

**Amendment # 3 to RFP # OCA-133: Website Redesign Services
Clarification or Modification of Key Bid Dates, Scoring, and
Exhibit D**

The New York State Unified Court System (“UCS”), Office of Court Administration (“OCA”) is issuing this Amendment # 3 to provide additional time for proposals to be submitted, to correct information about scoring technical components, and to correct typos in the previous amendment to the above-referenced request for proposals (“RFP”). OCA is amending the RFP specifications as follows (amended terms appear in **red**):

1.) Proposal Submission Deadline

UCS is changing the Proposal Submission Deadline Date from August 31, 2023, at 3:00 PM EDT to September 7, 2023, at 3:00 PM EDT. This modification applies to every instance in the RFP and the amendments thereto indicating the due date for proposals or the date when the bid opening will occur.

As stated on page 4 of the RFP, UCS reserves the right to modify any Key Bid Date, including remaining Key Bid Dates in this procurement, as it may deem appropriate.

2.) Section 3.2 (Method of Award)

UCS is issuing two changes to Section 3.2.

First, the table appearing on page 6 of the RFP showing how proposals will be scored is modified as follows:

Technical Criteria	Maximum Points
<i>Organizational experience and capacity</i>	201
<i>Business and Technical Specifications</i>	381 387
Maximum Technical Criteria Point Score	582 588
Cost	
<i>Cost for delivering all Business and Technical Specifications other than post-project technical support</i>	175
<i>Cost for delivering post-project technical support</i>	25
Maximum Cost Point Score	200
Maximum Total Point Score	782 788

In addition, the final sentence of the second-to-last paragraph in Section 3.2.1 is modified as follows:

The maximum available Technical Criteria score is ~~582~~ 588 points.

3.) Correcting Typos in Amendment # 2

Amendment # 2 (available for download at <https://www.nycourts.gov/LegacyPDFS/admin/bids/RFP-OCA-133-Amd2.pdf>) included a modified Exhibit D beginning on page 9 of that Amendment. UCS is modifying that version of Exhibit D as indicated below.

First, UCS is correcting the first sentence in Exhibit D by replacing “Article **Error! Reference source not found.**” with “Article VI” as shown below:

As indicated in Article ~~**Error! Reference source not found.**~~ VI, bidders must submit a narrative response addressing how the bidder and/or its proposed solution satisfies the desired attribute or needed feature (“Component”) set forth in Table Three of this Exhibit.

Second, Exhibit D includes “Table Three: Components.” Each component is assigned a weighting factor of 1, 2, 3 or 4, and such weighting factor is indicated by a corresponding number of stars (“★”). Beginning with component C1, some of the stars were inadvertently replaced by the letter “e” with a circumflex above it (“ê”). Accordingly, UCS is replacing each instance of “ê” with “★”.

Third, UCS is correcting the first sentence of the description of component C1 by replacing “Section **Error! Reference source not found.**” with “Section 6.2.5” as shown below:

Consistent with Section ~~**Error! Reference source not found.**~~ 6.2.5 of the RFP, include at least three (3) references from entities other than UCS for which Bidder provided website redesign services at any time during the past three (3) years.

Fourth and finally, UCS is correcting the description of component L1 by replacing “Section **Error! Reference source not found.**” with “Section 5.2.2” as shown below:

Explain how the Web Solution will **incorporate the features set forth in Section ~~Error! Reference source not found.~~ 5.2.2 of the RFP**, including integrated asset management for images and other assets; a mechanism for Drupal editors to compare and identify changes between versions of content nodes, and the abilities to view the status of content within the workflow (see screenshot from Exhibit H, page 60).

A corrected version of Exhibit D appears on pages 3–7 of this Amendment # 3.

EXHIBIT D – TECHNICAL PROPOSAL COMPONENTS AND WEIGHTING

As indicated in Article VI, bidders must submit a narrative response addressing how the bidder and/or its proposed solution satisfies the desired attribute or needed feature (“Component”) set forth in Table Three of this Exhibit.

Each response must indicate the Component number to which it responds.

Each response will be assigned a rating score of 0, 1, 2 or 3 points according to rubric set forth in Table One:

Table One: Scoring Rubric	
Points	Criteria
3	The response thoroughly describes how the solution: (i) will deliver the Component; (ii) is feasible; and (iii) is highly likely to result in the successful implementation of the Web Solution.
2	The response adequately describes how the solution: (i) will deliver the Component; (ii) is feasible; and (iii) is likely to result in the successful implementation of the Web Solution.
1	The response minimally or inadequately describes how the solution will deliver the Component and is unlikely to result in the successful implementation of the Web Solution.
0	The solution either is not feasible or does not describe how the solution will deliver the Component.

