Consolidated Q&A From NM Courts Website RFP

No.	Question	Answer
Budget Related		
1	What is New Mexico's budget	Our expected budget is approximately $150K - $300K. We are committed to providing a compelling user experience to the public interacting with the judicial system and are seeking expertise to help us achieve this goal. We recognize that the cost will vary based on the expertise of the chosen vendor and the final the scope of work.
2	Are you able to share a budget for this project?	
3	Can you disclose a budget range or budget cap for this project?	
4	We see similar RFPS with budgets ranging from $100K to well into six figures. Where in that range are you expecting to fall?	
5	Please provide an anticipated budget range, or NTE value. The budget information gives vendors the opportunity to realistically right-size their solutions/approaches within the parameters of available resourcing. Since web projects can vary widely in budget, from $5,000 all the way upwards of $1 million. We just need a very rough, general ballpark sense (i.e., less than $100K, or $100K-$300K, $300K-$500K, or greater than $500K). Clearly, competitive pressures will assure that the State still receives the most aggressive bids possible.	
6	Please provide general budget guidelines. Even a rough ballpark estimate or range would be extremely helpful. Do you imagine this project to be $100k, $500k, or $1M+?	
7	If hosting is optional, will hosting costs be over and above the budget for this project?	Yes. Hosting costs should be quoted separately.
8	Do you need a maintenance contract to keep sites patched and secure?	NM Courts is interested in optional annual maintenance, which would include patching, agreed upon design changes, and additional activities as agreed upon. If you are interested in providing this service, please quote this annual cost separately and describe what services are included.
Other		
9	Do you have high-quality photography/media assets available for the new site?	No.
10	Please describe your current website team. What are their primary skillsets?	Current website team consists of information technology and communications and marketing professionals.
11	Was the recent user survey performed by internal staff, or was an external firm engaged to conduct that survey? If so, who were they?	Internal staff.
12	How detailed are the existing branding guidelines?	Branding guidelines for the current website are detailed.
13	What project management process will work best for this project: waterfall, agile, a hybrid of those, or something different?	An agile or hybrid project management approach would be most effective for managing design iterations and refining the user experience.
Vendor Details		
14	Are you open to non-US vendors completing this work, for example, a Canadian firm? Do you have a preference for domestic / local vendors?	Non-US vendors are acceptable. New Mexico based vendors receive a scoring preference as outlined in the RFP. The process does not allow for any other preferences. Please submit all pricing in USD; any bidder located outside of the US is responsible for their own conversion.
15	Have you engaged with a firm in the past 12 months that provides the services requested? If yes, will this firm be bidding on the project?	NM Courts currently engages a firm to provide annual maintenance and support. Bidders on this project are confidential.
16	We are a US company with some remote team members working from outside of the US. Is there any restriction on their ability to contribute to the project?	There are no restrictions of this type.

17	How do you envision the relationship with the developer post-launch?	NM Courts is interested in optional annual maintenance, which would include patching, agreed upon design changes, and additional activities as agreed upon. If you are interested in providing this service, please quote this annual cost separately and describe what services are included.
18	What is the extent of the anticipated post-launch support?	NM Courts expects support for critical and high defects and other issues for an initial warranty period of three months after launch. This should be included in your proposal. After this period, we are interested in optional annual maintenance.
19	Do you expect copywriting or editing services as part of engagement?	Copywriting or editing services are not expected as part of this engagement.

