

1. Is the vendor to do a “needs analysis” to determine website content and architecture (navigation)? Or will the Court be supplying the navigation scheme?

Answer: The Court is seeking a redesign of the architecture. The new website will use existing content.

2. How many design ideas would the Court like to choose from?

Answer: 3.

3. Would the website need a CMS system to add new pages, important notices, latest news, etc?

- a. How many people will need access and updating privileges?
- b. How many levels of security will be required?
- c. Will supervisors want to review updates before they are published?

Answer: No.

4. Who will be researching and creating website content (Vendor or other)?

Answer: The new website will use existing content.

5. Jury IWR:

- a. Could you please explain this module in more detail?
- b. Could you provide us with some reference court websites where we can see this module working?

Answer: Not applicable, vendor will just need to link to the existing site.

6. Court Public Index:

- a. We assume this will be a kind of advanced search module. Please confirm. Please also let us know the different keywords/sections that can be searched using this search?
- b. Will there be a browse module on the website?
- c. Who will upload this data: Do we need to provide a multiple administrator login feature?

Answer: See # 5.

7. Court Calendar:
- a. Please detail this module?
 - b. Is this feature available to everyone?

[Answer: See # 5.](#)

8. Tentative Rulings:
- a. Why would the users be allowed to upload documents on the website?
 - b. Who will review these documents?

[Answer: Provide in-house staff ability to upload documents daily.](#)

9. Governmentjobs.com:
- a. Is this a third party database that needs to be shown through the website or will this be a custom module?
 - b. If this is a custom module: Will the users be able to browse different jobs? Will they be able to apply for the job online?

[Answer: See # 5.](#)

10. The website mentions that Multimedia content will be uploaded on the website.
- a. What are the multimedia elements the County wants included within the site?
 - b. Will this content be created by Vendor or supplied to vendor?
 - c. Who will upload this content on the website?
 - d. Will this content be categorized or not?

[Answer: The ability to add video content in the future. The content will be created by the Court. The content will be uploaded by the vendor and will be categorized.](#)

11. Will the website be entirely open for public access or will we need to create secured user areas? Which functionalities will be accessible in the secured user area?

[Answer: The entire site is open for public access.](#)

12. There are several levels of Section 508 compliance each of which creates different design restrictions. Which compliance level would the County like to support?

[Answer: The Court requires full, site-wide compliance with Section 508 \(1194.22\) standards.](#)

13. Will the Vendor be responsible for translation of content into Spanish and Vietnamese, or will content be supplied in these languages?

[Answer: Vendor is expected to use a translation software program.](#)

14. Will metadata for Google searches be supplied to Vendor or will Vendor be responsible for creation of this information?

[Answer: Vendor will be responsible for creation.](#)

15. Will vendor have access into Court servers to create a test environment on the actual web servers where site will be hosted? Or will vendor have to duplicate that environment on our servers?

[Answer: Yes, will have access.](#)

16. What is the budget range for this project? Or maximum (do not exceed) budget?

[Answer: The Court has not developed a specific budget for this project. The Court expects vendor's to provide their best pricing based on the vendor's work plan to complete the project.](#)

17. Does the Court want to do everything at once, or is a phase approach preferred? If phased, what are the priorities for phase 1?

[Answer: The Court would like to complete the project in a timely manner.](#)

18. You describe an N-Tier production environment. Will Marin County Superior Court host the completed website upon launch? If so, what Application Server and Web Server are used?

[Answer: The Court will host the website upon launch and are open to application server and web server recommendations.](#)

19. You specify that the public will be able to query the SQL Database for the Court Public Index. Would you consider a proposal that includes a script with a cron job to port this database content to a MySQL database for use on the web?

Answer: No, the application already exists.

20. Are the Civil and Family Law Tentative Rulings and Court Calendar currently stored in a SQL database?

Answer: No, they are PDF's.

21. You state that the site needs to provide multi-language support for Spanish and Vietnamese. Are you requesting translation services or simply the ability for your personnel to input site content in these languages?

Answer: See # 13.

22. You require a minimum of \$1 million in general liability and professional liability including property damage. We carry a Commercial General Liability Policy of \$1 million. We do not carry professional liability insurance because we are unable to find a carrier in our state, Texas, that will write professional liability insurance for an internet/software development firm. Neither are we bonded. Will this exclude us from consideration?

Answer: Yes.

23. Does the site need to be written in a specific language or technology, such as ASP, ASP .NET, PHP, or ColdFusion?

Answer: No.

