

Cloud-based Solution for Agenda Management and Webcasting

LSD-2017-36-RB

Questions and Responses RESPONSES TO QUESTIONS

#	Questions	Answers
1	Whether companies from Outside USA can apply for this? (Like, from India or Canada)	Companies that are foreign or located outside the United States can present a proposal for this RFP, as long as they meet the requirement of being qualified to do business and be in good standing in California.
2	Whether we need to come over there for meetings?	If the services requested in the RFP can be provided remotely, the service provider would not need to be physically present during meetings.
3	Can we perform the tasks (related to RFP) outside USA? (Like, from India or Canada)	Generally the Judicial Council prohibits remote access to judicial branch entity data from outside the continental United States. However, given if a vendor is able to provide evidence that it can provide responsive, timely, and comprehensive customer service (24 hours per day, 365 days per year, excluding agreed-upon maintenance downtime) during business hours and that the quality and stability of services is not impaired, the Judicial Council will consider proposals to provide services from outside the continental United States.

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4	Can we submit the proposals via email?	Proposals should be submitted according to the instructions located in Section 7.0 of the Cloud-Based Solution for Agenda Management and Webcasting RFP found here: http://www.courts.ca.gov/38221.htm
5	For question #5 under the Business and Service Requirements, could you please go into more detail as to your meaning of ADA Compliant?	The services provided must comply with the Americans with Disabilities Act (ADA). Current ADA regulations can be found on the ADA.gov website located at: https://www.ada.gov/2010_regs.htm
6	For question #6 under the Business and Service Requirements, could you provide more clarification here? For example, is there a need to have an English and Spanish Audio Channel that the public can switch between when using the live stream?	Business and Service requirements number 6 states: "Access to two audio channels during streaming." This requirement is referring to a second, audio only channel being available as a backup in the event that there are issues with the primary video stream.

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7	For question #15 under the Business and Service Requirements, can you confirm that you are referring to the video stream here?	<p>Business and Service requirements number 15 states:</p> <p>“Provide access to meetings for staff within the network, separate from the public, without impacting internet bandwidth.”</p> <p>This refers to Judicial Branch staff having access to a video stream that is separate from the “public” stream.</p>
8	How many total number of users would JCC have accessing the system?	Currently, we have approximately 80 Judicial Council staff using this system, with a maximum of 10 Judicial Council staff as concurrent users. This number is expected to go up as we expand the use of this system to other areas within the Judicial Branch.