

REQUEST FOR PROPOSALS
JUDICIAL COUNCIL OF CALIFORNIA

REGARDING:
RFP-TCAS-2026-202-RB PHOENIX SAP SYSTEM INTEGRATION SUPPORT
PROPOSALS DUE:
MARCH 20, 2026, NO LATER THAN 5:00 P.M. PACIFIC TIME

QUESTIONS:

1. Currently Utilized Resource Consultants (Named Individuals). Section 8.0(ii) of the RFP states that proposers must identify by name a single individual for each of the four (4) “Currently Utilized Resource Consultant” positions and submit a résumé for each individual. Please confirm whether the individuals identified for these four positions must be: Current employees of the proposer at the time of proposal submission; and Actively engaged by the proposer in SAP system integration or support work at the time of submission.

ANS: Resumes for 4 Currently Utilized Resource Consultant positions must be available for placement by the bidder at the time of contract execution and have a work history that demonstrates their experience in the appropriate areas.

2. Commitment and Availability of Named Consultants. For the four (4) “Currently Utilized Resource Consultant” positions, please clarify whether the Judicial Council expects: A commitment that the named individuals will be assigned to the Phoenix Program immediately upon contract execution; or That the named individuals are proposed for evaluation purposes only, with actual assignment subject to Work Authorization needs and timing.

ANS: The SAP Basis consultant and SAP HCM Functional Analyst will be assigned to the program upon contract execution. Other Named Resources will be assigned subject to transition planning, Work Authorization needs, and timing.

3. Representative Resumes for Additional Consultant Resources. Section 8.0(iii) requires submission of representative résumés for the five (5) “Additional Consultant Resource” positions. Please confirm whether: The representative résumés must be for actual individuals currently employed by or under contract with the proposer; and The proposer is not required to provide the exact individuals identified in the representative résumés if and when Additional Consultant Resources are requested through a Work Authorization.

ANS: Resumes should be a representative sample of resources that the vendor would propose when these resources are needed.

4. Use of Less Senior Resources. Section 8.0(iii) states that representative résumés are not required for less-senior resources. Please confirm whether:

- Proposers may utilize less-senior resources under the Agreement at the lower rates proposed in Attachment 14 without submitting representative résumés for those resources; and
- Such utilization would not negatively impact proposal evaluation.

ANS: Vendors may submit whatever resources they feel are appropriate for the Additional Consultant Resources positions. The JCC will evaluate all vendors on the strength of the proposed resources.

5. Can you confirm how many candidates are required for all 4 positions?

ANS: 1 candidate resume is required for each position.

6. How many resumes can we submit for the 4 positions?

ANS: 1 candidate resume is required for each position.

7. Do you need actual resumes at the time of submission?

ANS: Resumes are required at the time of submission.

8. Reference: Section 8 – Proposal Contents, Section 8.1© – Organization Background and Experience – Can the Judicial Council please confirm whether proposers may include Canadian business engagements in which the firm provided consultants who delivered services substantially similar or identical to those requested in this RFP?

ANS: The JCC will consider relevant foreign engagements on par with US engagements.

9. Remote Work Permissibility - Can the Judicial Council of California please confirm whether the services under this RFP may be performed remotely, either in whole or in part?

ANS: Services under this contract may be provided remotely, provided services are performed by onshore resources in the 50 United States.

10. Onshore Remote (United States). If remote work is permitted, can the Judicial Council confirm whether onshore remote work within the United States is acceptable, provided all personnel comply with applicable security, confidentiality, and data protection requirements?

ANS: See Answer to Question 9.

11. Nearshore Resources (Canada) - Can the Judicial Council please clarify whether the use of nearshore resources located in Canada is permitted for this engagement, subject to compliance with all contractual, security, privacy, and data residency requirements?

ANS: See Answer to Question 9.

12. Offshore Resources (Outside North America) -Can the Judicial Council please confirm whether offshore resources located outside the United States and Canada (e.g., India) are permitted to perform any portion of the work under this RFP?

ANS: See Answer to Question 9.

