

ANSWERS TO SUBMITTED QUESTIONS

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
1	8.1.a.ii states that "The Proposer shall have been in business for five (5) years or longer." If a proposer has been in business less than 5 years but is proposing a project team with a wealth of experience, can the proposer be eligible for further evaluation? For example, would a company that has been in business for 3 years and is proposing a project team with multiple members with 10+ years experience be eligible for consideration?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 8.1.a.ii, page 11	No, the minimum requirement is that a business has been in business 5 years or longer.
2	Is there any way to apply for an exception/waiver of the minimum requirement that the proposer shall have been in business for five (5) years or longer?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 8.1.a.ii, page 11	Duplicate, See #1.
3	Does the JCC keep a list of DVBE vendors with whom they already work? If so, would the JCC be willing to share that list?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 13.0, page 14	The Judicial Council does not retain a list of DVBE vendors
4	Does the JCC keep a list of preferred DVBE vendors? If so, would the JCC be willing to share that list?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 13.0, page 14	Duplicate, to #3
5	Is there a target date for retiring Dude Solutions? Does licensing expire/meet a renewal deadline in the next 12 months?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 1.2, page 3	Dude Solutions Energy Manager license is planned to be renewed until 6/30/2023
6	Is there a target date for retiring Dude Solutions? Does licensing expire/meet a renewal deadline in the next 12 months?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 1.2, page 3	Duplicate from question #5
7	Is there a target date for retiring VFA? Does licensing expire/meet a renewal deadline in the next 12 months?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 1.2, page 3	The target date for retiring VFA is December 31, 2022. This is one of the reasons for requesting a Phase 1 completion on or before December 4, 2022. The VFA retirement date corresponds to the expiration date of our current agreement.

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8	The RFP states that "There are currently approximately 900 CAFM registered users"? Could you provide a breakdown of these users by type of user and/or role?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 1.2, page 3	Current CAFM ROLES and User counts: AOC AssetManager : 1 AOC Budget Analyst : 6 AOC Court Liason : 351 AOC DI Upload External : 23 AOC Environmental Compliance : 6 AOC Finance Portal : 7 AOC FMU MANAGER : 3 AOC FMUCSC : 35 AOC GeneralUser : 14 AOC Portfolio Admin Analyst : 8 AOC Regional Staff : 73 AOC Report Monitoring Portal : 1 AOC Service Provider - Asset Manager DM2 : 14 AOC Service Provider - JOC : 16 AOC Service Provider Technician - DM2 : 24 AOC SP Court Delegation : 47 AOC SP Court Delegation Tech : 23 AOC SP CSC DM2 : 52 AOC SP MGR DM2 : 20 AOC SP SUP DM2 : 4 JCC Appellate Court Liaison : 19 JCC Executive Manage : 1 JCC IDIQ Vendor : 137 JCC Quality Compliance : 6 JCC Risk Management - EH&S : 6 JCC SecOps : 6 Please see Q# 42 Answers for CAFM 2.0 IBM SaaS user types.
9	How many users do you anticipate acting in just a requestor role when the new system goes live?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 1.2, page 3	There will be an estimated 375 Court users who are typically just using the Requestor Role for entering Requests (usually for Facility Maintenance). There are other requestors including Council and service provider staff that have additional functions.
11	How many maintenance supervisors do you anticipate having in the system when the new system goes live?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 1.2, page 3	6 to 10 users as the supervisors for the Service Providers.
12	How many project managers do you anticipate having in the system when the new system goes live?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 1.2, page 3	110 to 150 users (includes internal and external)
13	How many real estate users do you anticipate having in the system when the new system goes live?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 1.2, page 3	Anticipating 8 real estate users when CAFM goes live.
14	How many Facility Condition Assessment users do you anticipate having in the system when the new system goes live?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 1.2, page 3	5 users
15	How many Energy/Sustainability Manager users do you anticipate having in the system when the new system goes live?	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 1.2, page 3	JCC would like to match our current user provision "an unlimited number of users"

