

### Form for Response to Vendor Questions

Q #	Questions	RFQ Reference (Document & Page-Section-Item)	Answers																		
1	<p>Our firm is interested in providing Scenario 2, SaaS Pricing. As described in the Intro tab, this scenario assumes that the Application Software license and maintenance &amp; support, will be subscription based, where by the JCC has <b>no ownership</b> to install the software ....</p> <p>Question: "Tab III-4 Software – Perpetual" is in conflict with this description. Is it acceptable to JCC for our response to show this tab is "Not Applicable"? OR Is JCC requesting the cost to purchase the software licenses as an additional option? Please clarify JCC's expectation for this Perpetual License Costing.</p> <p>(src: eCIFM)</p>	Appendix III, Pricing Workbook: Intro tab	<p>Vendors may respond by providing information on one of the worksheets "III-3 Software – Subscription" OR "III-4 Software – Perpetual", OR both worksheets as an additional/alternative option.</p> <p>(*Note: The "III-4 Software – Perpetual" worksheet is applicable to the Scenario 1, IaaS Pricing)</p>																		
2	<p>Can a breakdown by software functionality be provided for the &lt;200 concurrent users / day? For example:</p> <table border="1" data-bbox="205 997 919 1133"> <thead> <tr> <th>Software Functionality</th> <th>Number of concurrent users / day</th> <th>Number of Mobile users</th> </tr> </thead> <tbody> <tr> <td>Capital Project Management</td> <td></td> <td></td> </tr> <tr> <td>Maintenance Management</td> <td></td> <td></td> </tr> <tr> <td>Real Estate Portfolio Management</td> <td></td> <td></td> </tr> <tr> <td>Space and Facilities Management</td> <td></td> <td></td> </tr> <tr> <td>Sustainability &amp; Energy Management</td> <td></td> <td></td> </tr> </tbody> </table> <p>(src: eCIFM)</p>	Software Functionality	Number of concurrent users / day	Number of Mobile users	Capital Project Management			Maintenance Management			Real Estate Portfolio Management			Space and Facilities Management			Sustainability & Energy Management			Appendix III, Pricing Workbook: "Intro Tab":	The JCC cannot provide the data at this time. Please see the answer to Q41 below, which may provide some insight of usage.
Software Functionality	Number of concurrent users / day	Number of Mobile users																			
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3	Would JCC consider a mobile app in lieu of concurrent user license? If yes, please identify the number of expected mobile users by software functionality in the table provided above. (src: eCIFM)	Appendix III, Pricing Workbook: "Tab III-3 Software Subscription":	JCC is open in considering alternative license options (e.g. concurrent vs mobile app access); although what constitutes the "mobile app" supported platforms (e.g. iPad vs iPhone) would require more discussion and analysis.  Most end-users in the JCC CAFM community, primarily uses PC desktop / laptop devices. Utilizing mobile platforms, such as smart pad or smart phones is at its infancy stage, where metrics to determine the expected mobile users is non-existent.
4	Please delineate the expected response in the column labeled "Vendor Response <b>Category</b> ". This column is not listed in the Introduction Tab as a required response column. (src: eCIFM)	Appendix II- CAFM-2_0-Requirements:	The "Vendor Response Category" column is a <b>calculated</b> column based on the response code selected under the "Vendor Response <b>Code</b> " column.
5	Can JCC define full cycle transaction Management? Does this include pre-acquisition activities including site appraisals / comparisons? (src: eCIFM)	Appendix II- CAFM-2_0-Requirements: BR-074:	Full Cycle transaction management includes but is not limited to tracking schedule, budget, contacts, transactions status, activities/tasks, associated with transaction lifecycle. The lifecycle for the transactions may include pre-acquisition activities, acquisitions, depositions, leases/licenses/permits, title reviews, appraisal reviews, site comparisons, easements, and general agreements between parties.
6	How many leases does JCC manage? Are all leases available in electronic format in the current system? (src: eCIFM)	Appendix II- CAFM-2_0-Requirements: BR-079:	The JCC manages 395 expense and revenue leases in its current system. The leases can be provided in Excel (electronic).
7	How many owned properties does JCC manage? (src: eCIFM)	Appendix II- CAFM-2_0-Requirements: BR-081:	The JCC manages 367 owned properties, and 4 owned/leased properties.

