

RFP-IT-2020-64-RB
IT Consulting Managed Services Q&A

- 1. In Part II of Exhibit A-1, Reference #A-5, 3 years of financial reports are requested. Will Judicial Council of California consider response submissions without financial reports provided? ENS-Inc has participated in multiple State contracts and leveraged procurement agreements over the last 21.5 years and has never been required to provide financial reports on any other contract or LPA.**

Answer: The requirements are listed, failure to provide the requested information will impact the scoring of that section.

- 2. Is this a new contract or renewal to an existing contract? If existing, please share the number and list of incumbents.**

Answer: This is a new project and is not replacing any previous agreements or current agreements.

- 3. What was the Council's last year expenditure for similar services?**

Answer: This is a new project, there are no comparable expenditures.

- 4. What is the anticipated budget for this contract?**

Answer: This is a Master Services Agreement and therefore has no guarantee of funding.

- 5. How many requests/Managed Services RFOs were made by the Council in the past year under this contract?**

Answer: This is a new project and is not replacing any previous agreements or current agreements.

- 6. What is the anticipated number of requests/Managed Services RFOs that would be released under this contract?**

Answer: This is unknown.

- 7. What would be the minimum length of requests/Managed Services RFOs for which the Council would require resources?**

Answer: None

- 8. Will the requests/Managed Services RFOs that come in during this contract term be on Time & Material basis, Fixed cost or both?**

Answer: Time & Materials basis

- 9. Will the requests/Managed Services RFOs that come in during this contract term be Staff Augmentation Requests or Project /SOW based Requests or both?**

Answer: Both

- 10. Is financial evidence required now as a part of response or it can be submitted later?**

Answer: See response to question 1.

11. Per Exhibit A, Tab -Classification Description, Column-C- Should we assume that Tools requirements are only for the job classifications against which they are given in this column, and for the other classifications there are no Tool requirements and in our response tab, we do not need to provide Tools used against such classifications? Please confirm.

Answer: Yes

12. Per Exhibit A, Tab -Classification Description, Column-D - Should we assume that the list of certifications is only for the job classifications against which they are given in this column, and for the other classifications there are no certification requirements and in our response tab, we do not need to provide certifications possessed against such classifications? Please confirm.

Answer: Yes

13. Per Exhibit A- The list of tools required is related to the resources or the firm?

Answer: It refers to tools that the resources should have access too and that area available for the resource to utilize.

14. Can the Council provide us a sample list of all the tools that they work on?

Answer: This varies between all the JBE's.

15. We assume that resumes are to be provided for only Key Staff (three roles only). Please confirm.

Answer: Yes

16. For the Technical Proposal, as Exhibit-A is in an excel format, can we submit it as an attachment to the main response document or should we include it into the main response document?

Answer: Either way is acceptable

17. For the Technical Proposal, can we submit Exhibit A1-A5 document as an attachment to the main response document or should we include it into the main response document?

Answer: Either way is acceptable

18. For Exhibit A2/ Part II, References, RFP says that we need to provide references for each of the placement done in past 24 months. In case we have done 1,000 placements (together in different job classifications) in last 24 months, do we need to provide references for each of those placements i.e. around 1,000 references? This does not seem feasible. Please help us understand what is your exact expectation?

Answer: Submit up to 50 references.

19. Can we provide a total of 3-4 references which might cover some of your job classifications?

Answer: References should be submitted for classifications that you've had placements for up to 50 total.

20. For Exhibit A2/ Part I, for the "Location of Placements", what does the Council require like City and State or we need to pick either of four (4) regions along with Nationally (across the US, other than CA)?

Answer: City and State

21. Again, if we have placed, say 50 agile coaches in the past 24 months, do we have to provide location details for each of them? Or we can classify only in terms of the four (4) regions that you have mentioned, fifth one can be Nationally (across the US, other than CA)

Answer: See response in question 19.

22. For DVBE Incentive, do we need to self-qualify or we can qualify by sub-contracting also? If yes, is there a minimum percentage of work that should be assigned to the sub-contractor to qualify for this incentive?