Multi Lingual/Accessibility

20	Are the multilingual page requirements based on Google translate or similar, or are these pages manually translated?	Multilingual pages are manually translated by NM Courts.
21	If manually translated, who is responsible for providing the translations? If the vendor is responsible, we need an estimate of the number of pages and number of languages that are in scope for the site launch.	NM Courts is responsible for providing the translations.
22	[Some] content management system[s] allows for pages to be available in multiple languages. Will New Mexico be providing language alternatives to all website content, or prefer an automated approach with a tool such as Google Translate?	New Mexico Courts will be providing language alternatives to all website content. A few pages with the Navajo language are currently pdf links. We welcome ideas about accomodating more mirrored pages in more than two languages.
23	When you say that the "site must include multilingual versions of some pages, and support multilingual versions for all pages as need in the future", can you provide more specifics? Does AOC have content that has already been translated into the required languages, or will it be the responsibility of the vendor to translate these pages? If so, will machine translation be acceptable?	NM Courts already has most content in English mirrored in Spanish. We would like to be able to customize multilingual versions for pages in the future. Current content needs to be migrated successfully.
24	The RFP states some content needs to be presented in languages other than English. Can you provide an estimate of how many pages of content would need to be provided in another language? Should the content be human-translated, or will a machine translation (such as Google Translate) suffice?	Most pages in English are mirrored in Spanish, but not all. An approximate number of pages is 43. The content has already been translated to Spanish, as will future content. Machine translation will not suffice.
25	What languages does the judiciary want to support?	English and Spanish
26	What level of Sec 508 compliance is the target? (WCAG A or AA?)	Level WCAG A is fine.
27	The RFP lists the requirement to meet WCAG 2.2 standards, these are currently in draft by w3 and expected to be published in September 2022. For submission will the current approved standard be acceptable?	The current standard is acceptable.
28	Related to accessibility, is general adherence to WCAG and Section 508 guidelines acceptable, or do you need formal accessibility testing and/or a WCAG conformance certification (for example, WCAG 2.1 AA certification)?	We would like the selected vendor to do the formal accessibility testing. We will also participate in this effort. Formal certification is not necessary.
29	What third party tools, if any, are used to manage ADA accessibility?	Windows Navigator and Jaws screen readers.

Tools and Website Details

30	NMCS seems to have several subdomains. Could New Mexico please provide a list of all domains that need to be migrated and rebuilt as part of the new project.	All subdomains are in scope. The number of subdomains may change as a result of a new design and more effective user experience.
31	How many subdomains will be required?	
32	Please list all subdomains associated with the site, and identify if they are in scope or out of scope for the redesign.	The website will need to include a link to the CaseLookup application. No changes are needed to the CaseLookup website itself.
33	Approx. how many pages are in the site?	
34	Can you provide a list of all the subdomains that are included in the scope of this project? For example, is caselookup.nmcourts.gov included? It appears to be an external application.	Please See Subdomain List on final page.