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16	Is the current implementation using the same SSO implementation as expected with SaaS environment?	Exhibit 1: Statement of Work, Section G.3	SSO is not currently enabled in JCC's current on-premise environments, but is a requirement for this RFP. JCC's current on-premise environment is utilizing Siteminder (with SiteMinder Web Agent for TRIRIGA 12.52.108.2504) for authentication. JCC's Active Directory source data is feed into Siteminder. Login IDs for TRIRIGA are manually entered using JCC's Active Directory Login IDs. Siteminder is not in-scope for this RFP. The authentication requirement will be through JCC's Azure AD/IDMS.
17	Do location (building, room), geography (region, county), and asset (system, assembly) data in VFA database align with corresponding data in TRIRIGA? Do the ID's or Names for these records align between the two systems to ensure easy cross-mapping between data sets?	VFA Facility (See Exhibit 6: VFA Facility Data), Phase 1	The data in VFA does not align with corresponding TRIRIGA data. Id's and Names do not necessarily map between data sets.
19	Do corresponding Customer records currently exist in TRIRIGA? If so, do the record ID's align between the two systems?	Customer ID FileMaker Pro database (See Exhibit 8: FileMaker Pro Database: Customer ID File).	48 of 50 of the FileMaker customer records do exist in TRIRIGA. The Fiscal Customer ID number is not currently in TRIRIGA, they will need to be mapped by name and can be found within External Organization Types as: Tenants, Landlords, blank, external and other. Some of the names differ slightly and the SME can help validate matches.
20	Do corresponding vehicle assets currently exist in TRIRIGA?	Fleet File Maker Pro database (See Exhibit 9: FileMaker Pro Database: Fleet File).	The vehicle assets are not currently in TRIRIGA.
21	In ERD the phones seem to be associated to Facilities\Buildings only, will the same hold true in TRIRIGA or are other associations required?	Operation Phones FileMaker Pro database (See Exhibit 11: FileMaker Pro Database: Operation Phones File).	Operational phones are associated to the Building in TRIRIGA and can and often are associated to a Building Equipment Asset, via an asset name or JCC Asset Tag number. Phones do not always need to be associated to an asset and can be associated to more than one asset.
22	Is this the only integration required?	Exhibit 1: Statement of Work, Section G IDMS Integration	The Judicial Branch identity management system (IDMS)/Active Directory (AD) Services is the primary integration requirement. There may be other integration work as identified by the RFP Awardee's solution for addressing the VFA migration requirements (e.g. integrating RSMeans data with TRIRIGA), and/or Awardee's solution for address the SFTP requirements (e.g. integrating with JCC's Axway EMFT).
23	For the references, you have stated: "The number of users for each of the IWMS implementations must be 900 or more." Are you asking for implementations with at least 900 people records or 900+ actual active TRIRIGA licensed users?	Attachment 12 Qualifications Reference Sheet	Duplicate see Q# 42 Answers
24	IF the SaaS negotiation with IBM is delayed, will we need to provide 4 environments: DEV, TEST, TRAINING and PRODUCTION or will this be provided by the state?	Exhibit 1: Statement of Work, Section B	JCC will have an IBM SaaS license by the end of this year with Dev, Stage/Test, and Production environment. If there is not a JCC SaaS environment available, the JCC will entertain a Vendor SaaS environment.
25	Assume this means project team members as they engage with the implementation project or does it mean user training post Go Live?	Exhibit 1: Statement of Work, Section C.11	Correct, as they engage.
27	What is the expectation from the vendor for Platform upgrade, as the TRIRIGA on premise is moving to IBM SAS, as far as we know IBM SAS platform upgrades are completed by IBM team?	RFP-FS-2021-15-AL-IWMS-RFP-Document, 1.1 (a), Page #3	JCC's expectations are that the awardee will participate and be responsible for managing and/or executing the implementation, migration, integration, and upgrades project.
28	Is there any plan to implement other modules (Like Lease Admin/ Accounting , Capital Project etc) as part of this upgrade? (filemaker refers to Lease hence this question)	RFP-FS-2021-15-AL-IWMS-RFP-Document, 1.1 (d), Page #3	Yes, please see "Exhibit-01a-Business-and-Technical-Requirements" to discern which modules will need to be implemented.