As shown in Table Three, below, each Component is assigned a weighting factor of 1, 2, 3 or 4 indicated by a corresponding number of stars. Evaluators will multiply the assigned rating score by the weighting factor to determine how many overall points each response receives. For example, a response that receives three (3) rating points for a component with a weighting factor of ★★★★★ will be assigned twelve (12) overall points. The sum of assigned overall points will constitute the bidder’s technical proposal score.

Components are grouped according to the following categories:

Table Two: Component Categories	
If the Component # begins with the letter...	...then the desired attribute or needed feature pertains to
A	Organizational Capacity – Capabilities
B	Organizational Capacity – Staffing
C	Organizational Capacity – References
D	Business and Technical Specifications – Onboarding
E	Business and Technical Specifications – Project Management
F	Business and Technical Specifications – Information Architecture
G	Business and Technical Specifications – Content Scrubbing
H	Business and Technical Specifications – Content Standards Development
I	Business and Technical Specifications – Training
J	Business and Technical Specifications – Graphical Design and Branding
K	Business and Technical Specifications – Testing
L	Business and Technical Specifications – Post-Project Technical Support
M	Business and Technical Specifications – Incorporation of Needed Features
N	Cost

Note: Components appearing in cells highlighted in yellow in Table Three pertain to a minimum qualification or mandatory requirement set forth in Article II of the RFP. Also, responses to Components in Category N (Cost) are not weighted and scored as part of the Technical Proposal Components and Weighting; rather, they supply additional context to information that is evaluated as part of Exhibit A – Pricing Sheet.

Table Three: Components		
Component #	Desired Attribute or Needed Feature (Component)	Weighting Factor
A1	Bidder has at least five (5) years' experience redesigning internet and intranet websites in Drupal that are comparable in scope to the UCS websites.	★★★★
A2	Describe Bidder's experience delivering project management services for customers to ensure that projects are completed within scope, on time, and on budget.	★★★★
A3	Describe Bidder's experience providing information architecture services in connection with a procured website redesign.	★★★★
A4	Describe Bidder's experience performing content scrubbing for customers to ensure that content from old websites is refreshed and migrated successfully to redesigned websites. Such experience should include eliminating duplicate records, correcting misspellings, fixing errors in names and addresses, ensuring consistent descriptions, and ensuring proper punctuation between various data sets.	★★
A5	Describe Bidder's experience developing content standards for customers collaboratively.	★★★
A6	Describe Bidder's experience training customers' staff to maintain and create content for redesigned websites.	★★★
A7	Describe Bidder's experience delivering graphical design and branding services as part of a website redesign project.	★★★★
A8	Describe Bidder's experience developing and executing plans to test customers' redesigned websites, including user testing as well as technical systems testing.	★★★
A9	Describe how long Bidder has been in business.	★★★
A10	Describe how long Bidder has offered website redesign services.	★★★
A11	Identify any subcontractor(s) to whom Bidder subcontracts its website redesign work, and describe Bidder's business relationship with each such subcontractor. Preference will be given to proposals from bidders that will not rely on subcontractors.	★★★★
A12	Identify any customers comparable to UCS for which Bidder has designed or redesigned the customer's website within the past five (5) years. For each such customer: (i) include the URL of the finished website; (ii) describe the scope of work, including whether the website was built using Drupal; (iii) describe Bidder's role in that project; (iv) state whether the project was completed on time and on budget; and (v) if the project was not completed on time or on budget, identify any factors that contributed to the delay or extra cost.	★★★★
A13	Indicate whether Bidder has been a party to any litigation or arbitration proceeding within the past five (5) years. If Bidder has been such a party: (i) indicate for each dispute whether Bidder was the plaintiff/claimant or defendant; (ii) disclose the amount of the claim(s); and (iii) indicate whether the proceeding is pending or, if resolved, how the matter was resolved. Indicate whether there are any unsatisfied judgments filed against Bidder.	★★
B1	Describe how Bidder will ensure that personnel assigned to develop the internet and intranet websites (the "Web Solution") in Drupal currently possess Drupal 8 or above certifications.	★★★★
B2	Indicate how Bidder will deliver project management services. Specify whether the assigned employee(s) or subcontractor(s) hold certification as Project Management Professional(s) (PMPs) or other comparable certification(s).	★★★
B3	Identify key staff to be assigned to Bidder's proposed team for the website redesign project ("Project"). Include resumes for current employees to be assigned to the Project team. For positions not yet filled, include detailed job descriptions, including minimum qualifications. Specify any work to be done by subcontractors. Include a chart showing which positions will be	★★★★

