

**Amendment # 2 to RFP # OCA-133: Website Redesign Services
Clarification or Modification of Document Enclosure Checklist, Key Bid Dates,
Minimum Qualifications, Mandatory Requirements, General Requirements, and
Narrative Responses to Exhibit D**

The New York State Unified Court System (“UCS”), Office of Court Administration (“OCA”) is issuing this Amendment # 2 to address information that should have been included in the above-referenced request for proposals (“RFP”) or to modify information in the RFP in response to questions received from prospective vendors. OCA is amending the RFP specifications as follows (amended terms appear in **red**):

1.) Document Enclosure Checklist

The Document Enclosure Checklist on pages 1–2 of the RFP is amended herein as indicated below:

- ☐ Resolution or equivalent authorization of the bidder organization (see ~~Exhibit B—Firm Offer Letter~~ Section 6.2.4 of the RFP)
...
- ☐ One of the following: (i) Copies of bidder’s certificate(s) of insurance or other adequate proof evidencing the insurance coverage required by the bid specifications; or (ii) correspondence affirming that bidder will supply such certificate(s) or proof upon notification of award and no later than five business days prior to commencement of the contract resulting from this RFP.

A copy of the updated Document Enclosure Checklist appears on pages 5–6 of this Amendment # 2.

2.) Section 1.2 (Key Bid Dates)

Given the significant number of questions UCS received in response to the RFP and the resulting delay publishing answers to those questions, which did not provide vendors with sufficient time to review that information, UCS is accepting additional questions from vendors through August 4, 2023, at 5:00 PM EDT. Questions must be submitted by email to the designated contact in the RFP or during the pre-bid conference. Answers to this second round of questions will then be posted shortly thereafter.

Accordingly, UCS is modifying the table of key bid dates shown on page 4 of the RFP, which was modified by Amendment # 1 (available for download at [https://www.nycourts.gov/LegacyPDFS/admin/bids/Amd%201%20to%20RFP%20OCA-133%20\(Issued%207.11\).pdf](https://www.nycourts.gov/LegacyPDFS/admin/bids/Amd%201%20to%20RFP%20OCA-133%20(Issued%207.11).pdf)), as follows:

EVENT	DATE
RFP Issue Date	June 22, 2023
Initial RFP Question Due Date	July 11, 2023 at 5:00 PM EDT
Pre-Bid Conference Date	July 27, 2023 at 1:00 PM EDT
Final RFP Question Due Date	August 4, 2023 at 5:00 PM EDT
Proposal Submission Deadline Date	August 31, 2023 at 3:00 PM EDT
Selection of Finalists	Week of September 11, 2023
Oral Presentations and/or Product Demonstrations by Finalists	Week of September 25, 2023
Best and Final Offers Deadline from Finalists	October 5, 2023 at 3:00 PM EDT
Estimated Contract Start Date	November 2023

3.) Article II (Minimum Qualifications and Mandatory Requirements)

UCS is issuing two changes to Article II.

First, the list of minimum qualifications appearing on page 4 of the RFP is amended herein by adding the following additional minimum qualification:

- The bidder must be incorporated in the United States or, if the bidder is not a corporation, the bidder's primary physical location must be in the United States.

UCS has modified Exhibit C to add Qualification # 2 as shown below.

Qualification # 2: The bidder must be incorporated in the United States or, if the bidder is not a corporation, the bidder's primary physical location must be in the United States.	
The Bidder certifies that it is incorporated in the United States or, if the Bidder is not a corporation, the Bidder certifies that its primary physical location is in the United States.	<input type="checkbox"/> YES <input type="checkbox"/> NO*

Second, Mandatory Requirement # 3 is amended herein to: (i) replace the requirement that all personnel assigned to develop the Web Solution in Drupal must possess Drupal 9 or Drupal 10 certification with a requirement that at least one such assigned position must possess Drupal 8, Drupal 9, or Drupal 10 certification; (ii) require bidders to designate in their proposal which position(s) will be performed by personnel with such Drupal certifications; and (iii) eliminate the requirement that Drupal certification must pertain to Developer and Front End certifications.

