JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

RFP CFCC-2024-43-SB
E-Learning Resources for Center for Families, Children & the Courts

February 21, 2025

1. **QUESTION**: The RFP references requirements such as a Federal Tax ID and compliance with California regulations. However, Section 7.1(i)(vii) discusses provisions for foreign proposers. Could you confirm whether non-U.S. entities are eligible to submit proposals, and if so, how specific requirements must be fulfilled? (E.g. what to provide instead of the Federal Tax ID)

    ANSWER: The federal tax ID requirement is in addition to the requirements below in section 7.1(1)(vii). The JCC does not provide tax advice and you should check with the IRS or your own tax counsel or tax consultant about obtaining a federal TIN.

    Section 7.1(i)(vii):

    vii. If Contractor is a California corporation, limited liability company ("LLC"), limited partnership ("LP"), or limited liability partnership ("LLP"), proof that Contractor is in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor conducts or will conduct (if awarded the contract) intrastate business in California, proof that Contractor is qualified to do business and in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor does not (and will not if awarded the contract) conduct intrastate business in California, proof that Contractor is in good standing in its home jurisdiction.

2. **QUESTION**: The RFP states that the JCC seeks a proposer to "produce or assist with online learning tools, including recorded classes." Could you clarify the expectations regarding "recorded classes"? Does this refer to the proposer recording educational content, or does it involve another aspect of the project?

    ANSWER: This includes two aspects of recorded classes. One taking recorded classes and using them to create an E-Learning course, and two, adding recorded content to E-Learning courses as required by the JC.

3. **QUESTION**: The expected workflow outlined in the RFP mentions various meetings. Could you clarify whether these are expected to be conducted in person, or if virtual participation is acceptable? Additionally, given potential time zone differences, are there any expectations regarding availability for real-time engagement?

ANSWER: Virtual participation is acceptable. Real time availability will be based on 8am-5pm work hours in California. However, the attorneys and subject matter experts are busy so, scheduled meetings are preferred.

4. **QUESTION**: The total budget for the initial 16-month contract is capped at $63,000 and option years are capped at $40,000 per year. Given the scope of work, can this budget be adjusted if the proposal justifies a higher cost for quality production?

   ANSWER: No.

5. **QUESTION**: What are the expectations on production quality for the deliverables? (e.g., fully animated, video-based, interactive scenarios, etc.)?

   ANSWER: It is anticipated that the production will include video and interactive scenarios as requested. Some portions or topics may require full animation, but that would not be the standard.

6. **QUESTION**: Are software licensing costs (e.g., Articulate Storyline, Adobe Creative Suite, Vyond) to be covered by the contractor, or does the Judicial Council have existing licenses for development?

   ANSWER: These would be covered by contractor.

7. **QUESTION**: The RFP states that the eLearning tools must be interactive and embedded via iFrame. Does this mean they must be hosted externally by the vendor, or will the Judicial Council provide an LMS or hosting environment?

   ANSWER: The JC will provide a hosting environment.

8. **QUESTION**: Can the Judicial Council provide examples of past eLearning projects that align with their expectations for quality, interactivity and production?

   ANSWER: A basic course can be found here: https://jccav.akamaized.net/001A57/cfcc/CALDOG/California_Ethics/index.html (note you will need subscription to view)

9. **QUESTION**: What level of interactivity is expected? (e.g., Basic quizzes? Scenario-based branching? Simulated case studies?)

   ANSWER: Yes. Basic quizzes and case scenarios to test learning comprehension are expected. Case studies may also be helpful. It will depend on the topic.

10. **QUESTION**: The deliverables mention video production – does the Judicial Council expect fully scripted, produced and edited videos, or is the expectation for more simple, screen-recorded training with voiceover?

ANSWER: The contractor should bid what is realistic within the budget that is provided.

11. **QUESTION**: Does the Judicial Council have an in-house development team that will provide assistance with integration, or is the contractor responsible for full deployment?

    ANSWER: No. The JC does not have an in-house development team.

12. **QUESTION**: How many rounds of feedback and revisions should we expect per module?

