

RFP CFCC-CCW17-23RB

Judicial Council Assessment of California Collaborative Courts

Web-based Services

Answers to Questions Submitted

May 8, 2017

Q: Is this a full- or part-time engagement?

A: *This is a deliverable-based contract. Work could be done either full or part-time depending on the contractor's own preferences.*

Q: Does the project require an onsite presence?

A: *No, although onsite meetings could be beneficial.*

Q: Will the service provider get access to SMEs or Business stakeholders to assess/confirm the applicability of a new digital service to the existing web pages?

A: *Yes, CFCC and CJS staff will work with contractor to provide contact information for the stakeholders.*

Q: Section 2.2.5 talks about creating an alpha site. Is it same as the pilot site given in bullet point 6? Please confirm.

A: *We are hoping to have a demo of a proposed site, but it does not need to be live. Alternatively, a set of wireframes would also be acceptable.*

Q: Will the pilot site need to be exposed to a selected set of users to play around with?

A: *Yes, at a minimum JCC staff will need to have access to pilot site or be able to view wireframes.*

Q: Is it mandatory that the pilot site should be a working site? Can it be a clickable prototype instead?

A: *A clickable prototype is fine.*

Q: We assume that all the required hardware and infra will be provided for deploying the pilot site? Is our understanding correct?

A: *The site will not need to be deployed as part of this contract. The user research collected and analyzed should be used to inform the design of a new site in either the form of an alpha, clickable pilot, or wireframes.*

Q: Is the scope limited to this part of the website alone:
<http://www.courts.ca.gov/programs-collabjustice.htm> or the whole of
<http://www.courts.ca.gov>?

A: *This is only for the pages surrounding CA Collaborative Courts
<http://www.courts.ca.gov/programs-collabjustice.htm>*

Q: Is project management part of the scope or will it be managed by the Project Manager from Judicial Council of California? Please confirm.

A: *JCC staff will work with the contractor on project management, but the contractor will need to be responsible for meeting deliverables and their own staff.*

Q: The RFP talks about wire-frames/alpha site/working pilot site as one of the final deliverables - need more clarity here because these are different things. Request to share more details on these deliverables.

A: *We are hoping to have a demo of a proposed site, but it does not need to be live. Alternatively, a set of wireframes would also be acceptable for this deliverable. We leave the specifics up to the discretion of the contractor.*