

**Administrative Office of the Courts
 Trial Court Local and Wide Area Network Architecture
 October 1, 2001**

#	Document	Document Section & Page	Question	Answer
1	RFP, Ver 4 09/18/01	Page 1, Invitation to Bid	Please provide a list of vendors who were invited to bid on this RFP. If this list is unavailable, provide a list of vendors who will be attending the bidder's conference.	This is a public bid and thus the bidders list is not known. We do not know who will be attending the bidders conference - it is open for all bidders.
2	RFP, Ver 4 09/18/01	Page 1, A) Background	Please provide an organization chart of the Information Services Division of the AOC.	Please refer to the judicial branch website at http://www.jud.ca.gov .
3	RFP, Ver 4 09/18/01	Page 2, 1. Phase 1: Discovery	A report is referenced as "documenting the Business Requirements, Information Flows and Communication Models relevant to the work of the Courts". Is the title of this report "Trial Court Requirements for a Telecommunications Architecture"? If not, please provide title and location where it can be obtained.	Yes it is, and this report can be found at the same site the RFP was found.
4	RFP, Ver 4 09/18/01	Page 2, 1. Phase 1: Discovery	Interview with the AOC as well as other judicial partners. Please provide an organizational chart for these areas.	The judicial partners all listed in the report referenced in question 3.
5	RFP, Ver 4 09/18/01	Page 2, 1. Phase 2: Architecture Analysis & Design	Please provide an organization chart of the TCTC.	The TCTC is made up of representatives from the trial courts, staff from the AOC Information Services Division and two consultants.
6	RFP, Ver 4 09/18/01	Page 2, 1. Phase 2: Architecture Analysis & Design	Reference is made to "who will be ready with regional and statewide requirements that influence the network architecture". Does this mean that there are additional requirements not outlined within the RFP? This is also referenced on Page 4, paragraph 2 of this document: "Coupled with this will be emerging requirements at the regional and statewide level that are being developed in tandem with this project."	The requirements listed in the RFP are "court-centric" requirements, i.e., focused on just the local requirements of the trial courts. Other initiatives, as listed in the RFP, are underway to examine regional and statewide issues that will effect the operation of the courts. Once these projects are completed, they will supply this project with additional requirements.
7	RFP, Ver 4 09/18/01	Page 2, 1. Phase 3: Implementation	What is the current budget for this project? If the budget is broken into the phases, please provide.	This information is not available to the vendors.
8	RFP, Ver 4 09/18/01	Page 5, A. Introduction, Paragraph 6	Please provide an organization chart for the CTAC.	CTAC is made up of judges and court executives from the judicial branch.