Table Three: Components			Weighting Factor
Component #	Desired Attribute or Needed Feature (Component)		
	performed by personnel possessing Drupal 8 or above certification, and indicate the type and level of Drupal certification (e.g., Drupal 9 Developer Certification) for each position. (Note: (i) Preference will be given to proposals showing positions—especially supervisors—staffed by personnel with Drupal 9 or better certification; and (ii) The chart will not count toward the page limit for the response to Exhibit D.)		
B4	Indicate how long on average Bidder's current employees have been employed with Bidder.		★★★
B5	Complete and include in the narrative response the table below. Supply the information in the cells highlighted in blue. Bidders may include an optional narrative statement discussing any trends or events:		★★★
		As of July 1, 2021	Current
	Number of Bidder's employees		
	Percentage of employees on payroll for less than one (1) year		
	Percentage of employees on payroll for less than three (3) years		
	Percentage of employees on payroll for less than five (5) years		
B6	Indicate any industry certifications held by employees to be assigned to the Project, and include supporting documentation. (Note: Supporting documentation will not count toward the page limit for the response to Exhibit D.)		★★★
C1	Consistent with Section 6.2.5 of the RFP, include at least three (3) references from entities other than UCS for which Bidder provided website redesign services at any time during the past three (3) years. Preference will be given for favorable references from governmental entities comparable to UCS.		★★★★
D1	Include a timeline proposing when Bidder will hire and/or assign staff promptly to work on the Project after UCS executes a contract with Bidder.		★★★★
D2	Include a timeline proposing when Bidder will convene a kick-off meeting after UCS executes a contract with Bidder.		★★★
D3	Describe how Bidder will facilitate sessions as needed to define the information architecture for the redesigned websites, including a site map and navigation. Include a timeline for completing such activity.		★★★
D4	Propose a mechanism that Bidder will establish to enable UCS and Bidder to exchange files as needed.		★★
D5	Describe any additional activities Bidder proposes that will establish a positive, productive relationship with UCS website personnel.		★★
E1	Recommend an initial schedule and associated Work Breakdown Structure ("WBS") for the work effort(s) described in the proposal. Include the significant phases, development strategies related to the Drupal build environments (development, stage, and production), activities, tasks, milestones, deliverables, and resource requirements necessary for UCS to evaluate the implementation plan. (Note: The initial schedule and associated WBS will not count toward the page limit for the response to Exhibit D.)		★★★★
E2	Describe how Bidder will: (i) develop and maintain a responsibility assignment matrix in alignment with Bidder's proposed project management plan; and (ii) assign one or more qualified individuals to serve as quality assurance monitors.		★★★
E3	Describe Bidder's change management process for schedule changes and/or additional features.		★★★
E4	Recommend a test methodology that is likely to result in the completion of the Project on time, within budget, and within scope.		★★★
E5	Describe Bidder's communication process for the team and major stakeholders. Include a sample status report. Describe how frequently Bidder will supply such reports. (Note: the sample report will not count toward the page limit for the response to Exhibit D.)		★★★

Table Three: Components		
Component #	Desired Attribute or Needed Feature (Component)	Weighting Factor
E6	Recommend a risk mitigation strategy for approval and adoption by UCS to identify risks that arise during any point in the Project.	★★★
F1	Describe Bidder's approach to designing a comprehensive architecture strategy for the Web Solution to meet long-term UCS and end-user needs.	★★★★
F2	Describe how Bidder will supply source code for any custom-developed modules.	★★★★
F3	Describe how Bidder will review content structure to confirm all content types, fields, media types, and taxonomies.	★★★★
F4	Describe how Bidder will create wireframes and incorporate suggestions from UCS website personnel regarding the creation of those wireframes.	★★★★
G1	Describe how Bidder will extract and scrub legacy data . Discuss Bidder's data conversion methodologies and data conversion programs. Recommend any necessary third-party data conversion tools.	★★★
H1	Describe how Bidder will prepare and deliver a Standards and Guidelines manual for internal UCS use and third-party use. Confirm that such manual will provide guidance regarding user experience, design, information architecture, copywriting, development, SEO, marketing, and public relations and brand preservation/building, and web governance. Includes a sample style guide or excerpt thereof that Bidder created for one of its prior customers. (Note: The sample style guide or excerpt will not count toward the page limit for the response to Exhibit D.)	★★★★
I1	Describe how Bidder will provide UCS technical personnel with training sessions and documentation tailored to the Web Solution. Such training and documentation should include: (a) In-depth training for staff currently employed by OCA who will maintain the Web Solution after the Project concludes; (b) Written resources, such as admin manuals, for future employees who will maintain the Web Solution; and (c) Developer notes documenting customized code for modules or themes (such notes should be embedded as comments within the code as well as a separate developer's handbook).	★★★★
J1	Describe how Bidder will design, test, and deliver a visual and interaction design pattern system (i.e., pattern library, templates, etc.) that embraces all aspects of user experience, including, but not limited to, mobile responsiveness, low- and high-resolution displays, accessibility, and multilingual design.	★★★★
J2	Describe how Bidder will develop layouts for various content types , such as step-by-step instructions and FAQs.	★★★★
J3	Describe how Bidder will work with the UCS web team and graphics personnel to accomplish the work outlined in Components J1 and J2, above.	★★★
J4	Recommend options to minimize confusion among users about whether they are using the internet or intranet site.	★★★
J5	Explain how the design system for the Web Solution will include assets provided via native image files (Adobe Photoshop™ and/or Adobe Illustrator™) as well as all CSS code examples.	★★★
J6	Describe how Bidder will develop "proof of concept" designs and deliver presentations to the UCS Project team when developing new graphical elements.	★★★
K1	Recommend a plan for user acceptance testing , and explain how the components of that plan will enhance the Web Solution. Describe how the plan will incorporate feedback not only from primary constituents for the UCS websites, including attorneys, judges, unrepresented litigants, nonjudicial personnel, and court-adjacent professionals, but also from UCS court divisions, offices, units, and court-related agencies.	★★★★
K2	Describe Bidder's plans for module testing, integration testing, system testing, and permissions testing.	★★★★

