

JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

RFP # CIP-2022-39-DM

January 19, 2023

Question #1: Are you able to confirm the following for RFP-CIP-2022-39-DM?

1. 4,000 users
2. Budget of \$20,000 per year

Answer: Yes.

Question #2: Whether companies from Outside USA can apply for this? (like from India or Canada)

Answer: No.

Question #3 Whether we need to come over there for meetings?

Answer: Meetings may be done remotely.

Question #4: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Answer: No. No services shall be provided from outside the United States. Proposers must provide proof that they are legally allowed to do business in the state of California.

Question #5: Can we submit the proposals via email?

Answer: Please refer to RFP Section 6.2. Proposal must be submitted electronically in two parts, the technical portion and the cost portion.

- A. The Proposer must submit their Technical Proposal as a separate attachment from the Cost Proposal to an email sent to: solicitations@jud.ca.gov
- B. The Proposer must submit their Cost Proposal via email sent to: RFP-CIP-2022-39-DM-COSTS@jud.ca.gov

Question #6: Which system (specifically looking for the name) will provide the names and details of the users that will feed the LMS profile information?

Answer: Microsoft Excel

Question #7: Will any non-employees' users (vendors, contractors, partners, etc.) need access to the LMS? If so, how many outside (non-employee) users will need access to the LMS?

Answer: The LMS will host educational content for court interpreters. The Judicial Council contracts with a vendor to develop educational modules that will be placed on the LMS. At this time, there is only one vendor that creates educational content for the council (including click-through courses and live webinars). That vendor may also need access to the LMS on the hosting side to place content on the LMS. This is likely to be only a handful of people in addition to our staff.

Question #8: Will the Judicial Council require the LMS solution to integrate with any Virtual Training programs such as Zoom or MS Teams?

Answer: The Judicial Council would prefer integration with standard video conferencing platforms (such as Zoom, MS Teams or WebEx) for virtual trainings.

Question #9: Outside of US English, what languages are required for the LMS solution?

Answer: There are no languages outside of US English required.

Question #10: Does the Judicial Council expect an increase in users throughout the term of the contract?

Answer: The Judicial Council does not expect to see an increase in users through the end of the term as the initial estimate includes anticipated growth through the contract period.

Question #11: Does the Judicial Council have any specific learning objectives that you are trying to accomplish with the new system?

Answer: The LMS will provide expanded education content – created by the Judicial Council – for Certified Court and Registered Interpreters. Education is aimed to develop, improve, and learn to maintain the requisite knowledge, skills, and abilities (KSAs) required to perform their responsibilities competently, fairly, and efficiently. Specific learning objectives will be compatible with the KSA's identified at <https://www.courts.ca.gov/documents/KSAs.pdf>. Further examples of learning objectives can be found on pages 21-22 of the [Compliance Requirements for California Certified Court and Registered Interpreters](#).

Question #12: Does the Judicial Council require the solution to meet any specific security hosting accreditation? If yes, which one(s)?

Answer: For the hosting services, we require FedRAMP moderated.

Question #13: Does the Judicial Council and the various department administrators assign courses and learning objects or allow learners to self-select or a combination of both?

Answer: A combination of both.

Question #14: Does the Judicial Council use any competencies that correlate a job to a course to a needed skill proficiency?

Answer: The only required courses for new interpreters are to complete (1) an online orientation to the court interpreter profession, and (2) an ethics course provided virtually throughout the year by the Judicial Council. Interpreters are also required to complete minimum continuing education requirements every two years (see Compliance Requirements, cited above). The program also anticipates that online modules will also be developed to help aspiring interpreters.

Question #15: Please provide the vendors being considered for this solicitation?

Answer: The disclosure of the vendors being considered for this solicitation won't be available until the resulting contract is fully executed.

Question #16: Are there any integrations that are required that have not been discussed? If so, please provide a brief description.

Answer: Integration with the JCC Identity Management System is the only one required based on the current known requirements. Integration with Zoom or Microsoft Teams would be advantageous, but not required.

Question #17: Is there any historical data migration from a current LMS or other system that needs to be imported into the new LMS and considered for implementation pricing?

Answer: There is no current LMS. User information will need to be imported through an xlsx.

Question #18: Regarding RFP Section 2.2 Services Item 1, what type of content formats besides SCORM does the Judicial Council currently use or plan to use (ex. AICC, xAPI, MP4, etc.)?

Answer: Currently the Judicial Council currently uses SCORM and MP4 formats.

Question #19: Regarding RFP Section 2.2 Services Item 15, what is the specific JCC Identity Management System?

Answer: The JCC Identity Management System is Azure Active Directory. Integration with support SAML or oAuth 2.0 protocols.

Question #20: Regarding RFP Section 2.2 Services - Contract Term, "The estimated funds available for this project will not exceed \$20,000.00 per year for the initial 3-year licensing agreement and the option terms." - Are the "estimated funds" of \$20,000 per year for the initial 3 year period inclusive of implementation fees?

Answer: Yes.

Question #21: Regarding RFP Section 9.0 Evaluation, there are no points scored for answering the '2.0 Description of Services' - does this mean you do not need a response to those items?

Answer: A response to '2.0 Description of Services' should be included in the required technical proposal. See 7.1.1 *“Cover Letter that includes: ... vi. Provide an overview of your software: describe the features, functions, capabilities of your software as they relate to the service requirement stated in Section 2.2 above.”* The full technical proposal is required for a bid to be considered.

Question #22: Attachment 12 - A.1.2, does this project require end-user support (often known as level 0 support) or will your admins and internal help desk handle issues such as password resets and other basic items?

Answer: This requires end-user support. Attachment 12 refers to end-users as “remote learners” in this case.

Question #23: Attachment 1 - #11 Award And Execution of Agreement, will the Judicial Council allow GSA schedule 70 to be the contract vehicle for this transaction? More info on GSA for governments can be found here: <https://www.gsa.gov/technology/technology-purchasing-programs/mas-information-technology>

Answer: No. Attachment 2, Judicial Council Standard Terms and Conditions will be the contract vehicle for the resulting agreement.

Question #24: The RFP states a need for ‘Ability to support at least 4,000 remote learners’ while also stating a budget of \$20,000 per year. In our experience it would be difficult to meet the needs of the RFP requirements within in that budgetary threshold. Will the Judicial Council consider bids that exceed the stated budget of \$20,000/year?

Answer: The Judicial Council will not consider bids that exceed that budget but may consider bids that support a smaller number of remote learners.

Question #25: Is the Judicial System also interested in Off the Shelf Content in addition to the course created by the Judicial System?

Answer: At this time, the Judicial Council is looking to provide a platform to support educational content provided by the Judicial Council, but will consider content that adheres to the Court Interpreter Minimum Continuing Education (CIMCE) guidelines. Suggested Educational Topics for Continuing Education can also be found on pages 21-22 of the [Compliance Requirements for California Certified Court and Registered Interpreters](#).