plain language that we should consider?

Response: *Attachment D represents the full style guide.*

5. In 3.2.2, the solicitation mentioned 15 days for turnaround of the draft forms and 4 days for urgent requests. In item 3C on p. 44, however, a 5-day turnaround is specified for regular request and 2-day turn around for urgent request. What's expected, standard turnaround time for draft forms?

Response: *AOC staff will try to provide contractors with as much time as possible in preparing draft forms. Although AOC staff may, from time to time, approve a longer turnaournd time, the time frame set forth in 3.2.2 must*

Addendum #1  
Request For Proposal  
Judicial Council Forms and Website Plain Language Project

*be adhered to. Paragraph 3 C on page 44 is hereby replaced in its entirety with the following language:*

*“C. The Contractor will provide the Plain Language translation of the forms, as requested by the Project Manager, within either (i) fifteen(15) business days of a request transmitted by telephone, facsimile, or e-mail, or (ii) four (4) business days of a request transmitted as an “urgent request.”*

6. In 3.2.3, the solicitation mentioned that completed forms should be in Omniform but, in the same section, it also mentioned other acceptable formats. Is Omniform required to complete the tasks?

Response: *Omniform is not required to complete the tasks.*

7. If other formats (e.g., \*.doc or \*.pdf is used), who will convert the Word or PDF files to Omniform?

Response: *AOC staff.*

8. In 3.2.5, it also mentioned “AOC software.” Could you provide more information of what this software is and whether contractor will be required to use this software?

Response: *AOC staff will generally be developing or modifying forms created in Omniform. Contractors are not required to use this software.*

9. In 3.2.6, the solicitation mentioned “procedures specified by the AOC” for field testing. Where can we gain more information about the field testing procedures? Are other forms of field testing (e.g., cognitive interviews, focus groups, usability testing) acceptable?

Response: *The AOC does not have set field testing procedures at this time. Bidders are encouraged to suggest any type of field testing that they believe will be of assistance which will need to be approved by the project manager prior to implementation.*

10. What impact, if any would the use of the specified field-testing procedures have on our fee proposal?

Addendum #1  
Request For Proposal  
Judicial Council Forms and Website Plain Language Project

Response: *Any field testing efforts would need to be quoted separately as field testing may not be required for every form.*

11. Can we have more detailed information about the field testing procedures that AOC would like contractors to use?

Response: *Bidders are encouraged to recommend field testing that they believe will be most effective.*

12. In 4.7.4, the solicitation requested explanation of a "field testing tool." Does AOC have expectations of a certain "tool" to be used in field testing?

Response: *The AOC does not have expectations of a certain "tool" to be used in field testing. If there is an interview tool, ideas of focus group questions, or usability checklist that the bidder might suggest, that would be an appropriate field testing tool.*

13. In 5.3, what's the timeframe for the option term? Shall we assume 2006 for the first renewal term and 2007 for the second renewal term?

Response: *The first year option would immediately follow the initial one-year term of the Master Agreement. So, for example, if an effective date of a Master Agreement is June 15, 2005, if the AOC elects to exercise its option to renew for another one-year term, that term would be from June 15, 2006 to June 14, 2007, and the second one-year term, if exercised, would be from June 15, 2007 to June 14, 2008.*

14. In 5.4, should we use an average rate for different labor categories for the proposed project staff?

Response: *Paragraphs 5.3 and 5.4 on page 7 are hereby replaced in their entirety with the following paragraphs:*

Addendum #1  
 Request For Proposal  
 Judicial Council Forms and Website Plain Language Project

5.3 Please provide your rate per hour for each type of activity in the following table. Please be sure to include all potential pricing that could pertain to providing potential work to the AOC, if the AOC enters into a Master Agreement for your services. Use additional lines as necessary for other services not listed.