Accordingly, the list of mandatory requirements appearing on page 4 of the RFP is amended herein by modifying Mandatory Requirement # 3 as follows:

3. Personnel assigned by the bidder to develop the Web Solution in Drupal must currently possess Drupal 8 or above ~~9 or Drupal 10 Developer and Front End~~ certifications, and Bidder must designate in its proposal which position(s) will be performed by personnel with such Drupal certifications.

The corresponding Mandatory Requirement # 3 in Exhibit C is amended herein as shown below:

Mandatory Requirement # 3: Personnel assigned by the bidder to develop the Web Solution in Drupal must currently possess Drupal 8 or above 9 or Drupal 10 Developer and Front End certifications. The Bidder's team assigned to develop the Web Solution in Drupal must include at least one position staffed by personnel who currently possess Drupal 8 or above certifications, and Bidder must designate in its proposal which position(s) will be performed by personnel with such Drupal certifications.	
The Bidder certifies that it will only assign personnel to develop the Web Solution in Drupal who currently possess Drupal <u>8 or above 9 or Drupal 10 Developer and Front End</u> certifications, <u>and Bidder designates in its proposal which positions will be performed by personnel with such Drupal certifications.</u>	<input type="checkbox"/> YES <input type="checkbox"/> NO*

Consistent with these changes, Components B1 and B3 in Exhibit D on page 39 of the RFP are modified as follows:

B1	Describe how Bidder will ensure that personnel assigned to develop the internet and intranet websites (the "Web Solution") in Drupal currently possess <u>Drupal 8 or above 9 or Drupal 10 Developer and Front End</u> Certifications.	★★★★
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. <u>Include a chart showing which positions will be 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).</u>	★★★★

Copies of the updated Exhibits C and D appear on pages 7–8 and pages 9–13, respectively, of this Amendment # 2.

4.) 6.1 General Requirements

Section 6.1, which appears on page 21 of the RFP, is amended herein by adding the following sentence to the first paragraph:

Except for forms created by UCS or documents (such as certificates of insurance) generated by an entity other than the bidder, proposals must be single-spaced with one-inch page margins using a 12-point font.

5.) 6.2.2 Responses to Exhibit D – Technical Proposal Components and Weighting

Section 6.2.2, which appears on pages 21–22 of the RFP and was modified by Amendment # 1, is further amended herein per the following three changes.

First, the sentence “The narrative should not exceed 40 pages” is modified by: (i) replacing “should” with “must”; and (ii) replacing “40” with “60.” Text to be removed is struck through and replacement text is underlined:

The narrative ~~should~~ must not exceed ~~40~~ 60 pages.

Second, the following new sentence is added after “The narrative must not exceed 60 pages”:

Evaluators reviewing the RFP will disregard content in the narrative response after the first 60 pages except for content in the documents that are excluded from the page limit as explained in the next sentence.

Third, the list of items excluded from the page limit is amended by adding the following documents that are not included in the page count:

- **The chart described in Component B3 on page 39 and setting forth: (i) which positions will be performed by personnel possessing Drupal 8 or above certification; (ii) a brief description of their role in the Project; and (iii) the type and level of Drupal certification for each such position.**
- **The initial schedule and associated Work Breakdown Structure as described in Component E1 on page 40.**

DOCUMENT ENCLOSURE CHECKLIST (2 pages)

- ☐ Exhibit A – Pricing Sheet: Exhibit A must be completed, fully executed, and included in bidder’s proposal. *Failure to do so may disqualify bidder’s response.*

The following forms must be fully executed and included in bidder’s proposal.
Failure to do so may disqualify bidder’s response:

- ☐ UCS Request for Proposal Form (UCS RFB.001.Cover.(Rev.4.22)) and complete bid response with original signature
- ☐ Attachment I - Standard Request for Bid Clauses & Forms
 - ☐ p.3 – Non-Collusive Bidding Certificate
 - ☐ p.4 – Acknowledgment of Individual or Corporation
 - ☐ p.5 – Bidder’s Certification of Work (Printing)
 - ☐ p.6 – Bidder’s Certification of Recycled Products
 - ☐ p.7 – Manufacturer’s Affidavit of Recycled Content
- ☐ Attachment II - Not Applicable
- ☐ Attachment III - Vendor Responsibility Questionnaire
 - ☐ Questionnaire filed online via the New York State Office of the State Comptroller (“OSC”) VendRep System and certified within 6 months of the bid opening due date, or
 - ☐ Paper questionnaire
- ☐ Attachment IV - Procurement Lobbying forms
 - ☐ Disclosure of Prior Non-Responsibility Determination (UCS 420)
 - ☐ Affirmation of Understanding and Agreement (UCS 421)
- ☐ Certificates of NYS Workers’ Compensation and NYS Disability Benefits Insurance, or Certificate of Attestation of Exemption.
Please see paragraph “Insurance Requirements” for a list of accepted forms.
- ☐ One of the following: (i) copies of bidder’s certificate(s) of insurance or other adequate proof evidencing the insurance coverage required by the bid specifications; or (ii) correspondence affirming that bidder will supply such certificate(s) or proof upon notification of award and no later than five business days prior to commencement of the contract resulting from this RFP.
- ☐ Three (3) complete photocopies of original bid response
- ☐ Signed Document Enclosure Checklist
- ☐ Proprietary information in separate folder from bid response, if applicable

In addition, bidder shall provide:

- ☐ Firm Offer to the Unified Court System and Conflict of Interest Disclosure (see Exhibit B)
- ☐ Resolution or equivalent authorization of the bidder organization (see Exhibit B – Firm Offer Letter)

Continued on next page

- ☐ Contractor Certification to Meeting Minimum Qualifications and Mandatory Requirements set forth in Exhibit C
- ☐ Narrative Responses indicating how the Bidder's proposal satisfies the technical components set forth in Exhibit D
- ☐ List of references

IMPORTANT:

1. All documents requiring an original signature must bear the BLUE INK signature of the same authorized individual. Signatory notarization must be that of the person whose signature is affixed to all required documents.
2. Exhibit A – Pricing Sheet and the other forms listed above must all have the SAME COMPANY NAME AND TAX ID NUMBER in order for a purchase order or contract to be approved by the OSC.
3. **Do not alter this solicitation in any manner. Any changes, deletions, or additions (including the addition of supplemental terms and conditions) to this RFP or to any exhibits or appendices to this RFP, including Exhibit A – Pricing Sheet, may result in the rejection of the bid as non-responsive.**
4. Please note that the terms and conditions of this RFP will form the basis of the contract with the Awarded Contractor (defined below).

5. Bidder Contact Information

Bidder's Primary Contact for Bid Matters:

Name:		
Street:		
City:	State:	Zip:
Telephone Number:	Email:	

6. Verification:

Authorized representative of Bidder must complete and sign below to verify submission of all documents required per the Document Enclosure Checklist:	
COMPANY NAME:	
AUTHORIZED OFFICER'S NAME AND TITLE:	
SIGNATURE:	DATE:

EXHIBIT C – CONTRACTOR CERTIFICATION TO MEETING MINIMUM QUALIFICATIONS AND MANDATORY REQUIREMENTS

Use this form to address Minimum Bidder Qualifications and Mandatory Requirements
(Pass/Fail)

