

QUESTIONS AND ANSWERS

IT-2019-10-LB

California Courts Digital Services and Self-Help Redesign:
Visual & Interaction Design

April 19, 2019

1. What is meant by “implementation phase” in project plan?

In section 2.1 it states the project plan should include strategy, system design, and implementation. Is this simply referring to implementation of the design system website with samples of use cases and prototypes from other JCC web properties, as opposed to directly updating existing web properties to reflect the new design system?

ANSWER:

Implementation includes three aspects:

- 1. Implementation of a design system website (See 2.2.4), that will also include testing of design patterns; and,**
- 2. Implementation of the design system patterns into a new content management system, led by the WCMS implementation partner.**
- 3. The vendor will assist / advise the JCC team on early implementation of patterns on digital services that are outlined by the JCC team.**

2. What are client expectations for “production ready prototypes”?

In section 2.5 it is referenced that the vendor will test the prototypes as needed to confirm they are production ready. What is meant in this context by the term production-ready?

ANSWER: “Production ready” refers to final pattern libraries that have been tested for usability and have been approved before being implemented within sites hosted on the new web content management system.

3. How many different web pages or application screens are required to be created as part of the design system?

In section 2.5, it states that prototypes should be created to show how the visual design system will be applied across the statewide portal as well as various JCC-maintained websites. How many different types of sample web pages or application screens are anticipated to be needed as part of the design system?

ANSWER: We anticipate many components of the design system will be re-used, and we do not have a firm number of pages, screens, or sites to answer precisely. However, we can estimate in the range of 6-8 websites and perhaps 10-20 page templates.

4. Will support be required for Right-to-Left languages, such as Arabic?

ANSWER: No

5. Is it anticipated that the selected vendor will plan and conduct all user-focused testing of the components of the design system, or will testing efforts be implemented by JCC staff and/or other vendors?

ANSWER: We anticipate the selected vendor will lead the planning and testing of design system patterns in close collaboration with the JCC staff.

6. Is there a defined budget for this Project?

ANSWER: The JCC believes it has set aside ample funds to cover the required work deliverables, however we do not determine a fixed budget amount.

7. Can more detail be provided about the scope of the “evaluation and testing phases” (2.2.1) and the usability testing (2.2.3)? These services can expand or contract depending on the budget. On a minimal side, a small sampling of representative users may be involved. Or more extensive and formal usability tests are possible. Knowing that budget is also important, additional detail on the depth of user testing desired will help ensure our proposal meets expectations.

ANSWER: The JCC has budgeted for a moderate amount of user testing; however it is anticipated most testing can be done with internal stakeholders. Also, the JCC has a User Experience expert as part of the project team who will help plan, lead, and coordinate testing.

8. Has a not to exceed budget cap been determined for this project?

ANSWER: See Answer #6

9. The contract estimates indicate a period of work for 21 months (3.0) and is the same timeframe as the work for the WCMS RFP (RFP-IT-2019-11-LB). We assume the visual and Interaction Design would be completed early in the process. Is this a correct assumption?

ANSWER: Yes.

10. What will the review, input, and sign-off process need to be at JCC? I.e. How many stakeholders are involved? How many rounds of review are desired?

ANSWER: The specific sign-off process has not yet been determined. The number of review rounds will be negotiated with the winning bidder as part of the final Standard Agreement.

11. In order to pin down the project scope, we would like to understand whether the scope includes delivering templates compatible with the different JCC-maintained websites? (eg. template for a site running on Drupal platform, template for a site running WordPress, etc.)

ANSWER: We envision that all design pattern components, including page templates will be compatible across various platforms, but the JCC will be focused primarily on establishing new or redesigned sites on a Drupal 8 framework.

12. Can you clarify where the proposed website with information on the design guidelines will be hosted? JCC's servers, Azure Government Cloud?

ANSWER: This has not been determined at this point. Bidders are welcome to state their preferences and/or recommendations.

13. What is the budgeted amount for this contract?

ANSWER: See Answer #6

14. Are services to be provided on premises or remotely?

ANSWER: Recurring onsite project and status meetings should be anticipated; however, services and work products can be developed remotely.

15. What state contracting vehicle is this RFP released under?

ANSWER: The contracting vehicle will be similar to the Standard Agreement provided in Attachment 2 of the RFP package.

16. Does JCC have a not-to-exceed cost on this proposal?

ANSWER: See Answer #6

17. Does JCC expect there to be travel associated with this effort and, if so, is there an estimated travel budget?

ANSWER: As mentioned above (Question 14), there will be recurring onsite project and status meetings in San Francisco for which Vendors will need to be present. We have not established a firm travel budget; however, travel expenses will be reimbursed by the JCC, per section 5.0 Payment Information

18. Project Plan: Deliver proposed outline of project stages and schedule, from strategy, to system design, to implementation.

a. Are there any critical milestones that must be met?

b. Does JCC have an estimated level of effort in mind/ expected number of resources for the vendor to provide?

ANSWER: Critical milestones will be negotiated with the winning bidder as part of the final Standard Agreement. Vendors should anticipate a significant level of effort covering design for up to 8 websites that share components, templates, and are unified by brand. The vendor should estimate staffing resources based on the deliverables descriptions (Section 2.0).

