

ADDENDUM 2
Administrative Office of the Courts
Trial Court Local and Wide Area Network Architecture
October 4, 2001

#	Document	Document Section & Page	Question	Answer
1	RFP, Ver 4 09/18/01	LAN/WAN, Requirements: Page 12 a)	Over the next two years, what future needs and growth are you anticipating for the infrastructure?	The future needs will be determined as part of the discovery Phase.
2	RFP, Ver 4 09/18/01	LAN/WAN, Requirements: Page 12 b)	"It is important for the courts to have an equal voice in the LAN/WAN infrastructure." Who has the final voice in determining LAN/WAN specifications?	Many courts today are clients of the county they are located in. The county has played the role of setting policy on standards. This relationship will be changing where the courts and the county will work together to set policy that is acceptable for all. In terms of the LAN/WAN specifications, we will be working with the TCTC and AOC to set the standards for the LAN and WAN architecture.
3	RFP, Ver 4 09/18/01	LAN/WAN, Requirements: Page 13 c)	"An Internet connection, over which the court has authority, is important." Define "authority". For example does this mean that the court has its own admin and internet connection? Or can we have centralized monitoring whereby the court can request specific monitoring on individual when necessary?	This question is related to question above, #2. "Authority" refers to the court being able to meet their specific internet requirements. The way this is done will come out of Phase 2 of this project.
4	RFP, Ver 4 09/18/01	LAN Infrastructure for Local Node-to-Node Connectivity Page 14	"Gigabit Ethernet over fiber uplinks between switches" Is this a requirement? For example, if a court has an adequate switching environment today, should we replace and upgrade to fiber?	We are looking to upgrade the standard of cable to fiber optics.
5	RFP, Ver 4 09/18/01	LAN Infrastructure for Local Node-to-Node Connectivity Page 14	Once the Gigabit backbone is established, are you expecting the vendor to reconfigure all servers to take advantage of the high speed LAN infrastructure?	At this point, the extent of the installation does not include desktop or server re-configuration. Ideally, we will want to have the servers take advantage of the capabilities of the network once installed.

ADDENDUM 2
Administrative Office of the Courts
Trial Court Local and Wide Area Network Architecture
October 4, 2001

6	RFP, Ver 4 09/18/01	Cabling Standard Page 14	If a court has certified CAT5 cabling adequate to support fast Ethernet to the desktop, is it a requirement to upgrade to CAT5E?	If the court has the proper cat 5 certifications in place, we would not upgrade the cable to cat 5E.
7	RFP, Ver 4 09/18/01	LAN Infrastructure for Local Node-to-Node Connectivity Page 14	If we are leveraging wireless LAN technologies, is it a requirement to install server and desktop hardware and software in order to enforce IPSEC and encryption across the wireless LAN Infrastructure?	Hardware and software for PCs and Servers are not part of this project. A determination of wireless networks will be made during Phase 1.
8	RFP, Ver 4 09/18/01	IP Network Addressing Page 16	Are we responsible for a complete design and deployment of the IP Networking Addressing? If not, further define the scope of this requirement.	Yes, you will be responsible for this.
9	RFP, Ver 4 09/18/01	LAN Security Page 17	Please identify all external connections and access requirements for the pilot court locations, so we understand the number of firewalls and the level of network address translation that will have to be implemented. If there is a way to centralize and share some of these connections, would you be open to that?	At this time we believe all external connections have been identified in the Trial Court Requirements for a Telecommunications Architecture, Phase 1 report. During Phase 1, additional connections may be identified and these are to be included within the design requirements. During Phase 2, we would be open to discussing all solutions that meet the court requirements.
10	RFP, Ver 4 09/18/01	LAN Security Page 17	"Unauthorized or unsupported gear should be prohibited" Who defines what unauthorized or unsupported gear is?	Ultimately, the court will decide to what is "unauthorized."
11	RFP, Ver 4 09/18/01	LAN Security Page 17	Is our responsibility, within this RFP, to ensure user name and password authentication for server, workstation and network gear access?	Yes.
12	RFP, Ver 4 09/18/01	LAN Security Page 17	We understand it will be our responsibility to provide an infrastructure with VPN capability (IPSEC protocol with 3DES encryption). Are we expected to go to the external business partner to configure and train at that end?	You are not expected to configure and train personal from the external business partner. However, you are expected to work with them to develop a cooperative understanding of what needs to be accomplished for the courts to conduct their business in a secure fashion.

