IT-2020-72-RB-RFI
Question & Answers

1. **Whether we need to come over there for meetings?**

   Due to Covid-19, all meetings are currently conducted virtually. But if and when the Judicial Council of California (JCC) offices reopen, the project team may request for vendors to participate in in-person meetings when necessary. It is important to note that the JCC will not reimburse the vendor for any expenses, travel and/or time etc. regarding information exchange activities.

2. **Whether companies from Outside USA can apply for this (like from India or Canada)?**

   Global companies with US presence can respond to the RFI, but staffing should be in US based territories and data servers should be based in the continental USA.

3. **Can we perform the tasks (related to RFP) outside USA (like from India or Canada)?**

   No. Company's staff should be resident within the US territories and must be able to provide support to the pacific time zone.

4. **Can we submit the proposals via email?**

   Yes, please send it to solicitations@jud.ca.gov.

5. **Is it mandatory to use Azure services?**

   Yes, the JCC chatbot is developed in Microsoft Azure and JCC is looking for a Live chat product to integrate with using Azure services for a seamless handoff from the chatbot to live chat.

   Should the vendor wish to propose a new approach/solution, JCC will accept to review the proposal. In this case, the vendor should submit a detailed description of the end to end solution in the new environment including but not limited to the architecture, the cloud hosting platform, the integration points, the security, data protection, any limitations, etc.

6. **We can integrate with the Azure knowledge base, but the bot client application has to be our app. Is that ok?**

   JCC has developed a bot client application and we are currently looking to customize the current app that is in place to integrate with live chat.

   Should the vendor wish to propose a new approach/solution, JCC will accept to review the proposal. In this case, the vendor should submit a detailed description of the end to end solution in the new environment including but not limited to the architecture, the cloud hosting platform, the integration points, the security, data protection, any limitations, etc.

7.   **Is existing Chatbot developed in-house or by vendor?**

The initial Chatbot was built by a vendor but currently the Chatbot is being developed and maintained in-house.

8.   **When we bring our chat solution, is it mandatory to have the user interface same as the current system? For example: "Showing 5 questions on launch, selecting a question will ask the question as if the user had typed it themselves in the chat feed", etc.**

Yes. JCC is providing these features at a minimum with our current product strategy. In the future, JCC might want to add additional features to improve user experience, so it would be nice to have the ability to customize the user interface.

Should the vendor wish to propose a new approach/solution, JCC will accept to review the proposal. In this case, the vendor should submit a detailed description of the end to end solution in the new environment including but not limited to the architecture, the cloud hosting platform, the integration points, the security, data protection, any limitations, etc.