

EXHIBIT - A

SCOPE OF WORK

The Ventura Superior Court has received grant funding from the Judicial Council of California under the Signage and Technology Grant Program for its language access signage technology infrastructure support and equipment needs. As part of this program, the Court plans to implement two Multilingual Wayfinding Kiosk Projects ("Project").

Through the Project, it is proposed to install two multilingual wayfinding kiosks in the Ventura Hall of Justice. The selected kiosk vendor will be responsible for the design, fabrication, installation, and maintenance of the hardware and software of the kiosks as per this Scope of Work.

Purpose

The purpose of the multilingual wayfinding kiosks is to help limited-English-proficient (LEP) court users navigate the Ventura Hall of Justice.

Conceptual Design of the Kiosk

- The vendor will provide a conceptual design for pedestal (vertical) kiosks suitable for public use in the courthouse lobbies.
- The kiosks should be simple, durable, low-maintenance, and secure, with standard features that allow for customization where needed.

Supported Languages

The kiosks will function in English, Spanish and Mandarin with the ability to expand and add languages in the future.

Kiosk Content

- The vendor will build the kiosk ecosystem with assistance from Court staff.
- The kiosks will include 2D or 3D animated maps in supported languages showing routes to locations within the Ventura Hall of Justice such as courtrooms, administration, restrooms, and other locations identified by Court staff.
- Vendor will build an FAQ database with translations and audio provided by the vendor in supported languages.
- The vendor will upload the written and audio FAQs to the kiosk. Court staff must have the ability to add and/or change FAQs.
- The kiosk should allow for real-time updates to courtroom and department locations by Court staff.
- Kiosk will show location of judge's department in real time. The Court should have ability to change in real time (daily/instantly) as Judge's departments/ locations change.
- Kiosk will show physical routes only and not provide solutions to all court visitor challenges e.g. paying traffic tickets.

RFP TITLE: MULTILINGUAL WAYFINDING KIOSKS**RFP #: 2526-291**

- The kiosk will not provide payment or case-processing functionality, and no general internet access will be available to visitors.

Analytics and Reporting

The kiosk software must generate basic usage reports, including:

- Most frequently used languages
- Most frequently accessed FAQs
- Locations most often requested for wayfinding

Kiosk Hardware and Software

- The kiosk must be a secure pedestal unit designed to prevent tipping or removal.
- Hardware should include touchscreen monitor, interactive capabilities, and built-in speakers.
- Kiosk software should operate on a reliable system (e.g., Windows-based) with a simple, intuitive user interface.
- Kiosk software should be amenable to remote management and monitoring to enable software updates, oversee performance, and troubleshoot issues.
- Vendor shall ensure the software and technology are designed with flexibility to accommodate future enhancements and upgrades.
- Integration with the Court's primary Case Management System, Journal Technologies eCourt, may be required.

Electrical Power and Network Connection

- The vendor will provide specifications for power and network requirements.
- The Court will provide power and network access at the installation site.
- An LTE backup and UPS are preferred.

Project Management, Installation, Testing, and Acceptance

- The vendor will conduct a site visit to the Ventura Hall of Justice and the Oxnard Juvenile Justice center to work with Court staff to finalize installation, testing, and acceptance procedures.
- The kiosk will be tested for full functionality before approval and payment.

Training

Vendor will provide training to Court staff on upkeep of the kiosk, content management, and technology operation.

Warranty

Vendor must provide an industry-standard warranty covering kiosk enclosure and electronic hardware as per industry standards.

Support and Maintenance

Vendor should offer service options for ongoing maintenance, updates, troubleshooting, and training.