13. Restrictions by Work Type – If nearshore or offshore resources are restricted, can the Judicial Council clarify whether such restrictions apply to:

- All project activities, or
- Only specific tasks (e.g., access to court systems, sensitive data, production environments)?

ANS: See Answer to Question 9.

14. Hybrid / On-Site Requirements - If a hybrid delivery model is required, can the Judicial Council please clarify:

- Whether on-site presence is mandatory, and
- The expected frequency or conditions under which on-site attendance would be required?

ANS: See Answer to Question 9.

15. In order to participate in this project, do we need to have any existing MSA's with any of your departments?

ANS: No.

16. Are these positions being onsite or Hybrid or Remote also possible?

ANS: See Answer to Question 9.

17. In order to participate in this project, do we need to have any existing MSA's with any of your departments?

ANS: See Answer to Question 15.

18. Do we need to provide the laptop and all related software licenses for the resources?

ANS: Vendor and resources are required to supply all equipment and non-SAP licenses as required.

19. If the provided resource leaves the project for any reason, how much time will we get for the replacement resource?

ANS: The vendor would be expected to locate a suitable replacement as soon as is practically possible.

20. Do you provide any timesheet access for these contract resources to track their working hours on a daily/weekly basis?

ANS: Vendor's resources should track their time in the vendor's time management system, and the vendor will report those activities and time expended to the JCC monthly for invoicing.

21. As per the Admin rules document, the JBE may withhold ten percent of each invoice until receipt and acceptance of the final deliverable. Since this is a 3-year project, are you going to release the withholding invoice amounts at the end of 3rd year?

Ans: For this hourly staff augmentation contract, we will not generally withhold any invoice amounts. Note that payments to Contractor are contingent upon the timely and satisfactory performance of Contractor's obligations under this Agreement. If for any reason a specific work authorization is required for particular services provided as part of this agreement, the JCC and vendor will agree on deliverables and the definition of timely and satisfactory performance and payment for those services in advance.

22. As per the Agreement document, you are going to withhold 15% of each SOW. Is the SOW withholding and the invoice amount withholdings are same? Or are there 2 different withholdings?

Ans: See Answer to Question 21.

23. What are the payment terms on the Monthly invoice? Is it Net one week? Or Net 15 days?

ANS: Net 60

24. Do we need to provide only one resume for each position?

ANS: See Answer to Question 5.

25. Can the Judicial Council provide service ticket volumes per month per service category? What are the current service levels today?

ANS: Refer to Attachment 12 for ticket volumes. The Judicial Council uses SAP Solution Manager and ServiceNow for ITSM. Vendor resources are engaged largely at the direction and discretion of their respective JCC COE functional and Basis team members and leadership. This is not helpdesk support, and vendor resources are not directly tied to the volume of tickets in JCC's ITSM system. The JCC's ITSM ticket volumes or processes for SAP should not be materially relevant for the vendor when determining the types and qualifications of a proposed resource.

26. Can the Judicial Council clarify if any roles are required on-site versus remote? If on-site is required, what is the expected frequency or schedule?

ANS: See Answer to Question 9.

27. Can the Judicial Council clarify whether reactive incident support and proactive project or enhancement work will follow separate approval, tracking, or billing processes under the Work Authorization model?

ANS: There is generally no distinction for purposes of tracking resource engagement for purposes of invoicing.

28. Can the Judicial Council provide documentation of its current incident management framework, including severity classifications, response and resolution expectations, and confirm which issue tracking system will be used? Will full access be provided to the selected contractor's consultants?

ANS: See Answer to Question 25.

29. Can the Judicial Council clarify whether a formal transition period is anticipated between the incumbent vendor and the awarded contractor, including expected duration, overlap requirements, and knowledge transfer deliverables?

ANS: The Judicial Council is anticipating a transition period not to exceed 3 weeks.

30. Can the Judicial Council confirm whether standardized internal templates and documentation standards (e.g., functional specifications, technical design documents, test scripts, run books) must be used by the awarded contractor, and whether access to those templates will be provided during onboarding?

ANS: The vendor is expected to use the same templates, standards, test scripts, runbooks and other SDLC materials and artifacts as other JCC staff members. Access to all materials will be provided during the transition period.

