

WEB SITE ASSESSMENT
RFP VENDOR QUESTION AND RESPONSE LOG

No.	QUESTIONS AND RESPONSES
1	<p>Date Question Received: September 29, 2005 Question: In reference to RFP # EOP-3005, will there be a bidder's conference? AOC Response: <i>No, the AOC does not intend to hold a bidder's conference for this RFP.</i></p>
2	<p>Date Question Received: September 29, 2005 Question: On the AOC website for Proposals, the AOC Web Assessment (RFP # EOP-3005) states "the AOC seeks to identify and retain a qualified interactive agency to..." What is the context for and definition of an "interactive agency?" AOC Response: <i>From the AOC's perspective, the context for and definition of an interactive agency is any potential service provider qualified and experienced in providing the services set forth in the RFP.</i></p>
3	<p>Date Question Received: October 4, 2005 Question: What is the estimated value of the project? AOC Response: <i>The AOC has not developed a specific budget, nor determined an estimate of the funds available, for this project. The AOC expects vendors submitting proposals to provide their best pricing based on the vendor's work plan to complete the scope of services required by the RFP.</i></p>
4	<p>Date Question Received: October 4, 2005 Question: Where will the funding for the project come from? AOC Response: <i>The funding for this project will come from non-grant funds budgeted for and under the control of the Judicial Council of California / Administrative Office of the Courts.</i></p>
5	<p>Date Question Received: October 4, 2005 Question: Do you currently have an incumbent vendor doing these assessments? AOC Response: <i>The AOC does not have an incumbent vendor providing these assessments.</i></p>
6	<p>Date Question Received: October 4, 2005 Question: What computer systems are currently in use, who provided them, and how old are they? AOC Response: <i>The AOC is a PC-based organization using Windows XP operating system.</i></p>

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7	<p>Date Question Received: October 6, 2005</p> <p>Question: "The AOC anticipates concluding the assessment process, no later than January 31, 2006." The RFP due date is October 28, 2005. Is it the Council's intent to have the assessment completed within a two month period (depending on how long it take to sign a contract). Can we provide a schedule, in response to this RFP, based on our experience providing these types of services, to be considered responsive? Please advise.</p> <p>AOC Response: <i>The AOC may be flexible in terms of adjusting the final deliverable date in any resultant contract should the AOC determine that more time is required to assimilate and report on survey findings, however, the AOC fully expects vendors to prepare their work plans in accordance with the timeline set forth in the RFP. Provided a vendor has met all the requirements of the RFP in their proposal, including providing a work plan that meets the RFP timeline requirement, the vendor is free to propose an alternative work plan. Such an alternative work plan must be in addition to, not in lieu of, the work plan required by the RFP timeline.</i></p>
8	<p>Date Question Received: October 7, 2005</p> <p>Question: Is the AOC open to both qualitative and quantitative methodologies?</p> <p>AOC Response: <i>Yes, both methodologies would be encouraged.</i></p>
9	<p>Date Question Received: October 7, 2005</p> <p>Question: Utilizing web-pop-up surveys to speak with consumers while on the site has proven effective in understanding how effectively the user accomplished their goals. Is the AOC open to online methodologies?</p> <p>AOC Response: <i>Currently the AOC does not allow pop-up screens or windows on our sites. We may, however, accept a link to a hosted online survey. Provided a vendor has met all the requirements of the RFP in their proposal, the vendor is free to propose an alternative approach to online surveys.</i></p>
10	<p>Date Question Received: October 7, 2005</p> <p>Question: Can the AOC provide any current site statistics, percentage of CA citizens that would be involved with the CA courts annually?</p> <p>AOC Response: <i>The AOC receives approximately 800,000 page views a week to the California Courts Web site. We do not track percentage of CA citizens who visit annually.</i></p>
11	<p>Date Question Received: October 7, 2005</p> <p>Question: Will the AOC be able to provide the sample (contact information for site users) for public facing sites? Internal sites?</p> <p>AOC Response: <i>The AOC will be able to provide survey samples (contact information for users) for our internal sites, but sample public users will need to be identified via online survey or other means.</i></p>
12	<p>Date Question Received: October 7, 2005</p> <p>Question: Please confirm that sections 3.1.1 through 3.1.9 are not chronologically ordered and that AOC will look to the vendor to recommend the flow of deliverables requested.</p> <p>AOC Response: <i>This is correct. Sections 3.1.1. through 3.1.9 of the RFP are not chronologically ordered; the AOC will look to the vendor to recommend the logical flow of deliverables.</i></p>

