

MASTER ANSWERS TO SUBMITTED QUESTIONS

Q #	Question	RFP Reference (Document, Page, Section, Item)	Answer
1	Whether companies from Outside USA can apply for this? (like, from India or Canada)		The system's data centers must be located in the continental United States.
2	Whether we need to come over there for meetings?		Interviews may be held in person or take the form of phone conversations, virtual meetings (e.g., Microsoft Teams), and/or application demonstrations (virtually via the web).
3	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)		The system's data centers must be located in the continental United States.
4	Can we submit the proposals via email?		Ref: RFP, Page 11 of 19, Section 10., Submission of Proposals.
5	Will JCC want to add an annual Tabletop Exercise to the contract/renewal with the awarded vendor?	RFP, Page 7, Section: 5.5.4.	It should be included as a standalone item on the cost proposal in the training section, with narrative details included in the technical proposal. Judicial Branch Entities may purchase training separately.
6	Will COOP Plan Reviews be included in the contact or will JCC administrators want training to conduct your own Plan Reviews?	RFP, Page 4, Section 4.4.4.	It is anticipated that Plan Review instructions would be included in the tutorial guide. Ref: RFP, Page 6 of 19, Section 5.5.1.

RFP No.: RFP-FS-2021-20-JP
RFI Title: Continuity of Operations (COOP) Planning System

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7	Will any specific customizations be needed to any of the plan types if staying with the BOLDplanning Platform?	RFP, Page 6, Section 5.4.1.2.	Customizations are based on the RFP scope of work and deliverables.
8	How important is having a dedicated Account Manager to JCC to handle and support all requests and services?	RFP, Page 7, Section 5.6.	A dedicated Account Manager is important to serve as the Judicial Council of California's primary point of contact to ensure that all account issues are appropriately addressed and resolved in a timely manner.