

**ANSWERS TO SUBMITTED QUESTIONS**  
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Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
10	How many technician users do you anticipate having when the new system goes live? How many of these will be mobile.	RFP-FS-2021-15-AL-IWMS-RFP-Document.pdf, 1.2, page 3	30 to 90 users all which will need mobile which might be accomplished with the UX applications configured for mobile devices.
18	Do members ID's correlate with people ID's in TRIRIGA? In what system does the master people data reside, if applicable?	Alert Casts & Members FileMaker Pro database (See Exhibit 7: FileMaker Pro Database: Alert Casts & Members).	AlertCast List Member IDs do not correlate with People Record IDs. However, some members in the AlertCast list is also a user in CAFM. AlertCast List Member is currently reside FilemakerPro Database
26	Does this mean the contractor will drive the Change Management activities as well as define the CM program approach?	Exhibit 1: Statement of Work, Section C.12	For the "Organizational Change Management Strategy", the contractor will lead in terms of providing a structured approach. The Change Management Plan developed by the contractor and subject to review/approval by the Council will further describe areas led by the contractor and by the Council. For example, a Change Management Plan could show the contractor leading the "Analysis of Impact on Software Users". The Council could (should) be responsible for sending out communication.
53	Does the current server or the Network where these 11 systems are hosted have any data transfer limitations we need to consider?	NA	The data transfer limitations to consider for JCC's CAFM/TRIRIGA on-premise Production system are ftp speed constraint of 3.69 G/per hour or up to 90G per day.  There are no limitations for FileMaker and Access/evision systems. There aren't any internet bandwidth constraints for VFA per the most recent Agreement #17.
57	What is the current state of all of the external 11 system's related data, and where is it located? Are there any known data issues that need to be rectified/remediated before the migration activities?	NA	Please see Q# 32 Answers.  All FileMaker applications and the Access/evision application are located (San Francisco, CA - JCC datacenter)  The VFA application location query from the JCC to the vendor did not provide in time for JCC's formal response; it is a third party software, which the JCC does not have access to the datacenter.  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.
68	How many Job Plans/PM records are we expecting to manage in the TRIRIGA system?	Exhibit-01a-Business and Technical Requirements – Asset Management tab	On average about 35000 Job Plans and 91000 PM SWOs in planned status as of September 23rd, 2021.
74	Does JCC have the data setup for the FCA module including Inspection Requests for the building systems and Assets?	Exhibit-01a-Business and Technical Requirements – Project Management – PM 003	JCC have data to migrate to FCA module from VFA application, however inspection request is currently not setup for building systems and assets.
75	Are there any Lease data managed in the current TRIRIGA system? If yes, how many Leases are managed?	Exhibit-01a-Business and Technical Requirements – RE & Property Portfolio	Yes and currently 404 active Accounts Payable leases are being managed.

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77	How the Site/Building/Floor/Spaces are created in Tririga currently? Does the JCC use CAD Integrator to create spaces in TRIRIGA?	General	The Site/Building/Floor records are typically manually created in CAFM. This is acceptable as only a handful of new courthouses or buildings would be created in a typical year. Spaces are not currently created. The CAD Integrator is not used for creating Spaces in TRIRIGA currently.
120	For the Non-Cost portion of the response, is the Judicial Council of California expecting all the relevant certificates, exhibits and attachments to be embedded in Response Template in Exhibit-04-Proposer-Response-Template?	RFP-FS-2021-15-AL-IWMS-RFP-Document Section 7.2.1 Page No: 10	All relevant Non-Cost response attachment (e.g. certificates, exhibits, etc.) can be sent as separate files (preferred *.pdf format and *.zip for multiple files), and references in the Exhibit-04-Proposer-Response-Template.docx
121	Do we need to submit proof of good standing in California during RFP phase or can it be submitted later during contract phase?	RFP-FS-2021-15-AL-IWMS-RFP-Document Section 8 Page No: 13	Proof that the Contractor is in good standing in California must be included in the non-cost portion of the proposal.