ADDENDUM 2
Administrative Office of the Courts
Trial Court Local and Wide Area Network Architecture
October 4, 2001

13	RFP, Ver 4 09/18/01	LAN Security Page 17	LAN Connectivity to other agencies Please provide a list of all current connections for the pilot courts today.	This list is provided in the Trial Court Requirements for a Telecommunications Architecture, Phase 1 report. During Phase 1, additional requirements may be discovered which will be included as part of the requirements.
14	RFP, Ver 4 09/18/01	WAN Security Page 19	If all connections from external networks to the pilot courts are firewalled, explain the need for access list from the router.	If it is determined there is a need for additional security, the access list would be used.
15	RFP, Ver 4 09/18/01	Internet Connectivity Page 19	Features/Requirements Please define "fast and direct"	A definition that is quantifiable is not available for it varies too greatly by court. The vendor must address this during the design Phase of the project.
16	RFP, Ver 4 09/18/01	Internet Connectivity Page 19	Should we assume that we have only one DMZ for all courts to share for inbound internet access to court systems and data or is the requirement for individual and local DMZs?	We would not assume there will be only one DMZ for all courts to share. A determination of the best solution will be done during Phase 2 of the project.
17	RFP, Ver 4 09/18/01	Internet Access Technologies Page 20-21	Is it the vendor's responsibility to build and implement PKI or simply to build a LAN/WAN infrastructure to support it? If it is a requirement to build and implement PKI, what court e-commerce applications require PKI today?	The vendor will be responsible for building the LAN/WAN infrastructure to support this.
18	RFP, Ver 4 09/18/01	Remote Access/VPN Page 20	Is it the vendor's responsibility to build the remote access VPN infrastructure? If so, is it our responsibility to train the end users? Is it our responsibility to deploy the VPN client on all remote machines? If so, please provide the number and location of all remote machines.	It is the responsibility of the vendor to build the remote access VPN infrastructure. However, you will not be responsible to train the end user to deploy on all remote machines.

ADDENDUM 2
Administrative Office of the Courts
Trial Court Local and Wide Area Network Architecture
October 4, 2001

19	RFP, Ver 4 09/18/01	Network Management Page 20	Is it the vendor's responsibility to build, design and implement a complete systems management solution that provides hardware inventory, software inventory and metering, software distribution and installation and remote troubleshooting across all pilot court's servers and workstations?	Yes it is.
20	RFP, Ver 4 09/18/01	Network Management Page 20	Is it the vendor's the responsibility to build, design and implement a comprehensive WAN/LAN Management solution that can perform node status polling, process SNMP traps, perform syslog functions and generate alarms and notifications across all pilot court servers and workstations?	Yes it is.
21	RFP, Ver 4 09/18/01	Desktop, Servers, PC's and Applications Page 21	Is it the vendor's responsibility to build, design and implement a standard desktop? Standard Applications? Standard Printers? Standard Server (hardware and software)?	No, it is not.
22	RFP, Ver 4 09/18/01	Desktop, Servers, PC's and Applications Page 21	Support/Help Desk What is the estimated number of users within the pilot that will require an outsourced help desk solution? Will these users also require desk side, break/fix support?	Providing a support/help desk for desktops and servers is not part of this project.
23	RFP, Ver 4 09/18/01	Internet/Web Page 24	Internet/Web Is it the vendor's responsibility to build, design and deploy the technologies outlined? Or, does the vendor simply provide a LAN/WAN infrastructure to support this technology?	It will be the vendor's responsibility to provide the appropriate infrastructure to support internet/web access.