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<b>8</b>	Can JCC confirm the AutoCAD drawings representing 20,271,210 sq. ft. of facilities contain polylines for attachment to the CAFM database? If no, does JCC want separate CAD Polylining / cleanup services? (src: eCIFM)	Appendix II- CAFM-2_0-Requirements: BR-262:	The JCC does not have AutoCAD drawings for its 20,271,210 sq. ft. of facilities. The JCC has scanned drawings in pdf files instead.  Thus, a separate CAD Polylining/clean-up service is not needed.

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9	<p>Can JCC clarify the intent of the Perpetual License reuse? Is JCC intending to use the existing CAFM system licenses? If yes, can a list of existing licenses be provided? (src: eCIFM)</p>	<p>Appendix II- CAFM-2_0-Requirements: TR-079:</p>	<p>If the CAFM 2.0 system that you are providing information on is based upon the IBM TRIRIGA software, note that the Judicial Council has an existing IBM TRIRIGA perpetual site license. The on-premises licenses listed below do not need to be purchased or included in the cost estimates.</p> <p>On-premises licenses include:</p> <ul style="list-style-type: none"> <li>IBM TRIRIGA Integrated Workplace Performance Management Enterprise</li> <li>IBM TRIRIGA Workplace Reservation Manager</li> <li>IBM TRIRIGA Application Builder</li> <li>IBM TRIRIGA CAD Integrator/Publisher</li> <li>IBM TRIRIGA Capital Projects Manager</li> <li>IBM TRIRIGA Connector for Business Applications</li> <li>IBM TRIRIGA Connector for SAP BusinessObjects</li> <li>IBM TRIRIGA Facilities Manager</li> <li>IBM TRIRIGA Facility Assessment</li> <li>IBM TRIRIGA Connector for Offline Forms</li> <li>IBM TRIRIGA Real Estate Environmental Sustainability Manager</li> <li>IBM TRIRIGA Real Estate Manager</li> </ul>
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			IBM TRIRIGA Request Central  IBM TRIRIGA Workplace Operations Manager
10	Given the short (2) week duration between the posting of Q&A, April 12 and submittal of the Information Response package, April 26, would JCC consider extension of the submittal date to May 3, 2019? This would ensure thorough review and application of all available discounts in the final submittal. (src: eCIFM)	IT-2019-01-BD CAFM 2-0 RFI.docx	JCC is <b>extending</b> the latest date and time the Information Response Package may be submitted to Friday, <b>May 3, 2019</b> by 5:00 PM Pacific Time.
11	Does the current TRIRIGA implementation include current "As-Built" CAD floor plans for all facilities? (src: zLink)	General	The current TRIRIGA implementation does not include "As Built" CAD floor plans for all facilities. The Judicial Council has scanned drawings primarily in pdfs.
12	Are these floor plans polylined? (src: zLink)	General	The Judicial Council does not have polylined floor plans for all facilities.
13	Is there an expanded user base envisioned for CAFM 2.0? (src: zLink)	General	Courts: Not expecting to expand the user base materially.  Judicial Council staff: Not expecting to expand the user base materially.  Service Providers: Possibly will expand the number of users as we transition to new contracts.
14	What are the current and anticipated sources of facility cost information? (src: zLink)	General	The current and anticipated sources of facility cost information include: <ul style="list-style-type: none"> <li>- Service providers of facility maintenance labour, materials, subcontractor, and other invoice costs</li> <li>- Utilities</li> <li>- Rent</li> <li>- Capital Projects</li> <li>- Facility Modifications</li> </ul>