122	Functionality requirements are categorized in three types, can more detail be provided on the differences between Existing Functionality, Existing Functionality – New Enhancement, New Functionality type and their scope? e.g. For Existing Functionality Requirement, is any other action to be performed by the TRIRIGA Implementation team or Post upgrade, only we are supposed to make sure that existing functionality is working as expected?	Exhibit-01a-Business-and-Technical-Requirements [ Asset Management Tab] Column B [ Functionality Requirement]	Yes, your observations is correct. The Council needs the existing functionality to continue to work as expected.
123	Can Read-Only access to the current TRIRIGA dev or demo environments be provided to check the complexity for converting 68 Crystal reports to BIRT during application upgrade?	Exhibit-01b-Council-Reports-Requirements [ Reports And Queries Tab	Bidders who have been approved for CAFM STAGE access during 9/22 - 10/5/2021, will be provided access to run Crystal Reports from the front end which should provide sufficient view/insight of the component in use.  Please see Q# 49 Answers.
124	1. There are some Queries/Reports that are prefixed with “tri” which should be an Out of the Box Report but the result seems contradictory. Should queries prefixed with “copy of” should these be considered as Custom Reports? 2. There is a query prefixed with “*” - what response is expected for this query?	Exhibit-01b-Council-Reports-Requirements [ Reports And Queries Tab	Answer 1. The [3. ReportsAndQueries] worksheet purpose (in the 'Exhibit-01b-Council-Reports-Requirements.xlsx' file) is to provide additional in site to usage information 'Access w/in 6 months (Jan21-Jun21)' column, to queries, reports, and BOE Crystal Report/BIRT; and the 'ID' columns should correlate back to the [1. Crystal ConvertToBIRT] worksheet. All reports in the [3. ReportsAndQueries] worksheet, should be considered altered/custom.  Answer 2. The '*aocSupport Tickets - Project Administration Tool - Active Support Tix Management - Editable', was a query built to address CAFM related incident support tickets. This can be omitted for a response.

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125	As an IT services provider, we are not subject to sales and use tax in the State of California. Hence, the certificates below might not apply to us. We are certified with the California Secretary of State to do business in the state of California and can provide a certificate for this. Can the State clarify if the following permits and registrations are mandatory for this RFP? (a) a California seller's permit issued under Revenue and Taxation Code section 6066 et seq. or (b) a certificate of registration issued under Revenue and Taxation Code section 6226.	RFP-FS-2021-15-AL-IWMS-RFP-Document Section 8.1.A Page No: 11	If the referenced certificates are not applicable to your firm, please state so on a written document included with the other required certifications in your firm's non-cost portion of the proposal.
126	How many touch points are there for integrations between the solution each external application?	Exhibit 01-a,TR-14,TR-15	Please see Q# 105 Answers.
127	Does managed services need to be included in the estimate? If so, for what?	Exhibit 01-c	Yes, to meet the Exhibit-01c-Managed-Services-Requirements. The awardee will provide managed services to maintain the SaaS environments.
128	In the Pre-Proposal meeting there was mention that you were not using mobile. Would there be any interest in seeing how mobile could benefit your operation?	General	The Council is expecting to see the UX Framework/Applications support our mobile clients. There is a little bit of interest in the tetherless mobile client. Time is perhaps better spent on building appealing UX Applications for the smart phone that will have the widest impact. The tetherless mobile client would only benefit a small number of users that work for our vendors.