ADDENDUM 2
Administrative Office of the Courts
Trial Court Local and Wide Area Network Architecture
October 4, 2001

24	RFP, Ver 4 09/18/01	Email page 26	Email Is it the vendor's responsibility to build, design and deploy the technologies outlined? Or, does the vendor simply provide a LAN/WAN infrastructure to support this technology?	It will be the vendor's responsibility to build, design and deploy the technologies outlined.
25	RFP, Ver 4 09/18/01	Video page 27	Video Is it the vendor's responsibility to build, design and deploy the technologies outlined? Or, does the vendor simply provide a LAN/WAN infrastructure to support this technology?	It will be the vendor's responsibility to provide the appropriate infrastructure to support video.
26	RFP, Ver 4 09/18/01	IVR Page 28	IVR Is it the vendor's responsibility to build, design and deploy the technologies outlined? Or, does the vendor simply provide a LAN/WAN infrastructure to support this technology?	It will be the vendor's responsibility to provide the appropriate infrastructure to support IVR.
27	RFP, Ver 4 09/18/01	Overall	Please provide an address list of all pilot court locations (courts and branch locations).	The 11 courts within the Bay region are listed on page 6. Exact addresses can be obtained on the website www2.courtinfo.ca.gov . The number of locations for each court can be found in the Trial Court Requirements for a Telecommunications Architecture, Phase 1 report.
28	RFP, Ver 4 09/18/01	Overall	General contractor role, will it be the vendor's responsibility to manage all vendors for this project or with AOC take this responsibility?	It will be the responsibility of the vendor to manage all vendors associated with a partnership that is proposed. Vendors outside of this partnership will be managed separately, however, you are to provide a high level of coordination with other related vendors.

ADDENDUM 2
Administrative Office of the Courts
Trial Court Local and Wide Area Network Architecture
October 4, 2001

29	RFP, Ver 4 09/18/01	Phase 3: Fourth Paragraph Page 8	<p>"At a minimum, this would include knowledge transfer, development of operational policies, training and complete documentation."</p> <p>Please define "training"? Who will we be training (estimated number of people and their roles by court) and for what purpose? Please give examples of the types of training you would envision.</p> <p>Please define "complete documentation". Is there an expectation that the vendor will create a step-by-step operational guide?</p>	<p>Training at a minimum, will include personnel at the courts and at the AOC. A complete definition will be developed as part of Phase 2. "Complete documentation" will likely include an operational guide in some areas. This too will be defined during Phase 2.</p>
30	RFP, Ver 4 09/18/01	Overall	<p>"At a minimum, this would include knowledge transfer, development of operational policies, training and complete documentation."</p> <p>Please define "training" Who will we be training (estimated number of people and their roles by court) and for what purpose? Please give examples of the types of training you would envision.</p> <p>Please define "complete documentation". Is there an expectation that the vendor will create a step-by-step operational guide for all five sections (LAN/WAN, Internet/Web, E-Mail, Video and IVR) defined within the RFP? If no, please further define.</p>	<p>See the answer to question 29.</p>
31	RFP, Ver 4 09/18/01	Pg 2. Ph 3 Implementation	<p>Is the implementation Phase to be estimated for the 11 courts only at this time? The subsequent Phases to be priced separately?</p>	<p>Yes.</p>

ADDENDUM 2
Administrative Office of the Courts
Trial Court Local and Wide Area Network Architecture
October 4, 2001

32	RFP, Ver 4 09/18/01	Pg 5. Discovery	How will the local technology initiatives be communicated?	The vendor will meet with the AOC project managers of the related technology initiatives to understand their requirements.
33	RFP, Ver 4 09/18/01	Pg 7/8 Implementation	The Bay Area Implementation will be determined upon completion of the Discovery and Design Phase, since there will be no RFP for the cost estimate of this Phase, how will the cost be determined? Contractor presented and implemented upon approval? Internal RFP's to supplier managed by the contractor and not AOC?	The cost will be proposed by the hardware and software partner. The AOC reserves the right to reject this pricing and negotiate with another partner who is a qualified CMAS vendor.
34	RFP, Ver 4 09/18/01	Pg 27 Video	Will legacy video systems be used and if so what are they?	Legacy video systems will likely be used. These will be identified during Phase 1, Discovery.
35	RFP, Ver 4 09/18/01	Pg 29 IVR	Please define the existing systems that the new equipment needs to have the ability to interface with.	A list of the existing systems will be determined during Phase 1, Discovery.
35	RFP, Ver 4 09/18/01	Pg 29 IVR	What is the phone system (PBX/ACD) at each location and the number of ports?	A list of the existing systems will be determined during Phase 1, Discovery.
36	RFP, Ver 4 09/18/01	Pg 28/29 IVR	Is the intent to have a separate ACD from the existing system? Would one system covering several courts be considered?	One system covering several courts would be considered.
37	RFP, Ver 4 09/18/01	Pg 29 IVR	If the system needs to be replaced or upgraded, is the acquisition and system implementation part of this proposal?	Yes it is.
38	RFP, Ver 4 09/18/01	Pg 29 IVR	Does AOC want the use of VOIP considered?	Yes.