35	Can you provide a detailed breakdown of the current site structure? Specifically: How many html pages are there on the external and internal site (including all subdomains)? How many PDFs and other files are there on the current site? Is there any PII on the internal site?	1. NM Courts.gov has 43 sites and 95 published pages with approximately 3,000 documents. On our Intranet, we have 7 subdomains and nearly 2046 files, with the majority being pdfs. JID University and ERT has 416 separate files internally. 2. We have approximately 1,900 users. 3. There is no PII on either the external or internal NM Courts sites.
36	New Mexico mentions an internal system that will be a part of the project. Can New Mexico please provide details on this system such as 1. Number of documents/pages 2. Number of internal users 3. Purpose of the internal system	The purpose of our internal system is to provide judges and employees necessary information and guidance. It also serves as a place for two Google Sites - JID University and the Supreme Court's Emergency Response Team; as well as our JID Service Center, which the previous web designer did not build. NM Courts consists of 7 subdomains and nearly 2047 files with the majority being pdfs. Videos and links are included in "files". (416 separate files are from two Google Sites - JIDU and ERT)
37	New Mexico mentions it would prefer an SSO login capability. What is your current Active Directory provider?	Preferably, the CMS will allow for a future SSO solution. Our intranet does not currently have SSO. We currently use a self-hosted Windows Active Directory.
38	New Mexico mentions live webcasting as a desirable requirement, [vendor] recommends using an existing dedicated webcasting website such as YouTube and simply embedding the webcast on the website. Is this sufficient for New Mexico's needs?	Embedding a webcast from YouTube or similar dedicated webcasting website may be sufficient, but other options must also be supported.
39	[Vendor] notes that all news seems to be available as files on the following domain - https://api.realfile.rtsclients.com/ - is a migration of all these files to the new system expected? Would New Mexico prefer these files kept as PDFs, or to be migrated onto HTML pages?	Our preference is migration to html pages.
40	Is the Case lookup search expected to be migrated as a part of this project?	The link to CaseLookup must be included as part of the website. No changes are needed to the CaseLookup website. NM Courts manages the application and will assist with linking to site.
41	Will the payment gateway system continue to remain at https://payments.lexisnexis.com/ or is this system also expected to be migrated	The payment gateway will remain unchanged.
42	What third-party integrations do you require for the solution?	We will have links to integrated applications.
43	If cloud based hosting is an option, can you please provide the following insights so we can recommend the appropriate hosting package? a. Anticipated Uptime Guarantee b. Pageviews per month c. Visits per month d. Data storage e. Concurrent user sessions f. Number of doc routes g. Page load time h. Peak period traffic i. Is a Content Delivery Network needed j. Is a Web Application Firewall (WAF) needed k. Is personalization needed?	46a. Anticipated Uptime Guarantee at 99.9 percent is industry standard. b. Pageviews per month averaged 485,500 throughout the last full 6 months. c. Visits, or sessions, per month totalled 1,625,933 d. Currently hosted on AWS. e. Concurrent user sessions topped out at 1,892 for a few hours on March 28, 2022 and averaged about 850 users a weekday. f. Data Routes - Realfile and Wordpress. g. Page Load Time - average from June 1 - July 7, 2022 is 3.9. h. Peak Period Traffic - between 9 a.m and 5 p.m. Mon-Friday with 3,400-3,700 at noon T-TH. i. A content delivery network is needed. j. A web application firewall is needed. k. Personalization is not needed.
44	Does the site wide search need to index the contents of PDF or other files attached to the site?	Yes.
45	Will the subdomains share the same design theme as the main site, or should be plan on custom sub themes? How many sub themes will be in scope?	Yes.
46	Is there any preference for staying with WordPress as the CMS?	We have no preference for WordPress as the CMS.

47	Please list the post types and custom post types in the current website.	Post types include our "What's New" section, our main scroll and custom post types include our initial COVID-19 information link and information at very top of homepage. Our current CMS is Wordpress.
48	Please list the WordPress plug-ins in use on the site.	• 301 Redirects • All-in-One Event Calendar by Time.ly • AWS for WordPress • C3 Cloudfront Cache Controller • Complianz Privacy Suite (GDPR/CCPA) premium multisite • Divi Breadcrumbs Module • Divi Overlays • Duplicator Pro • Easy WP SMTP • Enable Media Replace • Gravity Forms • Gravity Forms Custom Javascript • GTranslate • Import and export users and customers • Ninja Forms • Ninja Forms - Addon Manager • Ninja Forms - File Uploads • NS Cloner - Site Copier • User Role Editor • WP Extra File Types • WP Mail Logging • WPS Hide Login
49	Please describe any custom plug-ins in the site.	We use a custom plug in that allows a widget for our documentation manager to display files and folders.
50	What percentage of the content do you expect to be obsolete and not needed on the new site? Items like old events, old calendar entries, etc. often can be left behind to streamline migration.	This is open for discussion during the project. We expect some content to be identified as obsolete. Much of the content should be able to be migrated as is into a new design. Understanding that a resdesigned website will offer opportunities to improve the content, NM Courts will have SMEs and content developers available for this effort, and would appreciate the input from the selected vendor to make the end result as effective as possible.
51	Is the site theme custom, or built on a standard base theme such as Genesis?	It is a Divi child theme.
52	Is the website using an add-on page/site builder tool, or just the native Wordpress capabilities?	Divi
53	Please describe all third party systems that integrate with the website via an API or an automated data import/export.	SitePal
54	Please list all 3rd party systems that are embedded or iFramed into the site.	SitePal
55	Please provide usage data, or estimate expected traffic to the site	Based on data from 1 Jul 21 to 10 Jul 2022, the NM Courts website had 1,131,324 users and 4,762,224 page views.
56	What are the data storage requirements (files, database, etc) for the site?	Documents, videos, and databases are required.
57	Do you need us to conduct an extensive discovery process that includes extensive research into user persona development - or a more streamlined discovery based on the web team's input and best practices?	Possibly.
58	Do you need help with optimizing SEO and driving the right traffic to the site post launch?	Yes.

