

Questions & Responses for 24RFP10005

SD Unified Judicial System Website Redevelopment & Maintenance

February 23, 2024

1. Question:

4.0 Project Development platforms

Application must be developed in the Microsoft Technology Stack (Asp.net, Razor, MVC, etc). The CMS recommended is Umbraco, for any other CMS to be considered, they must be within the Microsoft Technology Stack. Database (for the data repository) must be MS SQL or MS compliant database.

Would UJS consider using the existing ServiceNow implementation and licensing already provided for all employees within the state, including the content management solution that exists as a part of that, for this initiative? Or is this Microsoft requirement firm?

Response:

Yes, ServiceNow is an acceptable technical solution.

2. Question:

Section 3.2, #4 – is the expectation that these sites would be moved onto the platform, or does the option exist to link out to existing sites?

Response:

The option to link to existing sites is available and expected.

3. Question:

Section 3.3, #2 – “UJS workgroup will co-lead the content development” – what are the expectations for co-leading and the division of responsibilities?

Response:

The UJS envisions this workgroup as co-lead by the UJS and the vendor with the UJS bringing to the table the content and website needs and the vendor bringing content vision and design elements to achieve those goals. Both UJS and vendor participants would be expected to test the website throughout the process.

4. Question:

Section 3.3, #6 – what are the expectations for reporting on website usage and performance?

Response:

The UJS expects the vendor to develop quarterly reports that provide web analytics so we can understand how people are using our website, how quickly pages are loading

and displaying, overall performance optimization; and we can gain insight into how the website is being used and performing.

5. Question:

The 6 month timeline is a little tight to accomplish all that is requested as a part of this project. Are you open to an MVP approach?

a. Is there an option of starting prior to June 1?

Response:

Please propose the timeframe that you can accomplish the project successfully.

a. Yes

6. Question:

Is there an intended budget range for this project?

Response:

\$135,000-\$450,000

7. Question:

3.2.4 indicates that many of the features of the current solution provided by third party should be enhanced. Is it expected that this project will replace these services, or that the design changes will be carried over to these existing third parties?

Response:

It is expected that these features will be included in the new website as well (carried over).

8. Question:

Can you explain what you expect with the user testing deliverable? Does this refer to user testing on design and/or wireframes or user acceptance testing for functionality and best practices?

Response:

User Acceptance testing for functionality, quality control, and best practices.

9. Question:

Referencing Section 3.2.1, how do you intend to utilize AI, do you have examples you can provide as ideal AI integration or utilization?

Response:

We would like AI to assist with searches in the website and provide the users a streamlined experience to move around the website.

10. Question:

Do you have an idea of approximately how much content (i.e. # of pages) you intend to carry over vs. rewrite for the new site?

Response:

The expectation is that the proposed format and layout will determine amount of content that will require a rewrite or allow for migration.

11. Question:

What are the current pain points you encounter in regards to the news room? What are your goals around enhancing this part of the site?

Response:

Currently, we cannot add news postings quickly and smoothly. Goals are a timely website redesign and rewrite, simplify navigation and expand search capabilities, data security, provide an updated and visually appealing website, a well-designed and functional website, ease to update and make changes to the website, optimize the website for mobile devices, and maintain website consistency from click to click (consistent look through all content).

12. Question:

EpiServer - Optimizely is a very popular and effective CMS framework, and our team can deliver large-scale applications. May we propose Episerver for this development, or is Umbraco your firm decision, and unlikely that an alternative like Episerver would be successful?

Response:

The State would expect the latest version of Umbraco be proposed and implemented using the latest, or longest supported, versions of .NET Framework.

13. Question:

What do you mean by Include or enhance existing Internet functionality? We can see there is mention of many websites like 1.<https://ujportal.sd.gov/Portal/> 2.<https://ujfindcourtdate.sd.gov/> 3.<https://ecourts.sd.gov/> 4.<https://ujspars.sd.gov/> 5.<https://ujsjudgmentquery.sd.gov/> 6.<https://ujsjurors.sd.gov/> 7.<https://ujnotifications.sd.gov/> 8.<https://ujslawhelp.sd.gov/recordsearch.aspx> 9.<https://ujslawhelp.sd.gov/guideserve.aspx> 10.<https://ujscourttv.sd.gov/> 11.<https://uj.sd.gov/VirtualCourt/> do we need to redevelop these websites and include CMS as well

Response:

The option to link to existing sites is available and expected.

14. Question:

As per the document, we understood that we need to extract existing content and push it to a newly developed website. Apart from content, do we need to extract PDF, and audio files as well?

Response:

Yes, content includes pdf and audio files.

15. Question:

To extract the existing content, do you have any API exposed?

Response:

No, we do not.

16. Question:

Regarding SSO, is it okay to use Microsoft's Azure AD authentication? Microsoft already has Azure Ad authentication which we can implement, I think you are ok with it.

Response:

Yes.

17. Question:

Search functionality can be achieved by using epi find or epi search. Modernized AI aspects need more clarity.

Response:

Lacking a specific question, this will be discussed upon issuance of the contract.

18. Question:

How does live streaming work on the existing website?

Response:

The live streaming of audio as well as the video streaming of the State of the Judiciary is addressed by directing listeners to a URL provided to UJS by SDPB.

19. Question:

Regarding the Quarterly report, what parameters do you want to include in the report? What other dashboards and reports are required?

Response:

The UJS expects the vendor to develop quarterly reports that provide web analytics so we can understand how people are using our website, how quickly pages are loading and displaying, overall performance optimization; and we can gain insight into how the website is being used and performing.