31. Would the Judicial Council consider extending the questions period by 1 week to 2/20, to allow some time after the pre-proposal meeting to incorporate any new questions that may arise?

ANS: No.

32. Please describe the Work Authorization (WA) process that will govern work under this agreement (who can request/approve, required contents, prioritization, and how scope changes are handled).

ANS: All work is authorized at the discretion of the appropriate Basis and COE Functional leads with oversight of JCC IT and COE leadership. Work is accepted consistent with the JCC's testing and software promotion approval processes. JCC has previously granted work authorization 1 time for the contract, or annually, or per specific effort that authorizes the vendor to provide resources as requested up to xxx hours per the contract categories.

33. For work completed under a WA, what are the formal acceptance criteria and sign-off steps (e.g., testing evidence, documentation updates, defect thresholds, approvers)?

ANS: See Answer to Question 32.

34. Please provide the incident/service-request SLAs for Phoenix (severity definitions, response times, resolution targets, escalation path, and hours of coverage).

ANS: SLAs are a responsibility of the JCCs Managed Services Provider. Hours of coverage for the proposed Basis Resource are at the discretion of the Phoenix JCC IT Supervisor.

35. Is after-hours/weekend/holiday coverage or on-call support required? If yes, please specify expected coverage windows, frequency, and how time is authorized/billed.

ANS: Generally, weekend coverage is not required. A Basis resource may be required for special projects like SAP upgrade, environment refresh, Disaster Recovery. Etc. Those occasions would be infrequent, requested as needed with as much advance notice as possible, and billed normally.

36. What baseline ongoing staffing level (FTE by role) should bidders assume for steady-state operations at contract start, and how variable can demand be over time?

ANS: See RFP. Vendors should assume up to 100% for each of the 4 Required Resource Consultants would be required for steady state operations at contract start and ongoing.

37. For cost evaluation, what 'expected hours for the first engagement' (by role/level and time period) will be used to compute evaluated total cost?

ANS: See Answer to Question 36.

38. During the initial contract term, are major platform upgrades or migrations planned (e.g., S/4HANA upgrade, BW changes, Portal/SolMan changes, further Azure/HANA migration phases)?

ANS: We are currently in the process of planning out our next 5 years of SAP Phoenix activity. Any and all types of system changes should be anticipated over the contract period. Depending on the size and scope of those system changes, an RFP or RFPs may be issued separately from this agreement.

39. What are the expected tools and access methods for vendor consultants (e.g., jump hosts, VPN, privileged access management, monitoring tools), and are there constraints on tools vendors may use?

ANS: Vendor resources use VPN to access the JCC's Phoenix System.

40. Please clarify the responsibility split (RACI) between Vendor, JCC teams, and the Enterprise Managed Services Provider (MSP) for BASIS operations (patching, monitoring, performance tuning, backups, OS/VM, HANA, security hardening).

ANS: JCC IT and vendor's Basis resource would be responsible for the Phoenix SAP Sandbox and Developments systems. The JCC's MSP is responsible for all things in the QA and Production systems.

41. Who owns transport governance and execution (ChARM approvals, import schedules, emergency transport), and what is the expected vendor role?

ANS: The COE and the TCAS CCRB own the transport management process and approvals. Other than following the JCC's TMS process, there is no additional expectation of the vendor resource.

42. What monitoring/alerting tools are in use today (Solution Manager, Azure tools, third-party) and what is the expected vendor role in monitoring, alert triage, and tuning?

ANS: The vendor's Basis resource would be expected to participate in, and contribute to, any activities which are consistent with those of an SAP Basis resource.

43. For the planned 'SAP compatible encryption solution' replacing NWSSO encryption, please clarify scope, target architecture, timeline, and vendor responsibilities (design, implementation, testing, rollout).

ANS: That information is not available at this time. The ideal vendor's SAP Basis resource would have demonstrated experience in these areas and be able to provide appropriate consultation and direction as needed.