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29	Does the existing system have Rent run process?	RFP-FS-2021-15-AL-IWMS-RFP-Document, 1.1 (d), Page #3	Yes, the current system has a monthly rent roll run process.
30	What different integration feed the CAFM system?	General	<p>There are NO direct automated integration feeds to JCC's on-premise CAFM system. There is however a feed of JCC's Active Directory data to the SiteMinder authentication server.</p> <p>Please see Q# 16 Answers</p>
31	Is there any outbound integration feed/api etc, this might include any data out of the CAFM system to external systems , like payment feed to Finance system?	General	<p>Yes, there is an automated outbound integration feed from JCC's on-premise CAFM system. The integration is with JCC's Axway/EMFT (SFTP) service. The JCC's on-premise CAFM system has a daily scheduled cron which outputs Facilities Project data in a delimited file which is SFTP to JCC's Axway/EMFT server, which then sends the file to third party SFTP server for processing for JCC Sharepoint JPIC.</p>
32	Data migration from What is the data volume from three systems, how many records and where would that data lie in TRIRIGA	RFP-FS-2021-15-AL-IWMS-RFP-Document, 1.1 (d), Page #3	<p>Please see 'Exhibit-01a-Business-and-Technical-Requirements.xlsx' [Migration & Integrat'n Req] worksheet RQM-IDs "MI-001" and "MI-008", and 'Exhibit-05-TRIRIGA-Data.xlsx' [Summary Page] worksheet which references that 'Customer Data Entry Began:' "September 2008".</p> <p>The data volume form JCC's on-premise Production system can be found in 'Exhibit-05-TRIRIGA-Data.xlsx' worksheets [3.Documents], [4.ASM Disk Report], [5.Segment Size], and [6.Lob Segment Size]</p> <p>All other file size for Exhibits 6 through 15, can be found on the [File Summary Page] worksheet.</p>
33	Perform migration from Oracle's WebLogic to IBM's WebSphere, and from Oracle Database to IBM's DB2 database - This would again depend on IBM SAS implementation and the governing principles of SAS application. So Does the council know if IBM SAS would allow external vendor to perform this operation ?	RFP-FS-2021-15-AL-IWMS-RFP-Document, 1.1 (f) , Page #3	<p>The expectation is that this would be a collaborative effort with IBM SaaS/cloud team, the Contractor and the JCC team. The implementation Contractor will be responsible for managing the effort.</p>
34	What is the current and target Tririga App Version for upgrade?	RFP-FS-2021-15-AL-IWMS-RFP-Document, 1.1 (a) , Page #3	<p>The Judicial Council of California (JCC) CAFM Production system is currently running:</p> <ul style="list-style-type: none"> • SiteMinder Web Agent for TRIRIGA 12.52.108.2504 • Apache 2.4.41 • Oracle Weblogic Server 12.2.1.3.0 • IBM TRIRIGA Platform 3.5.3.3 • IBM TRIRIGA Application 10.2 • Oracle RAC Database 12.1.0.2.0 • Business Objects XI (Crystal Rpt) 4.2_SP7_Patch 1 <p>JCC CAFM Production system upgrade on track for GoLive December 2021:</p> <ul style="list-style-type: none"> • TRIRIGA Platform 3.6.0.6 • Oracle RAC Database 19c (12.2.0.3) <p>JCC's requirements for CAFM/IWMS SaaS solution would be the latest version of TRIRIGA (at the time of this answer, e.g. 10.8.0 Application/3.8.0 Platform), DB2 and WebSphere.</p>

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35	IDMS - in case of the SAAS solution - would Contractor would have the appropriate access to develop and deploy this. In our experience this is maintained by the IBM cloud team. We would be able to coordinate and assist wherever needed.	RFP-FS-2021-15-AL-IWMS-RFP-Document, 1.1 (e) , Page #3	Yes, the Contractor would have appropriate access to develop and deploy the integration with JCC's Azure Active Directory/IDMS. The expectation is that this would be a collaborative effort with IBM SaaS/cloud team, the Contractor and the JCC team.
36	What is current and target Tririga Platform version for upgrade?	RFP-FS-2021-15-AL-IWMS-RFP-Document, 1.1 (a) , Page #3	Duplicate see Q# 34 Answers
37	May I know the anticipated budget?	General	Council is not providing budget information.
38	What are the top JCC risks and concerns to be addressed as part of this project?	NA	<ol style="list-style-type: none"> 1. The timeline to be migrated from the current JCC CCTC is Dec 2022. The project strategy, approach, and timeline must meet that deadline. 2. VFA migration must be completed by stated deadline in order to avoid additional license expenses. VFA requirements are currently being gathered. The timeline, strategy, and approach should consider this deadline.
39	<p>How many TRIRIGA Environments does the agency currently have? How many will be needed with the move to SaaS?</p> <p>a. How many servers do you currently have for each environment? Please include App, Process, and Reports servers.</p> <p>b. Do we have the current TRIRIGA version Out of the box environment available?</p>	NA	<p>JCC's currently has five (5) TRIRIGA on-premise environments:</p> <ol style="list-style-type: none"> 1. Production 2. STAGE/Test/Disaster Recovery. 3. Proto 4. Development 5. Sandbox <p>Three (3) environments are expected as part of the SaaS solution: One (1) 'Production', one (1) 'STAGE/Test' and one (1) 'Development' environment.</p> <p>JCC's current on-premise Production environment consist of seven (7) physical servers:</p> <ol style="list-style-type: none"> 1. Web server 01 (load balancer) 2. Web server 02 (load balancer) 3. Application server 01 (TRIRIGA application server) 4. Application server 02 (TRIRIGA processor and BIRT report servers) 5. Database 01 (Oracle Database server) 6. Database 02 (clustered Oracle Database server) 7. Report server (SAP BOE/Crystal Reports server) <p>The SaaS solution will be a TRIRIGA Out of the box version prior to migration. (Please see related Q# 34 Answers to TRIRIGA versions)</p>
40	Once you move to SaaS, do you know how many users will be using the system?	NA	Duplicate see Q# 42 Answers
41	Is JCC looking to sunset VFA and build that functionality within TRIRIGA?	NA	Yes, the JCC is planning to sunset VFA in December 2022 and use the facility condition assessment functionality and capital forecasting in the TRIRIGA (CAFM 2.0). Please see Business Requirements PM003 - PM007. PM019 is also very important for replacing VFA functionality.