24. We are under the understanding that you will host the web files and database on your servers?

Answer: Yes.

25. Is it correct that the vendor will need to travel to your offices to set up the clustered servers?

Answer: No.

26. Do you prefer a specific type of database to be used (SQL Server, MySQL, Oracle, ect.)?

Answer: No database is required.

27. We would propose to build the site with our custom-written content management system so that your staff may update the content themselves. This being the case, will your staff are they going to provide all the Spanish and Vietnamese content translation?

Answer: See # 13.

28. The RFP states that you want the Web site available to mobile users. Does that mean you need the site to detect if a user is on a mobile device and redirect the user to a separate site that is optimized to fit on smaller screens?

Answer: This will be a future project and be addressed after the website has been redesigned.

29. Does the content (ie. copy) need to be re-worked by the vendor?

Answer: No.

30. 2.5 (Page 14) Current Content; Is the current content considered done, or should it be rebuild/developed for the new site? Or should the current content template/front-end be re-designed so the current content looks the same as the new site? Which development environment is currently used for these applications (Programming Language, Database, Server etc)?

Answer: The current content is finished. The Court is seeking a redesign of the template/front-end. The development environment is currently made up of various applications.

31. 2.6 (Page 15) Can you provide more information/details about the full functionality of these future features? How does the user interact -, how does the site administrator interact with the applications, etc.

Answer: These are future projects; the Court does not have any details at this time.

32. 2.8 (Page 15) Is there a development environment you prefer? i.e.. LAMP (Linux, Apache, MySQL, PHP), or ASP (Microsoft)?

Answer: The Court prefers ASP.NET, but is open to other recommendations.

33. 1.3.1 – Proposal: One electronic copy of the technical proposal and pricing proposal on CD." May both the technical proposal and the pricing proposal be on one CD or do you require one disk for the technical proposal and one disk for the pricing proposal?

Answer: Yes, they can be on the same CD.

34. 2.2 - re: Multi-language support: Will the Court provide all the relevant copy, or will the Vendor be responsible for translation?

Answer: See # 13.

35. 2.2 - re: Expandability: Will the Court require design and development style guides to provide guidance for future expansion?

Answer: Yes.

36. 2.2 - re: Statistical reporting: Does the Court prefer a public or proprietary solution, or have any preference with regard to web analytics? Is the Court using any such software currently?

Answer: The Court has no preference and currently uses Google Analytics.

37. 2.3 - re: Navigation: Is the Top/Left requirement for navigation a given, or will there be opportunity for the vendor to recommend other solutions, if appropriate?

Answer: Vendors are free to recommend other solutions.

38. 2.3 - re: Compatibility with Internet Explorer 7: We wish to be sure, is compatibility with Internet Explorer 6 not required?

Answer: Compatibility with Internet Explorer 6 is required, in addition to other browsers such as Safari, Mozilla, and Navigator.

39. 2.3 - re: Compatibility with mobile devices: Will the mobile versions of the site have the same navigation requirements as the normal site?

Answer: See # 28.

40. 2.5 - re: For the included applications, such as the Jury IWR, is the Vendor responsible for developing software that provides the interface between the site and the relevant databases, or merely for providing the Web pages that will be connected to existing software? If the latter, what are the technical specifications for the existing applications (language, etc.)?

Answer: The application has already been developed, vendor will just need to provide link.

41. 2.5 - re: Accounting for future applications: Is the Vendor responsible for developing or designing these applications, or merely for providing a design that will allow them to be added later?

Answer: The vendor needs to provide a design that will allow them to be added later.

42. 2.7 - re: Renewable contract: Will a renewed contract be for the purpose of development and support, or for additional design, or both.

Answer: Both.

43. Do you have a budget for this project and if so, what is your budget range?

Answer: See # 16.

44. May we obtain from you a copy of the Court's Standard Agreement (or the URL where we may access it)?

Answer: Yes, at this location:
<http://www.co.marin.ca.us/depts/MC/Main/Pbids.cfm>

45. Have there been any additional documents posted in connection with this RFP (I haven't seen any; just double checking)?

Answer: No.

46. Will you require the vendor to host the site?

Answer: No.

47. Will the redesign require that the vendor modify or create new backend applications/web programming or will we just be required to maintain the existing?

Answer: No, maintain the existing.

48. Could you please clarify your need for multi-language support? Will you require three sites (for English, Vietnamese and Spanish language) or are you looking for real time dynamic translation?

Answer: See # 13

49. What software/programming applications do you currently support?

Answer: IIS and .NET.

