JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

RFP# CFCC-2021-23-DM
April 16, 2021

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Question #1: Desired SCORM version: SCORM, Shareable Content Object Reference Model is a collection of standards and specifications for web-based electronic educational technology. It defines communications between client side content and a host system, which is commonly supported by a learning management system. Normal ongoing standard for same currently is 1.2, however you may ask the same from your LMS provider.

Answer: We do not anticipate that these projects will be posted on an LMS, but rather on regular websites. We will post on either a Moodle site or a Drupal based platform.

Question #2: Desired level of development refers to level of interactivity, it ranges from level 1 to level 3 as a global standard. Below is a table illustrating the different levels for your understanding.

Level 1	**Limited interaction:** **This level is what is commonly referred to as 'page-turners'. The course is linear and could be considered basic training, in which the student acts only as an information receiver. At this level learners do not interact with resources, they just have:** **• Graphics, images and simple animations** **• Rollovers** **• Basic quiz questions**
Level 2	**Moderate Interaction:** **In this case, the course carries moderate level of engagement. The learner has more control over their training; they have the ability to do more than just watch, read and navigate. This level is used for non-complex operations and maintenance lessons.** **• Clickable animated graphics** **• Navigation expands to menus, glossaries, and links to external resources** **• Often includes exercises (i.e. drag-and-drop, matching, and identification components)** **• Audio and video**

Level 3	**High Interaction:** **At Level 3 there is a high degree of complexity and customization of the course. In addition the student has more control over their training and perceives the course as a participative and dynamic activity and not just a presentation of content.** • **Animated Videos** • **Customized Audio recording** • **Complex simulations where the learners enter data into fields** • **Scenario-based cases** • **Custom Flash Animations where learners have the ability to investigate.**

Answer: We would like to have as interactive a product as possible within our budget limits. However, we do not support Flash Animations.

Question #3: Section 1.3 mentions about second year of contract. Are we talking about same project extending for a year or a separate one?

Answer: This is the same project extending into year 2.

Question #4: Please mention other output formats desired.

Answer: All content must be provided in file formats compatible for posting or embedding on a Judicial Council website, such as MP4 for video, MP3 for audio. The product should be cross-browser compatible, as well as HTML5 compatible. SWF (Flash) files are NOT acceptable.

Question #5: Do you have any device preference, or should we suggest it? If you have a preference, please specify. (desktop / mobile / tablet content - iPAD, iPhone).

Answer: Since this is a professional audience, we anticipate usage on desktops and tablets. We anticipate approximately half of users on Apple tablets, and half on Android tablets.

Question #6: In what format will the source content be provided to us? Do you have existing storyboards that can be shared with us?

Answer: We have written curriculum for the modules. We have not created storyboards.

Question #7: Do you have any specific tool/technology in mind for creating the new training modules? Please specify.

Answer: No. JCC produces courses internally in Adobe Captivate, but the vendor is not required to use that platform.

Question #8: Is there a Learning Management System (LMS) in place?

Answer: No

Question #9 Are you in favor of creating a blended learning environment?

Answer: While we are supportive of a blended learning environment, we expect that these will be stand-alone courses.

Question #10: How will frequent meetings be scheduled with Judicial Council Staff members? Weekly or 4. 4. Monthly or as-needed basis?

Answer: Meetings will be scheduled on an as-needed basis after the initial meeting. Meetings will be conducted remotely.

Question #11: Does the training require voiceover narration?

Answer: Voiceover narration may be important for a successful class. The vendor will need to create/record any voiceover audio. One narrator will likely be sufficient for these classes.

Question #12: Is there a style guide to follow?

Answer: There is a general style guide that will be provided to vendors.

Question #13: Will this training be translated into other languages?

Answer: No

Question #14: What is the estimated budget for this contract?

Answer: Please see RFP section 5.0 Payment Information for the estimated budget for each deliverable.

Question #15: Can the work be performed remotely?

Answer: Yes

Question #16: What is the complexity level of eLearning expected? Are there any sample courses that JCC can share with us to understand the complexity of the courses?

Answer: There are no courses that are available at the budget level set out in this RFP.

Question #17: What are the targeted environments (Desktops/Tablets/Smartphones) for the eLearning courses?

Answer: Since this is a professional audience, we anticipate usage on desktops and tablets. We anticipate approximately half of users on Apple tablets, and half on Android tablets.

Question #18: What are the types of interactivities expected?

- o Matching
- o Drag and Drop
- o Click to reveal
- o Hotspots
- o Any other custom interactivities/simulations expected?

Answer: Any of these interactivities would be appropriate. Custom interactivities or simulations are not expected.

Question #19: What is the targeted platform/LMS for the courses?

Answer: These will most likely be housed on a Drupal platform or Moodle. We do not anticipate using an LMS.

Question #20: Is SCORM packaging required for the courses? If so, what is the SCORM version to be followed?

Answer: No, but you are welcome to note in your response if trainings are SCORM compliant, which version is used.

Question #21: Will JCC be able to provide necessary content, standards, style guides, and branding guidelines to be followed?

Answer: The JCC will provide any guidelines developed.

Question #22: Will JCC provide necessary stock photos, stock videos, and technical diagram, images, and images specific to JCC/content, wherever required?

Answer: The JCC will provide any logos and images specific to JCC/content.

Question #23: Will JCC provide voice over audio or the vendor need to create/record? If required, how may voiceover artists to be factored for the courses?

Answer: Voiceover narration may be important for a successful class, but the JCC is open to other options proposed by the vendor. The vendor will need to create/record any voiceover audio. One narrator will likely be sufficient these classes.

Question #24: Are there any source documents available in digital format (doc, pdf, ppt, etc.) that JCC can share for analysis?

Answer: No

Question #25: What are the types of assessments expected?

- o Binary (Yes/No, True/False, Agree/Disagree, Correct/Incorrect)
- o Multiple Choice (with single/multiple correct answers)
- o Matching
- o Drag and Drop
- o Any other custom assessments?

Answer: Any of these assessments will likely work. Custom assessments are not required.

Question #26: In case of developing video-based learning, what is the overall duration of the videos required in each of the course?

Answer: The length of each class is set for in section 2.3.1 of the RFP for each topic.

Question #27: Do we need to script, shoot, produce, and edit live videos (video shot using human actors)?

Answer: No, human actors are not required.

Question #28: Do we need to develop animations of any of the types (character animation, motion graphics, info-graphic, whiteboard, etc.)?

Answer: The vendor should propose interactive elements that are appropriate within the budget.