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42	In section 1.2 Background Information, you state there are approximately 900 CAFM registered users. The IBM TRIRIGA Cloud solution is licensed by user, and there are multiple license types – can you please break down those users by type, as follows: - Enterprise User – full-time user with access to all areas of the solution, unlimited use - Occasional User – may access all areas of the solution, for up to 60 hours per month - Approvals and Reporting User – views reports, participates in approval processes - Field Services User – meant for Service Technicians who create and update work tasks and view reports - Self-service user – this person submits requests, and searches locations, assets, people.	Section 1.2 Background Information (page 3)	IBM TRIRIGA S+D43tion Types (Projected) Enterprise Authorized Users - 12 Occasional Enterprise Users - 300 Approvals and Reporting Users -40 Field Services Users - 300 Self Service Users -225
43	Is your current version of TRIRIGA Application and Platform 10.2/3.5.3.3? Are you still on track to upgrade the platform to 3.6 in 4Q2021? Do you have a date for this?	NA	Duplicate see Q# 34 Answers
44	Is your current version of Oracle RAC 12.1.0.2.0?	NA	Duplicate see Q# 34 Answers
45	What is your current Oracle database size?	NA	Duplicate see Q# 32 Answers
46	Will you need a Single Sign-On in the SaaS Cloud Environment for Phase 1?	NA	JCC's IDMS can be enabled as part of a Phase 2 effort, but JCC's Azure Active Directory and SSO integration requirement is a Phase 1 effort.
47	Is JCC looking to integrate the CAFM 2.0 system to only the IDMS/AD system?	NA	Duplicate see Q# 22 Answers
48	Are the systems that need to be migrated to CAFM 2.0 currently integrated with CAFM 1.0 or have any references to CAFM 1.0?	NA	The listed Exhibits 6 to 15 for the FileMaker, Access eVision and VFA are not integrated with CAFM 1.0.
49	Can you provide samples of each of the 68 Crystal Reports that need to be converted to BIRT? Will this be part of Phase 1, or can part or all be moved to Phase 2? (See Exhibit 18: Council Reports Requirements) - Bring it to the agency's attention that Exhibit is missing as of 10:30 AM EST - Aug 25	NA	Please see 'RFP-FS-2021-11-AL-Crystal-Report-sample-exports.zip' The Crystal Reports that need to be converted to BIRT should be part of the Phase 1 delivery. Any reports recommendation to move to Phase 2, will need JCC's approval as part of the Phase 1 planning efforts. See Exhibit 1B: Council Reports Requirements. The Awardee will be provided more details of the Crystal Reports to migrate to BIRT at contract start. There is no Exhibit 18, it is Exhibit 1B.
50	Are the current CAFM 1.0 System and Technical design document in sync with the implementation?	NA	Yes, we have documentation with the versions mention in Q# 34 Answers.
51	Will the vendor, get access to the 11 other systems (Filemaker Pro Database, eVision, and VFA) and the required documentation to develop a Data migration plan?	NA	The Awardee will be granted access to the Exhibits 6 through 15 systems/data.
52	What is the current size of each database and data volume?	NA	Duplicate see Q# 32 Answers