    ANSWER: This depends on the complexity of the content area. Typically, there are at least three rounds of feedback for content, style, and user testing.

13. **QUESTION**: Section 2.0 DESCRIPTION OF SERVICES AND DELIVERABLES, page 3, 2.2 General Scope of Services Requirements states, "Online learning tools include, but are not limited to, interactive distance learning platforms; the ability to conduct pre and post- tests, the ability to obtain continuing education credits if needed." The ability to obtain education credits would require a SIS (student information system) to house the users and e-learning exported data. What SIS is Judicial Council using and how will the e-learning need to pass this information to the SIS? Do they have a learning management system?

    ANSWER: Professional continuing education credits such as MCLE, BBS, Judicial Office, or court staff continuing eductation credits will be evaluated by the JC. If the content creator is an approved continuing education provider for any of the mentioned licenses, those provider numbers can be use. However, we have found that it is easier if the JC approves the credits and uses the JC provider number for MCLE and BBS credits. We do not have a SIS nor have we ever used one at the JC.

14. **QUESTION**: Section 2.0 DESCRIPTION OF SERVICES AND DELIVERABLES, page 3, 2.2 General Scope of Services Requirements states, "The published output of the e-learning software must be embeddable on a website via iframe or something equivalent". Does Judicial Council of CA have servers to host HTML5 or SCORM packages/files?

    ANSWER: The files generated by the software can be hosted. But you will have to sftp the files manually using a client like FileZilla to the pantheon server. Embedding is likely but may not be guaranteed. You can always link the files they sftp.

15. Section 5.0 PAYMENT INFORMATION, page 11 states "The selected Proposer shall submit invoices upon satisfactory completion of services for each deliverable outlined in Section 2 of this RFP. Invoices shall include, in detail, all costs and applicable charges." Does the Judicial Council have a standard deliverables acceptance document (DAD) that will be used to outline the deliverables and acceptance by JCC project lead, or will the awarded proposer create / use their own DAD form(s)?

ANSWER: The JC has a form.

16. **QUESTION**: What are your expectations for narrations (eg human or synthetic voiceover)

    ANSWER: Either human or synthetic voiceover is acceptable.

17. **QUESTION**: Are you looking to track user participation?

    ANSWER: Yes, if that is available.

18. **QUESTION**: Do you currently have an LMS?

    ANSWER: No.

19. **QUESTION**: Is it expected for the vendor to host the solution?

    ANSWER: No.

20. **QUESTION**: For CE accreditation- Will there be assistance by California provided in this process?

    ANSWER: Yes.

21. **QUESTION**: What is the general process to ensure content is eligible and compliant to receive continuing education credits such as Minimum Continuing Legal Education (MCLE) and Board of Behavioral Science (BBS) credits?

    ANSWER: The contractor will be working with subject matter experts to ensure content meets these requirements.

22. **QUESTION**: What is the typical cost for accreditation?

    ANSWER: None.

23. **QUESTION**: Will California provide all necessary SMEs for the project?

    ANSWER: Yes.

24. **QUESTION**: What specific topics or curricula need to be converted into online learning tools?

    ANSWER: There are a number of recorded webinars on zoom and in-person content that need to be converted.

25. **QUESTION**: Should the learning tools include assessments, interactive elements, or simulations?

ANSWER: Yes.

26. **QUESTION**: Are there any accessibility or compliance standards (e.g., WCAG, Section 508) that must be followed?

    ANSWER: Not at this time as the content is hosted on a subscription-based webpage. However, it would be a value to ensure the content is ADA accessible.

27. **QUESTION**: Will the online tools need single sign-on (SSO) integration with your systems?

    ANSWER: No.

28. **QUESTION**: Is there a preferred LMS for hosting the content, and should the modules be compatible with it?

    ANSWER: The content will be posted on a Druple webpage.

29. **QUESTION**: Can you specify the target audience's technical proficiency (e.g., familiarity with online learning platforms)?

    ANSWER: The target audience will range from older judges to younger attorneys. The course should be easy to navigate for a wide audience.