44. Please confirm the vendor's expected responsibilities for SSO/authentication (Azure EntraID, secure DMZ ingress, Fiori Launchpad authentication) including troubleshooting and changes.

ANS: These activities are generally and traditionally handled by JCC's MSP. The ideal vendor's SAP Basis resource would have demonstrable experience in these areas.

45. Phoenix has 150+ interfaces. Will an interface inventory be provided (type, frequency, owners, business criticality), and which are in scope for vendor support vs handled by courts/MSP/vendors?

ANS: An inventory would be available during the transition period.

46. What integration technologies are in scope (e.g., file/FTP via Axway, IDoc, APIs, middleware) and what development vs support is expected (maintenance only vs new interfaces)?

ANS: These activities are generally and traditionally handled by JCC's MSP. The ideal vendor's SAP Basis resource would have demonstrable experience in these areas.

47. What is the responsibility split for Axway EFTP (platform operations, certificate/key mgmt, troubleshooting, deployment) between vendor, MSP, and JCC?

ANS: These activities are generally and traditionally handled by JCC's MSP. The ideal vendor's SAP Basis resource would have demonstrable experience in these areas.

48. Please describe the annual DR exercise scope (systems included, required runbooks/tests, vendor responsibilities, and typical effort/time window).

ANS: This exercise takes place over a weekend and includes the JCC's production system. The vendor's Basis resource would consult and assist in this exercise.

49. Phoenix is architected with RTO 24 hours and RPO 15 minutes. What ongoing operational activities are required to maintain these targets (replication checks, DR drills, monitoring) and what is in scope for the vendor?

ANS: These activities are generally and traditionally handled by JCC's MSP.

50. Please confirm which functional streams are in scope for vendor consultants (Finance/FI, HR Payroll, Trust Accounting, reporting/BW, ESS/MSS) and whether any business areas are explicitly out of scope.

ANS: Any of the SAP FI, BW, and HCM applications utilized by the JCC are in scope. We consider all components of the Phoenix Program holistically, see Attachment 12 for list of these components.

51. What documentation standards/tools are required for process and change documentation (e.g., Solution Manager process structure, uPerform artifacts), and are updates required for every WA?

ANS: These would be shared with the prevailing vendor during the transition period.

52. What is the required development/QA standards for ABAP/JAVA/Fiori changes (code review, automated testing expectations, required test evidence, and release gating)?

ANS: The JCC follows SAP best practices for source code control and change request management.

53. Is there a regular release cadence for break-fixes/enhancements (monthly/quarterly), and are there blackout windows (e.g., fiscal close, payroll cycles) requiring after-hours deployment?

ANS: There is no set release cadence. Break/fix work is handled on a priority/impact basis. There are code freeze periods around system upgrades that are a product of consultation with JCIT and TCAS COE.

54. For training/OCM support (uPerform library, guides, videos), what deliverables are expected, how is work requested (WA vs ongoing), and who approves training artifacts?

ANS: The COE Phoenix Process and Support Unit has responsibility for training and OCM.

55. What is the expected frequency and triggers for on-site work in Sacramento/San Francisco versus remote work for each major role type (functional, BASIS, dev)?

ANS: There are no expectations that are pre-set. See Answers to Question 9.

56. What are the required background checks/onboarding steps for vendor consultants and the typical lead time before access is granted?

ANS: The vendor should be able to demonstrate that they have an established vetting process and must certify that this process has been followed for each proposed resource as part of the onboarding process. We allow 3 weeks for the onboarding and security processes to take place.

57. For BW on HANA and BI front-end (Portal) reporting, is the scope primarily break-fix/report maintenance, or are new data models/cubes/report development expected?

ANS: Primarily it is break/fix and some potential report development. BW is one of our roadmap items and the ideal vendor resource would be able to consult and craft an approach for JCC.

58. Which cloud infrastructure activities are in scope for vendor consultants (VM sizing, storage, networking, backups, patch coordination), and which are strictly MSP/JCC-owned?

ANS: These are generally owned by JCC and its MSP.

59. Please confirm which complementary tools are in scope for vendor support (EPI-USE Data Sync Manager suite, uPerform, BSI TaxFactory, Axway), including upgrade/POC responsibilities.