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15	Is there a quantitative measure of Assets under management? (src: zLink)	<a href="#">Asset Management</a>	Yes, there is a quantitative measure of Assets under management. There are 14,708 Building Equipment assets and 379 Office Equipment asset in the current system.
16	What Asset data will be migrated to CAFM 2.0? (src: zLink)	<a href="#">Asset Management</a>	Please see RQM-ID "MI-008" on the "Migration & Integrat'n Req" worksheet, in the "IT-2019-01-BD-Appendix-II-CAFM-2_0-Requirements.xlsx" file.  Asset data that would migrate would include but not limited to, Building records, Building Equipment asset records, Office Equipment records, Building Modification Project records, etc.
17	What is the format for this Asset source data? (src: zLink)	<a href="#">Asset Management</a>	JCC is unclear on the question. As an example: The Building Equipment asset record data is stored in an Oracle table, the asset record data contains general information such as record status, asset name, manufacture, serial number, asset id, asset location, permit info etc.
18	Does the JCC conduct routine Facility Condition Assessments of buildings? (src: zLink)	<a href="#">Facilities</a>	The JCC does not routinely conduct Facility Condition Assessments.
19	Is there a specific Physical Breakdown Structure (eg. Unifomat) used for these inspections? (src: zLink)	<a href="#">Facilities</a>	There's an inspection card that needs to be filled out for inspections.
20	How is the current maintenance cost determined to calculate the FCI? (src: zLink)	<a href="#">Facilities</a>	The total estimate cost of all replacement value(parts)/ the total cost of entire building valuation
21	What is the format of facility, and facility asset, data to be migrated to the new system?	<a href="#">Facilities</a>	Please see the answers to Q16 & Q17 above.

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22	What is the source of cost data related to facility work order components? (src: zLink)	Facilities	The source of cost data for facility work orders is the service providers who perform the facility maintenance. The service providers currently enter or upload this data into the Judicial Council's CAFM system.
23	What is the size of the JCC fleet? (src: zLink)	Fleet Management	32 vehicles
24	How many equipment types comprise this fleet? (src: zLink)	Fleet Management	One type – Vehicles (cars)
25	How many vendors were invited to respond to this RFI? (src: Planon)		Eleven vendors were contacted with an e-mail. The RFI is also listed on the Judicial Council's website for other vendors to respond.
26	How did you determine the list of vendors to respond to this RFI? (src: Planon)		The JCC sought Gartner, Inc. to help in providing a market guide for Integrated Workplace Management Systems (IWMS) in August 2018, and used the report as guide, JCC policies as well as past analysis work to develop a vendor list of potential candidates.
27	Who developed this RFI? How was it constructed? (src: Planon)		The RFI was a collaborative effort with the JCC Facilities Services Office, Branch Accounting & Procurement Office and Information Technology Office.
28	Was a preliminary evaluation other than this RFI completed for this project? (src: Planon)		No preliminary evaluation has been made at this time and/or for this RFI.
29	Will vendors have the opportunity to interview business users prior to demonstrations? (src: Planon)		The schedule does not provide an opportunity to interview business process owner prior to the demonstrations.
30	What internal departments and key stakeholders will be involved in the decision-making process for this project? (src: Planon)		Facilities Services is the primary stakeholder with Information Technology and Branch Accounting and Procurement as important stakeholders.

