

RFP Title: **WebEx Replacement Project**  
RFP Number: **IT-072414-WXRP-CF**

## JUDICIAL COUNCIL OF CALIFORNIA

### WebEx Replacement Project, RFP# IT-072414-WXRP-CF

### RFP QUESTIONS AND ANSWERS

August 20, 2014

1. Requirement No. 140 [Section 2.1] states, "Data, systems and all support staff must reside within the United States." My company is a UK based business. Our systems, data and personnel all reside within the UK. Does this immediately disqualify us from participating in this RFP?

Answer: Yes, it is a requirement that data, systems and all support staff must reside within the United States, based on judicial branch standards for data protection.

See also: Addendum No. 1.

2. I have attempted to visit the link in your email, <http://www.courts.ca.gov/26892.htm>, but when I do I get a page displaying the following error, "Sorry, the page you requested was not found."

Answer: The link provided in the solicitation email, <http://www.courts.ca.gov/26892.htm>, has been checked and appears to be a valid, working link. Please try again.

3. The following questions are in reference to Section 2.1, No. 126 (Ability to have regular backups of documents. Ability to have documents restored from backup by request.):

- 1) Will the request for backups be required on a set schedule, i.e., monthly, quarterly, etc.?

Answer: Weekly full backups with incremental backups 6 days a week. Customer may request a restore of a particular file or files with an SLA of 24 hours.

- 2) Who will perform the backups?

Answer: The selected vendor.

- 3) If proposer is tasked with providing the backups, will the backups be restored to offline media (what type of media) or into the Hosted Solution?

Answer: Vendor choice.

END OF QUESTIONS AND ANSWERS