ANS: The vendor's Basis resource would potentially be responsible for supporting upgrades to these third-party applications.

60. What are the system availability targets and how are they measured/reported (tools, reporting cadence, exclusions like planned maintenance)?

ANS: These are generally owned by JCC and its MSP.

61. Are vendor consultants expected to coordinate directly with trial court IT teams and third-party vendors for troubleshooting/testing/rollout, or will JCC act as the primary intermediary?

ANS: JCC would be the primary intermediary.

62. For the multi-year environment refresh/migration work, what activities are in scope for vendor support (system copies, client refreshes, test data management, cutover planning), and what role do EPI-USE tools play?

ANS: The vendor resource would play the same role as the corresponding Basis or functional resource. There is nothing out of scope for the vendor resource in these areas.

63. Can you provide recent ticket volumes by category (functional, BASIS, interfaces, security) and the current tool used for tracking (e.g., Solution Manager Service Desk)?

ANS: See Answer to Question 25.

64. The background references mobile deployment and UX improvements using Fiori and Personas. Is there a defined roadmap and is implementation work expected under this agreement?

ANS: We are working through our roadmap exercises now. The ideal vendor would have resources that would be to make a positive contribution to assisting the JCC in these areas.

65. The program generally follows SAP recommendations and references SAP Activate. Are there mandatory templates, quality gates, or governance forums bidders must follow for changes/projects?

ANS: See Answer to Question 30.

66. What are the primary business drivers for issuing this RFP?

ANS: The current support contract has reached the end of its final option year. The JCC is required to procure additional services through a competitive bid process. There are no other drivers behind this solicitation.

67. Can we please have details regarding the IT/System landscape at the Judicial Council?

ANS: The JCC's Phoenix SAP system follows a traditional Sandbox, Development, QA, and Production landscape design and is described in Program Background attachment 12, section 1.3.1.

68. Can you please share the current support team structure for IT support at the Judicial Council?

ANS: This can be shared with the prevailing vendor during the transition period.

69. Are all the resources required to work onsite? Or is remote work an option?

ANS: See Answer to Question 9.

70. Is the Judicial Council good with offshore resources providing support?

ANS: See Answer to Question 9.

71. Can you please share the Current and To-be landscape details?

ANS: See Answer to Question 67.

72. Please share details regarding customizations and interfaces.

ANS: This can be shared with the prevailing vendor during the transition period.

78. Are systems currently hosted on-premises or on Cloud?

ANS: The Phoenix SAP system is hosted in a private cloud tenant.

79. Does Judicial Council plan to select a single vendor or multiple vendors for this RFP?

ANS: This will be a single vendor solution.

80. Is this a new RFP or are there any incumbents?

ANS: See Answer to Question 66.

81. If there are incumbents, can we have the names and if possible, a copy of their past contract with the Judicial Council?

ANS: You may request it through <https://courts.ca.gov/publication/public-access-judicial-administrative-records-pajar-form>

82. What factors are driving the Judicial Council to evaluate another provider instead of the incumbent provider for these services?

ANS: See Answer to Question 66.

83. Our company is certified as an MBE NSMDC. Are we good to meet requirements for DBE?

ANS: We only accept certifications coming from the California Department of General Services.

84. Does the Judicial Council give preference to local vendors?

ANS: No.

85. Is the requirement for certified DVBE and Small Business vendors mandatory?

ANS: No. But you will not get incentives in DVBE and Small Business scoring.

86. If we are not a DGS certified Small Business or DVBE, do we still submit attachments 5 and 11?

ANS: See Answers to Question 87.

87. If we are using a DGS certified Small Business or DVBE, then the attachments 5 and 11 have to be filled with their details?

ANS: Attachment 10 should be filled up as applicable. Attachment 11 should only be filled up if you are DVBE. Attachment 5 should only be filled up if you are Small Business or Non-Profit Veteran Service Agency under the CA Department of General Services.

88. Do we need to submit detailed resumes or just profile summary for identified resources?

ANS: The JCC would like detailed resumes.