Answer: To receive the DVBE incentive, at least 3% of the contract goods and/or services must be provided by a DVBE performing a commercially useful function. Or, for solicitations of non-IT goods and IT goods and services, Proposer may have an approved Business Utilization Plan ("BUP") on file with the California Department of General Services ("DGS"). If Proposer wishes to seek the DVBE incentive:

- i. Proposer must complete and submit with its proposal the Bidder Declaration (Attachment 11). Proposer must submit with the Bidder Declaration all materials required in the Bidder Declaration.
- ii. Proposer must submit with its proposal a DVBE Declaration (Attachment 10) completed and signed by each DVBE that will provide goods and/or services in connection with the contract. If Proposer is itself a DVBE, it must complete and sign the DVBE Declaration.
- iii. If Proposer will use DVBE subcontractors, each DVBE subcontractor must complete and sign a DVBE Declaration. NOTE: The DVBE Declaration is not required if Proposer will qualify for the DVBE incentive using a BUP on file with DGS

23. For SBE Bonus Points, do we need to self-qualify or we can qualify by sub-contracting also? If yes, is there a minimum percentage of work that should be assigned to the sub-contractor to qualify for these points?

Answer: To receive the small business preference, the Proposer must be either (i) a Department of General Services ("DGS") certified small business or microbusiness

performing a commercially useful function, or (ii) a DGS-certified small business nonprofit veteran service agency.

24. Can we provide a range of Hourly/Bill Rate or we can only provide a single rate for each classification by region?

Answer: Single rate for each classification by region.

25. For Evaluation/Cost, can the Council specify what does it mean by "Overall cost" based on which we would be evaluated and awarded the points under this parameter as the Cost Sheet only asks us to provide Hourly Rates, there is no Total Cost there?

Answer: See updates in Section 9 of the RFP.

26. The evaluation criteria stated in this RFP sound like evaluation criteria meant to evaluate a staffing company versus an actual IT consulting company who has resources as employees. For example, it asks about "placements", "staff sourcing methods", and even the key staff are geared toward a staffing company. In further support of that observation, the evaluation criteria are very similar to the RFP for Master Agreements for Technical Staff Augmentation Services, RFP IT-2021-80RB, which is explicitly an RFP for a staffing company. Are the evaluation criteria for RFP IT-2020-64-RB accurate and are in fact the intended evaluation criteria for this RFP?

Answer: This project and RFP are wholly independent of any other programs, projects or solicitations that may have previously been done. The criteria of this solicitation are correct.

27. Is the format in the attachment "Exhibit H Sample Request for Offer" meant to be used as a template for our submission or is any format allowed as long as it includes all required information?

Answer: For consistency in scoring Exhibit H Sample Request for Offer should be used.

28. Exhibit A, Response Sheet - In few Job classifications, detail for tools and Certifications are not mentioned. While filling the response sheet for those job classifications do the bidder needs to add the tool and certification details of their proposed resources. Kindly confirm

Answer: Tools and Certifications are not required for those classifications but can be added if available.

29. Exhibit A, Response Sheet - Do we need to identify the sub-contractors to meet the job classification requirements?

Answer: Yes, subcontractors should be identified if they will be used.

30. Exhibit A, Response Sheet - Can we bid for all 4 regions for the job classification provided in the RFP

Answer: Yes

31. 7.0 PROPOSAL CONTENTS - We have a recent certificate of Good Standing issued by Secretary of State Statement and Designation by Foreign Corporation. Can we use the same certificate to prove our eligibility to work in California? Kindly advise

Answer: Bidders must be able to demonstrate that they can legally do business in the State of California.

32. RFP ATTACHMENT 11 BIDDER DECLARATION - Can we use subcontractors? If yes, are they required to be DVBE Certified or Approved by DGS?

Answer: You can use named subcontractors in your proposals. They are not required to be DVBE unless your intent is to use them for the DVBE incentive in which case they must meet the criteria listed in question 22.

33. ATTACHMENT 7 IRAN contracting act certification - The check box in the attachment is not working. Can you please check and confirm?

Answer: The form is required and may be completed manually if the checkboxes are not working.

34. Are there incumbents to this RFP/contract? How many of the vendors were awarded the current Master Agreement for Technical Staff Augmentation Services RFP?

Answer: This is a new project and is not replacing any previous agreements or current agreements.

