

JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

RFP Title: Managed Services for Information Technology Operations RFP-IT-2023-46-DM

April 13, 2023

1. Would there be any pre-proposal conference for this RFP?

Answer: There will not be a pre-proposal conference

2. Please extend the deadline for proposals from 4/25/2023 by 4 weeks to 5/23/2023. The scope is comprehensive and complex.

Answer: See updated schedule in the RFP amendment.

3. Can you provide unlocked versions of all PDFs?

Answer: No, unlocked versions of PDFs will not be provided. Certain attachments were provided in PDF locked format to protect the integrity of the document.

4. What is JCC's staffing, headcount per role, per the current operation?

Answer: There is a mix of employees, contractors, and vendors. The vendor has a pool of resources. Exact numbers are not available.

5. Can JCC provide daily activity statistics? It would help us determine the appropriate staffing level. Ex. IMACs. Ex. trouble tickets by incident type.

Answer:

	January-22	February-22	March-22	April-22	May-22	June-22	July-22	August-22	September-22	October-22	November-22	December-22	Grand Total
Priority 1 (Critical) Totals	7	15	6	32	11	12	4	14	10	6	1	4	122
Application	2	1	1	1	1	4		6	3	3			22
Data Center HW			1	2	1								4
Network	4	9	4	28	9	8	4	3	6	2	1	3	81
Server	1	5		1				5	1	1		1	15
Priority 2 (High) Totals	2	5	12	2	1	3	4	6	11	3	2	1	52
Application		2	4		1	1	3	4	6	2	1	1	25
Data Center HW		1											1
Database		1				1							2
Network	2		6	1			1	1	4	1	1		17
Server		1	2	1		1		1	1				7
Priority 3 (Medium) Totals	1025	784	855	952	863	918	906	953	1028	811	760	719	10574
Application	39	43	49	98	35	60	47	30	32	26	17	13	473
Data Center HW	7	1		5	7	8	4	4	1	3	5	2	46
Data Center SW			1	2									3
Database	3	2	2	1	5	2	7	2	3	2			29
Network	12	13	4	8	6	8	16	20	18	14	14	12	129
Other	3	1	1		3		1			1			6
Server	96	53	41	90	52	68	121	127	176	22	37	62	945
Priority 4 (Low) Totals	165	175	191	196	193	185	243	222	181	148	144	154	2197
Application	76	89	73	99	100	94	107	111	72	81	64	66	1032
Data Center HW	2		2	1	2	3	1						12
Database	1	1	1	2	1	3	4	2	2	2	1	2	22
Network	20	24	18	26	20	29	43	25	43	17	21	18	304
Other	50	53	82	54	49	32	67	60	44	32	41	37	601
PMO	2	2		1		1	1	3	1	2			13
Server	14	6	15	13	21	23	20	21	19	14	17	30	213
Total	1199	979	1064	1182	1068	1118	1157	1195	1230	968	907	878	12945

6. Is a 3rd party currently managing all or part of the JCC data center operations? If yes, please name the companies.

Answer: Yes, there is a current vendor providing managed services to part of the operations. That vendor is Science Applications International Corporation.

7. Did a 3rd party help JCC prepare the RFP? If yes, please name the companies.

Answer: No

8. If a prime is not a small business but has a subcontractor that is a small business, can the prime receive the small business incentive?

Answer: The Judicial Council will determine whether the Proposer is eligible to receive the small business preference based in part on information provided in the Small Business Declaration (Attachment 5). Please refer to Attachment 5 and RFP Section 13.0, Paragraph 3: 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.

9. What is the budget anticipated for this engagement?

Answer: This engagement differs from the mix of the current managed services and the internal JCC staff providing the services today. The anticipated budget is expected to be less than the current spend.

10. What is the current spending on the Managed Services by the Judicial Council?

Answer: The current spend is approximately \$9,000,000.00 annually.

11. Who are the incumbent vendors, currently providing these services to the Judicial Council?

Answer: See response to question 6.