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31	What is the approximate timeline for a budget allocation decision based off of this RFI? (src: Planon)		One of the main intents of this RFI is to determine if the Judicial Council has adequate existing budget for a CAFM 2.0 system. The RFI responses will inform the Judicial Council if it has adequate budget to proceed with an RFP.
32	Does the Judicial Council of California anticipate a later RFP as part of this process? If so, please specify the timeline. (src: Planon)		If the Judicial Council has adequate budget, an RFP will possibly be issued as soon as early in Fiscal Year 2019/2020.
33	Does the Judicial Council of California want a hosted solution? (src: Planon)		Yes, BR-002 is for a one stop hosted solution.
34	What compelling event or key business driver, if any, is influencing the timing of this project and the need for a new system? (src: Planon)		The TRIRIGA system is not meeting numerous business requirements. Staff are using approximately 30 Excel spreadsheets and Access databases for tracking in addition to the current CAFM system. The new system will allow us to meet the business needs without extensive use of Excel and Access for tracking.
35	Which modules of the CAFM 2.0 system are most critical to the success of the project? (src: Planon)		The JCC views all modules as critical to the success of the project. The primary modules that would have the most impact would be Real Estate and Property Portfolio, Maintenance Management, and Asset Management.
36	What are the functional challenges with your current solution(s) that the Judicial Council of California hopes to solve with the new solution? (src: Planon)		The functional challenges: <ul style="list-style-type: none"> <li>• The ability to control / change functional objects without having to perform / wait for the next application patch/upgrade.</li> <li>• The ability to easily upgrade.</li> </ul>
37	What are the challenges to your organization that the Judicial Council of California hopes to solve with the new solution? (src: Planon)		The current system is not meeting the current business needs, so we are interested in implementing a new system that can.



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38	<p>If the selected software includes functionality currently provided by the Judicial Council of California's other existing systems would the Judicial Council of California be open to replacing these systems in the future?</p> <p>Are there current external systems the Judicial Council would be interested in replacing? (src: Planon)</p>		<p>Yes, the JCC is open to replacing other systems in the future.</p> <p>Please see the "Migration &amp; Integrat'n Req" worksheet, in the "IT-2019-01-BD-Appendix-II-CAFM-2_0-Requirements.xlsx" file in response to the 2<sup>nd</sup> question.</p>
39	<p>Given that the CAFM 2.0 initiative will transform certain business practices at the university, how is the Judicial Council of California planning to handle change management, to ensure effective communication, education and rollout to stakeholders and system users, and to build enthusiasm and support for the introduction of this new technology? (src: Planon)</p>		<p>The JCC's Facilities Services Office will manage and be the primary advocate for the CAFM 2.0 change in partnership with the chosen vendor at the appropriate time.</p>
40	<p>In your planning for this project, what organizational and governance structures have you determined should be in place to manage long-term use, enhancement and administration of the CAFM 2.0 system? (src: Planon)</p>		<p>The JCC seeks vendors to provide information and options in this area, but it is assumed that this is dependent on the final solution decision in an RFP, which is not the purpose of this RFI.</p>

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41	What proportion of the 940 users are technicians, versus admins or typical self-service users? (src: Planon)		<p>JCC CAFM User Type summary</p> <table border="1"> <thead> <tr> <th>User Type</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Consultant (e.g. Service Provider)</td> <td>9</td> </tr> <tr> <td>County (self service)</td> <td>6</td> </tr> <tr> <td>Court (self service)</td> <td>344</td> </tr> <tr> <td>Delegated Court (Service Provider)</td> <td>73</td> </tr> <tr> <td>IDIQ (e.g. Service Provider)</td> <td>93</td> </tr> <tr> <td>JCC (e.g. Facilities Services, Business Admins, IT Admins)</td> <td>181</td> </tr> <tr> <td>JOC (e.g. Service Provider)</td> <td>39</td> </tr> <tr> <td>Service Provider</td> <td>195</td> </tr> <tr> <td><b>Grand Total</b></td> <td><b>940</b></td> </tr> </tbody> </table>	User Type	Total	Consultant (e.g. Service Provider)	9	County (self service)	6	Court (self service)	344	Delegated Court (Service Provider)	73	IDIQ (e.g. Service Provider)	93	JCC (e.g. Facilities Services, Business Admins, IT Admins)	181	JOC (e.g. Service Provider)	39	Service Provider	195	<b>Grand Total</b>	<b>940</b>
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42	Please specify all of the integrations with third-party systems needed for this project. What integrations must be bi-directional? (src: Planon)		Please see the "Migration & Integrat'n Req" worksheet, in the "IT-2019-01-BD-Appendix-II-CAFM-2_0-Requirements.xlsx" file.																				
43	How many CAD drawings does the Judicial Council of California have for the scope of this project? Are they polylined? (src: Planon)		The Judicial Council of California does not have CAD drawings for this project. There are scanned drawings in pdf files.																				
44	Is integration with ArcGIS required? (src: Planon)		Integration with ArcGIS is not specifically required. GIS capabilities are needed per BR-185.																				
45	Does your organization require the vendor to be an ESRI partner? (src: Planon)		No																				
46	Is the organization interested in kiosk solutions for room reservation and hoteling? (src: Planon)		Room reservations and hoteling were not identified as requirements and are not an area of interest.																				