Table Three: Components		
Component #	Desired Attribute or Needed Feature (Component)	Weighting Factor
L1	Explain how the Web Solution will incorporate the features set forth in Section 5.2.2 of the RFP , including integrated asset management for images and other assets; a mechanism for Drupal editors to compare and identify changes between versions of content nodes, and the abilities to view the status of content within the workflow (see screenshot from Exhibit H, page 60).	★★★★
L2	Recommend a comprehensive plan to ensure that the Web Solution will feature enhanced navigability for users with disabilities . Discuss how Bidder will ensure that the Web Solution meets standards for accessibility set forth in, among other sources, Section 508 of the Rehabilitation Act of 1973 and Web Content Accessibility Guidelines (WCAG) 2.1 A or greater requirements. Explain how this compliance will be verified.	★★★★
L3	Describe how the Web Solution will provide content personalization capabilities based on users' information (filtered views).	★★★★
L4	Explain how the Web Solution will (i) support multistep content approval for workflows, including configuration of notifications at each stage of the workflow; and (ii) allow administrators to define workflow roles and workflows.	★★★★
L5	Confirm that the Web Solution will display correctly in desktop, mobile, and tablet versions of all major browsers, including, but not limited to, Chrome, Edge, Firefox, and Safari.	★★★★
L6	Describe how the Web Solution will enable UCS to post content authored in languages other than English and for such content to be displayed properly. Explain whether the Web Solution will be compatible with APIs that enable users to translate content into their preferred language.	★★★
L7	Recommend options to provide enhanced security , such as password protection, for members-only content and integration with existing UCS Active Directory credentials.	★★★
L8	Describe how the Web Solution will incorporate Google Analytics and Hotjar. Recommend additional tools to gather information about user engagement with the Web Solution.	★★
L9	Describe how the proposed Web Solution will enable users to retrieve meaningful, related content based on search engine optimization (SEO) tactics, such as metadata, page titles, and high-value/keyword embedded content, including content embedded in PDFs.	★★★★
L10	Describe how the search capabilities of the Web Solution will include: (i) the ability to perform an enterprise-wide search, as well as give administrators the ability to create smaller, mini-collections for separate searches, such as a search of Court Forms or Court Rules; and (ii) the ability for UCS to exclude certain content from search results based on, among other things, user preferences (filters).	★★★★
L11	Describe how Bidder will ensure that the internet and intranet sites will use and share the same standards, workflows, and governance.	★★★
M1	Supply a copy of Bidder's proposed warranty, if any, for services delivered pursuant to this procurement. (Note: the proposed warranty will not count toward the page limit for the response to Exhibit D.)	★★
N1	If the Bidder's proposal includes costs for any license(s) as shown in Table One of Exhibit A – Pricing Sheet, describe such licenses on a separate page. Indicate how such cost was calculated. (Note: the response to this Component will not count toward the page limit for the response to Exhibit D.)	Not weighted
N2	If the Bidder's proposal includes costs for "Other Services" as shown in Table Two of Exhibit A – Pricing Sheet, describe such service(s) on a separate page. Indicate how the cost for such service(s) was calculated. (Note: the response to this Component will not count toward the page limit for the response to Exhibit D.)	Not weighted

End of Exhibit D