



Judicial Council of California

ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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TO: POTENTIAL BIDDERS

FROM: Administrative Office of the Courts
Finance Division

DATE: **May 28, 2008**

SUBJECT/PURPOSE OF MEMO: **ANSWERS TO QUESTIONS**

Project Title: Custom eLearning Course Development
RFP Number: CJER-WBT-08-RB

PROPOSAL DUE DATE: Proposals must be received by **1 p.m. on Wednesday, June 11, 2008**

SUBMISSION OF PROPOSAL: Proposals must be sent to:
Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden, CJER-WBT-08-RB
455 Golden Gate Avenue
San Francisco, CA 94102

FOR FURTHER INFORMATION: E-MAIL:
Solicitations@jud.ca.gov

1. As a private Canadian corporation located in Toronto, with a sales office in Boston, I am not sure if the DVBE participation compliance requirement applies to us or not. I have looked through the web site for information however I have found nothing that confirms our position.

Per the RFP any “incomplete documentation may result in disqualification” I need to be certain of our position.

Answer: The 3% participation can be met through the prime contractor as well as its subcontractors and suppliers. All proposers must complete the applicable parts of the forms in Attachment E of the RFP.

2. In the Minimum Requirements section, 4.1.4, it states that “You must agree to give ownership to the AOC for all materials produced, including source codes at no extra costs.” Please clarify as to whether the term ‘source codes’ refers to the coding involved in sourcing the content material within modules or the coding employed as the basis for module templates.

Answer: The AOC needs to be able to modify and update any course developed by a vendor. If a vendor is selected to produce anything for the AOC the AOC will own that work product, and any code written by a vendor for any course will be owned by the AOC. Please see Attachment B of the RFP, paragraph 20, Ownership of Data & Materials.

3. Are resumes, samples of work, RFP Attachment C, RFP Attachment D, RFP Attachment E, RFP 6.14 Price Range Matrix, and RFP 7.0 Fee Proposal part of the 35 page limit stipulated in the RFP in item 6.9 on pages 8-9?

Answer: Please see Addendum # 1 to this RFP..

4. Regarding 4.1.2: on Page 6, Paragraph 6: Could you please define what comprises the 8 weeks timeframe. Is this regardless of WBT complexity as defined in 6.14 as well as regardless of time spent by AOC in the review and approval process?

Answer: Generally we want to be able to have a medium complex project finished in 8 weeks. The 8 week period would not include the AOC review time.

5. How many days does AOC typically require for review and approval of key deliverables such as Blueprint, Storyboard, Alpha Test Version and Beta Test Version?

Answer: The AOC will typically require 5 working days for each phase of review.

6. Regarding 1.2.1: AOC indicates there is no LMS at this time. Does the AOC plan in the future to install and/or implement an LMS? Will the deliverable need to include LMS compliance (SCORE or AICC) but deactivate this functionality to all the course to work outside an LMS system?

Answer: The AOC does plan to install a Learning Management System (LMS) in the future. The vendor will not need to include LMS compliance.

7. Can the work product examples be represented through a URL on an Internet site as opposed to CDROM or other media?

Answer: Yes.

8. Should the Fee Proposal be provided in a separate document from the rest of the response?

Answer: No.

9. Should the Fee Proposal contain both the Pricing Matrix from Section 6.14 and the Rate Table outlined in Section 7.2?

Answer: Yes.

10. If our development metrics include additional labor categories such as A/V Producer or Quality Assurance, should we add those categories to the Pricing Matrix, or blend them into another category such as Multimedia Developer?

Answer: Please do not add categories to the Pricing Matrix. Please see response to question 11.

11. Can labor categories be added to the Rate Table shown in Section 7.2, such as A/V Producer and Quality Assurance?

Answer: No. However, in accordance with Section 7.1 of the RFP “The list of potential prices set forth below is not intended to be exhaustive. Please be sure to include all potential pricing that could pertain to providing potential work to the AOC. . .” If you have other categories (job functions) that would need to be employed in a project, you must include those functions and the rates separately from the rate table as well.