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47	Please detail the desired level of mobile functionality for technicians in the field. Does your organization want technicians to have access to a mobile app? Do technicians need to have offline capabilities? (src: Planon)		Please see BR-068 – BR072 for the requested mobile functionality. Yes, technicians should be able to access the system from a mobile device. Offline capabilities are not a requirement.
48	Does the Judicial Council of California require mobile functionality for end users making self-service requests (e.g., to reserve a room or to request a maintenance work order)? Does the Judicial Council of California desire a mobile app for end users to make these requests? (src: Planon)		Yes, the Judicial Council of California needs mobile functionality for end users making self service requests. This is part of BR-069, “initiate...work orders.” The solution can be a mobile app, or otherwise run on a mobile device (e.g. through a browser).
49	Does the Judicial Council of California require the new system to provide lease accounting functionality to be compliant with the new GASB 87 standard? a) If so, how many property leases would the Judicial Council of California be managing with the new system? Please specify how many leases are managed from the tenant perspective, and how many leases are managed from the landlord perspective. b) If so, how many asset leases would the Judicial Council of California be managing with the new system? (src: Planon)		No
50	Is your real estate managed by a centralized organization or in a distributed fashion? Can you provide guidance on how lease data is entered and updated? (src: Planon)		Within the Judicial Council, there is a centralized real estate team with team members in Sacramento and San Francisco. Members of the real estate team enter and update lease data on the real estate lease contract form in the IBM TRIRIGA system.

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51	Can you please tell us more about the current state of your lease data? Has it all been abstracted electronically? Does it reside in a database currently? Will the Judicial Council of California need assistance in abstracting of lease data to support the ASC842 accounting function? Is the use of artificial intelligence solutions for automated lease abstraction of interest to the Judicial Council of California? (src: Planon)		Lease data is in the current CAFM system, so no abstracting is needed.
52	Please describe the extent of Building Information Modeling (BIM) integration the Judicial Council of California desires. (src: Planon)		Building Information Modelling is not a requirement for this RFI.
53	Would the Judicial Council of California be open to signing a mutual non-disclosure agreement (NDA) before we share aspects of our product roadmap and selected security process reports? (src: Planon)		Information regarding NDAs will be provided at a later date.
54	In addition to the evaluation criteria detailed in the RFI, what factors, if any, would eliminate a vendor from advancing to the next stage of the RFI? (src: Planon)		The JCC is not focused on eliminating vendors for this RFI, rather its primary goal is for budgeting purposes.  Although a compelling vendor response shared with the JCC, may be the catalyst for an invitation to participate in an information exchange with the Judicial Council Staff, to present the vendor's solution in finer detail and provide a demo of JCC's key areas of interest.