129	Can resources be utilized from outside the U.S.?	General	No.
130	What type of data and how many records of each type are contained in the nine (9) FileMaker Pro Databases that must be migrated?	RFP Document, Section 1.0, 1.1, d). Page 2	Duplicate see Q# 32 Answers
131	What type of data and how many records of each type are contained in the one (1) eVision Access database that must be migrated?	RFP Document, Section 1.0, 1.1, d). Page 2	Duplicate see Q# 32 Answers
132	What type of data (i.e., estimates for repairing/replacing building equipment, estimate for potential project for repairing/replacing all building equipment in a building, etc.), and how many records of each type are contained in the one (1) VFA Facility Capital Forecasting database that must be migrated?	RFP Document, Section 1.0, 1.1, d). Page 2	Here is a count of all records based on category of the type of repair: Accessibility 789, Air and Water Quality 145, Appearance 639, Asbestos 28, Beyond Useful Life 49055, Building Code 611, Capacity/Design 348, Code Compliance 58, Energy 177, Environmental 59, Functionality 23012, Grandfathered Code 226, Integrity 1127, Lead 2, Life Safety 1089, Maintenance 281, Miscellaneous 56, Mission 81, Modernization 217, Obsolescence 72, Operations 145, Plant Adaption 59, Reliability 1183, Security 272, Uncategorized 354. Please reference Exhibit 6: VFA Facility Data for data migration information
133	Does the data needed to be migrated contain documents?	RFP Document, Section 1.0, 1.1, d). Page 2	Yes
134	What type and how much historical data needs to be migrated?	RFP Document, Section 2.0, C. Page 4	Duplicate see Q# 32 Answers

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135	How is the 5% Small Business Preference allocated?	RFP Document, Section 14.0, Page 16	If the Proposer receives the small business preference, the score assigned to its proposal will be increased by an amount equal to 5% of the points assigned to the highest-scored proposal. If a DVBE incentive is also offered in connection with this solicitation, additional rules regarding the interaction between the small business preference and the DVBE incentive apply. For additional information, see the Judicial Council's Small Business Preference Procedures for the Procurement of Information Technology Goods and Services.
136	In Exhibit 4, Proposal Response Template, section 6.1.1, Statement of Work Overview (Exhibit 1, 2.0), calls for offerors to "provide a recommended approach and a Project Schedule (i.e., project timeline in Gantt or WBS format) for implementation of the included Statement of Work (SOW)." However, unlike the other sections of Exhibit 4, there is no place designated for us to insert our response. Please clarify how and where we should provide our response.	Exhibit 4, Proposal Response Template, section 6.1.1, Statement of Work Overview (Exhibit 1, 2.0)	<p>Please see Q# 120 Answers.</p> <p>In the 'Exhibit-04-Proposer-Response-Template.docx', you may use the template and provide a response below the appropriate sections, <b>For example:</b>                      '6.1 Statement of Work, Exhibit 1                      The Proposer must include its response to Exhibit 1.  <b>[Add your response under this section ]</b></p> <p>6.1.1 Statement of Work Overview (Exhibit 1, 2.0)                      The Proposer shall provide a recommended approach and a Project Schedule (i.e., project timeline in Gantt or WBS format) for implementation of the included Statement of Work (SOW). '  <b>[Add your response under this section ]</b></p> <p>It is preferred to see a Project timeline in both Gantt and WBS formats. This can be provided as a separate *.mpp file or *.pdf file as a separate file attachment include with the response submission and reference the file in the 'Exhibit-04-Proposer-Response-Template.docx'.</p>
137	Can you please provide the current state architecture diagram?	General	<p>Duplicate see Q# 39 Answers</p> <p>The Awardee will be provided with any information (e.g. architecture diagrams of existing on-premise environment on contract start date.</p>
138	Is 24/7 postproduction support needed for help desk level 1, 2, and 3?	General	Yes. Please refer FS-2021-Attachment-02-JCC-Master-Agreement and Exhibit-01a-Business-and-Technical-Requirements - tab Service Level Req to meet the Service Level Agreement.
139	Can a historical support ticket summary be shared for last 12 months (e.g., volumes, categories, and priority levels)?	General	Yes. Please see 'RFP-FS-2021-15-AL-CAFM Support-from-01-01-2020_metrics.xlsx'
140	How many resources currently support level 1, 2, and 3 activities?	General	<p>CCTC/SAIC manages the JCC data center, which governs the resources allocation.</p> <p>Please refer the JCC-CAFM-Incident-Process for the application support tier.                      CSC - JCC Facilities Services (FS) Customer Support - 7 Staff                      FMIS - JCC Facilities Management Information Services - 4 Staff                      JCIT - Judicial Council Information Technology - 5 Staff and 3 Vacant.</p>

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141	Are there any preferred tools for data modelling, scheduling, and automation?	General	There are no preferred tools for data modelling as long as it can be easily updated and can output: <ul style="list-style-type: none"> <li>Logical Data Model/schema diagram</li> <li>Physical Data Model/schema diagram (e.g. IDEF1X notation)</li> </ul> <b>and, there is no additional cost for software licenses.</b>
142	RFP section 8.1(d) and (e) indicate that evidence of financial solvency or stability is required in both Company Overview and Financial Information as well as the Executive Summary. However, Exhibit-04, Proposal Response Template, indicates that this information is only required in section 3, Company Overview and Financial Information and not in section 4, Executive Summary. Please clarify where we should respond to this requirement.	RFP, Section 8.1 (d) and (e) Exhibit-04, Proposal Response Template, section 3	Exhibit-04 provided a check list in order to assist vendors in ensuring all documents are provided in their responses. Please use the guidance in 8.1 and follow that structure.