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54	What type of data will be migrated from the mentioned systems (setup, transactional, etc.)?	NA	Duplicate see Q# 32 Answers
55	If transactional data is to be migrated, how many years should be considered?	NA	Please refer Exhibit-01a-Business-and-Technical-Requirements - Migration & Integrat'n Req tab and RQM-ID - "MI-008".
56	Do we have attachments that need to be migrated into CAFM 2.0? If yes, what are the different types of attachments?	NA	Please see Q# 32 Answers. For attachment types, please see 'Exhibit-05-TRIRIGA-Data.xlsx' worksheets [3.Documents]
58	Is it safe to assume JCC will Manage the User Acceptance Testing and create the required test cases as per JCC's plan?	NA	The Contractor shall produce the User Acceptance Testing Scripts. Please see the Statement of Work, Section J Testing Services, Table 8. The Contractor is responsible for "Develop UAT Scripts" and the Council is responsible for "Execute UAT". The reason for the Contractor developing the UAT scripts is that this assignment would probably lengthen the project schedule if performed by Council staff. This is a lessons learned from past projects.
59	The training environment listed on pg 5 of the SOW should be done with JCC's design and data. The recommendation would be to use SaaS Dev or TEST/QA environment for training. Would this be acceptable?	Statement of Work Pg. 5	Yes
60	Can the vendor execute the project with an Onshore and Offshore delivery model with Travel to Onsite as needed?	NA	No
61	How important is mobile enablement for the current CAFM 1.0 use cases or VFA's functionality?	NA	Mobile enablement is a requirement, yet lower priority, to the current CAFM 1.0 or VFA functionality. Improved mobile enablement is a requirement for CAFM 2.0.
62	What is the current JCC's incident management process and SLA's for First response and resolution?	NA	Please see 'Attachment 2: D63Judicial Council's Master Agreement.docx', 'Exhibit-01a-Business-and-Technical-Requirements.xlsx' and 'Exhibit-01c-Managed-Services-Requirements.xlsx' for Service Level requirements as they are aligned with the current JCC's Service Level standards. Please see the 'JCC CAFM Incident Process.pdf'
63	In the call last Thursday, there was mention that you were not using mobile. Would there be any interest in seeing how mobile could benefit your operation?	N/A – General	The Council is interested in seeing the usage of mobile on the TRIRIGA UX framework/applications. It is low priority to see the tetherless client, a la the former TRIRIGA Anywhere product.
64	What number of customizations have been made in the JCC's TRIRIGA environment?	RFP – Page 2 – Section 1.1.b	Please see 'RFP-FS-2021-11-AL-JCC CAFM 1.0 Customized Objects.xlsx'

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65	What is the availability and type of detail of system development documentation? EG: Functional, technical design, Change logs	RFP – Page 2 – Section 1.1.b	<p>Please see 'Exhibit-01a-Business-and-Technical-Requirements.xlsx' [Introduction] worksheet and other worksheets designated as 'Req Type' = "Business". Each of the Business requirements worksheets are designated with 'Functionality Requirements' = "Existing Functionality" or "Existing Functionality-Enhancement" or "New Requirement".</p> <p>Any CAFM 1.0 "Existing Functionality" system development documentation can be made available to the Awardee.</p> <p>Please see Q# 64 Answers for more information.</p>
66	How many existing integrations are currently in use? Is there a middleware for the integrations?	RFP – Page 2 – Section 1.1.d	<p>Please see Q# 30 Answers</p> <p>Please refer to IBM's Websphere for TRIRIGA documentation, and Microsoft's Azure Active Directory for TRIRIGA documentation for middleware integration.</p>
67	How many Assets (building equipment) and Asset Specifications are maintained in the current TRIRIGA system?	Exhibit-01a-Business and Technical Requirements – Asset Management tab	16320 active building equipment assets
69	Is the JCC using the existing Self Help Request class available OOB?	Exhibit-01a-Business and Technical Requirements – Maintenance Management	Yes
70	What's the amount of configuration made to the Self-Help Portal functionality?	Exhibit-01a-Business and Technical Requirements – Maintenance Management	Approximate 50% of configuration made to the Self-Help Portal functionality.
71	What is the source of Metadata such as People, Location, Geography, Organization and Asset? Are integrations with source systems outside TRIRIGA required?	General	<p>The source data is manually entered by CAFM Users into the CAFM system.</p> <p>For AD integration with SiteMinder, the source data is JCC AD, TRIRIGA login ID are manually entered, using the JCC AD source data.</p> <p>Please see Q#16, 22 and 32 Answers</p>
72	Does the JCC have any preferred solution for Service Request?	General	JCC's chosen ITSM tool is ServiceNow ^(R) and is currently in-place.
73	<p>what project management tool does JCC use?</p> <p>Project Management, which we understand to mean management of capital and/or construction projects within the JCC's real estate and facilities management department.</p>	Exhibit-01a-Business and Technical Requirements – Project Management	<p>The JCC depending on the division, departments and/or business unit utilizes one or more project management tools for example:</p> <ul style="list-style-type: none"> • Microsoft O365 Office suite • Microsoft Project • Microsoft Sharepoint • etc. <p>For TRIRIGA's project management component, please see the [DB Table Counts] worksheet in the 'RFP-FS-2021-11-AL-JCC CAFM 1.0 Customized Objects.xlsx' file.</p> <p>VFA (Accruent)</p>
76	Are there any external reporting/BI platforms such as SAP Analytics Cloud/BI?	Exhibit-01a-Business and Technical Requirements – Reporting and Analytics	JCC's CAFM 1.0 system does not have any external Business Intelligence (BI) technologies integrated. Although the JCC is looking at enterprise level BI technology and there is potential at looking at CAFM 2.0/IWMS utilizing BI post the Phase 2 effort.
78	Are there any SSO configurations enabled for TRIRIGA currently?	General	Duplicate see Q# 16 Answers