ADDENDUM 2
Administrative Office of the Courts
Trial Court Local and Wide Area Network Architecture
October 4, 2001

39	RFP, Ver 4 09/18/01	Pg 27 to 29 Video and IVR	Are there other systems or adjuncts that are on existing voice systems that need to be integrated with or functionality absorbed with the new systems? If yes, please define.	This will be determined during Phase 1, Discovery.
40	RFP, Ver 4 09/18/01	Pg 27 Video	Are video conferencing and training room architectural room design part of the project? If not how will this be covered? Are we expected to work with your architects?	Architectural room design is not part of this project. You are not expected, as part of this project, to work with the court architects.
41	RFP, Ver 4 09/18/01	Pg 27 Video	To maximize the effectiveness of video conferencing, custom lighting is necessary, should this be included in the proposal/project?	No.
42	RFP, Ver 4 09/18/01	Pg 27 to 29 Video and IVR	Is the video equipment including microphones, projectors and other associated equipment to be included in this proposal?	No.
43	RFP, Ver 4 09/18/01	Page 31-33 Proposal Requirements	Would you like the proposal formatted in the same order as the proposal requirements? If not, is there a preferred format?	You are not required to follow the format listed in this section however we would like you to clearly address each section listed.
44	RFP, Ver 4 09/18/01	Page 31 Proposal Requirements	A. Overview "This section presents information regarding proposal requirements that must be satisfactorily addressed in order for the AOC to consider the proposal and compare submissions." "Proposal requirements", does this specifically refer to the requirements within the technical guidelines section of this RFP as well as the phased approach? Please explain.	It specifically applies to the requirements within section VI of the RFP.

ADDENDUM 2
Administrative Office of the Courts
Trial Court Local and Wide Area Network Architecture
October 4, 2001

45	RFP, Ver 4 09/18/01	Page 31-32 Proposal Requirements	D. Work Plan "Include within the work plan a description of what is expected of the AOC during the project. Estimate the time and resource commitment that will be required." How does this requirement compare to Item H within this section? "Proposals should include an assumption for the provision of AOC and trial court resources.....agency staff".	There is a bit of overlap in these two statements. Our intent was to see what staffing resources are required of the AOC in section D. and what hardware, software, workspace resource requirements are required to support you in section H, i.e., will you need a workstation with a PC set up during the project?
46	RFP, Ver 4 09/18/01	Overall	Will KC/future planning, inc. or Mayer Consulting be bidding on this project.	No.
47	RFP, Ver 4 09/18/01	General Notice: Timeline, page 30	V. A. 1. Vendor Selection date.	The date the vendor will be selected as been changed to November 28, 2001
48	RFP, Ver 4 09/18/01	General Notice: Timeline, page 30	V. A. 1. Contract Execution date.	The date the contract will be fully executed will be December 31, 2001.
49	RFP, Ver 4 09/18/01	Overall	Are we looking for one company to provide all services related to this project?	No. One company will be fine or a partnership of companies will be fine. If a partnership is proposed, a single point of contact must be identified.
50	RFP, Ver 4 09/18/01		Are there any existing standards, policy, or guidelines that would prohibit the centralization of servers and services by court?	No, there is not.
51	RFP, Ver 4 09/18/01	RFP. p.3	Phase 4 appears to end with either a presentation or summary meeting with a single group. Does this concur with your vision?	Yes, it does.

