| **Question** | | **Answer** |
| --- | --- | --- |
|  | Please explain your expectation and need for interactive wireframes. We generally produce static wireframes that facilitate the visual design portion of our user experience engagement. | It’s a preference for ease of use and the opportunity to get a feel for the process flow of the navigation. This is not a requirement. |
|  | Is .Net your preferred framework? | Yes, we use Visual Studio 2012 with .NET 4.5. |
|  | How many administrative users will be updating content on the website? What is their average skill level? | Today there are a dozen content contributors who update the website. Their IT skill level is low, they are adept in navigating our custom CMS to update the website. |
|  | What type of workflow is required? How many documents live on the site? How many user permission levels should we assume? Will there be any automatic archiving or publishing capabilities? | There is a need for some approval workflows. There are 13,318 PDF and Word document on today’s web site. We are looking at 2 or 3 levels for permissions. We would prefer automatic archiving and history logs of changes. |
|  | Please describe all third-party integrations currently used by the website such as Gov Delivery and Neo Gov. | These examples are not integrations. We link to Gov Delivery but the website doesn’t collect that data or send data, our Court users login at Gov Delivery to send out messages. We have no expectation of applications or data interfaces as part of this project. |
|  | Will this site need user registration (internal or external) and be able to log in or save data? | No |
|  | Should we assume similar functionality to the current website including the Self Help center? | Yes |
|  | Can you please list all domains that are in scope for this project? For example — the Client Security Board ([csb.mncourts.gov](http://csb.mncourts.gov/)) and Lawyers Professional Responsibility Board ([lprb.mncourts.gov](http://lprb.mncourts.gov/)), Minnesota Lawyer Portal (onlineregistration.courts.state.mn.us) or Minnesota Trial Court Public Access (MPA) Remote View (<http://pa.courts.state.mn.us/>). | Mncourts.gov |
|  | What about improved functionality? What new features do you foresee? | We have CMS improvements that must be part of the solution, but the site features and functionality are not defined. Base the estimate on what exists today, if there are additions during the requirements harvesting process, they can be processed through a change management process. |
|  | A Google site search returns 17,000+ results. How many pages do you anticipate will be migrated? Do you imagine that number increasing or decreasing at all with the redesign? Should we assume migration is part of our estimate? | Our hope is that the re-design will only require content to be migrated. We’d rather not see any of our current pages as part of the re-designed site. Content migration is part of the estimate we are seeking and it must be a separate line item. |
|  | Please define robust search. Does search include documents stored on the website such as PDFs? Searching PDFs for text increases the hours of effort for development. | We’re not including PDF searching in the scope of this project. We want to be able to narrow searching down using an “Advanced Search” type of option and we want searching to work. We expect to purchase a 3rd party tools such as Google Appliance |
|  | What requirements are needed for analytics? Will google analytics suffice? | Google Analytics will suffice. |
|  | When you refer to Accessibility compliance, should we assume full 508/ADA compliance? | **The Judicial Branch Information Technology Division voluntarily follows the State of Minnesota Accessibility Standard —** Revised April 29, 2011 [Current Version](http://mn.gov/oet/images/TA_S_Accessibility_2011-04-29.pdf), effective April 29, 2011 (PDF), [Guidelines](http://mn.gov/oet/images/TA_G_Accessibility_2011-04-29.pdf) The goal of the Accessibility Standard is to improve the accessibility and usability of information technology products and services for all government end-users in the State of Minnesota. The standard incorporates the [Web Content Accessibility Guidelines 2.0](http://www.w3.org/TR/WCAG/) and [Section 508](http://section508.gov/) of the Rehabilitation Act of 1973 http://mn.gov/oet/policies-and-standards/accessibility/ |
|  | The Self Help Center currently features multilingual content for Spanish, Hmong, and Somali. How much content is expected to be multilingual for the redesigned website? | Exactly as much as exists today. |
|  | What type of reporting is required? How many unique reports? How many variables will be reported on? | We have no reporting needs. |
|  | Please define the requirement for interactive forms. | We need the ability to create forms that collect data to be stored in a SQL Server database and are responsive to data that has been input. |