50. Please clarify the URL of the site to be redesigned.

Answer: <http://www.co.marin.ca.us/depts/MC/Main/index.cfm>

51. What is the total budget for the services requested within the RFP?

Answer: See # 16.

52. What is the anticipated timeline for the redesign project from start to launch of the redesigned site?

Answer: The Court is flexible in terms of timing requirements.

53. Does the Court anticipate the need to write any new content within the scope of this project?

Answer: No.

54. How does the Court intend to translate English language content to Spanish and Vietnamese? What is the workflow for this process?

Answer: See # 13.

55. How many creative design directions does the Court wish to choose from?

Answer: See # 2.

56. Has a usability study been contemplated?

Answer: No.

57. Please enumerate the current site's page count.

Answer: N/A.

58. Please clarify whether this Court anticipates repurposing existing network hardware/servers for this project or if the Court is looking for a recommendation of new network hardware/servers. If the Court is looking for a recommendation of new equipment, please provide all relevant network and traffic information for our consideration.

Answer: The Court anticipates buying new hardware. Network and traffic information is unavailable as the Court does not currently host website.

59. Please clarify whether this project includes the selection of a content management system, or any other software.

Answer: No.

60. Please clarify whether this project includes the implementation of a content management system, or any other software.

Answer: No.

61. What technology platform is the site presently running on? Please outline supported programming languages and services. Are there any restrictions on future platform selection?

Answer: The current site is presently running on a Windows server owned by another agency. We will be building our own web servers from scratch. The servers we currently use for the Public Index and Jury IWR are running IIS and ASP.Net. The Court will consider all suggestions on future platform selection.

62. Who hosts and manages the web site? Do you presently work with a managed services provider?

Answer: The County of Marin hosts the web site. The Court manages the content. We do not work with a managed services provider.

63. Does the Court wish to redeploy web applications in their present state or is porting applications to a new technology framework anticipated within the scope of the redesign project? If redeployment is preferred, we will assume our scope relates solely to repurposing the applications' user interface within our redesigned templates.

Answer: Present State.

64. Have any “Discovery” exercises, such as stakeholder interviews, usability studies, or technology evaluations been completed to date? If so, will this information and/or preferences be made available to prospective bidders during the proposal process?

Answer: No.

65. Jury IWR- What technology this application is built on? Is it Java or Microsoft technology? Is it expected that this system will be integrated from website? Does that mean a hyperlink will be given on the website and that will point to the Jury IWR?

Answer: The application is built on Microsoft technology and just needs to be linked to from the new site.

66. Court Public Index - Will this functionality be built as part of new web site? Or the existing application will be integrated with new web site? What technology the existing application is built on? What kind of integration is expected between Court Public Index and new web site?

Answer: This is an existing application built on SQL, ASP.NET, and IIS Server. The new site will link to the existing application.

67. Court Calendar- Will this functionality be built as part of new web site? Or the existing application will be integrated with new web site? What technology the existing application is built on? What kind of integration is expected between this application and new web site?

Answer: This is an existing application. The new site will have a link to the existing application.

68. Tentative Rulings- Will this functionality be built as part of new web site? Or the existing application will be integrated with new web site? What technology the existing application is built on? What kind of integration is expected between this application and new web site?

Answer: This will be built as part of the new website. Will allow Court staff on a daily basis to upload and remove PDF files.

69. Governmentjobs.com- Is this website under the scope of new web site development? Or these 2 will be interlinked by a hyperlink?

Answer: This is an existing application that needs to be linked to from the new site.

70. Section 2.6 Future Content- Are any of these systems a software package? If yes, then what technology they are based on? or will these systems be developed and then integrated with the new web site in future?

[Answer: These are future projects and details are not available at this time.](#)

71. Section 2.6 Future Content- What are the typical use-cases and security restrictions around these future applications?

[Answer: See # 69.](#)

72. Who is hosting the new web site?

[Answer: The Court.](#)

73. Will it be hosted in-house or by an ISP?

[Answer: In-house.](#)

74. Who will be responsible for procuring necessary hardware and software and then setting those up?

[Answer: The Court.](#)

75. Will the web site be developed on court's premises or from vendor's remote location?

[Answer: The site can be developed on-site or remote.](#)

76. If we have limited and controlled access to the production servers, then it means we will not be responsible for deploying on the production servers but we will be assisting someone else. Is that right?