9	RFP, Ver 4 09/18/01	Page 5, B. Scope of Work, Paragraph 5	Five courts have recently been assessed. Who performed the assessments? What date and for what purpose where the assessments performed?	The assessments were made within the last 18 months. The purpose of these IT assessments was to look at the technology infrastructure and applications that are in use today and to suggest strategies to support the business of the courts. The names of the vendors are not available at this time.
10	RFP, Ver 4 09/18/01	Page 7, 2. Phase 2, item b)	A CTAC network security policy is mentioned. Please provide a copy.	This is not available at this time.
11	RFP, Ver 4 09/18/01	Page 8 First paragraph	The vendor will develop a plan for implementation along with a detail budget for all costs associated with the implementation. Does this mean that there is not an expectation to quote hardware and software within the RFP response?	This is correct. We realize it isn't possible to quote hardware and software solutions until Phase 2 of the project. Please supply information about the family of products you will use as the basis for your design as part of the RFP response.
12	RFP, Ver 4 09/18/01	Page 8 4. Phase 4, paragraph 2	Vendor will be responsible for contacting the eleven courts to solicit their input.... Are these resources dedicated to the project? If not, are there anticipated availability problems?	The contacts during this phase will likely be the same contacts that are in place throughout the project. You will be working with them during implementation. We anticipate they will be dedicated to the project throughout.
13	RFP, Ver 4 09/18/01	Page 9 C. Related Technology Projects	Five technology projects are listed. Please provide a list of project owners and vendors associated with each.	The list of project owners and vendors will be supplied after the project is awarded.
14	RFP, Ver 4 09/18/01	Page 9 C. Related Technology Projects	The Distance Education project includes delivery via satellite broadcast, the web, video conferencing and from the desktop. How do the requirements of this project compare to the Video section of this RFP? (Video section requirements on page 27)	The requirements listed on page 27 in the Video section are specific to this project. The distance education project is currently underway and needs to be considered as the other related projects are being considered.
15	RFP, Ver 4 09/18/01	Page 9 C. Related Technology Projects	Please provide the project design, architecture and implementation strategy of the Distance Education project. Include all applicable information such as budget and vendor selection.	This information will be supplied after the project is awarded.
16	RFP, Ver 4 09/18/01	Page 12-29 Technical Requirements	Within each area, there is a requirements and desired section. Based on this data, is there a list of preferred hardware and software that should be used?	No, there is not.
17	RFP, Ver 4 09/18/01	Page 13, Item f) Last paragraph, in italics	"The standards set forth here are not universally accepted by the trial courts...." Is it the intent of this RFP to build a LAN/WAN infrastructure via a centralized service bureau?	The statement quoted refers to section IV. A. 3. f) only. The intent of this RFP is to build a LAN/WAN infrastructure that is standardized. The exact solution and implementation of this is not known at this time and will be developed as part of the project.

18	RFP, Ver 4 09/18/01	Page 12-29 Technical Requirements	Is there an expectation to quote hardware and software for each of the areas (LAN/WAN, Internet, Email, Video and IVR), or are these costs deferred to the budget described within page 8, paragraph 1 of this RFP? If we are to quote hardware and software: each platform at the county might vary, therefore, different equipment may be necessary.	The costs are to be deferred to the budget described within page 8, paragraph 1.
19	RFP, Ver 4 09/18/01	Page 24 B. Internet/Web	2. Guidelines "Specific applications are listed that may utilize the internet." Which of these applications use the internet today? Are there metrics available to show bandwidth being used for each application?	We cannot answer this at this time, for it varies by courts. During the Discovery phase, you will be able to assess what applications use the internet today and what metrics are available to show bandwidth.
20	RFP, Ver 4 09/18/01	Page 25 B. Internet/Web	b) Required Features Direct connect to the Internet, not via the county or other agency network. Please elaborate the reasons for direct connect via using a centralized service bureau.	There are circumstances where internet access is limited to the court due to limitations by their provider when the provider is not an ISP. Access to the internet is critical and should be available to the court.
21	RFP, Ver 4 09/18/01	Page 25 B. Internet/Web	Are the courts using VOIP phones today? If so, which courts and estimated number?	Some courts are using VOIP phones today. We do not have a list of these courts available at this time.
22	RFP, Ver 4 09/18/01	Page 26 C. Email	"Each court would need a minimum of one server that served all locations. Individual servers at each site are not required." Is the intent to centralize or "regionalize" email? If so, how does this relate to each court since the trial courts do not universally accept the standards and applications are governed by the court? Will it be a recommended approach to one common email application that will be centralized?	The servers referred to in section IV.A.3.f) are not application specific. The quotations from page 26 refers to servers within one court who has multiple locations. We do not yet know the architecture of an e-mail system. The requirements for this will emerge from the work on this project.
23	RFP, Ver 4 09/18/01	Page 27 D. Video	Is it the intent of this RFP to provide an infrastructure for the Video? Or, it is a requirement to scope the video within the proposal? Is the RFP scope limited to the consulting fees to install the video infrastructure? Please define.	It is a requirement to scope the video within the proposal. The RFP scope is not limited to the consulting fees to install the video infrastructure. A complete determination of how far the implementation of video applications go will be done during Phase 2.
24	RFP, Ver 4 09/18/01	Page 28 E. IVR	Are any of the courts using IVR's today? If so, which courts and what is the IVR each are using? Do any of the IVR's have the desired level of functionality? If so, define. Is there a preferred IVR partner? If so, who?	This will have to be assessed during the Discovery phase. Right now there is no preferred IVR partner.
25	RFP, Ver 4 09/18/01	Page 29 E. IVR	"The following functions represent the desired level of functionality: Ability to query the Case Management System for status of case" Are the pilot courts using the same case management system? If not, how many case management systems are there? If there are existing IVR's, do they interface with the case management systems today?	The case management systems are listed by court in the Trial Court Requirements for a Telecommunications Architecture Phase I report. We do not know the level of interface between the CMS and existing IVR systems.