|  | Please describe the intended integration with MNCIS. Will this be a one or two way communication? Is there an existing API to integrate with? What type of information will be pulled for MNCIS? | No intention of integrating the web site with MNCIS. Any integration would be a separate application out of scope for this re-design project. |
|  | Is an umbrella liability policy with minimum limits of $2,000,000 per occurrence and aggregate acceptable to the State for the work to be performed? | Yes |
|  | Is a crime insurance policy with $1,000,000 each accident acceptable to the State for the work to be performed? | Yes |
|  | Is lost or damaged records coverage of $250,000 acceptable to the State for the work to be performed? | Yes |
|  | As a part of the project deliverables, the “development of operational plan for content migration” is specified. Does this imply that the selected vendor will not be performing the actual content migration? | Right, we expect to execute the content migration based on an operational plan developed by the vendor. |
|  | Is there a proposed budget or not to exceed limit? | Yes, $400,000 |
|  | What is proposed end date of this project? | We are targeting October 2013. |
|  | Can the implementation work be done remotely, but not off-shore? | Yes |
|  | After vendor selection, what is the anticipated start date? | June 3rd, 2013 |
|  | How much information is expected in the system administration documentation? | Enough so Judicial Branch IT personnel can maintain the system. |
|  | Are there development and QA farms? Will the vendor be required to build these? | Yes. No. |
|  | Are 3rd party tools included in this design & implementation? | Only the CMS so far. |
|  | Can you provide a copy of the current taxonomy? | No, refer to the current web site, mncourts.gov. |
|  | Can you provide a copy of the current Governance Plan? | We don’t have any existing governance plan. |
|  | Can you provide a copy of the expected Physical Architecture? | See the PDF MN Judicial Branch Web Architecture, we don’t expect big changes to this architecture. |
|  | Can you provide a copy of the present state and any future state drawings of the Logical Architecture? (site structure) | See the PDF MN Judicial Branch Web Architecture |
|  | Do you expect to use Claims or Windows Authentication? | For CMS users, Windows Authentication will be used. For any other public logins, the application will handle that and it will not fall within the scope of this project. |
|  | Is there an expectation to integrate with external systems? | Not as part of the scope of this project. |
|  | What is the expectation for mobile device access? | We would like the site to be designed with responsive techniques so that the site is usable on mobile devices. |
|  | What are the high-availability requirements? | We have high-availability standards in place for our technical architecture and would hope the web site does not impinge upon those standards. |
|  | Can you provide a copy of the current Governance Plan? | We don’t have any existing governance plan. |
|  | Will the vendor be required to install and configure SQL Server? | No |
|  | Is SQL Server going to be fault tolerant? | Yes |
|  | Is the vendor expected to create the User Acceptance Testing plan? | Yes |
|  | What level of user training is required? On-site? CBT? Both? | Depending on the CMS, an on-site training session might be most effective for the dozen or so content contributors. |
|  | Have any development and design prototypes already been deployed and tested? | No |
|  | Are there multi-lingual requirements? What are they? | Minimal, see current website Self-Help Center for the extent of multi-lingual support. |
|  | Will My Sites be implemented as part of this effort? | No |
|  | Will Social capabilities be required as part of this effort? | If you mean social media, yes. |
|  | How much information is expected in the User Guide for SharePoint? | None, SharePoint is not related to this project whatsoever. |
|  | What is the current technology used to construct the existing website? | .NET VB |
|  | Can you please provide examples of your intention behind an interactive template? | It’s a preference for ease of use and the opportunity to get a feel for the process flow of the navigation. This is not a requirement. |
|  | How many content creators or content publishers will be actually publishing content to the website? | About a dozen. |
|  | Have any mock-ups, or proposed wireframes already been produced? | Yes, however, this was part of a failed envisioning project and we consider them to be invalid. |
|  | If so, can you provide them for appropriate scoping the design level of effort? | No, this was part of a failed envisioning project and we consider them to be invalid. |