30. **QUESTION**: Will the learning tools be mobile-friendly or require responsive design for multiple devices?

    ANSWER: Yes.

31. **QUESTION**: What are the required formats for recorded classes (e.g., SCORM, MP4, HTML5)?

    ANSWER: Usually, MP4.

32. **QUESTION**: Will existing content be provided, or is content development part of the scope?

    ANSWER: Content will be provided, but if the contractor has some familiarity with the content, that would be great.

33. **QUESTION**: Is there a preferred authoring tool (e.g., Articulate, Captivate, Rise 360)?

    ANSWER: We use adobe products at the JC primarily.

34. QUESTION: What is the project's anticipated start date and expected completion date?

ANSWER: The initial contract will be from June 15, 2025 through September 30, 2026. The agreement will also include three (3) one-year option terms for two (2) distance learning curricula in each year [FY 2026-2027 (Year 1), FY 2027-2028 (Year 2), FY 2028-2029 (Year 3)]. The first option term (Year 1) will begin on October 1, 2026, and end on September 30, 2027. The second option term (Year 2) will begin on October 1, 2027 and end on September 30, 2028. The third option term (Year 3) will begin on October 1, 2028 and end on September 30, 2029.

35. QUESTION: Will CFCC provide subject matter experts (SMEs) for content validation?

ANSWER: Yes.

36. QUESTION: With reference to the scope of "converting curricula into online learning tools", we are curious to understand if this training already exists in a different formats/modality currently or if this request is to build training from scratch.

ANSWER: This includes both. We do have some existing training that we would like to convert to a more interactive format and we do have topics that will need to be built from scratch.

37. QUESTION: If all the training in the scope of this RFP meant to be online and asynchronous?

ANSWER: Yes.

38. QUESTION: Would the Judicial Council Staff have the time to provide content for the training tool/course or is the provided expected to hire subject matter experts to help with content development?

ANSWER: JC will be providing materials and subject matter expertise.

39. QUESTION: Are there any preferred tools or technologies for developing the online learning content (e.g., Articulate Storyline, Rise, Captivate)?

ANSWER: We use adobe products at the JC primarily.

40. QUESTION: What are your goals with the new courses? (e.g., expanding your library of educational resources, reaching new audiences, meeting a new legislative requirement, etc.)

ANSWER: The goals are to provide dense legal information in an understandable and interactive way.

41. **QUESTION**: Has JCC-CFCC previously produced courses that are eligible for MCLE and BBS credits? If so, could you provide an example course??

    ANSWER: Yes. Most courses that the JC produces are eligible for MCLE and BBS credits. You can find the courses on the JCART website at jcart.ca.gov.

42. **QUESTION**: Will you need the selected partner to record video content (e.g., in a studio, at a conference/in-person training, etc.)? Or, may we assume that JCC-CFCC will provide video content for editing and inclusion in the course?

    ANSWER: There may be some video that the contractor will be asked to record.

43. **QUESTION**: What learning management system (LMS) or website does JCC-CFCC plan to host the new courses on?

    ANSWER: We will be hosting the E-Learning course on the JCART website. It is a Druple based website.

44. **QUESTION**: Does JCC-CFCC have a preference on course authoring tools? (e.g., Articulate Rise, Articulate Storyline, Lectora, etc.)

    ANSWER: We use adobe products at the JC primarily.

45. **QUESTION**: Describe the composition of the JCC-CFCC team we would be collaborating with to build the modules? (e.g., how many team members, expertise areas, experience building online course materials, etc.)

    ANSWER: There will usually be one subject matter expert assigned to each topic. The team includes the subject matter expert, usually an attorney, and any specialist needed at the end to help post on the finalized content on the JCART website.

46. **QUESTION**: Outside the team we would directly collaborate with are there other groups/stakeholders who would need to sign-off on the final course materials? (e.g., communications dept., legal, 508 compliance, IT, etc.)

    ANSWER: No.

47. **QUESTION**: What kind of reporting requirements/goals do you have for the new courses? (e.g., completion rates, analysis of item responses, etc.)

ANSWER: We would like to track completion rates and track any tests, if applicable.