

JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

RFP Number: COSSO-2018-01-Language-Access-in-the-CA-Courts-PSK

RFP Title: 2018 LANGUAGE ACCESS IN THE CA COURTS

Date RFP Posted: April 3, 2018

Question:

1. With regard to Deliverables 3.1.3 and 3.1.8, the Judicial Council requests development of a module for LEP court users, as well as an LEP Video Center, and the creation of two separate videos. **Please have the Judicial Council provide more details on these separate items for development, specifically with regard to the following:**

- a. **What is the envisioned platform for the module? Does the Judicial Council have particular specifications for the type/types of online modules that could be supported internally?**

Answer:

Section 508 WCAG 2.0 Conformance Level AA is the current standard for web content in the State of California (see <https://www.w3.org/WAI/intro/wcag> for more information). The Judicial Council often links to videos that are hosted on YouTube, to ensure that the content is platform neutral and is easily played or accessed on multiple platforms or devices. See the following link for an example of educational content that was recently produced to assist court users, including LEP court users, in multiple language options: <http://www.courts.ca.gov/section8.htm>.

- b. **With regard to the multilingual video (or text to accompany a graphic interface if that approach is chosen), could the Judicial Council specify into how many languages this content is to be translated?**

Answer:

LAP Recommendation 18 states, "The Judicial Council should continue to create multilingual standardized videos for high-volume case types that lend themselves to generalized, not localized, legal information, and provide them to courts in the State's **top eight languages** and captioned in other languages." (emphasis added). Per the 2015 Language Need and Interpreter Use Study, the top ten most-frequently interpreted spoken languages were (in order) Spanish, Vietnamese, Korean, Mandarin, Farsi, Cantonese, Russian, Tagalog, Arabic, and Punjabi.

- c. **What is the envisioned format and content of the LEP Video Center? Would this include already-created educational content/online videos or does this include the development and/or translation of educational content/online videos (aside from the two separate videos identified in the RFP for creation)?**

Answer:

The format and content of the LEP Video Center should include any already-created educational content/online videos or links identified by the Judicial Council's LAPITF Subcommittees as appropriate for inclusion, and the two new separate videos identified in the RFP for creation. The format and content for the LEP Video Center will be determined by the consultant working with the LAPITF's Subcommittees for input, including what videos (or links to videos) to include and/or videos to develop. The LEP Video Center should be easy to navigate and flexible in design, and platform neutral, to allow for addition of more videos or links to videos for LEP court users once they are created and/or identified for inclusion.

- d. **The module for LEP court users is to direct LEP court users to content or court resources in their language. Does this refer to content and court resources that are already in existence or do these deliverables include the creation of new content or court resources to which LEP court users would be directed?**

Answer:

The creation of new content to direct court users to resources in their language will be standardized and limited in nature to advise LEP court users of their rights, resources available at courts, and to direct LEP court users to potential web resources. Development of standardized content for this interface can also support the public outreach campaign covered under this proposed contract.

- e. **For the two separate videos to be created and translated into eight languages, what is the general proposed length for each of these videos?**

Answer:

Approximately 3-10 minutes total, depending on subject matter needs.

Question:

2. **To ensure sufficient time for the drafting and review of original video scripts for two new videos to be developed for Deliverable 3.1.8, would the Judicial Council consider extending the timeline for this sub-task of the deliverable?** Specifically, would the Judicial Council approve a timeline of script development, review, and finalization by October 31, 2018, with full video production and the translation of text into eight languages for both videos completed by February 28, 2019?

Answer:

Yes, this is fine.

Question:

3. **To ensure sufficient time for the drafting and review by Judicial Council staff of the script for the online course regarding court interpreters in civil cases for Deliverable 3.1.10, would the Judicial Council consider extending the timeline for this deliverable?** Specifically, would the Judicial Council approve a timeline of script development, review, and script finalization by November 30, 2018, with full online course production completed by March 29, 2019?

Answer:

Yes, this is fine.

[END OF QUESTIONS AND ANSWERS]