

# JUDICIAL COUNCIL OF CALIFORNIA

## QUESTIONS AND ANSWERS

### Language Access in the California Courts, CFCC-2022-01-SB

April 19, 2022

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**1. Whether companies from outside the USA [may] apply for this? (like from India or Canada)**

Companies outside of the United States are welcome to apply for this RFP. However, no services shall be provided from outside the United States. Proposers must provide proof they are legally allowed to do business in the state of California.

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

In-person meetings are not required. Meetings will take place via Microsoft Teams, Zoom, or conference call line.

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

See response to Question #1.

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

Please review Section 6.0 SUBMISSIONS OF PROPOSALS. Proposals can only be submitted via email.

**5. How many hours monthly do you anticipate needing sign language interpreting services?**

Not applicable. Sign language interpreting services is not requested in this RFP.

**6. In relation to section 2.0 Description of Services and Deliverables: Existing materials and/or online modules are referenced, can those requiring updates be provided for review?**

Awarded contractor will be provided with the existing materials and training modules that were developed by incumbent.

**7. Are all of the services/deliverables listed currently provided by an incumbent? If so, who is/are the incumbent(s)?**

The incumbent for the prior Language Access Services contract is the National Center for State Courts.

**8. In relation to section 2.0 Description of Services and Deliverables, item 5: Will the educational outreach and training webinars to support Rule 1.300 be provided for Court staff or LEP litigants?**

Educational outreach and training webinars to support Rule 1.300 will be conducted with courts and other stakeholders, including limited English proficient (LEP) court users, justice partners, community organizations, and service providers.

**9. Will the multilingual infographics be provided in English for translation, or would the Judicial Council like the Contractor to develop multilingual infographics?**

Awarded contractor will first develop materials in English, and then develop multilingual infographics or other multilingual materials like short videos. Contractor will be responsible for translating materials into other languages for those materials (infographics, videos) that are specifically designed for LEPs.

**10. In what language(s) will multilingual infographics be required?**

Materials will be translated into the top 8 spoken languages in the 2020 Language Need and Interpreter Use Study. In written form, those languages include Spanish, Vietnamese, Chinese (simplified), Korean, Punjabi, Russian, Arabic, and Farsi.

**11. Is the ongoing resource development required only in English? If not, what language(s) is/are required for these resources?**

Ongoing resource development will primarily be for materials in English, with the exception of designated multilingual materials that need to be specifically developed or updated for LEP court users. Contractor will be responsible for translating materials into other languages for those materials (infographics, videos) that are specifically designed for LEPs.

**12. In relation to section 2.0 Description of Services and Deliverables, item 6: What tool(s) is/are already approved for judicial officers, court staff and court interpreters to use for video remote proceedings and/or video remote interpreting?**

All current video remote interpreting training modules developed by incumbent, including foundational and platform-specific modules, are available for judicial officers, court staff and interpreters on an intranet site (non-public). Materials for LEPs will be hosted on the public Language Access web page.

**13. Subitem c references existing online modules and materials, in what kind of learning management system or website are existing modules housed? Can they be shared? If not, what information can be provided related to their format?**

The existing training modules developed by incumbent are in MP4 format and will be shared with the awarded contractor.