35. Please confirm if anticipated utilization for each selected resource will be full-time 40 hours per week for the duration of the contract. If no, please provide anticipated utilization for these resources.

Answer: This is unknown.

36. Can we submit Cost Proposal as Excel file filled up and signed as given along with RFP package?

Answer: Cost proposals must be submitted to the email address listed in the RFP and must be sent separately from the Technical Proposal.

37. Are references in A2 section required per placement we show in last 24 months? If we have 2 placements in for Agile Coach, should one reference each per placed resource be shown?

Answer: See response in question 19.

38. We are an out of State, foreign entity firm having a Certificate of Qualification to do business with State of CA. Will this certificate suffice as professional license to submit the bid.

Answer: Bidders must be able to demonstrate that they can legally do business in the State of California.

39. We can provide financial statements from 2017 to 2020. The most recent in last 12 months will be an accrual basis one, that is just filed. Will that suffice for the clause of Financial Statements requirement in response?

Answer: Yes

40. Are there incumbents to this RFP? Who are they? Will they be given preference?

Answer: This is a new project and is not replacing any previous agreements or current agreements.

41. Is there a budget estimate or historical spend available?

Answer: See response in question 3.

42. Is this a continuous 40hr/week requirement per position for whatever term the resource may be required?

Answer: See response in question 35.

43. Please confirm that we are not required to register in CA-DIR or comply by clause statements in Section 14.2 on Page 19/20 (Section 4104 of Public Contract Code or Labor Section 1771.1(a)) of the RFP as this is not a Public Works Contract anticipated and an IT Managed Services requirement?

Answer: DIR registration is dependent upon scope of work. Certain JBE projects may require compliance with California prevailing wage laws, including DIR registration requirements. (Labor Code Section 1770, et seq.). Only Contractors that submit a current DIR public works registration number at the time of bid will be eligible for those projects.

44. Can the JCC provide the process used to grant exceptions for consultants to work outside the continental United States?

Answer: Bidders must be able to demonstrate that they can legally do business in the State of California. Additionally, not all classifications or projects may be done remotely.

45. Can you provide examples of when the JCC has approved offshore resources?

Answer: See Question 44.

46. If respondent is stronger in one niche area, but not in another, will they be score accordingly or dinged for areas not as strong?

Answer: See Section 9 of the RFP for evaluation criteria.

47. Section 1.2 and 3.0 in the RFP have different estimated timelines for the initial Master Agreement term. What is the correct estimated timeline?

Answer: Section 3.0 is correct.

48. Can further information be provided for the cost scoring evaluation process, such as the cost scoring formula or any other details about how classifications are scored per response?

Answer: See Question 25

49. Can you please confirm the most commonly filled positions of this contract in past?

Answer: This is a new project and is not replacing any previous agreements or current agreements.

50. Is there any local preference for this contract?

Answer: No

51. What will be the estimated annual budget for this project?

Answer: This is a Master Services Agreement and therefore has no guarantee of funding.

52. Would you be accepting references from the public as well as commercial entities?

Answer: Yes

53. How many positions we can expect under this contract throughout the given term?

Answer: Unknown

54. How many vendors agency is going to select for each region? Please confirm.

Answer: See Section 1.2 of the RFP document

55. Is subcontracting mandatory for this contract? please confirm.

Answer: Subcontracting is not mandatory

56. If we subcontract with the DBVE firm, would the agency give us a 3% preference at the time of evaluation?

Answer: See Question 22.

57. This RFP emphasis California-based vendors however we are VA Based company are we eligible to bid on this RFP or the JCC going to select only CA-based vendors for this project?

Answer: Bidders must be able to demonstrate that they can legally do business in the State of California.

58. How many references we need to provide eg if we have placed 20 candidates in the last 1 year, so do we need to provide 1 for each?

Answer: Yes, up to 50 references.

59. If we have placed 10 candidates on required job classification for 1 client, so can we use this 1 client reference for all 10 candidates?

Answer: Yes, but list all the requested information still.

60. Do we need to provide tools (hardware/software/license) to perform services under this contract? If yes, what type of tools and technology you require and is the agency going to pay for those tools? Please confirm.

Answer: The tools needed are listed in Column C of the Classifications Descriptions of Exhibit -A-Business-and-Technical-Requirements-and-Response. Any cost should be included in the rate for that classification.

