

# JUDICIAL COUNCIL OF CALIFORNIA

## QUESTIONS AND ANSWERS

### RFP# CFCC-2020-12-DM Support for On-line Document Assembly Program May 1, 2020

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1. **Question:** 3.0 Description of Services, Section k) in the RFP reads, “provide prompt support to end users via email and live chat.” Can the Judicial Council provide more detail on the live chat services envisioned under this contract? Would the live chat be staffed by the contractor or the Court? What happens with substantive, legal questions versus technical questions? What hours/schedule for live chat is envisioned by the Judicial Council?

**Answer:**

Livechat services will be removed from the RFP. Email should be available 24/7/365, but does not contemplate response other than an informative bounce back until the next business day. These services are intended for system problems only and would be staffed by the contractor. Substantive legal questions should be addressed with a referral to a court self-help center.

2. **Question:** Exhibit C, 1.5 Data and Security, Section (f) in Attachment 2 requires the contractor to “provide hourly snapshot backups of the JUDICIAL COUNCIL Data”. Is daily system backups acceptable?

**Answer:**

Daily system backups would be acceptable.

3. **Question:** Exhibit C, 10. General, Section 10.12 in Attachment 2 reads, “Unless otherwise approved by the JUDICIAL COUNCIL in writing in advance, Work may not be performed outside of the United States.” Can the Judicial Council provide more details of the type of work this language is intended to cover and/or circumstances under which the Judicial Council would approve work to be performed outside of the United States?

**Answer:**

The Judicial Council is primarily concerned with prohibiting any access to data and storage systems from abroad. System servers and data must be stored within the US.