143	The RFP mentions there are 900 CAFM registered users currently. Please clarify if this remains the same for the new IBM SaaS model as well. Do you foresee an increase or decrease to this userbase in future?	RFP, Section 1.2	Duplicate see Q# 42 Answers.  The Facilities Services will manage the user base based on added functionality or demand to the CAFM 2.0 SaaS application.
144	Based on the details provided in the RFP, we understand the scope for ongoing maintenance and operations support will be the IBM SaaS Tririga application, IBM Websphere and IBM DB2. Will the rest of the applications (FileMaker Pro, VFA Db, Access Db, Oracle WebLogic,...) be decommissioned?	RFP, Section 1.2	The JCC will be responsible for any decommissions (e.g. FileMaker Pro, VFA Db, Access Db, Oracle WebLogic,...) outside of the CAFM 2.0/IWMS SaaS solution (IBM TRIRIGA SaaS).
145	Are there any specific monitoring tools currently used? If yes, please provide details.	General	Please see Q# 105 Answers regarding outbound messaging for monitoring. JCC's current Managed Services provider (CCTC/SAIC) utilizes Nimsoft monitoring tool.
146	Do you have any automation or RPA tools that are currently leveraged for Operations / Maintenance support? If yes, please provide details.	General	No
147	What is your current ITSM tool used to log tickets? Are there any SLAs, if so, please provide details.	General	JCC's chosen ITSM tool is ServiceNow(R) and is currently in-place. Please refer Exhibit-01a-Business-and-Technical-Requirements - tab Service Level Req and FS-2021-Attachment-02-JCC-Master-Agreement for SLAs.  Assuming you're asking CAFM 1.0 application SLA's not for the ITSM tool.  Current CCTC/SAIC SLA's (Datacenter) P1 – Resolve in 4hrs (regardless of day/night/weekend/holiday) P2 – Resolve in 8 hours (regardless of day/night/weekend/holiday) P3 – Resolve by next Business Day P4 – Resolved next Business Day or as prioritized (meaning if the team is triaging P1-3 tickets, the P4 is going to wait)
148	Who is currently supporting Level 1 Service Desk requests?	General	CCTC/SAIC and JCC manages the CAFM Production and Stage environments.

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149	What tools are being used for Level 1 support?	General	Phone, Email, ServiceNow® and CAFM's SWO update request are the tools used for support.
150	Are infrastructure services out of scope for this RFP?	General	IBM will provide the infrastructure as part of the SaaS licenses. The awardee must meet the Exhibit-01c-Managed-Services-Requirements to manage and support the SaaS environments.
151	The costing sheet requests for ongoing 'Cost for Future upgrades' as part of the Costing sheet. Can you please provide a view on any planned upgrades in future years?	Exhibit-03-Cost-Workbook - 2. Maintenance & Operational Supt	As this is SaaS, the Council will adhere to IBM TRIRIGA upgrade schedules. Please provide estimates according to that frequency.
152	Can you please share any additional middleware integrations that will be in scope for this opportunity?	General	Other than IBM WebSphere for the CAFM 2.0/IWMS solution; Please see Q# 105 Answers.
153	Is Level 1 support in scope for the Operations and Maintenance? Or is it only Level 2 and beyond?	General	Yes, Level 1 and beyond for the Operations and Maintenance. Please refer Exhibit-01a-Business-and-Technical-Requirements - tab Service Level Req for SLAs.
<b>END OF QUESTIONS AND ANSWERS</b>			