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13	<p>Date Question Received: October 7, 2005</p> <p>Question: The RFP states an expectation of concluding the assessment process by Jan 31, 2006. What is the planned date for awarding the contract and the expected project kick-off date? Are there any key dates to be aware of for project planning purposes such as: holidays, AOC meetings, etc.?</p> <p>AOC Response: <i>The AOC hopes to award a contract by mid November, however, that timeframe is strictly an estimate that the AOC may change at its sole discretion, without notification, and may include without limitation making no contract award at all. The AOC may be flexible in terms of adjusting the final deliverable date in any resultant contract should the AOC determine that more time is required to assimilate and report on survey findings, however, the AOC fully expects vendors to prepare their work plans in accordance with the timeline set forth in the RFP. Provided a vendor has met all the requirements of the RFP in their proposal, including providing a work plan that meets the RFP timeline requirement, the vendor is free to propose an alternative work plan. Such an alternative work plan must be in addition to, not in lieu of, the work plan required by the RFP timeline.</i></p>
14	<p>Date Question Received: October 7, 2005</p> <p>Question: Has a budget range been determined and spending schedule?</p> <p>AOC Response: <i>The AOC has not developed a specific budget, nor determined an estimate of the funds available, for this project. The AOC expects vendors submitting proposals to provide their best pricing based on the vendor's work plan to complete the scope of services required by the RFP.</i></p>
15	<p>Date Question Received: October 7, 2005</p> <p>Question: We are an approved California Multiple Award Schedule contractor. To achieve this status, We have accepted the CMAS General Terms and Conditions. How do these terms and conditions overlap with the terms and conditions for this project?</p> <p>AOC Response: <i>There is no overlap with California Multiple Award Schedule General Terms and Conditions. Any contract awarded as a result of this RFP will be between the Judicial Council of California / Administrative Office of the Courts and the selected vendor, and will contain the terms and conditions set forth in Attachment A to this RFP, except as may be negotiated between the parties pursuant to Section 11.0 of the RFP. Vendors may at their own discretion propose, and must submit, CMAS terms and conditions in their proposal, but as noted in Section 11.0 of the RFP, the AOC is under no obligation or requirement to negotiate such proposed terms and conditions.</i></p>
16	<p>Date Question Received: October 7, 2005</p> <p>Question: Under section 3.0 of RFP, section 3.1.3, says: "Identify and document five or six user-types for each site". Do you mean 5-6 user groups for each site (total of 25-30 total), or 5-6 personas for external sites, and 5-6 personas for internal sites? We would definitely recommend the latter, as 5-6 is adequate in terms of capturing user motivations, goals and needs.</p> <p>AOC Response: <i>The AOC means the latter: 5 - 6 personas (user types) for the external site and roughly the same number of user types for the internal sites.</i></p>

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17	<p>Date Question Received: October 7, 2005</p> <p>Question: For the internally facing sites (Serranus, Education Portal and Comet), can you share more information on the content within these sites, who they are targeted for, the major tasks users can accomplish, and perhaps a site map or screen shots of the home page for each of these 3 sites?</p> <p>AOC Response: <i>Serranus is the AOC extranet. It consists of approximately 800 html pages. It is divided into the core administrative areas including: Finance, Education, Human Resources, Reference, etc. The site is used by court administrators to access reports, documents, and memos regarding court administration. The Education Portal is an online e-learning sub site that offers distance learning focused on judges and judicial education. Comet is an e-learning site focused on delivering administrative education to court personnel. The AOC uses Blackboard and Moodle to design and deliver courses.</i></p>
18	<p>Date Question Received: October 7, 2005</p> <p>Question: Are any travel expenses allowed under this RFP?</p> <p>AOC Response: <i>As set forth in Section 2, Compensation for Contract Work, and Section 3, Direct Expenses, of the Payment Provisions of Attachment A, Contract Terms, the AOC expects that vendor's proposed fees would be inclusive of any travel expenses. Therefore, the AOC does not intend to separately allow for travel expenses under any contract for the services anticipated by this RFP. Please note, however, that as set forth in Section 6.1, Fee Proposal, of the RFP, a vendor's fee proposal should include a detailed breakdown of how the vendor determined the fee for each clearly defined deliverable which would include a breakdown of any anticipated travel expenses.</i></p>
19	<p>Date Question Received: October 7, 2005</p> <p>Question: Under Standard Provisions, point 26G (Insurance Requirements) [Attachment A] stipulates that: "All of the Contractor's policies shall be endorsed to provide advanced written Notice to the State of cancellation, nonrenewal, and reduction in coverage, within fifteen (15) Days, mailed to the following address: Judicial Council, Administrative Office of the Courts, Business Services Manager, 455 Golden Gate Ave., 7th Floor, San Francisco, CA 94104." Our insurance carrier will not provide this 15 day service, however, we will replace any insurance cancellation immediately without any lapse in coverage. Will this satisfy your requirement?</p> <p>AOC Response: <i>The AOC may be willing to accept such a change, provided the requirements set forth in Section 11.2 of the RFP are met in the vendor's proposal.</i></p>
20	<p>Date Question Received: October 7, 2005</p> <p>Question: Is the budget for this project approved and available?</p> <p>AOC Response: <i>The AOC has not developed a specific budget, nor determined an estimate of the funds available, for this project. The AOC expects vendors submitting proposals to provide their best pricing based on the vendor's work plan to complete the scope of services required by the RFP.</i></p>
21	<p>Date Question Received: October 7, 2005</p> <p>Question: Who is the incumbent contractor?</p> <p>AOC Response: <i>The AOC does not have an incumbent vendor providing these assessments.</i></p>
<i>End of Questions and Responses</i>	