

## MASTER ANSWERS TO SUBMITTED QUESTIONS

Q #	Question	RFI Reference (Document, Page, Section, Item)	Answer
1	If this RFI greenlights a solicitation, what is the estimated timeframe for procurement?		Ref: RFI, Page 6 of 7, Section 9., Disclaimer. No date has been determined for when a future Request for Proposal would be advertised.
2	What is the anticipated contract value for these services?		Ref: RFI, Page 6 of 7, Section 9., Disclaimer. This information is currently unknown.
3	How may I obtain copies of any contract documents with the current vendor? Who is the current vendor?		The current vendor is BOLD PLANNING SOLUTIONS, INC. To request judicial administrative records maintained by the appellate courts or the Judicial Council you may submit your request by completing a Request for Judicial Administrative Records form and sending it to the Public Access to Records Project by e-mail or U.S. Mail. Please visit <a href="https://www.courts.ca.gov/requestforms.htm">https://www.courts.ca.gov/requestforms.htm</a> for more information.
4	Whether companies from Outside USA can apply for this? (like, from India or Canada)		The system's primary data center must be located in the continental United States.

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5	Whether we need to come over there for meetings?		Information exchange can take the form of additional phone conversations, virtual meetings (e.g., Microsoft Teams), and/or application demonstrations (virtually via the web).
6	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)		The system’s primary data center must be located in the continental United States.
7	Can we submit the proposals via email?		Ref: RFI, Page 5 of 7, Section 6.A., How to Submit Your Questions and RFI Packages.
8	Is there term to the contract that will be awarded? (e.g. 5 years, etc)		Yes, but we will decide after evaluating the RFI submittals.
9	Under your “Current Situation” scope of work are you looking for: <ul style="list-style-type: none"> <li>• Changes within your current capabilities?</li> <li>• Enhancements to your current capabilities?</li> <li>• Additional capabilities not currently available?</li> </ul>	RFI-FS-2021-20-JP, Page 1, Section 2. Current Situation	<ul style="list-style-type: none"> <li>• Changes to how data reports are generated, streamline import contacts.</li> <li>• Enhancements to customized modules including helpdesk ticket online submission, Frequently Asked Questions (FAQs).</li> <li>• Optional capabilities: dashboard, chat, apps.</li> </ul>

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10	In providing supporting services to JCC related to planning and software support, what services would you like to see in addition to what your current vendor is providing (as part of the software licensing cost)	RFI-FS-2021-20-JP, Page 3, Section 2.(B.)(e.) Guidance, Training, and Exercises	<p>In addition to the required items, there are several optional ideas to be considered:</p> <ul style="list-style-type: none"> <li>• A dashboard that each judicial branch entity (JBE) can choose to customize to meet its specific needs (e.g., to provide visualization of or quick access to data for audits/metrics, upcoming TTX or planned maintenance, or support incidents).</li> <li>• Free system apps (not shortcuts) that are compatible with current versions of Apple and Android mobile device operating systems.</li> <li>• Chat functionality for communication with active users within the system.</li> </ul>
11	Please elaborate on JCC’s challenges with the current system. What is the motivation to develop a new application? (ie – old tech, scalability challenges, performance, etc)	RFI-FS-2021-20-JP, Page 1, Section 2. Current Situation	The current contract is expiring and contracting rules require that a solicitation be conducted at a future date to be determined upon completion of this Request for Information.

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12	Please elaborate on the architecture of the current system – hardware platform on which it runs, is it hosted in a public/private cloud, and what operating system (version)?	RFI-FS-2021-20-JP, Page 2, Section 2.(B.)(c.) Location, Hosting, Backups, Encryption, and Compatibility	<ul style="list-style-type: none"> <li>• The system is web-based and does not involve software installation or specific hardware requirements.</li> <li>• It is hosted on a web address to which the Judicial Council can redirect on a secure cloud-based system at <a href="http://www.coop.courts.ca.gov">www.coop.courts.ca.gov</a>.</li> <li>• It is available for use by all courts.</li> <li>• It can create Continuity of Operations (COOP) plans and reports using the preset templates.</li> <li>• It is accessible anytime, anywhere, on any device.</li> <li>• It follows federal guidelines, references, and authorities.</li> <li>• It is compatible with current versions of web browsers on Windows, Android, and Apple operating systems:             <ul style="list-style-type: none"> <li>○ Microsoft Edge</li> <li>○ Apple Safari</li> <li>○ Mozilla Firefox</li> <li>○ Google Chrome</li> </ul> </li> </ul>
13	What middleware and database products (and versions) are used in the application?	RFI-FS-2021-20-JP, Page 2, Section 2.(B.)(c.) Location, Hosting, Backups, Encryption, and Compatibility	<ul style="list-style-type: none"> <li>• Data reports to be importable and exportable in Excel, Word, HTML, TXT files (e.g. CSV, XLXS, TXT.)</li> <li>• Must have a document management system to allow for placing a hyperlink.</li> </ul>

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14	Please describe the redundancy capabilities of the current application, including any RPO/RTO requirements. (Active-active data centers, N+1, 2N, etc.).	RFI-FS-2021-20-JP, Page 3, Section 2.(B.)(d.)(v) Additional Functions and Components	The system must provide redundancy (for the ability to access data regardless of component or system failure) and backups (at least every 24 hours and restored in the event of a failure).
15	What is the expected concurrent user load?	RFI-FS-2021-20-JP, Page 2, Section 2.(B.)(b.) Roles	In December 2022, there were 1,402 transactions from 55 users. From October to December 2022, there were over 6,000 users' transactions.
16	Please provide a % of users broken out by role?	RFI-FS-2021-20-JP, Page 2, Section 2.(B.)(b.) Roles	719 users: <ul style="list-style-type: none"> <li>• 32% (229) <i>Administrators</i>: Create and edit all plans and user permissions.</li> <li>• 57% (411) <i>Users/Editors</i>: Edit all plans for which they have permissions.</li> <li>• 11% (79) <i>Viewers</i>: View all plans for which they have permissions.</li> </ul>
17	What are the permitted maintenance windows with the current system? Will the new system have similar windows?	RFI-FS-2021-20-JP, Page 2, Section 2.(B.) Existing System Features	System maintenance has no determined maintenance window. Any maintenance that limits access to the system would require advance notice.
18	Does the JCC have a preferred hardware or software technology, architectural platform, and/or hosting platform (Public/Private Cloud/dedicated hosting) for the new system?		Must have a safe and secure transition from the old system to the new system to integrate mapping of fields.
19	Does the JCC have requirements for residency of staff supporting development and maintenance of the new system?		The system's primary data center must be located in the continental United States.