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79	How many Roles are required for the JCC to manage or access the system data?	Exhibit-01a-Business and Technical Requirements – Security & Encrypt 'n Req	Duplicate see Q# 8 and 92 Answers
80	What are all the expected clean-up activities on the data coming from the FileMaker Pro databases/Access database/VFA database?	RFP – Page 4 – Section 2.0	The Awarded Implementor will be responsible for providing the data format requirements and migration mapping into the CAFM 2.0/IWMS SaaS solution. The JCC will work with the Implementor who will be responsible for formatting/cleansing the data. The Implementor will be responsible for migrations into the SaaS solution. The JCC will be responsible for decommissioning the FileMaker Pro databases/Access database/VFA database.
81	What would be the success criteria and KPIs for this implementation?	RFP – Page 4 – Section 2.0	All deliverables, quality, and timelines are the critical KPIs. Please refer Exhibit-01-Statement-of-Work - Section M - Post-Implementation Support/Final Acceptance for more information.
82	Are all users accessing TRIRIGA via the classic user interface? Are TRIRIGA Perceptive Apps in use?	RFP – General	1) Yes (web view only, no UX/mobile). All Portals are custom. 2) Perceptive Apps NOT in use Please see Q# 64 Answers
83	What is the average number of active projects managed in the system?	Exhibit-01a-Business and Technical Requirements – Project Management	774 active facility modification projects on average
84	What is the average number of service work orders submitted per month?	Exhibit-01a-Business and Technical Requirements – Maintenance Management – MM001	From January - August of 2021, the average number of Service Work Orders per month is: 8279. Of the 8279 Service Work Orders, 4393 have the Work Type of Planned Maintenance.
85	Are there any IBM or third-party mobile solutions currently in use with TRIRIGA (e.g., FieldFLEX, TRIRIGA Anywhere)?	Exhibit-01a-Business and Technical Requirements – App Technical Req – TR012	There are NO IBM/third-party mobile solutions or perceptive applications currently used with the JCC's on-premise TRIRIGA environments. Internet browsers on mobile devices are currently used as oppose to mobile apps.
86	What is budget for the phase1 of the project?	General	Council is not providing budget information.
87	In order to give the State the best value, will the JCC consider bidders leveraging a global delivery network for project delivery?	General	No
88	Do new integrations need to be developed as part of the upgrade/implementation? If so, please list the systems to be integrated with and the type of data to be sent (e.g.: financial, portfolio etc.)	RFP – Page 2 – Section 1.1.d	Duplicate see Q# 22 Answers
89	What is budget for the phase 2 of the project?	General	Council is not providing budget information.
90	Is CA DOJ looking for some specific timelines for this project to be delivered? Are there any dependencies on other projects or applications for the delivery of this project?	1630002323_8_26_2021-RFP-FS-2021-15-AL.pdf, Page No: 6	Please refer Exhibit-01-Statement-of-Work - Page 5 for the timelines. There are dependencies if it's not delivered on a specified timeline. JCC will end up paying an additional cost for hosting the current system, VFA (Accruent) license, and SAP-Business Object Enterprise license. JCC will have to pay for SaaS licensing, and maintenance, and support for the current system. Migrating to the SaaS environment with all the requested deliverables is a high priority. Please see Q# 38 Answers