59	Do current pages need to be migrated? Will the AOC create new pages to update current content?	Yes, current pages need to be migrated. Much of the content should be able to be migrated as is into a new design. Understanding that a resdesigned website will offer opportunities to improve the content, NM Courts will have SMEs and content developers available for this effort, and would appreciate the input from the selected vendor to make the end result as effective as possible.
60	Is the listed internal NM courts website a separate intranet site or is it an employee password-protected portal connected to the main site? How is this site accessed by internal staff (ADFS, login credentials)?	It is an intranet site without authentication limited to IP space internal to the courts.
61	Please provide an indication of the current user role/permission categories, along with a very brief definition and functional distinction of each category. Do you anticipate needing to modify these significantly for the new site?	We have super admins, admins, and normal authenticated users.
62	Please provide details of any publishing workflows currently in use. Do you anticipate needing to modify these significantly for the new site?	We have very minimal internal workflows for publishing content changes. We do not anticipate the need for any complex workflows, and are open to input from the successful bidder regarding standard, logical workflows.
63	Do current pages need to be migrated? Will the AOC create new pages to update current content?	Duplicate question.
64	Please provide a projection of site traffic for the purpose of enabling bidders to assess the necessary solution features.	Duplicate question.
65	Is it expected that all content will be migrated from the old site to the new site "as-is", or is the expectation that some content might need to be re-written to make it more usable/accessible to end users? If re-writing is a requirement, would the courts have SME's or other content developers to support this process, or will it be the sole responsibility of the vendor?	Much of the content should be able to be migrated as is into a new design. Understanding that a resdesigned website will offer opportunities to improve the content, NM Courts will have SMEs and content developers available for this effort, and would appreciate the input from the selected vendor to make the end result as effective as possible.
66	Is the listed internal NM courts website a separate intranet site or is it an employee password-protected portal connected to the main site? How is this site accessed by internal staff (ADFS, login credentials)?	Duplicate question.
67	Scans of your current website indicate that Oracle's LightCMS is being used, although WordPress is stated as the current platform. Can you confirm which CMS is in use?	WordPress
68	If you are providing hosting, what operating system, scripting languages, and databases will be available on the hosting server? Please describe other pertinent details about the hosting environment.	We are open to recommendations, and expect this to be a subject of discussion and collaboration during the project.
69	Are there any particular weaknesses or pain points caused by the current CMS?	Some elements like .gifs and video take too long to load, high-value pages need to be optimized, content managers probably need periodic refresher training and to learn about updates to WordPress, poor retention, limited knowlege of Google Analytics, and no SEO. Also, vendor response time isn't optimal.
70	Please provide a sense of any key interactions that the site will need to have with other infrastructure (e.g. SSO), especially if the interactions are anything more than mere linking. It would be helpful if this could be enumerated on a system-by-system basis.	Currently, we do not have SSO linked to our CMS. The only interaction our current CMS has with another system is with our document manager.
71	Will the system store any personally identifiable information? If so, will this data be stored locally or with another provider?	There is no PII stored as part of the website.
72	Will new content need to be written for the new site? If so, how much help are you expecting from your chosen partner? Do you need content strategy, copywriting, or copy-editing services?	Any new content will be written and edited in-house. We are open to content strategy expertise.
73	If content will be provided by your chosen partner, please give an estimate for how many pages of content will need to be written or edited.	We anticipate that content will be migrated and any new content will be provided by NM Courts.