ADDENDUM 2
Administrative Office of the Courts
Trial Court Local and Wide Area Network Architecture
October 4, 2001

52	RFP, Ver 4 09/18/01		<p>We assume that most, if not all of the courts have some systems and network in place. The RFP seems to indicate that all of this will be or will eventually be replaced.</p> <p>a. Is the migration vision to a new infrastructure envisioned as a total replacement or as an attempt to salvage as much existing equipment (network, PCs, servers, switches, etc.) as possible?</p> <p>b. What is the migration vision for Operating Systems on PC's and servers?</p> <p>c. There appears to be a preference toward a Microsoft based infrastructure, is this AOC standard or preference?</p> <p>d. The Note at the bottom of RFP p. 13 implies that this use of existing equipment vs. new equipment is decided on a case by case basis, as is all the decisions. Does this imply that each location or court will each have authority concerning acceptance of the architecture solution?</p>	<p>a. We do not assume that all systems currently in place will be replaced as part of this project. At the same time, we do not expect to use only legacy equipment. This will be evaluated once the standard is set to see what can be re-used.</p> <p>b. The desktop OS is not part of this project.</p> <p>c. This question os related to the desktops and servers which are not part of the Scope of Work.</p> <p>d. The note applies to desktop, servers, PCs and applications which are not directly part of this project. It does not apply to the network.</p>
53	RFP, Ver 4 09/18/01		<p>Clearly the AOC is the sponsor of this initiative, does the AOC have final authority on the acceptance, funding, changes, and schedule of the vendor's design and the deployment of the same in Phase 3?</p>	<p>The AOC is the sponsor of this project. The AOC and the courts will be working cooperatively on issues of acceptance, funding, changes and schedule.</p>

ADDENDUM 2
Administrative Office of the Courts
Trial Court Local and Wide Area Network Architecture
October 4, 2001

54	RFP, Ver 4 09/18/01		In general, is the AOC vision centered around maintaining a distributed set of court systems (i.e. each has their own case systems, web servers, help desk, login management, etc.), independently operated by each court and tied together by interfaces and WAN connections? Or is the vision to move toward a centralized eGovernment with shared or regional facilities operated by a central group at a regional or state level?	This vision is being created right now within the context of the related projects listed on page 9, section C of the RFP.
55	RFP, Ver 4 09/18/01	RFP p. 7.	What is the "CTAC network security policy"? Is it available for review?	The CTAC network security policy is not available at this time.
56	RFP, Ver 4 09/18/01		Is there more information about the related Statewide initiatives which are listed on page 9? Is the Appendix B reference correct and complete?	Additional information about the other initiatives will be available once the project is underway. The reference to Appendix B is correct for a description of the relationships and dependencies between the initiatives and the LAN/WAN architecture.
57	RFP, Ver 4 09/18/01	RFP p. 13.	If the ultimate scope is to develop a standard network architecture based on these guidelines, who approves the standard for implementation? Is the standard enforceable for deployment in each court and each location in the court?	The AOC and the TCTC will approve the standard for implementation. Through the partnership between the AOC, the courts and the selected vendor, we do not anticipate an issue of "enforceability" with this standard.
58	RFP, Ver 4 09/18/01	RFP. p 19	Is there any VPN or remote access currently in use? Is this to be supported or replaced?	VPN and remote access technology is in place. During Phase 1, Discovery, all of the details and where this is used will be determined.
59	RFP, Ver 4 09/18/01	RFP p. 20	Is there any enterprise management software currently in use? Is this to be supported or replaced?	This will be discovered during Phase 1.
60	RFP, Ver 4 09/18/01	RFP p. 22, 26	Are there any email systems currently in place? Are these to be supported or replaced?	This will be discovered during Phase 1.

ADDENDUM 2
Administrative Office of the Courts
Trial Court Local and Wide Area Network Architecture
October 4, 2001

61	RFP, Ver 4 09/18/01	RFP p. 22	Is there an Enterprise Directory (Active Directory, NDS, etc.) system in place at any court location, county or in the region? a. Is a regional or court-wide common Enterprise Directory system strategic to AOC's future plans?	Yes there is. a. Yes it is.
62	RFP, Ver 4 09/18/01	RFP p. 22	Is there an existing data backup scheme in place at any court? Is this to be maintained?	Yes there is. Exact details will be determined during Phase 1.
63	RFP, Ver 4 09/18/01		Would the AOC consider providing space for the project manager in order to facilitate a continuous relationship?	Yes. Please list your specific requirements in your proposal response.
64	RFP, Ver 4 09/18/01		Does the AOC prefer that the overall solution have as few manufactures as possible or can the proposed solution incorporate as many manufacturers as would provide the best solution?	We are looking for the best possible solution. As for quantity of manufacturers, we have no stated preference.
65	RFP, Ver 4 09/18/01		Does the AOC have a preference as to which manufacturer is proposed?	No.