12. What is the current headcount of the incumbent vendor supporting these services?

Answer: See response to question 4.

13. Can the vendor propose an Onsite-Remote resource model for Managed Services?

Answer: Yes

14. Please provide us the volumetric details about the number of tickets/Service requests, category, severity, avg. time to resolve etc. for at least 1 year (2022) and also provide us with the ticket dumps.

Answer: See response to question 5.

15. Any recent tech refresh happened for switching/network layer? If so please share the details.

Answer: See Exhibit F, Resource Inventory of the RFP for current diagrams.

16. Kindly provide us with the timelines to be considered for transition from the incumbent vendor?

Answer: It is anticipated that transition will take between 3-6 months for knowledge transfer.

17. We understand that JCC uses ServiceNow as a CRM tool, Can we assume that ServiceNow is also being used as the ticketing tool by JCC?

Answer: Yes

18. Any recent lifecycle management happened for Virtual compute layer in last 6 months? If so please provide us the details.

Answer: Yes. New compute has been built in various cloud tenants.

19. Any recent lifecycle management happened for physical compute in last 6 months? If so please provide us the details.

Answer: See Exhibit F, Resource Inventory. The current physical compute is still within original maintenance support contract.

20. Any major P1/P2 on the Infrastructure/OS/Database/Application layer? If so details and summary of P1/P2?

Answer: See response to question 5.

21. Datacenter Operations, Monitoring and Event Management: What are the current monitoring tools and technologies used for Infrastructure/OS/Database/Application layer?

Answer: Azure monitoring for cloud environment.

22. Datacenter Operations, Backup services: We understand JCC use Rubrik for Office 365 backup. What type of backup solution is used for Application/OS etc.?

Answer: Veritas Net Backup, Azure backup

23. Datacenter Operations, Disaster Recovery Services: What is the expected RTO and RPO during DR test conducted annually?

Answer: Each application/service will be assigned a priority level.

Production service level agreement times

SLA Type	SLA Criteria	Local Data Center	Cloud
Priority 1 - Critical	Max Time Recovery	4 hours	1 hours
Priority 1 - Critical	Max Data Loss	1 hour	5 minutes
Priority 2 - High	Max Time Recovery	6 hours	2 hours
Priority 2 - High	Max Data Loss	1 hour	30 minutes
Priority 3 - Moderate	Max Time Recovery	24 hours	24 hours
Priority 3 - Moderate	Max Data Loss	1 Business day	1 Business day
Priority 4 Basic/Low	Max Time Recovery	48 hours	48 hours
Priority 4 Basic/Low	Max Data Loss	N/A	N/A

24. Datacenter Operation, Disaster Recovery Services: How many DC's and DR centers need to be supported for JCC. Please mention their location also.

Answer: San Francisco and Sacramento are failover for each other. Additionally, in the cloud we have Azure US West, Azure US East and Azure Gov East. The AWS cloud systems fail over to a pilot light environment.

25. Datacenter Operations, Application Infrastructure: Is there a SOP/Playbook currently available for all the applications?