74	How many unique content types or page layouts should be included in the scope? If you don't know for sure, even a ballpark guess would be helpful. A simple site will consist of 4-6 unique page layouts, a site of medium complexity will consist of 6-12 unique page layouts, a complex site will consist of 12-20+ unique page layouts.	We think medium complexity is fine.
75	Will this project require a substantial amount of data or content migration from the old system to the new one? If so, who will be responsible for this migration? Please estimate how much content, and what types of content, should be migrated over.	Yes. Vendor would be responsible for content migration.
76	How has the Clara avatar been developed (i.e. what technologies are used) and how is it currently implemented at the page level?	Clara uses custom code built on VueJS combined with a SitePal avatar. Pages that show Clara need to include some custom JavaScript, links to JavaScript files (local and external), and a simple <div> tag.
77	What other functionality will the new site need to include? Besides those described in the RFP, are there any features or functions on the current site that need to be available on the new site?	All features and functions currently available need to be addressed in the new site, either with a similar replacement or a redesigned approach deemed to be more effective. It is possible that some features or functions will be agreed-upon as obsolete and no longer needed.
78	Are all the subdomains within the scope of this project all managed through a single CMS instance?	Yes. As described in the RFP, all subdomains need to share the same basic design and allow for limited, agreed-upon customizable elements.
79	Is it acceptable to share documents and links using Google?	This is acceptable as long as the link does not take the user to a Google page. All documents should be downloaded from the NM Courts site.
80	What third-party or legacy applications must the new system interface with? How deep of an integration does each one need?	There is an interactive avatar called Clara that uses a service from SitePal. The API is in JavaScript.

Design Prototype Requirement

81	This represents a very significant amount of work, representing many hours of work over and above the normal RFP response, and we are requesting that the judiciary waive this requirement. The product of any such exercise would not be reflective of our user-centered design approach, since we are asked to develop designs without the benefit of any user research. Insistence on requiring speculative design work as part of the bid response will significantly impact our willingness to submit a proposal.	Our goal is to provide an exceptional user experience to visitors to our NM Courts website. We are very interested in seeing what a compelling, user-centric, user-friendly judicial website could look like, and how such a tool supports access to justice and increases public confidence in the judiciary. The ability to create this user experience is critical for this project, and is an important evaluation criteria for this RFP. We are relying on the Design Prototype requirement to provide this insight. The prototype(s) do not need to be fuctional, nor fully developed; they do need to demonstrate an understanding of our basic needs and reflect how your firm could support them.
82	For the Design Prototype Requirement: Offerors should propose one, two, or three possible design approaches, each demonstrated by a high-level prototype, for evaluation by NM Courts during the RFP process. Can you confirm that the design concepts are part of the submitted response?	At least one design concept is a mandatory element of the response to this RFP. There is no requirement that the proposed concept(s) be the basis of the eventual website design. We understand that user needs and requirments will be identified during the course of the project and this information will inform the final product.
83	Prototype Requirement - Will consideration be given to removing the requirement of providing multiple prototypes during the RFP process?	
84	Does the AOC expect the sample designs submitted with the RFP to be the basis for the eventual website design? Effective user centered design requires us to have an understanding of the unique user needs related to the website, and we won't have that until after engaged and able to work through our user centered discovery and design process with the AOC team. The RFP response designs may have little in common with what is needed after the discovery process.	

Proposal Response

85	Should vendors provide a point-by-point response to the Mandatory Specifications section?	Yes.
86	Section 9.4 c) suggest that there is a specific response required to the Evaluation Criteria, although there doesn't appear to be anything to respond to directly in the referenced pages. What is required here?	Offerors should provide a quotation for the product/service they are offering.

