

Project Management and Development of Expanded On-line Self-help
Questions and Answers

1. What is the estimated cost of the Project Management project?
Estimated cost for project management project is \$200,000 with additional sums allocated toward equipment, content development/production etc.
2. Has the Court allocated funding for the PM contract yet? If so, through which source (budget, CIP, state/federal grant etc)? if no funding is secured, which sources will be sought and when? Grant funding for this project has been secured.
3. Language within the RFP indicates that subsequent RFPs may be necessary. Besides the hardware and software November 2017 RFP mentioned, what other procurements will take place? Can you please give a brief overview of the objective of each and the estimated procurement timeframe/vehicle? Additional RFP's and/or procurements may include video production services, translation services, chat (live and inquiry) software necessary to improve and expand access to self-help services provided by the court.
4. What are the specific hardware and software technologies that will be included in the RFP to be issued in November 2017? This is to be determined based upon assessments and recommendations developed as part of the project management project
5. A timeline was included in the PM objectives, which has November 2017 next to the hardware/software technologies RFP. Are the times provided the estimated RFP release date or the time that the PM is expected to have each objective completed as far as development of the solicitation? November is the estimated RFP release date, all ground work to develop the solicitation is anticipated during the prior two-month period.
6. Has funding been secured for subsequent RFPs? If so, from what source? If not, when will it be allocated? Funding is secured within the same grant referenced in number 2, above.
7. Which other systems will have to integrate or interface with the Self-Help system, and will the Court provide incumbent vendors for each system? There are no currently identified integrations or interfaces for/with the Self-Help system. The court currently uses Tyler Technologies Odyssey case management system for all case types. The court currently accepts e-filings in complex civil litigations through the Tyler Technologies electronic filing manager (EFM). The court is also working with Tyler Technologies to accept e-filings via Tyler's Guide & File application in other case types such as small claims.
8. Does the Court still use ELMO Company, Ltd for its electronic document camera needs? If not, who does it use and when was it acquired? The court has a few ELMO document cameras for attorney/party use within the courtroom. The court does not use ELMO other than in the courtrooms.
9. Does the Court use One Legal, Inc. for its e-filing system? If not, who does it use now and when was it acquired? The court currently uses Tyler Technologies' EFM. Any approved electronic filing service provider (EFSP) may file via the Tyler EFM. One Legal is an approved EFSP with the Tyler EFM. The court only accepts certain complex litigation filings via e-filing. The court currently has efforts underway to allow e-filing in other case types such as small claims, family law and probate.
10. What future projects does the Court need to replace or upgrade any of the integrated systems in the next 5 years? The court has plans to upgrade its juror management system within the next 5 years. The court implemented Tyler Odyssey for case management for all case types within the past 2 years and has no plans to change from that system. The court has plans to deploy additional Odyssey functionality over the next few years.
11. Which operating platform does the Court currently use for its Self-Help system? / Is desired for the Self-Help system? The current self-help system runs on Windows IIS platform with PHP custom forms and MySQL database backend. The desired future state is open for discussion as long as it is light weight, design for both usability and support.

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12. Who is the technical contact and/or project manager for the Self-Help system? Rick Walery is the court IT director. His team maintains the technical components and content of the existing self-help web content.
13. Would you mind sharing your innovation grant application in advance of the due date for questions? The application can be provided upon request subject to redactions of budgetary references
14. What are the success criteria or expected outcomes of this project? Including, but not limited to, increase the public's access, expand content, and improve the public's user experience of self-help. Content development in multiple formats and languages, access through live chat and inquiry chat platforms, installation and implementation of multiple access points (ie. Kiosk/work station) for self-help. From a technical perspective, success would mean content and functionality that is maintainable and supportable with existing court IT staff resources.
15. Are you willing to speak in person about the RFP before final questions are due? No pre-proposal telephone conference is scheduled at this time
16. It seems that technical content production services will be required as part of this project. Is that correct? Technical content production services will be required for part of this project. Court IT staff may be able to work with vendor on straight web page content creation. For more rich content, such as videos, it is the expectation that the vendor will produce said content.
17. To what extent does this project parallel the state innovation grant for kiosk implementation? Unknown at this time however close collaboration with similar projects around the state can benefit this project by maximizing available resources and information.
18. What is the current self-help content production and management process? The self-help subject matter experts (SMEs) are the online content owners and editors. Court IT translates the content into web files/web applications and then stages it for SMEs to review and fine tune. Meanwhile IT conducts testing to insure optimal user experience and web files are tagged with metadata. Once the content is approved by SMEs, IT will publish the content for public consumption. Future content update follows the same process.
19. What expectations does the Court have regarding changes to that process?
 - a. Process steps, e.g. plan, create, review (legal, business, effectiveness), test, publish, update. Changes to current process are open for discussion and suggestion. The court is willing to partner with the Contactor to streamline our content production and management process.
 - b. Resources – Who does what? I.e., which are the Court's and which are the contractor's? The contractor, with input and direction from the court, will develop, deploy content/design approved by the court, and assist with any technical implementation required. The court will assist with deployment if it is supportable within the current infrastructure.
 - c. What is the technology stack (e.g., web site, content management, test environment)? The court does not use a content management system. We stage content to a testing environment before publishing to production.
 - d. What deployment roles are necessary for content to be deployed and maintained? Which are the Court's and which are the contractor's? The court will be responsible for future maintenance. During the implementation, the contractor will develop and deploy content/design approved by the court. The court will assist with deployment if it is supportable within its current infrastructure.
 - e. What is the prioritization criteria for multi-lingual content? Are multi-lingual versions of the same content, e.g. video, animation, scripted Q&A, etc., included in the scope of this project? Yes, the grant includes funds for translation services to provide multi-lingual versions of the same content in various formats, e.g. video, audio, animation, written, etc.
 - f. What is the content update frequency? We anticipate periodic review based upon the nature of the content. For instance, new laws are generally implemented twice per year, and may require content review and update at that time. Other content may need review and update far less frequently. This process will be open to discussion and suggestion.

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20. What are the Court's plans for existing site features?
 - a. Law librarian – will this be integrated with the new expanded self-help? [This is open for discussion.](#)
 - b. Agency listings – are features planned here? [This is open for discussion.](#)
 - c. Other self-help integrations? [We anticipate that opportunities for integrations may present themselves as the project develops, and will be open to discussion as we proceed.](#)
21. What Court resources are expected to participate in the implementation of the new expanded self-help? Please describe the nature of involvement. [Self-help subject matter experts are the contributors, editors and approvers of content and design; whereas IT provides technical support needed for the successful implementation and future support.](#)
22. To what extent is the Court looking for instructional design expertise to be delivered by the contractor within this project? [To ensure a smooth transition, the Contractor will identify what the SMEs and IT need for knowledge acquisition and future maintenance. IT requires detailed documentation for future support.](#)