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91	What is the current user authentication mechanism to TRIRIGA application (SSO or Native)? (Is the access management system being used for authentication already)?	Exhibit-01a-Business-and-Technical-Requirements, SEC-003	Duplicate see Q# 16 Answers
92	How many users, security groups are currently configured in TRIRIGA application and what is the current process to manage application access management?	Exhibit-01a-Business-and-Technical-Requirements, SEC-003	39 Custom groups but some may not be needed after the upgrade. May change based on design or business needs.
93	What TRIRIGA licenses are maintained in the environments to be upgraded? Also, how many languages are configured in TRIRIGA?	Exhibit-01a-Business-and-Technical-Requirements, SEC-003	SaaS Licenses - see Q# 42 Answers Configured language is English in TRIRIGA.
94	Please provide details of all customizations (modules-BO's, forms, reports and workflows customized)	Exhibit-01c-Managed-Services-Requirements.xls, MO-AP-031	Duplicate see Q# 64 Answers
95	Is there documentation available for technical details of customization and related functional use cases?	Exhibit-01c-Managed-Services-Requirements.xls, MO-AP-031	Duplicate see Q# 65 Answers
96	Please provide details of the existing system (application integrations) and deployment architecture (i.e. Architecture diagram covering Cluster setup, Process Servers, Report Servers, JVMs etc.)	Exhibit-01a-Business-and-Technical-Requirements, RE065	Duplicate see Q# 39 Answers
97	Please indicate the size of existing TRIRIGA application (Production) database	Exhibit-01c-Managed-Services-Requirements.xls, MO-ST-001	Duplicate see Q# 32 Answers
98	Please indicate the Tririga non-production environments that are maintained by CA DOJ (E.g.. Dev, Test, UAT etc.)	Exhibit-01a-Business-and-Technical-Requirements, SLR-001	The four (4) TRIRIGA on-premise non-production environments that are currently maintained by the JCC are: 1. STAGE/Test/Disaster Recovery. 2. Proto 3. Development 4. Sandbox
99	Please confirm if DR site setup for TRIRIGA exists that must be considered for upgrade scope?	Exhibit-01a-Business-and-Technical-Requirements, SLR-001	The DR site setup for TRIRIGA does not currently exist for the CAFM 2.0/IWMS SaaS solution. However it is the responsibility of the Awarded Implementor develop the Disaster Recovery Plan & Procedures, and Perform Disaster Recovery Exercise and business continuity test prior to go-live and is a Phase 1 requirement. Please see 'Exhibit-01-Statement-of-Work.docx' section 'L. Deployment' for more details.
100	Please provide the current Tririga Platform version (eg. 3.5 etc.) that is currently deployed. We understand that the platform was supposed to be upgraded to 3.6 + version in the fourth quarter of 2021. (We understand that the TRIRIGA application version is 10. But we want to know the associated Platform version).	Exhibit-01-Statement-of-Work Page-13	Duplicate see Q# 34 Answers
101	Please provide details of existing configured connectors with TRIRIGA if any. For example, CAD, BIM, Class loader, APIs etc.	Exhibit-01a-Business-and-Technical-Requirements, MI-006	The JCC's current CAFM 1.0 system has the following connectors: • IBM TRIRIGA Connector for Business Application (not currently used) • IBM TRIRIGA Connector for Offline Forms (not currently used) • IBM TRIRIGA Connector for SAP BusinessObjects
102	Is there any document management functionality configured with existing application, for example ECM (Enterprise Content Management) etc.?	Exhibit-01a-Business-and-Technical-Requirements, MI-008	The JCC currently utilizes TRIRIGA's native Document Manager for Facilities Management documents repository. There are No integration with a JCC ECM. The expectation is to continue use of TRIRIGA's Document Manager for the RFP SaaS solution.
103	Is there any third-party add-on that is configured with TRIRIGA application, for example ETL?	Exhibit-01a-Business-and-Technical-Requirements, MI-006	There are No third-party add-on configured with JCC CAFM 1.0 system. All outbound data and messaging are customized Chron shell scripts (e.g. *.sh) Please see Q# 22 and 31 Answers.