61. How the agency will be evaluating the responses of proposers -Region-wise or Job Classifications wise? i.e. if we bid on two regions for multiple classifications, then, Are we in competition with all other proposers who responded for only those two same regions or with all those who proposed for all four regions? Please clarify.

Answer: Evaluations of the responses will be against those in the same region and classification.

62. Can you please clarify if the Vendors will be managing the projects for JBEs or JBEs themselves will be supervising the projects under which our candidate will be working?

Answer: It will depend on the project.

63. In the Response Sheet, Do we need to provide a List of Certifications for required job classifications?

Answer: Provide the certifications that you have available

64. Is the agency (JCC) looking for vendors who already have the In-house team for this project, or is it a staffing opportunity where we will have to provide IT, professionals, at the time of delivery?

Answer: No. Each RFO will define the needs of what is being requested at that time.

65. Can we provide this list of certificates at the time of delivery of services?

Answer: See Question 63.

66. Please clarify the purpose of this requirement of the List of Certifications with our response

Answer: To ensure that staffing with those Certifications is available.

67. What is the length of service engagement by region? Min length of the engagement; Max length of the engagement

Answer: There is no minimum length, and the maximum length will not exceed the length of the agreements.

68. What method will JCC leverage to submit their service / incident request: ServiceNow, Phone, Online Portal

Answer: This is unknown as each JBE will have their individual requirements.

69. Is JCC looking for on demand staff augmentation consulting services or dedicated managed services?

Answer: Possibly both, depending on the JBE project scope.

70. Are references required for each placement identified in Part 1? The form provides 5 entries...is that sufficient?

Answer: Copy and paste the table to add the sufficient number of references up to 50.

71. Name of Individual Placed for reference – given this response is public record, may we provide the placement's first name, last name initial rather than the full last name?

Answer: Yes

72. Exhibit A: Business & Technical Requirements &Response – Response Tab - Column F - If Subcontractors are being used, please identify – We don't want to exclude potential opportunities for our subcontractors. We have not yet identified which roles will be filled by the Prime and subcontractors. May we add the subcontractor name to the all cells to give us the option to use the subcontractor if/when the need arises?

Answer: Yes

73. Final Submission - may the required response forms Exhibit A, Exhibit A-1 and Exhibit B be submitted as Adobe pdf files with the attachment files (2-11) included as pdf attachments to the Exhibit A-1 pdf file? Or would locked .docx and .xlsx be preferred?

Answer: PDF files

74. Pricing Assumptions – Do you want us to provide the data source or the tools from where we derived the pricing for this Cost Proposal? We wanted to get clarification on this ASSUMPTIONS where it states State all assumptions upon which its pricing is being determined.

Answer: We are not interested in the data source or tools in which pricing was derived. The Assumptions area is there if you have assumptions to your pricing you'd like to include.

75. Is there will be any preference given to the local vendors?

Answer: No

76. Is a bid re-compete of an ongoing contract? If yes, then please share the details and pricing of incumbents?

Answer: This is a new project and is not replacing any previous agreements or current agreements.

77. How many temporary resources are currently engaged in the current contract? Please also provide the bifurcation of the resources supplied by each incumbent.

Answer: This is a new project and is not replacing any previous agreements or current agreements.

78. When was the existing contract got started, and what is the annual monetary spent value of the current contract since inception?

Answer: This is a new project and is not replacing any previous agreements or current agreements.

79. Is there any defined Not-To-Exceed (NTE) budget of this bid for the base term?

Answer: No

80. We often make placements for entire project teams, as well as placements for single individuals. Are those project team placements valid experience for the placement history on form A-2?

Answer: Yes, provide the details needed to differentiate.

81. Is it intended that this master agreement would be used by JBEs to acquire a team from a single master agreement company to complete a project or defined scope of work?

Answer: Yes, however projects may be split into different components.

82. Can candidates be out-of-state and/or offshore for remote work?

Answer: See Question 44

83. Can we bid on a Classification that we have made no placement in the past 24 Months but may be capable of providing a resource for in the future?

Answer: Yes

84. Since the work can be remotely, we can bid for a classification(s) for all regions?

Answer: Not all classifications or projects may be done remotely.