BIDDER'S NAME: _____

Minimum Qualifications	
Qualification # 1: The bidder has at least five (5) years' experience redesigning internet and intranet websites in Drupal that are comparable in scope to the UCS websites.	
The Bidder certifies that it has at least five (5) years' experience redesigning internet and intranet websites in Drupal that are comparable in scope to the UCS websites.	<input type="checkbox"/> YES <input type="checkbox"/> NO*
Qualification # 2: The bidder must be incorporated in the United States or, if the bidder is not a corporation, the bidder's primary physical location must be in the United States.	
The Bidder certifies that it is incorporated in the United States or, if the Bidder is not a corporation, the Bidder certifies that its primary physical location is in the United States.	<input type="checkbox"/> YES <input type="checkbox"/> NO*
Mandatory Requirements	
Mandatory Requirement # 1: The Web Solution must be built upon the Drupal 10 framework.	
The Bidder certifies that the Web Solution will be built upon the Drupal 10 framework.	<input type="checkbox"/> YES <input type="checkbox"/> NO*
Mandatory Requirement # 2: All UCS data must remain in the United States, and select data must remain at locations to be designated by UCS. Furthermore, all personnel supplied by the bidder must be located in the United States when working on the Project.	
The Bidder certifies that: (i) all UCS data will remain in the United States; (ii) select data will remain at locations to be designated by UCS; and (iii) all personnel supplied by the Bidder will be located in the United States when working on the Project.	<input type="checkbox"/> YES <input type="checkbox"/> NO*
Mandatory Requirement # 3: The Bidder's team assigned to develop the Web Solution in Drupal must include at least one position staffed by personnel who currently possess Drupal 8 or above certifications, and Bidder must designate in its proposal which position(s) will be performed by personnel with such Drupal certifications.	
The Bidder certifies that it will assign personnel to develop the Web Solution in Drupal who currently possess Drupal 8 or above certifications, and Bidder designates in its proposal which position(s) will be performed by personnel with such Drupal certifications.	<input type="checkbox"/> YES <input type="checkbox"/> NO*

* A "NO" response to any of the minimum qualification(s) or mandatory requirement(s) will result in Bidder disqualification.

**EXHIBIT C – CONTRACTOR CERTIFICATION TO MEETING MINIMUM
QUALIFICATIONS AND MANDATORY REQUIREMENTS**

CERTIFICATION

By signing this form, you certify your express authority to sign on behalf of the Bidder and that all information provided is complete, true, and accurate.

Date: _____

Legal Business Name of Bidder: _____

Doing Business As (d/b/a) (if appropriate): _____

Signature: _____

Print Name: _____

EXHIBIT D – TECHNICAL PROPOSAL COMPONENTS AND WEIGHTING

As indicated in Article **Error! Reference source not found.**, 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 Error! Reference source not found. 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.			êêêê
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.			êêêê
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.)			êêêê
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.	êêêê
F2	Describe how Bidder will supply source code for any custom-developed modules.	êêêê
F3	Describe how Bidder will review content structure to confirm all content types, fields, media types, and taxonomies.	êêêê
F4	Describe how Bidder will create wireframes and incorporate suggestions from UCS website personnel regarding the creation of those wireframes.	êêêê
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.	êêê
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.)	êêêê
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).	êêêê
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.	êêêê
J2	Describe how Bidder will develop layouts for various content types , such as step-by-step instructions and FAQs.	êêêê
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.	êêê
J4	Recommend options to minimize confusion among users about whether they are using the internet or intranet site.	êêê
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.	êêê
J6	Describe how Bidder will develop "proof of concept" designs and deliver presentations to the UCS Project team when developing new graphical elements.	êêê
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.	êêêê
K2	Describe Bidder's plans for module testing, integration testing, system testing, and permissions testing.	êêêê
L1	Explain how the Web Solution will incorporate the features set forth in Section Error! Reference source not found. of the RFP , including integrated asset management for images and other assets; a mechanism for Drupal editors to compare and identify changes between versions	êêêê

Table Three: Components		
Component #	Desired Attribute or Needed Feature (Component)	Weighting Factor
	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.	êêêê
L3	Describe how the Web Solution will provide content personalization capabilities based on users' information (filtered views).	êêêê
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.	êêêê
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.	êêêê
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.	êêê
L7	Recommend options to provide enhanced security , such as password protection, for members-only content and integration with existing UCS Active Directory credentials.	êêê
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.	êê
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.	êêêê
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).	êêêê
L11	Describe how Bidder will ensure that the internet and intranet sites will use and share the same standards, workflows, and governance.	êêê
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.)	êê
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