87	Relevant to 5.1 question 3 regarding successes and failures, what does the AOC consider a failure of a website redesign project?	AOC considers a failure of a website redesign project to be one where the customer is not satisfied.
88	If at all possible, please ensure that the schedule affords bidders a period of at least 10 business days to prepare responses subsequent to Q&A being published.	The submission date is August 1, 2022.
89	Would the State consider allowing bidders the opportunity to submit follow-on questions should there be a need for further clarifications?	No. This is against NM Procurement Code. The procurement manager can answer procedural questions, but questions regarding the tech specs are closed on the 11th. There might be an exception such as a conflict found in the RFP text versus our published responses, but in general the answer is no.
90	Are there specific state government websites the New Mexico Judiciary admires?	Indiana Judicial Branch - in.gov/courts; Wyoming Judicial Branch - courts.state.wy.us; Illinois Courts - illinoiscourts.gov
91	User Experience Feedback – Can the focus groups be conducted virtually, or it is required that they be conducted in person?	Focus groups may be conducted virtually.
92	Has any previous user or audience research been completed that can inform this project? For example, do you have documented usability testing, stakeholder interviews, audience surveys, or other research that will be helpful?	We are willing to share any relevant materials with the successful bidder. We have shared the overall results of previous research in the RFP; the current website is not as user friendly and impactful as it should be.
93	What level of training will you require after the website project is complete? Will you just need content contributor training on the CMS, or will you need a deeper, more technical developer training?	We expect to need content contributor training, and some limited admin training for higher level changes. We do not expect to require technical developer training unless there are one or more specialized components included in the final website design. These training needs can be mutually agreed upon during the course of the project.
94	Will proposals be evaluated digitally, or will they be printed for evaluation? Can links be included within our response, for example to resumes?	Digital submissions only. Links are acceptable. However, if the link is broken, or the material unobtainable, a bid may be deemed unresponsive.
95	How many vendors have submitted questions in response to this RFP?	Bidder information is confidential until the RFP is completed. After that all bid materials becomes publicly available. Any information a bidder wishes to remain confidential must be marked as such in their offer. See Section 8, Item 10, pg 11.
96	Once the project has started, what will the makeup of the decision-making committee be like? Will a large group, a small committee, or a single person make decisions?	We anticipate a small commitee will make decisions.
97	How should this project be billed? Fixed-bid deliverables based, hourly, monthly retainer, or something else?	We would prefer deliverable based billing, but final determination would be made upon vendor selection.
98	Is there someone who could be considered an incumbent on this project? Is there another company that you've worked with before, or any other company that would receive preference for winning this project?	The RFP process ensures all bidders are considered without preference.
99	When should the project be complete? Is this a critical due date? What event is driving the due date?	The proposed project timeline should be included in your response, and will be finalized as part of the project execution. NM Courts does not have a critical due date driving project completion.
100	Is there anything about your organization that might make this project difficult?	We are relying on the successful bidder to lead us to a new design that creates an effective user experience. The design needs to support the consolidated, statewide judiciary while allowing for a limited amount of flexibility for our 13 judicial districts (sub domains), and provide an easy tool for limited local content updates.

Sub Domain List

supremecourt.nmcourts.gov
firstdistrictcourt.nmcourts.gov
accesstojustice.nmcourts.gov
self-help.nmcourts.gov
lawlibrary.nmcourts.gov
domesticviolence.nmcourts.gov
adultguardianship.nmcourts.gov
waterrightsadjudication.nmcourts.gov
animasadjudication.nmcourts.gov
cowcreek.nmcourts.gov
lrgadjudication.nmcourts.gov
sjrbadjudication.nmcourts.gov
courtappointedattorneys.nmcourts.gov
coa.nmcourts.gov
seconddistrictcourt.nmcourts.gov
thirddistrictcourt.nmcourts.gov
fourthdistrictcourt.nmcourts.gov
fifthdistrictcourt.nmcourts.gov
sixthdistrictcourt.nmcourts.gov
seventhdistrictcourt.nmcourts.gov
eighthdistrictcourt.nmcourts.gov
ninthdistrictcourt.nmcourts.gov
tenthdistrictcourt.nmcourts.gov
eleventhdistrictcourt.nmcourts.gov
twelfthdistrictcourt.nmcourts.gov
thirteenthdistrictcourt.nmcourts.gov
nmmagistratecourts.nmcourts.gov
municipal.nmcourts.gov
adr.nmcourts.gov
cip.nmcourts.gov
nmfap.nmcourts.gov
treatmentcourts.nmcourts.gov
sesv.nmcourts.gov
tribalstate.nmcourts.gov
pretrial.nmcourts.gov
jury.nmcourts.gov
metro.nmcourts.gov
humanresources.nmcourts.gov
languageaccess.nmcourts.gov
ipra.nmcourts.gov
supremecourtdrafts.nmcourts.gov
insidedev.nmcourts.gov
kiosk.nmcourts.gov