26	RFP, Ver 4 09/18/01	Page 30 Timeline A) Key Dates	Project Plan Timeline: Phase 1 Completion = 02/01/01 Phase 2 Completion = 03/02/01 The time line appears to be accelerated. Is this for any reason? If so, define please. If there is no reason for the accelerated timeline, can it be changed?	The timeline for this project is heavily influenced by the availability of funding by the State. If changing the timeline means delaying the project, we do not wish to do that. Accelerating the project will be limited by availability of funds.
27	RFP, Ver 4 09/18/01	Page 30 Timeline A) Key Dates	Phase 1 Discovery On page 5 of the RFP it states "it is important to understand the existing environment of applications". With 11 trial courts and several locations under each; please explain the level of effort estimated for Discovery which concluded that this phase could be performed within a calendar month.	We anticipate a great deal of effort during this phase. We would imagine the courts will be assessed simultaneously rather than sequentially to make our stated schedule; however, we will defer to your proposed work plan.
28	RFP, Ver 4 09/18/01	Page 30 Timeline A) Key Dates	Given the limited time frame allocated for the Discovery Phase, will the courts have dedicated onsite resources available during the site assessments?	The courts have been presented with the same schedule that has been given to you and are prepared to work with the selected vendor to achieve the goals set forth.
29	RFP, Ver 4 09/18/01	Page 31 Proposal Requirements	B. Cost Breakdown Is it correct that the cost breakdown will only include consulting cost and time for all phases? Hardware and software will not be quoted within this section, correct?	This is correct. We realize it isn't possible to quote hardware and software solutions until Phase 2 of the project. Please supply information about the family of products you will use as the basis for your design as part of the RFP response.
30	RFP, Ver 4 09/18/01	Page 37 Paragraph 1	What is the role of KC/Future Planning, Inc. within this RFP? Did Future Planning write the RFP? Are there other projects which Future Planning is involved with the AOC? If so, please describe.	KC/future planning, inc. and Mayer Consulting worked with the AOC to develop this RFP. KC/fp is working with the AOC on one other project - providing assistance to 14 trial courts who have immediate technology infrastructure needs.
31	RFP, Ver 4 09/18/01	Phase 3: Implementation	Is the selected vendor responsible for hardware and software procurement, installation, and testing or just the implementation plan?	The selected vendor is responsible for hardware and software procurement, installation and testing. This will not be an open bid; instead the vendor team selected for this project will already have a manufacture partner. Costs for these elements will be developed as part of Phase 2.
32	RFP, Ver 4 09/18/01	Page 8 Phase 3: Implementation	Please clarify the following statement, "There will be no RFP process as part of this phase. Thus, the selected vendor or vendor team will have a hardware and software component in place."	See the answer to question #31.
33	RFP, Ver 4 09/18/01	Page 34 Evaluation Criteria	Are the evaluation criteria listed in descending order of importance? If not, how are they weighted? Can you attach a percentage to them?	The evaluation criteria are not listed in descending order of importance and are not weighted.

34	RFP, Ver 4 09/18/01	General	When will the RFP for the next phase of the project be released?	We have not scheduled a date for the release of the next RFP and it is unlikely it will be scheduled before the end of the year.
----	------------------------	---------	--	--