20. Question:

Can you please share your existing server configuration details for hosting of websites? Also please share the Traffic of existing websites.

Response:

This is propriety information and will be shared upon the issuance of a contract with the successful vendor/contractor.

21. Question:

3.6 Hosting and Data Access Requirements-Need more clarity on this section

Response:

Lacking a specific question, this will be discussed upon issuance of the contract.

22. Question:

Is migration part of this project? If yes, what is the total file count with format?

Response:

This will be determined by content, format, and layout that is agreed upon by the vendor and UJS workgroup.

23. Question:
What is the budget for this project? Are hosting and ongoing support part of this budget?

Response:
\$135,000-\$450,000; it depends on the housing and CMS proposal.

24. Question:
What is UJS's current annual spending on CMS software, hosting, maintenance, and support?

Response:
This is currently accomplished internally with existing staff and resources.

25. Question:
Can you please share details of the current website's hosting partner and who is handling the hosting?

Response:
This is currently accomplished internally with existing staff and resources.

26. Question:
Are there any 3rd party integrations that you require? Is it part of the scope of this project?

Response:
The AddSearch Tool is installed although the project scope includes providing a more advanced approach.

27. Question:
What challenges are you facing with the current website that you want to address with this contract?

Response:
Overall navigation concerns and inability to find cases, court information, and pro se assistance; difficulty searching and finding the correct information; look of the website is outdated and not visually appealing; and multiple questions from the public and media to locate court information, publications, and resources.

28. Question:
Is the project expected to be performed onsite or be performed from a remote location?

Response:
The work can be performed remotely.

29. Question:
What total number of pages are you looking to have on the website?

Response:
This will be determined by content, format, and layout that is agreed upon by the vendor and UJS workgroup.

30. Question:

Is this a new contract? If not, can you please share a list of incumbents of this contract?

Response:

Yes, this is a new contract.

31. Question:

Would you be interested in open-source solutions such as WordPress, Drupal, etc.?

Response:

Yes.

32. Question:

Are there any specific CMS solutions that you have in mind?

Response:

We are open to recommendations from the contractor.

33. Question:

Do you have a preference for hosting the new website on state servers, or are you open to cloud-hosted solutions? Could you also discuss the security implications of each hosting option?

Response:

Yes, we are open to cloud-hosted solutions. The scope of the project will include security discussions regarding hosting solutions with the awarded vendor.

34. Question:

Is there a specific budget range allocated for this project? How should we approach cost management and potential budget constraints in their proposals?

Response:

\$135,000-\$450,000. Please prioritize the RFP if there are concerns with our anticipated budget.

35. Question:

Could you provide details on the volume and format of the data that needs to be migrated to the new website?

Response:

This will be determined by content, format, and layout that is agreed upon by the vendor and UJS workgroup.

36. Question:

Are there any specific third-party services or APIs that the new website needs to integrate with?

Response:

No.

37. Question:

When was the last redesign of the South Dakota Unified Judicial System's website completed, and what were the scope and objectives of that redesign? And how long has it been in maintenance mode?

Response:

The last website redesign was in 2017 and the goals were to streamline and update the design. The website has been maintained since that time.

38. Question:

Who was the previous vendor, and how long was the website under their maintenance?

Response:

No previous vendor, internally completed and maintained.

39. Question:

How many staff members from the authority will be involved in managing the website's content, and do they have experience with the Umbraco CMS?

Response:

This is to be determined, but likely 4-6. Previous experience with a CMS is limited.

40. Question:

What amount of training is anticipated for the team managing the website?

Response:

4-8 hours of training to ensure staff can properly use the CMS.

41. Question:

Regarding ADA compliance, would a level AA suffice, or is there a requirement for AAA compliance as mentioned in the RFP?

Response:

Level AAA is required.

42. Question:

Could you specify the types of maintenance activities you anticipate being most necessary? (e.g., ADA compliance, SEO, performance optimization, bug fixes, plugin upgrades, template adjustments, content issues, etc.)

Response:

Most maintenance activities will be bug fixes, template adjustments and content issues/management.

43. Question:

Has the deployment environment been set up with staging and production instances?

Response:

If the selected solution is hosted in the SD environment the staging and production instances will be requested at necessary times with agreed specifications.

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Response:

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45. Question:

Do you have a defined code management process, perhaps using tools like Git or Bitbucket?

Response:

UJS does not have a vendor accessible code management process.

46. Question:

How frequently do updates get pushed from staging to production?

Response:

Content management is typically a daily process. Code changes are on an as-needed basis.

47. Question:

Is there an existing issue tracking system in place (such as JIRA or Bugherd)?

Response:

UJS does not have a vendor accessible issue tracking system.

48. Question:

Have there been any major outages or events requiring support outside the standard 9-5 PM PST time frame? If so, could you provide details?

Response:

The State Court Administrator Office operates in CST. Support instances outside the 8:00 a.m. – 5:00 p.m. time frame have been infrequent.

49. Question:

How regularly are plugin upgrades performed, and when was the last upgrade?

Response:

Updates are based on added functionality and meeting the security scan requirements.'

50. Question:

What are the current versions of Umbraco and the .NET framework in use, and what versions are you planning to upgrade to?

Response:

If this is your recommendation, we are willing to discuss this as an option.

51. Question:

Is multi-language support a requirement for the website?

Response:

The existing website utilizes Google Translate functionality.