|  | Are the existing examples, or websites to better exemplify what MJB would consider “easy to use navigate”? | <http://mn.gov/dhs/> The court sites for Oregon and Indiana have recently been redesigned. We like them, but we want to love our new web presence. |
|  | Does MJB have an existing web analytics tool? | Yes |
|  | If there is an existing tool for web analytics, what is the tool? | Google analytics and web log analytics. |
|  | Would MJB want web analytics are a part of this project? | Yes |
|  | How many servers for each type listed in V. System Requirements, A. System Platform requirements are there? | We’re running on virtual servers today, so the number of servers isn’t relevant. |
|  | Will these servers be load balanced using hardware or software load balancing? | Yes |
|  | What is the anticipated usage? | It’s a public web site, so the public will use the site. If by usage, it is meant web traffic, our current monthly unique visitor count is 318,000 (from GA) |
|  | How much content in Gigabytes is there on the current website? | 1 GB in database  7 GB in physical files |
|  | As part of the project deliverables, can you please explain the intent behind “Regular updated interactive wireframes”? | It’s a preference for ease of use and the opportunity to get a feel for the process flow of the navigation. This is not a requirement. As the wireframes change, they should be updated. |
|  | Is there a preferred development methodology? | No, but I will say we’re not big Agile fans. |
|  | To properly scope duration, and level of effort can you please explain how many interactive forms and templates will need to be created? | No. The current website could be analyzed for this rough estimate, but it’s an unknown. We also expect that creating forms will be easy in the new CMS. |
|  | Will the search function of the website also need search content that may be stored in external systems that may be integrated with the website? | No |
|  | Because MN.IT provides website hosting and the Tridion CMS platform to Minnesota State agencies, is the MJB obligated to contract with MN.IT for hosting and CMS? | No |
|  | Will the MJB continue to host the website within on its own servers?  If not, is the MJB seeking recommendations for an external hosting provider? | Yes. |
|  | Is the MJB seeking a recommendation for a specific CMS in the vendor’s response?  If not, does is the MJB want the vendor to facilitate a comparative evaluation of several CMS products as part of the project deliverables? | We are looking for recommendations, but we understand that based on our requirements for the web site those may change over the duration of the re-design project. We are comfortable with an evaluation process facilitated by the vendor during the project. |
|  | How many pages of web content will be migrated to the new CMS for this project? | Most of the existing content will be migrated. |
|  | How many PDF, DOC, or other files will be migrated to the new CMS? | Over 13,314, as of today. |
|  | The RFP mentions the MJB style guide and color pallet.  Does MJB have graphics and branding already created that the vendor should plan on applying to the new website?  If not, should our response include hours for original website graphical design work (keeping within the MJB’s style guidelines)? | <http://mncourts.gov/?page=3862&item=57096> The style guide is on this RFP web page. We would anticipate more graphics needed than are in the style guide, but we want to keep the new design within the bounds of our current style guide. |
|  | How many members of the MJB technical staff will need training on supporting the CMS application? | 3 |
|  | How many website administrators (webmasters) would need to be trained in the management of the website CMS? | 2 |
|  | How many content contributors would need to be trained in the use of the CMS? | About a dozen. |
|  | Is the MJB interested in the vendor conducting usability testing with a subset of end user audience members as part of this project? | Yes if not cost prohibitive. |
|  | Should our response include any hours or estimate of effort for defining or building a mobile version of the MNCOURTS.GOV website? | We would like a responsive design approach to be taken so that the mobile version is usable. |
|  | Do what extent has MJB conducted any end-user research, surveys, or other fact gathering activities? | No extent at all. |
|  | Do you know the percentage of mobile traffic on the MJB website? | Including tablets about 20% |
|  | Are there more specific analytics (outcomes) that you are seeking? | No |
|  | Do you require support for foreign languages?  If so, roughly how many? | We have limited support for a few languages, but ultimately, all court forms have to be filled out in English. Legal concepts do not necessarily translate to other cultures so we do not anticipate a big increase in our language offerings in the foreseeable future. <http://mncourts.gov/selfhelp/?page=1078> |