Answer: Yes

26. Datacenter Operations, Application Infrastructure: Please list down the common application software that requires support?
Answer: See Exhibit F, Resource Inventory of the RFP.
27. Datacenter Operations, Application Infrastructure: What backup solution is used for Cloud applications?
Answer: Azure backup
28. Data Network Management, Monitoring: What are the current monitoring tools and technologies used for Network layer?
Answer: SolarWinds and Azure monitoring
29. Does JCC have plans to upgrade in the near future to upgrade EOL or obsolescent hardware/software? If so please list them.
Answer: See response to question 19.
30. Data Center Operations, System Administration: Is there any 3rd party vendor which currently supports IMACD for hardware devices?
Answer: No
- Data Network Management, Security:**
31. Is there any patch management software currently utilized by JCC?
Answer: Yes
32. When was the last time VAPT was performed and what tool was used or any 3rd party organization conducted it?
Answer: Within the last 12 months by current managed service provider.
33. What is the scope of the existing DMZ infrastructure, and what types of services are being provided through it?
Answer: Access to web applications, public sites, exchange, web API's, SFTP
34. What are the specific security needs for the network infrastructure? Are there any compliance requirements, like PCI DSS, ISO that need to be met?
Answer: ISO 20000: 2018, NIST 800-53
35. How will network security incidents be detected and responded to? Is there any incident response procedures currently in place?
Answer: We use SolarWinds for monitoring and those are reported to a 3rd party for support. There are procedures in place.
36. What is the expected scope of the information security analysis for monitoring products, and what specific types of products need to be analysed (for example firewalls, intrusion detection systems, etc)?
Answer: Full infrastructure is expected.
37. What specific virus, malware, and ransomware detection software needs to be managed, configured, and supported, and what are the expected reporting requirements for these efforts?
Answer: Microsoft Defender is being utilized. Expected reporting is that immediate notification will be done when detected. Weekly/Monthly reporting.
38. What specific software is used for automated software account lockout configurations?
Answer: Azure AD

39. What specific logging requirements are in place, and how are logs managed and reviewed? Is there a SIEM solution being used to manage this?
Answer: System logs should be captured in central logging location. Logs will be reviewed monthly. There is no SIEM.
40. What are the third-party connections that need to be managed, and what types of connections are they?
Answer: Equinix cloud exchange, DOJ, WAN, SaaS solutions, S/FTP, web API
41. **Data Center, Physical:** What level of support is needed for Data Centers in San Jose and Los Angeles?
Answer: Minimal and only with JCC approval.
42. For Tier1- Tier 3 engineering tech support what locations needs to be supported?
Answer: San Francisco, Sacramento, Los Angeles and San Jose. On site support will be minimal.
43. **Cloud migration, Application:** how many applications are to be migrated from on Prem to cloud?
Answer: Most applications are being migrated from on Prem to the cloud.
44. Can we get an extension on the due date? This is a big document and there is a lot to be digested and reviewed. Another 2 weeks would make a huge difference.
Answer: See response to question 2.
45. Would you consider a partial response? Specifically, would you consider a response that only targets certain technologies (Network, Azure, AWS, Apps) or do you require an ALL or Nothing approach to the technologies?
Answer: See section 2.1, Scope of the RFP document. We are looking for one vendor for all services.
46. Is there a budget for this project?
Answer: Yes, there is a budget.
47. Please clarify if you want vendors to provide dedicated resources or if vendors can meet all the requirements with internal resources.
Answer: The only dedicated resources required are the ITSM Service Delivery Manager (SDM), Project Management SDM, Data Center SDM and Data Network SDM.
48. If requesting dedicated resources, please provide a title and description for each dedicated role.
Answer: See Exhibit K under Attachment 2, Relationship Management and Contract Change Management, section 2.
49. Must vendors provide resumes for proposed internal key staff or is providing resumes only applicable if we are proposing subcontractors?
Answer: Yes, please provide resumes of the key staff that are being identified in the proposal.
50. Can JCC elaborate on the middleware components?
Answer: See Exhibit F, Resource Inventory of the RFP.

51. Will JCC consider a bid excluding middleware?

Answer: See response to question 45.

52. What is the monthly spend by hyperscaler?

Answer: Hyperscaler is not in use.

53. How many trouble tickets are received per month / type?

Answer: See response to question 5.

54. Specifically, around database support our team has raised the following issues:

1. # of Servers (production/non-prod?)

Answer: See Exhibit F, Resource Inventory of the RFP.

2. Database platforms (SQL, Oracle, PostgreSQL, etc.)

Answer: See Exhibit F, Resource Inventory of the RFP.

3. What is your amount of Data (in GB or TB)

Answer: General estimate is 50TB

4. Do you have High Availability/DR?

Answer: Yes

5. What database version(s) are you using?

Answer: See Exhibit F, Resource Inventory of the RFP.

6. What are the Remote Connectivity Options/Requirements?

Answer: VPN, MFA

7. Who manages the environment currently?

- a. In-House?
- b. External Party?
- c. Combination?