Service	Billing Rate Per Hour – Initial Term	Billing Rate Per Hour – 1st Renewal Option Term	Billing Rate Per Hour – 2nd Renewal Option Term
Translation of Form and Formatting			
Field Testing of Translated Form			

5.4 Attachment C, starting on page 48, contains the actual forms that are anticipated to require translation/formatting/field testing services. Using your billing rates proposed in 5.3 above, complete the following pricing matrix as applicable to the proposed services. Your proposed fees must include all required services to arrive at the Estimated Maximum Extended Amounts, so you may add additional lines per form if necessary to accommodate those activities. The Estimated Maximum Extended Amount shall be your all inclusive charge – no additional charges shall apply.

**Proposed Fees for Plain Language Translation, Formatting, and Field Testing**

Form	Service	Billing Rate per Hour	Estimated Maximum Number of Billable Hours	Estimated Maximum Extended Amount
Form #FL-100	Translation of Form and Formatting			
	Field Testing of Translated Form FL-100			
Form #FL-110	Translation of Form and Formatting			

Addendum #1  
 Request For Proposal  
 Judicial Council Forms and Website Plain Language Project

Form	Service	Billing Rate per Hour	Estimated Maximum Number of Billable Hours	Estimated Maximum Extended Amount
Form # GC-110	Translation of Form and Formatting			
Form # GC-210	Translation of Form and Formatting			
Form # GC-212	Translation of Form and Formatting			
Form #GC-255	Translation of Form and Formatting			
Total				

15. In H2 on p. 12: Could you explain “material solicitation document requirements”?

Response: *This includes compliance to the items under 4.0, SPECIFICS OF A RESPONSIVE PROPOSAL starting on page 5.*

16. In item P on p. 21, the solicitation required that text be appropriate for a 4th to 7th grade level. What methods or readability formulas does AOC use to measure reading level?

Response: *We anticipate that contractors will be doing readability testing using methods at their disposal.*

17. In item 4 B and 4 C, the solicitation mentioned that the appropriation year ends on June 30 of each year. Is the work for the six forms solicited by the RFP dependant on funding for the next appropriation year?

Response: *Our desire is to use this year's funding. However, should that not occur, funding may come from the 2005-2006 fiscal year.*

Addendum #1  
Request For Proposal  
Judicial Council Forms and Website Plain Language Project

18. On p. 51, in the sample attached form (FL-110), both English and Spanish is used on the form. Will the contractor be required to translate the foreign language part into plain language?

Response: *No, the AOC, or a translator under a separate contract, will be responsible for translating the plain language version into Spanish.*

19. How many foreign languages are used on the judicial Council forms currently in use?

Response: *Spanish is used on a number of forms. Domestic violence forms are currently translated into Spanish, Chinese, Vietnamese and Korean.*

20. Attachment C: Can contractors propose different layout options for the forms?

Response: *No. Not at this time. The AOC may consider deviation from the specified layout at a later date.*

21. Can the contractor add instructional pages to the forms?

Response: *Yes.*

22. Can contractors deviate from the formatting style guide (Attachment D) and propose new layout options for AOC to consider?

Response: *No. Not at this time. The AOC may consider deviation from the formatting Style Guide at a later date.*

23. Does AOC have page constraints that contractors need to be aware of?

Response: *No, other than a general concern for usability.*

Addendum #1  
Request For Proposal  
Judicial Council Forms and Website Plain Language Project

24. The RFP states that "proposals must be received by 1pm on 5/24/05" but the original email we received with the solicitation stated that "Service providers are asked to submit proposals by 5 p.m. on Monday, May 23, 2005." Can you clarify which is correct?

Response: *The due date has been changed to Thursday, 5/26/2005 at 1:00 p.m. Pacific Time. Paragraph 7.2 on page 8 of the RFP is hereby revised as follows:*

**7.2 The estimated timeline for this RFP process is:**

RFP issued	05/10/2005	
Questions/Requests for Clarifications Due	05/17/2005	
Responses Due	05/26/2005	
Demonstrations & Interviews Completed by	06/2/2005	(estimated)
Contract negotiated by	06/9/2005	(estimated)
Contract Period Begins	06/16/2005	(estimated)

*END OF ADDENDUM #1*