[Answer: No. The vendor is responsible for deploying on the production servers.](#)

77. What are the security and auditing requirements?

[Answer: Best practices / recommendations.](#)

78. Will we have to migrate the content from existing systems to the new systems?

[Answer: Content can be copied to new environment.](#)

79. Who is managing your existing databases and systems?

Answer: [The Court and the County.](#)

80. Do you have Microsoft IIS bases systems currently?

Answer: [Yes.](#)

81. Can we get an organizational chart of the court department, IT department and website team?

Answer: [No.](#)

82. Do you have existing website architecture documentation that we can access?

Answer: [No.](#)

83. What is total of number visitors per month, are these unique visitors, repeat visitors or combined and can you segment the website visitors' information?

Answer: [No statistics available.](#)

84. Court web servers are hosted by court or by out side firm?

Answer: [The County.](#)

85. Are you using a web analytics platform? If you are, can we get access to that account or view your last quarter web analytics reports.

Answer: [Web analytic reports are unavailable.](#)

86. Is there any database interface currently build between the County and Court website, if so, is there any technical specification for it?

Answer: [No.](#)

87. What type databases are currently being used by County?

Answer: [N/A.](#)

88. On the on going bases after the initial delivery, who will be doing all the site page content updates and changes, is this done by county Staff, or by the Contractor?

Answer: [Vendor via contract.](#)

89. Interactive Interface: Does this mean full content management system, including multi site and multi servers' page publishing manager?

Answer: No.

90. Where would be the final physical hardware location Servers?

Answer: The Court.

91. Can the servers be hosted by outside firm based on specific requirement list? (These are dedicated and managed servers)

Answer: No.

92. Does system requires static templates or dynamic template system?

Answer: Static Templates.

93. For the website reporting and usage, Can the contractor uses third party software package such as webtrend or Google analytic.

Answer: Yes.

94. Does system requires full development of multi language support, or is it just for the web pages? Is it just for the web pages as well as the system messages?

Answer: Just for the web pages.

95. Does the court require for DYNAMIC navigation system via a back end system?

Answer: No.

96. We envision a development environment housed on a vendor platform off-site where court personnel would be able/requested to review the site in general and any specific functionality using internet access. The development environment would be secured and only those folks with a granted logon would have this access. Is that consistent with the court's thinking?

Answer: Yes.

97. The production environment is not specified. Does the court have a specific computing environment on which the site should reside or is the infrastructure part of the proposal? If so, what are the specific capabilities of that environment? We would need to know about the software and hardware capabilities to ensure that our requirements can be satisfied.

[Answer: The Court will procure new hardware for this project based on vendor recommendations. The Court's current web servers use IIS and the application server uses ASP.NET.](#)

98. If the production site is to operate in a hosted environment, we want to ensure that the associated costs are recognized. We can propose that environment because we are very familiar with that type of operation but we would need to include the costs of that service in our proposal. If the court has an existing hosting service, we would want to use that service and we would need to talk to the folks at that service provider. The costs of that provider would currently be known to the court and that relationship would continue.

[Answer: Host on-site.](#)

99. If the court is expecting the vendor to install a turn-key operation that conforms to the N-tier architecture specified in the RFP, that is fine but a fair amount of sizing and specification will need to be completed before the proposal can be submitted.

[Answer: No.](#)

100. Does the court have any expectations regarding the location of the developers during development. Our developers reside in different areas of the country but our Project Manager resides in Sacramento and has close ties to Marin County. If you want them on site, this could have an impact on our cost model.

[Answer: No.](#)

101. Does the court have any expectations regarding the expected timing of rolling out the production system?? This could have an impact on the number of developers we employ and the structure of our project plan.

[Answer: See # 52.](#)

102. Is there a required programming language? The language used in the website is from coldfusion (cfm).

[Answer: The Court is open to recommendations and is moving away from coldfusion.](#)

103. This language can be hosted on almost any server, is yours hosted at your facility?

[Answer: Yes.](#)

104. Will the design samples need to be for your website or can they be from similar sites we have designed?

[Answer: Either one.](#)

106. Future Content- Will the future content be designed by my company in the future or will the site just need to be able to handle the changes?

[Answer: The site needs to be designed to handle the changes.](#)

107. In regards to the future changes- Will these functions need to be visible on the page? (ie. Coming Soon)

[Answer: No.](#)

108. If this site is to be hosted at our facility we will need specific information on the ability to download and stream videos (bandwidth).

[Answer: No.](#)

109. Are we building or re-building Jury IWR, Public Index, Court Calendar, Future Content etc. or just designing the skins for them? Or simply linking to existing sites.

[Answer: Link to existing sites.](#)