Answer: Combination

8. Recent outages or major performance issues in the past 6 months?

Answer: See response to question 5.

9. Any planned data projects or initiatives? – Upgrades or Migration?

Answer: Yes, current in the planning stages.

10. Internal Training Requirements (training and Background checks? etc.)?

Answer: Knowledge transfer during transition will provide some training on the environments. Background check will be needed for all staffs involved.

11. DB related SLAs – Are there any SLAs?
- a. Details of SLA
 - b. Resolution Time
 - c. Scope
 - d. Any pass-down or flow-thru contract requirements

Answer: See Exhibit D of the RFP

12. Overnight monitoring and management
- a. Standard and non-standard coverage hours

Answer: See Exhibit C, Scope of Work from the RFP, Section 1, second bullet.

55. Exhibit F Resource Inventory - What is the scope of support required for CISCO Call Manager?

Answer: General support

56. Exhibit F Resource Inventory - What are the storage volumes in the JCC data center and in the cloud?

Answer: Between 50 and 100 TB

57. RFP Section 7.0 Proposal content: The Technical Proposal and Cost Proposal required content does not include the Transition plan. Please clarify if the proposer is required to include any transition activities within the technical and cost proposal?

Answer: The Transition Plan document is being finalized and is estimated to be posted by April 28th.

Exhibit C Scope of Work:

58. Under Infrastructure Support - Email Administration Services, what is the expected quantity of mailboxes to be supported?

Answer: Approximately 2,700

59. Under System Administration Responsibilities and Services, what is the quantity of Active Directory domains to be managed?

Answer: 2

60. Under Network - Operations and Administration, what is the quantity of DNS entries and what is the scope of DHCP services?

Answer: There are over 16,000 DNS entries and around 500 DNS scopes.

61. Under System Administration Responsibilities and Services, what is the quantity of daily and weekly jobs to be managed and what is the tool used to schedule those jobs?

Answer: This information will be provided after award.

62. What sites require hands on support? Do any of these locations require onsite support outside of business hours?

Answer: San Francisco, Sacramento, Los Angeles, and San Jose. Onsite support will be minimal.

63. Under Application Infrastructure Support Services, what is quantity of playbooks, what are the contents and which tool is used to develop and manage them?

Answer: There are playbooks for each of the applications. These playbooks are in both Word and Visio formats and stored in a SharePoint site.

64. Is there a requirement to perform an annual Disaster Recovery test? There is an SLR for this service but no requirement in the Scope of Work. Is the San Francisco Datacenter included in the scope of Disaster Recovery?

Answer: Yes, there is a requirement to perform an annual DR test for cloud hosted services. See Exhibit C, Scope of Work of the RFP for DR services.

65. Under Infrastructure Support - Security Certificates, what is the total number of certificates to be managed?

Answer: There are approximately 750 security certifications in use.

66. In Application Infrastructure Support Services, it states "Maintain security management, including threat response, regular scans, intrusion detection". Is this in addition to the Network Security Services?

Answer: Yes

67. General:

- Would it be possible to share the current staff complement supporting the in-scope environment?

Answer: See response to question 4.

- Are there specific on-site, near-shore, or off-shore support personnel requirements?

Answer: See Attachment 2, section 6.1.

- Can we respond in part, or do we have to respond to all sections/requirements?

Answer: See response to question 45.

- Are the servers in AWS domain joined? If so, is a directory connection provided through the Direct Connects or Directory Connector to Azure AD?

Answer: Yes, AWS Direct Connects

- Is the AWS infrastructure deployed into a Single VPC or three separate VPCs? If separate, is Transit Gateway being leveraged?

Answer: Yes and yes

68. Application support: It is unclear if any SAP basis support is included in the scope. Can this be confirmed or elaborated on?

Answer: No SAP basis support is included in the scope.

69. Monitoring and Event Management:

- What monitoring system/software/tools are currently used? Can these be changed by the provider?