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55	How will RFI responses be ranked? Please detail the evaluation process and criteria. (src: Planon)		The RFI response will be ranked utilizing a combination of the <Vendor Response Code> selected by the vendor and the <Priority> assigned to each requirement by the JCC. Higher weighted value will be given to "1-Must Have" rather than "3-Minor" <Priority>. Higher weighted value will be given to "F-Fully Provided OOTB" or "Y-Yes" rather than "NA-Not Available" or "No". Please see the "Introduction" worksheet in the "IT-2019-01-BD-Appendix-II-CAFM-2_0-Requirements.xlsx" file for the list of values and their respective definition.
56	What role will pricing play in the decision process? (src: Planon)		Cost information in the RFI responses will help the Judicial Council determine if it has adequate budget for the CAFM 2.0 implementation.
57	What role will references play in the decision process? Will vendors be eliminated or scored unfavorably if they do not have the required number of references from public government entities? (src: Planon)		For this request for information, references will provide additional information for the Judicial Council to review and analyze. This is an RFI, so there are no contenders to eliminate per se. However, candidates will rank more favourably if they meet all the requirements including providing references.
58	Does the Judicial Council of California plan to narrow down the prospective vendors to a shortlist? If so, how many vendors will be invited to the shortlist? (src: Planon)		For this CAFM 2.0 RFI, the Judicial Council has no intention to narrow down the prospective vendors to a shortlist.
59	Regarding the customizations/ configurations done to the TRIRIGA system, does the Judicial Council of California intend to rebuild these for the CAFM 2.0 system? (src: Planon)		In certain areas such as Real Estate and Planned Maintenance, the Judicial Council is expecting to have fewer customizations and configurations. In facility maintenance, the expectation is that customizations/configurations will still be needed to in support of contractual obligations.

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60	How many of the 475 Branch Facilities are leased versus owned? (src: Trimble)		367 are owned. 96 are leased. 4 are owned/leased.
61	Is JCC planning to use this system for GASB compliance? (src: Trimble)		No
62	Is there a desired start date for this project? (src: Trimble)		The desired start date of the implementation project is December 2, 2019.
63	Is there a desired roll out frame work for IWMS? (i.e. phased?) If yes to above, what components of the IWMS implementation take precedence? (src: Trimble)		The Judicial Council seeks the vendors recommendation on the desired roll out frame work.  If a phased approach is recommended then the Real Estate and Property Portfolio, Maintenance Management, and Asset Management modules would take precedence.
64	Of your total leases what is the breakout between payable and receivable leases? (src: Trimble)		127 Expense Leases & 268 Revenue Leases.

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65	<p>Do you have AutoCAD floor plans that should be imported into the system? If yes...</p> <p>a. What percentage of your managed square feet do you have AutoCAD floor plans for?</p> <p>b. How many floors do you have in AutoCAD?</p> <p>c. Do you have floor plans in any other format than AutoCAD that you would require to be imported? Would you want these converted to AutoCAD files?</p> <p>d. Do all of your drawings follow a layering standard?</p> <p>e. Are all of your floor plans polylined (closed loop around space)? If so, are all a) polylines around space on the same layer? b) room numbers on the same layer?</p> <p>f. If the drawings are not prepared for import into the system, do you want pricing for drawing cleanup and preparation to be included? If so, please provide the number of floors and square feet to be included.</p> <p>(src: Nuvolo)</p>		<p>a. Zero percent</p> <p>b. Zero</p> <p>c. The Judicial Council has floor plan drawings in PDF files in the current system that need to be migrated to the buildings/assets in the new system. The PDF files do not need to be converted to AutoCAD files.</p> <p>d. No</p> <p>e. No</p> <p>f. No</p>
66	<p>If data migration will be required, what type of data will it be? How much data? Should transactional data be included?</p> <p>(src: Nuvolo)</p>		<p>Please see the answers to Q16 &amp; Q17 above.</p> <p>Please see RQM-IDs "BR-006" on the "CAFM 2-0 Business Req" worksheet and "MI-008, MI-009 and MI-012" on the "Migration &amp; Integrat'n Req" worksheet, in the "IT-2019-01-BD-Appendix-II-CAFM-2_0-Requirements.xlsx" file.</p>

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<b>67</b>	Is this a budgeted project? How many years of licensing are included in this? Is the implementation part of this budget? (src: Nuvolo)		<p>Yes, there is a budget for the implementation and on-going support. This RFI will inform the Judicial Council if it has adequate budget.</p> <p>The Judicial Council anticipates an on-going need for this system, and has not thought in terms of a finite number of years for licensing. Perhaps Question/Answer 9 will provide a richer perspective on the Judicial Council's background on licensing.</p> <p>Yes, implementation is part of the budget.</p>
...		<b>END OF FILE</b>	...