12. Do we need to identify and commit to named DVBE with no dollar amount or project identified by the Court?

Answer: If you are proposing DVBE participation, you’ll need to identify the DVBE and commit to at least 3% of award amount to DVBE participation. Please see Addendum #1 for a revision in the Attachment E, DVBE Participation Form.

13. Can we commit to the minimum 3% in the proposal, due to the fact that depending on the project, we may choose different talents/companies for the types of work that would be subcontracted?

Answer: Yes.

14. In regards to EXHIBIT A – STANDARD PROVISIONS & EXHIBIT B – SPECIAL PROVISIONS: Are any of the provisions negotiable?

Answer: Yes. Please use Attachment C, Contract Exceptions Form to document those provisions to which your firm takes exception.

15. Can you give me some idea of what percentage of vendors from outside the state of California have been selected to provide contract services to the Judicial Council in the last few years?

Answer: The Education Division does not know the percentage of vendors from outside California that have been selected to provide contract services to the Judicial Council. However, for elearning services needed within the Education Division in the last few years, 100% of the vendors have been outside California.

16. The contractor submitting a proposal is certified as a Woman Business Enterprise in her state. Does California recognize and factor this designation into their decision when selecting an out of state vendor?

Answer: The AOC does not, which may differ from other State agencies.

17. In section 1.2 Current Course Development, paragraph 1.2.1, the RFP states there is a small elearning development team employed by the AOC. How long has this group been in place, and how many web-based courses have they developed?

Answer: The Education Division's elearning development team has been in place for approximately 8 years and has developed approximately 23 courses

18. Is there an incumbent that is currently providing the services identified under this RFP? If so, are there (or have there) been any performance problems with this incumbents work?

Answer: Yes there is an incumbent. There have been no performance problems with the incumbent.

19. Where is the course content going to come from?

Answer: The AOC will develop the content.

20. What form is the course content going to be delivered to us?

Answer: As Microsoft Word documents, possibly video, audio and photographs.

21. You ask that the courses need to work with a UNIX server, can you explain how they are to be hosted?

Answer: They are hosted on Sun Solaris servers. The Web server is currently a version of Apache.

22. If the vendor has an ability to administer and track, would they like information on that?

Answer: Yes, but providing such information is not a requirement.

23. If not how are they planning on delivering, tracking and reminding?

Answer: Generally the AOC hosts the courses on the AOC's internet site; we do not track, we do not remind.

24. What is the budget?

Answer: When a project is initiated we will ask approved vendors for quotes, which will determine the budget.

25. Since you have computers of varying technical specifications, for each subject are you looking to have one single program that can work across all computers, or would you be expecting a course to take on various formats for different types of computers?

Answer: We would like one course to be able to work on all computers. However, when we offer a course containing multimedia content we must also offer a text and graphics version.

26. If you are only looking for one program per subject, how will you address the issues on older computers that may not be compatible with audio or video?

Answer: Any audio or video employed in a course must be accompanied by text of the audio or video, either as descriptive captions or as a separate text version of the course.

27. How many courses ?

Answer: In the last two years the Education Division has outsourced 4 projects.

28. For audio and video files to be embedded, will AOC be creating these or is the vendor expected to produce?

Answer: This depends on the individual project. So far, the AOC has supplied video to the vendors to embed.

29. Please define your interpretation of the courses meeting the industry standards for 508 as there are many interpretations. In some cases organizations are looking for 508 certified, which requires independent review and certification at a cost. Others mean 508 accessible, which mean a program that can be viewed using a JAWS screen reader

Answer: 508 accessible, no need to be certified.

30. I noted that although DVBE utilization is in this RFP there is no incentive under SB115. The incentive program in SB115, which was chaptered into law last year with guidance developed by DGS, assures that bidders actively seek and subcontract with DVBE as it is to their advantage rather than submit a GFE that agencies lack the resources to verify – the very reason this law exists. I hope that you will amend this RFP to incorporate the SB115 incentive.

Answer: The AOC wishes to comply with the intent of the executive branch's DVBE participation program, however the judicial branch is not mandated to comply with the code regulations required of the executive branch. As a reference, the AOC has provided a link to the executive branch's website for DVBE resources.