85. Can we mention that we have placed a candidate for a role that was placed prior 24 months (the COVID-19 has put a hold on some role for over a year)?

Answer: All candidates should be for the last 24 months.

86. Can we get the vendor/model for the Network devices (switches/router, Firewalls), Servers, Virus Protection, Back-up Appliance, Load Balancers, Proxy's, UPS/Generator/Power, Data Center Cooling, Spam filter PKI, Physical Monitoring-Temperature, Helpdesk-IT Systems,, Communication/VoIP/Analog/Faxes, IVR/Call Routing/Video/Meeting/Conference Systems/Building Access Controls/Telephonic/Video Appearance,

Physical Security- Video Surveillance? The rate may be different for a Netgear person versus a Cisco or Juniper network engineer.

Answer: This varies between all the JBE's.

87. How does the State envision the delivery of Managed Services when the MSA is labor based? Specifically, the requirements in an RFO will specify the number of staff - how does the State anticipate providers will translate that to a Managed Services structure to include Service Levels? What happens if the number and quantity of staff, as defined in the RFO, are insufficient to provide the required Managed Services and achieve Service Levels?

Answer: The scope of each individual project will be determined by the JBE as part of each respective RFO. The scope may include requirements for availability of resources and a bidders rate should be inclusive of those anticipated costs.

88. Section A-2, Part 1, should the vendor include placements for the job classifications for which the candidate started work prior to the past 24-months period but continued to be placed in that role during the 24 month period? For example, if a person was placed 25 months ago as an "Agile Coach" and continued in that role during all or part of the past 24-months, please confirm if that counts as a placement?

Answer: Yes

89. Cost Proposal--The instruction require a "fixed hourly rate...regardless...whether on-site or remote". Should vendors respond with a remote rate in addition to an on-site rate for each region?

Answer: There should be one rate.

90. Most of the tools listed in Column C of Exhibit A are licensed based on the number of devices and/or systems or the amount of data being monitored, backed up, etc. Please specify the volume of infrastructure that vendors must assume in order to include the cost of all tools and systems necessary to deliver the Services?

Answer: This is unknown.

91. Do you expect any on-site resources or can the work be performed remotely?

Answer: See Question 84.

92. Are there any projects in the pipeline? What is the anticipated contract date?

Answer: There are projects in the pipeline that resources could be utilized for. See section 3.0 for the contract date.

93. If the proposed candidates are not available at the time of award, will the JCC allow us to provide replacement personnel with similar or more skill sets?

Answer: Replacement personnel will need to have equal to or a higher level of skill set.

94. How many vendors do you intend to select through this RFP?

Answer: See Question 54.

95. Is there a resource ramp-up plan, or can JCC share the past volume?

Answer: This is a new project and is not replacing any previous agreements or current agreements.

96. Will JCC consider offshore resources as part of this RFP? If yes, can we add rates for such proposed locations?

Answer: See Question 44. Only one rate should be proposed.

97. Can we provide an additional document or Presentation to support our capabilities and credentials?

Answer: Yes

98. As part of the response submission, we need to provide two parts as described below to the respective email IDs mentioned in the RFP document. Please confirm. Part 1 (Zip folder containing the below Exhibits and Attachments): Exhibits A and A1 Attachments 2, 3, 4, 6, 7, 8 and 9; Part 2 Cost Proposals

Answer: Yes

99. Exhibit A: Business and Technical Requirements and Response – What is JCC’s expectation in “Column D - List available tools” of “Exhibit A: Business and Technical Requirements and Response.xlsx”? Should we provide a list of tools based on the consultant’s expertise? OR Should we list the tools a supplier will leverage during the engagement? If yes, where should we include such tool cost?

Answer: See Question 60

100. Exhibit A: Business and Technical Requirements and Response – What is JCC’s expectation in “Column E - List certifications” of “Exhibit A: Business and Technical Requirements and Response.xlsx”? Are these the list of certifications in each job classification the consultants of supplier holds?

Answer: Yes

101. Is there a minimum no. of Job classifications or Regions that a bidder should participate?

Answer: One job classification in one region is the minimum

102. While providing “Location of Placements in the Past 24 Months” can we mention our placements across all global locations (OR) should we restrict the no. of placements made only in the regions as part of this RFP scope?