89. Do we need to give identified key resources or sample profiles are okay?

ANS: The JCC would like detailed resumes of identified key resources.

90. Any major projects planned in coming years which vendors should be aware of?

ANS: The JCC is in the process of identifying road mapping workstreams for the next 5 years. The ideal vendor will have resources that can contribute that planning and execution.

91. What kind of business license is the Judicial Council looking for within the state of California? It would be great if you could please provide the details.

ANS: City Business License Certificate indicating the account number, start and expiration date, owner's name, business location, business type, etc.

92. Do we need to submit Payee Data Record (attachment 6) with the proposal?

ANS: Yes. See attachment TCAS-2026-202-RB-Attach-6A-std204.

93. Do we need to submit Payee Data Record Supplement with the proposal?

ANS: Yes. See attachment TCAS-2026-202-RB-Attach-6B-std205.

94. In Attachment 14 Cost proposal, only one rate is asked. Do we give onsite or remote rates? Can we give both rates for Senior and less senior resource?

ANS: One rate is expected regardless of where the resource is located. Vendor may submit rates for less-senior resources in accordance with Attachment 14 - Cost Proposal Submission Form.

95. Are offshore resources acceptable for this managed service?

ANS: See Answer to Question 9.

96. How many RICEFW objects do you currently have? Can we have list of the primary third-party applications integrated with the Phoenix system?

ANS: This can be shared with the prevailing vendor during the transition period.

97. We see there are Tickets/Incidents processed 707 opened; 634 closed. Can an enhancement and ticket backlog be submitted? We would like to see the breakdown by function/technical area, complexity, priority.

ANS: See Answer to Question 25.

98. Are the services described in this RFP currently being performed by an incumbent vendor? If so, will a formal knowledge transfer period with the incumbent staff be included in the initial phase of the new contract? Can you give insight into performance history and challenges?

ANS: See Answers to Questions 29 and 66.

99. Section 8.1.ii indicates a proposal will be re-evaluated if a named consultant becomes unavailable before the contract is signed. Given the potential three-month gap between submission and contract start, this poses a challenge. Would the Council consider allowing a bidder to propose a replacement with equal or greater qualifications without a scoring penalty?

ANS: Yes

100. To ensure we can meet the Council's needs, could you provide a historical average or a rough estimate of the annual hours requested for "Additional Consultant Resources" over the past one to two years?

ANS: Please refer to answer to Question 36.

101. For the four "Currently Utilized" consultant roles (Financial Analyst, HCM Analyst, Technical, and Basis), what is the expected balance or ratio of work between day-to-day operational support versus work on new enhancements and projects?

ANS: It is largely day-to-day operational support.

102. The "Specialist Other" resource category is quite broad. To help us plan effectively, which one or two specialist skill sets does the Council foresee needing most frequently or urgently within the first year of the contract?

ANS:

- Specialist Other – Fiori, HTML, and User Experience / User Interface Design / ITSM
- SAP Project Manager
- OCM/Training consultant

103. To better understand the scope of the planned "transition to a successor," could you specify which capabilities of SAP Solution Manager are most heavily used today (e.g., ChaRM, IT Service Management, Test Suite, system monitoring)?

ANS: CHaRM and ITSM.

104. Section 16 requires the disclosure of Generative AI use that has a "material impact." Could the Council provide an example or clarify the boundary for this? For instance, would a developer's use of an AI-assisted coding tool (e.g., GitHub Copilot) be considered material use if the generated code is fully reviewed, tested, and owned by the developer?

ANS: The JCC uses GitHub Copilot. The specific use would have to be considered on a case-by-case basis.

105. The cost proposal requires rates for both "senior" and "less-senior" resources. Can you confirm that the Work Authorization Process (referenced in Attachment 15) will clearly specify which experience level is required for each task or assignment?

ANS: The Work Authorization Process (referenced in Attachment 15) does not specify the experience level required. The JCC will use the rates supplied by the vendor for its cost proposal for each resource type (and experience level) for purposes of budgeting and approving invoices.

106. If the budget for the managed service is known, can you share it?

ANS: No. This is not a managed services contract.