JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

RFP-ITSO-2022-03-SB

August 25, 2022

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1   QUESTION**:** Whether companies from Outside USA can apply for this? (like, from India or Canada)

ANSWER:
No.

2   QUESTION: Whether we need to come over there for meetings?

ANSWER:
No.

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

ANSWER:
No.

4   QUESTION: Can we submit the proposals via email?

ANSWER:
Yes, proposers must submit proposals via email. Please refer to section 6.0 of the RFP for instructions.

5   QUESTION: Can you confirm is there any particular incumbent for the current scope? Will they be bidding?

ANSWER:
There is an incumbent for the current scope and it is the vendor's decision whether to bid or not.

6   QUESTION: Does the California Courts have any preference with respect to local vendors?

ANSWER:
No.

7   QUESTION: Does the California Courts have a budget in mind for the project? Is the California Courts able to share the budget?

ANSWER:
We are unable to share this information since it is not final.

8   QUESTION: What is the California Courts current annual spend on CMS, hosting, and related support?

ANSWER:
You need to request the records and information through PAJAR. Please refer to this link: https://www.courts.ca.gov/requestforms.htm. However, this will not excuse you from filing your proposal on time.

9   QUESTION: Can the California Courts provide details of the hosting of all the websites and expenditure incurred of the previous year?

ANSWER:
You need to request the records and information through PAJAR. Please refer to this link: https://www.courts.ca.gov/requestforms.htm. However, this will not excuse you from filing your proposal on time.

10   QUESTION: Please explain about California Courts present CMS and also the likes and dislikes about the existing CMS.

ANSWER:
The content management system is Drupal.

11   QUESTION: Can the California Courts mention the Technology Stack in the current website?

ANSWER:
Drupal, PHP, Nginx. Please refer to sections 2.4 and 2.5 for more details.

12   QUESTION: What are the current technical challenges the California Courts is facing (If any)?

ANSWER:
We have not identified any pertinent technical challenges.

13   QUESTION: Are there any third-party APIs in the current website? If yes, would the California Courts provide the details?

ANSWER:
This information is not pertinent to the RFP.

14   QUESTION: Is there a plan to create more sites in the future?

ANSWER:
Yes, there is a plan to create more sites in the future.

15 QUESTION: Can the California Courts provide detailed analytics for the existing website such as number of Pages, type of content, storage used, Site Traffic?

    ANSWER:
    We have 61 sites, and unique visits per site are between 15,000 and 400,000.

16 QUESTION: Who built the current websites – your internal team or a vendor? If it was a vendor, who was it?

    ANSWER:
    Our internal team, along with some help from our implementation partners built the current websites.

17 QUESTION: If you used an outside vendor, how much did you spend on the implementation of your current sites?

    ANSWER:
    You need to request the records and information through PAJAR. Please refer to this link: https://www.courts.ca.gov/requestforms.htm. However, this will not excuse you from filing your proposal on time.

18 QUESTION: Are there any sites (or web apps) that are not directly referenced in this RFP that the county would benefit from consolidating into this new platform? If so, approximately how many?

    ANSWER:
    None known at this time.

19 QUESTION: Do different teams/departments manage their own sites? Or does one team own all web work?

    ANSWER:
    Different teams/departments manage the content of their pages. Our team manages the technical backend and assists in improvements, migration, and other such tasks.

20 QUESTION: Are there granular levels of permissions needed where certain people should only have access to certain sites? Or, even certain areas of sites?

    ANSWER:
    Yes.

21 QUESTION: How many sites are there currently?

    ANSWER:
    Currently, there are 61 sites.

22   QUESTION: Are all of the sites currently in Drupal?

ANSWER:
We currently have about 35+ sites on Drupal. The Judicial Council Web ecosystem comprises of 61 websites in total.

23   QUESTION: The RFP mentions WordPress – are there currently any WordPress sites?

ANSWER:
There is currently one WordPress site.

24   QUESTION: If there are not WordPress sites currently, why is that mentioned?

ANSWER:
There is a possibility that we may need to migrate Wordpress sites onto Drupal and vice versa.

25   QUESTION: Are you currently working with Pantheon?

ANSWER:
You need to request the records and information through PAJAR. Please refer to this link: https://www.courts.ca.gov/requestforms.htm. However, this will not excuse you from filing your proposal on time.

26   QUESTION: Where is the CMSs/websites currently hosted?

ANSWER:
You need to request the records and information through PAJAR. Please refer to this link: https://www.courts.ca.gov/requestforms.htm. However, this will not excuse you from filing your proposal on time.

27   QUESTION: Do you have an existing relationship with a cloud provider like AWS, Azure, Google Cloud, etc? Please state which ones.

ANSWER:
We currently have relationships with Both Azure and AWS for Cloud Hosting. Our Cloud footprint includes both GOV and Commercial in each tenant.

28   QUESTION: Do you have any existing relationship with CDN/WAF providers like cloudflare, akamai, or fastly? If so please state which ones.

ANSWER:
We are currently using Azure native WAF solution and Fastly.

29   QUESTION: What are some key integrations with the CMS?

ANSWER:
The platform has to be integrated with New Relic Pro and Enterprise WAF.

30   QUESTION: What is your current annual spend on CMS, hosting, and related support?

ANSWER:
You need to request the records and information through PAJAR. Please refer to this link: https://www.courts.ca.gov/requestforms.htm. However, this will not excuse you from filing your proposal on time.

31   QUESTION: How are you defining success from a technical perspective for this project? (please use numbers where possible).

ANSWER:
Success is defined in the RFP requirements. Please refer to section 2.0 for the description of goods and services.

32   QUESTION: Are there any security standards required for your CMS platform? i.e. HIPAA, PCI, SOCII, Fredramp, etc?

ANSWER:
SOCII.

33   QUESTION: Please provide the average monthly numbers for page views of the websites combined (to the nearest 500k is fine).

ANSWER:
Page views of the websites are between 500,000 and 7,000,000.

34   QUESTION: Do you require 24/7 support access in the case of critical (site availability) issues?

ANSWER:
Yes.

35   QUESTION: Do you require specific response time SLAs for critical issues? If so, please specify expectations.

ANSWER:
Please refer to section 2.5 in the RFP for technical requirements regarding Disaster Recovery and Technical Support.

36   QUESTION: Your RFP mentions various avenues of support. do you prefer chat vs phone call or particular channels for application-level support?

ANSWER:
Channel would be dependent on the urgency of the issue. Phone, chat, and email should all be available channels.

37   QUESTION: Please describe the internal team who will be responsible for the website post-launch (developers, non-tech users, etc).

ANSWER:
Post-launch will include internal developers to handle the technical backend, maintenance, and improvements of the site as well as well as content authors to manage the content of the sites.