

**RESPONSE TO SUBMITTED QUESTIONS**

Q#	Question	RFP Reference (Document & Page-Section-Item)	JCC Answers
1	Can you provide clarification/guidance regarding San Francisco's boycott on businesses in certain states. Are there any boycott restrictions on this project?	n/a	The JCC is not the municipality of San Francisco, but rather the policymaking body of the State of California's courts. As such, the JCC's contracting restrictions are imposed by the State of California. For a list of such restrictions, please refer to the Judicial Branch Contracting Manual which is posted on the California Judicial Branch Contract Law website: <a href="https://www.courts.ca.gov/18759.htm">https://www.courts.ca.gov/18759.htm</a> , Ch 8, Appendix A. Examples include, without limitation, restrictions relating to the Iran Contracting Act, Unruh Civil Rights Act, Nondiscrimination, and Qualification to Do Business in California. This is not a comprehensive list however, so please refer to the Judicial Branch Contracting Manual in its entirety for a more comprehensive listing of the JCC's contracting restrictions that are imposed by State law.
2	Is the pre bid meeting recorded? Can a link be sent? Will all of the questions be distributed to all of the bidders?	n/a	No, the Pre-Proposal Conference was not recorded. The questions will not be distributed to all bidders.
3	Is the Judicial Council willing to agree to pay a standard trip charge for each site visit? This would be a flat fee one way.	RFP-FS-2020-06-DF-Attach-N-Price-Proposal-Worksheet	No.
4	Is the Judicial Council willing to agree to pay different wages depending on which office is supporting the specific geographical area? This Contractor has different rate structures based upon the area that will be servicing. Areas with a high cost of living will require a higher cost, etc.	RFP-FS-2020-06-DF-Attach-N-Price-Proposal-Worksheet	No.
5	Does the Judicial council require one point of contact for service calls for the entire State? This Contractor has a 1-866 number that is 24/7. Will that suffice?	Exhibit 7 Section 4	While a single point of contact is not required, we do need contact names, numbers and email addresses for the service staff who dispatch the techs. The contract includes an approval process for all service calls that requires the Contractor's staff to send an email approval request for each call prior to the initial contact with the requestor and scheduling a site visit.
6	If a site is further than an hour from the prespective office, will there be exceptions to the 2 hour resolution window for Level one Severity? Some locations could be up to 8 hours away from perspective offices.	Exhibit 7 Section 5	Section 3.2.6 states: Maintenance and Repairs. The Contractor's service response process shall ensure that all maintenance and repairs requested by a JBE are responded to via telephone within two (2) business hours of receiving the request to determine the urgency of the issue and resolution and determine the need for technical onsite visits, if any. Based on that communication, the Contractor shall be able to schedule technical onsite visits within three (3) business days or less, unless otherwise agreed to by the JBE. The intent is for the Contractor to contact the requesting Court by telephone within 2 hours of receiving the request so that they can determine the level of severity of the call and if a technician needs to go to the site. If it is determined that a technician needs to go to the site, then the expectation is that they will be onsite within three (3) business days or less, unless the requesting party agrees to a different response time.
7	If a site is further than eight hours from the prespective office, will there be exceptions to the one business day resolution window for Level two Severity. Some locations could be up to 8 hours away from perspective offices.	Exhibit 7 Section 6	This section specifically refers to maintenance and repairs of Licensed Software and Hosted Services. Generally speaking, the type of repairs that would be done on the systems included in this RFP do not fall within the Licensed Software Response timeframe and are instead governed by the response time specified in Exhibit 4 Section 1.5. Every effort will be made to assign service calls to Contractors within a reasonable response distance.
8	Is the Judicial Council willing to agree to pay drive time to a specific site from the office in the area?	RFP-FS-2020-06-DF-Attach-N-Price-Proposal-Worksheet	Drive time is an allowable expense, but non-productive time is not allowable. For service calls, any associated travel costs, such as mileage, parking, and tolls are not typically charged. Exceptions must be approved by the JCC PM in advance. Charges for fuel are not allowed.
9	Will the Judicial Council deny payment if a location is so far that it doesn't allow for us to meet the SLA timeframe resulting in the Contractor forfeiting the cost expensed.	Exhibit 7 Section 8	No. See response to question 7.