Answer: See response to question 21. No, they cannot be changed by the provider.

- Provide correlation and event analysis - Does this refer to RCA and related ITIL processes? Please elaborate on this requirement.

Answer: Yes, this refers to ITIL processes.

70. Asset Management:

- What CMDB system/software/tools are currently used? Can these be changed by the provider?

Answer: ServiceNow is used and for consistency, this will not be changed by the provider.

- Conduct proactive and reactive maintenance - Does this include end-user devices? Laptops, printers, etc?

Answer: This does not include end-user devices.

- Can warranty and maintenance information be provided for all assets currently in scope?

Answer: This can be provided after award.

- Manage software license management and tracking - Is this done with a tool like SCCM or Intune? Can something be recommended?

Answer: SCCM and ServiceNow are currently being used. We are open to recommendations.

71. Integration and Testing: Provide and manage infrastructure integration and testing - Does this specifically refer to new hardware introduced into the environment? Please provide an example.

Answer: No, this refers to new and existing.

72. Simple Mail Transfer Protocol (SMTP) Relay: What is the scope of SMTP used in the environment? Please provide more information or examples.

Answer: SMTP is used by our exchange and applications.

73. Messaging Services:

- Is O365 (Teams) used as the primary messaging service?

Answer: Yes, Teams is the preferred messaging service.

- How many O365 accounts?

Answer: Approximately 2,800

- What O365 SKUs are used?

Answer: AAD-34700 (G3) and AAL-45735 (G5)

74. Email Administration Services:

- Is there MS Exchange in the environment?

Answer: Yes

- How many mailboxes?

Answer: Approximately 2,800

- How many distribution groups?

Answer: Approximately 3,000

- Do you use a 3rd party product for SPAM, Spyware, and Malware? (Exchange online protection, Mimecast)

Answer: No

75. Security Certificates:

- How many certificates are used at the moment?

Answer: See response to question 65.

- Can information be provided on expiry dates?

Answer: This will be provided after award

76. Backup Services:

- Please confirm what backup tools/software is currently used. Anything other than NetBackup for on-premise & Azure backup for the cloud? AWS?

Answer: See response on question 22

- What is the backup retention policy/requirement?

Answer: The current backup retention policy is 5 years.

- Manage backup media inventory in a secure location. - What backup media is used? LTO?

Answer: LTO

77. Storage Administration Services:

- Please confirm what storage is used on-premise.

Answer: NetApp

- Reference to NetApp. Please provide models and capacity information.

Answer: AFF-A220, 148 TB

78. Disaster Recovery Services:

- What tools are used to facilitate DR?

Answer: Azure Site Recovery and Pilot Light for AWS

- Is there any replication used between DBs to help facilitate DR? Synchronous or Asynchronous?

Answer: Asynchronous

- What are the RTO and RPO requirements?

Answer: See response to question 23.

- What are the DR testing requirements? How many times a year? Scope?

Answer: Annual, and see Exhibit C, Scope of Work

79. System Administration Services:

- How many active AD accounts?

Answer: 20,000 to 30,000

- Support all hardware/equipment infrastructure for a given location - Does this include end-user device management?

Answer: No, end-user device management is not included.

- Can a list of all hardware/assets in scope be provided? Can warranty status and support provider information be provided?

Answer: See Exhibit F, Inventory Resources for all hardware assets. Warranty information and support provider information will be provided after award.

- Support all hardware/equipment infrastructure for a given location - Please confirm/clarify the list of all locations.

Answer: San Francisco, Sacramento, Los Angeles, and San Jose.

- Coordinate with other public entities and third-party vendors for multi-level support coordination – Can a list of all 3rd parties and vendors be provided?

Answer: This information will be provided after award.

80. Cloud Migration Services:

- What batch jobs run at the moment? How many? What time slots?

Answer: There are currently no batch jobs running.

- Develop playbooks for each application - Please clarify or define "playbook".

Answer: We have Technical Recovery Plans and Physical Architecture Specification documents. Both provide recovery and system architecture.