ANSWERS TO SUBMITTED QUESTIONS

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
104	Are there any perceptive applications or Mobile application interfaced with TRIRIGA? Is there any mobile solution that has been configured with TRIRIGA application?	Exhibit-01a-Business-and-Technical-Requirements, HST-015	Duplicate see Q# 85 Answers
105	Please provide details of the list of external systems (business systems) that integrate with TRIRIGA. Also please indicate inbound and outbound touchpoints, the functions supported, and integration mechanism (interface tables, Web Services etc.) used by these integrations.	Exhibit-01a-Business-and-Technical-Requirements, MI-006	<p>Please see Q# 16, 22, 30, 31 and 103 Answers.</p> <p>The outbound CAFM data related to business purposes is for JCC Sharepoint JPIC (see Q# 31 Answers) other than standard email messaging initiated by a CAFM function and/or workflow. (e.g. Survey request)</p> <p>All other outbound email messaging from the CAFM system for M&O purposes are customized Chron shell scripts (e.g. *.sh) that address for examples:</p> <ul style="list-style-type: none"> • Cleanup agent monitor • Stuck Thread monitor • Run-away-workflows monitor • CAFM User counts.
106	Integration requested in RFP are Bi-directional or Unidirectional? Real Time or Batch? What would be the technology preference - Connector for Business Applications, Integration Object, or OSLC?	Exhibit-01a-Business-and-Technical-Requirements, MI-006	<p>All messaging/data feeds are Unidirectional, either Near Real Time or scheduled, using OOB TRIRIGA functions, custom TRIRIGA configuration and/or customized Chron shell scripts.</p> <p>The JCC does not have a technology preference - Connector for Business Applications, Integration Object, or OSLC etc.; but gravitate towards using industry standard best practices tools, cost efficiency and the business justification for using certain technologies.</p> <p>Please see Q# 105 Answers.</p>
107	Is SSL configured in the current setup?	Exhibit-01a-Business-and-Technical-Requirements, MI-0076	Yes
108	How many external (Congo's, BIRT etc.) and internal reports (Queries and Summary) are configured within TRIRIGA application?	Exhibit-01a-Business-and-Technical-Requirements, RP001	Duplicate see Q# 49 and 64 Answers
109	Are there design documents available describing the customizations applied to the system?	Exhibit-01a-Business-and-Technical-Requirements, RE065	Yes, there are additional design documents available that can be shared with the Awardee. Please see Q# 64 for customizations.
110	Are there new features expected for all TRIRIGA Modules to be setup/enabled post upgrade?	1630002323_8_26_2021-RFP-FS-2021-15-AL.pdf, Page No: 6	<p>Please see Q# 65 Answers, which should provide some insight as to what areas related to TRIRIGA Modules that will be setup/enabled for each of the Business requirements designated with 'Functionality Requirements' = "Existing Functionality-Enhancement" or "New Requirement".</p> <p>The expectation is per the 'Exhibit-01-Statement-of-Work.docx' section 'C12. Organizational Change Management Strategy', 'Table 2: Organizational Change Management Responsibility Matrix' and section 'H. TRIRIGA Application Design', that the collaborative design session will identify the TRIRIGA Modules necessary to be setup to meet the business requirements.</p>
111	What is the current user authentication mechanism implemented for TRIRIGA 10.2 application? Is the same setup required for the upgraded version? If not, please provide more details on TO-BE application security and authentication.	Exhibit-01-Statement-of-Work Page-13	Duplicate see Q# 16 Answers

ANSWERS TO SUBMITTED QUESTIONS

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
112	Request you to please share the Defects Remediation? (Existing defects remediation or new defects introduced during upgrade)	No Reference	The Awardee will be provided with any information regarding open support request for remediation that the JCC has with the software OEM prior to migration activities.
113	Does the system maintain large amounts of historical record data that can be removed prior to the upgrade?	No Reference	Duplicate see Q# 32 Answers
114	Are there any regression test scripts available from previous Implementation/ Upgrade?	No Reference	Yes
115	Are Object Labels in use and kept current? Are Object Labels used following IBM recommendations?	No Reference	No, other than custom and IBM OMs.
116	Maintenance and Operations Support activities will start from which phase? 1. Post On-prem to clod migration 2. Post Application and platform upgrade 3. Post complete data migration 4. Post configuration or enhancement	Exhibit-02-Council-Staffing-Plan	Maintenance and Operations Support activities will start Post Phase 1 Production GoLive (Day 1). Please see 'Exhibit-01-Statement-of-Work.docx' Phase 1 requirements deadline December 4, 2022
117	Do we have a provision to submit individual SOW for Application development [upgrade and development] and application support [Maintenance and Operations Support activities]	Exhibit-01-Statement-of-Work	Yes, see Exhibit B in the Master Service Agreement.
118	Do Attachments 7, 8, & 9 need to be notarized?	Attachments 7, 8, & 9	No, Attachment forms are not required to be notarized.
119	Exhibit 1 (SOW) is noted as a draft with areas of the document that look like they should be completed by the courts (such as the RFP #, etc). Is there a newer version we should be using or should we complete the highlighted missing information?	Exhibit 1 – Scope of Work	See Addendum 02. The header has been updated to remove the draft reference. The SOW content is not changed. Vendors can use the draft downloaded originally.

END OF QUESTIONS AND ANSWERS