Answer: Restrict to the United States.

103. Should the supplier provide customer references for all job classifications they are bidding for? Should these references be essentially from the placements made in the past 24 months?

Answer: References should be for placements made in the last 24 months up to 50.

104. When a supplier provides redlined Attachment 2 and signed Attachment 3, should they still provide all redlined exceptions in Exhibit A1? OR a reference to these respective documents (Attachment 2 & 3) in Exhibit A1 Section A4 should suffice?

Answer: Referenced and attached if fine.

105. Are bidders required to bid on all regions, a majority of regions or only for a select number of regions?

Answer: Bidders should bid on the regions they can provide classifications for.

106. Are bidders required to provide a cost proposal for a majority of positions?

Answer: See Question 105.

107. What are the historical volumes of spending annually in the program?

Answer: This is a new project and is not replacing any previous agreements or current agreements.

108. What are the forecasted volumes of personnel needed in terms of quantity of staff?

Answer: Unknown

109. Is there any incumbent companies that currently provide these services to the agency? If yes who are they?

Answer: This is a new project and is not replacing any previous agreements or current agreements.

110. Is there any specific education or experience level required for the key staff?

Answer: No

111. In section 9.7 it is mentioned that "the proposer's technical proposal, including proposer's cost/fee proposal, must be submitted using Attachment 12, Evaluation Criteria & Proposal Submission Form". Can we use our template to address the requirements or have to fill our response in attachment 12? Please clarify.

Answer: See section 7.0 of the RFP. Where ever possible utilize the template provided. Additional information may be submitted if the bidder chooses.

112. Can you please specify how many years of experience are required for the JCC classifications listed in attachment 12?

Answer: See Section 7.2 of the RFP.

113. In the Exhibit A-1, Section A-2 – Placement History, the Part II – References mentions about the template to be used to provide a reference for placements that we have made in past 24 months. Should the reference be provided for all the classification that we have noted in Part I table or we can provide only for any 5 of the chosen classifications? Please clarify.

Answer: References should be for placements made in the last 24 months up to 50.

114. Is it mandatory to indicate the region – Northern, Bay, Central and Southern for each classification that we are bidding?

Answer: Yes

115. Do you have any mandatory qualifications requirement for the key staff working on this requirement? If so, please list.

Answer: Experience in the field that they will be designated as key staff.

116. How will the 50 Cost Points be calculated in the RFP?

Answer: Cost points are calculated for each labor category proposed by the bidder, based on the proposed hourly rate, using the formula in the Judicial Branch Contracting Manual, Chapter 4C, Section 13 Appendix A.

(<http://intranet.jud.ca.gov/documents/bap/jbcl-manual-es.pdf?1573859849931#page=151>)

If a Master Agreement will be awarded, the JCC will post an intent to award notice at www.courts.ca.gov.

There will be one technical score per bidder and individual cost scores for each labor category. Master agreements may be awarded for top 3-6 bidders in each labor category and a Master Agreement may be for a single labor category or multiple labor categories. More than six Master Agreements may be awarded with the intent of having a minimum of 3 to 6 Master Agreements for each labor category.

117. If I can provide some categories of an RFO project, will I be able to bid on that project?

Answer: Requests for Offers will only be sent to potential bidders who can meet all the categories requirements of that project.

118. How will the 40 points for cost in an RFO be calculated if multiple categories are listed out as required for that project?

Answer: The total estimated cost (See example below) of the project, based on information provided in the RFO, will be used and it will be calculated using the formula in the Judicial Branch Contracting Manual, Chapter 4C, Section 13 Appendix A (<http://intranet.jud.ca.gov/documents/bap/jbcl-manual-es.pdf?1573859849931#page=151>)

Example of Total Estimated Cost

Labor Category	Bid Hourly Rate	Estimated Hours	Labor Category Rate
Agile Coach	\$120	10	\$1200
Application Architect	\$74	16	\$1184
		Total Estimated Cost	\$2384

Note only one award will be made for each RFO.

119. What sort of agreement will be issued as the award for an RFO?

Answer: The successful bidder for an RFO will receive a Work Order from the JBE for the scope outlined in the RFO.