

RFP-TCAS-2026-202-RB
PHOENIX SAP SYSTEM INTEGRATION SUPPORT
Pre Proposal Meeting
February 19, 2026, 11AM Pacific Time

As per Judicial Branch Contracting Manual as revised Jan 1, 2026, a preproposal conference is optional, not mandated. Chapter C, page 17 of 31.

Bidders' conferences provide Prospective Bidders with an opportunity to understand better the IT services being procured by a JBE. Therefore, the conference should be limited to questions about the description of Work/IT Services required (Pages 1 to 13 of the RFP). IF we answer clarificatory questions on the description of services, we MAY have to include them in the Answers to Questions or post it to be fair to those who will not be able to attend this Pre-Conference.

Let us proceed.

PM Robin Harris will respond to your questions re the 2 sections falling within pages 1 to 13 - Background Information, Description of Services.

- SAP Systems Integration Support Scope and Ticket Management: Gopal from V3 IT Consulting inquired about the complexity and volume of support tickets for the SAP Systems Integration, and Robin from the program team clarified that consultants would work on assigned tickets under the guidance of functional analysts, with ticket counts available in RFP attachments and no help desk-style high-volume ticketing expected.
 - o Ticket Complexity and Volume: Gopal asked for details on the complexity and number of support tickets over the past three months to help gauge resource requirements. Robin responded that ticket counts are published in an RFP attachment but clarified that the role is not a help desk position; consultants will work on assigned tickets and projects under the direction of functional analysts and the JC IT group.
 - o Help Desk Involvement: Robin explained that while consultants handle assigned tickets, they will not be expected to manage high volumes of help desk tickets. Ticket prioritization will be determined by leadership and functional analysts, and the work will focus more on projects than on routine help desk operations.
 - o Service Level Agreements (SLAs): Gopal asked about expected SLAs for the engagement. Robin clarified that SLAs are primarily managed by the organization's managed services provider for production and QA systems, and do not apply to the development or sandbox systems, which are the focus for the basis contractor.
 - o Resource Location Preferences: Gopal inquired about preferred resource location combinations (on-site, off-site, remote, offshore). Robin stated that all resources should be onshore

within the United States, with consultants allowed to work fully remote, though JC staff follow a hybrid model.

- **SAP Roadmap, Upgrades, and Future Planning:** Gopal and Akshay raised questions about SAP's future plans, including the 2027 deadline, upgrades, and potential cloud migration, and Robin provided updates on the current roadmap exercise, recent upgrades, and ongoing evaluations for future technologies and cloud readiness.

- o **Five-Year Roadmap Exercise:** Robin shared that the team is currently conducting a five-year roadmap exercise, having recently upgraded to SAP version 2023. The roadmap includes planning for the 2027 sunset of Solution Manager and consideration of new Fiori applications to enhance user experience.

- o **Cloud Migration and Readiness:** Akshay asked about the possibility of migrating the SAP environment to SAP's private cloud. Robin confirmed that this is under consideration for the future, with the current environment hosted as a private tenant in Azure. Preliminary readiness checks and code analysis using Signal have already been performed.

- o **BW and Analytics Landscape:** Praveen asked about the use of SAP Analytics Cloud and future plans for Data Sphere. Robin responded that SAP Analytics Cloud is not currently in use, but future BW strategy is being evaluated as part of the roadmap. Power BI is used in conjunction with SAP BW.

- **Consultant Work Model and Onsite Attendance Expectations:** Praveen, Rajani, and Akshay sought clarification on the work model for consultants, including remote, hybrid, and onsite attendance, and Robin confirmed that consultants can work remotely from anywhere in the US, with no regular onsite attendance required except for occasional major planning sessions.

- o **Remote and Hybrid Work Acceptance:** Praveen asked if a hybrid work model is acceptable for consultants. Robin confirmed that consultants can work remotely and are not required to be onsite, except for rare major planning sessions where in-person participation may be requested.

- o **Onsite Attendance Frequency:** Rajani asked about the expected frequency of onsite attendance at Sacramento and San Francisco offices. Robin clarified that there is no set expectation for onsite attendance, and some consultants work entirely remotely without ever visiting the office.

- **Roles and Responsibilities in SAP Basis Administration:** Akshay asked about the division of responsibilities between vendors and the managed services provider for SAP basis administration, and Robin explained that the basis contractor works with the onsite team for sandbox and development environments, while the managed services provider handles QA and production maintenance and upgrades.

- o Basis Contractor Role: Robin described that the basis contractor collaborates with the onsite basis team to manage the sandbox and development environments, interfacing with the managed services provider as needed for tasks that transition to QA and production.
- o Managed Services Provider Responsibilities: Robin clarified that the managed services provider is responsible for maintenance, upgrades, and troubleshooting in the QA and production environments, with close coordination between the basis contractor and the provider to ensure smooth transitions.
- o Requirement-Based Engagement: Akshay confirmed that the vendor's role would be requirement-based, focusing on specific needs in development and sandbox environments, with Robin agreeing to this understanding.
- Incumbent Vendor Status and Transition Expectations: Gopal asked about the current vendor supporting the SAP basis contract and any desired improvements, and Robin confirmed there is an incumbent vendor whose contract is ending, with the team seeking a seamless transition and expressing satisfaction with current support.
- o Incumbent Vendor Details: Robin stated that there is an incumbent vendor who has supported the contract for three years plus two option years, and the contract is now up for rebid.
- o Transition and Improvement Expectations: Robin indicated that the team is generally satisfied with the incumbent vendor and does not have a specific wish list for improvements, aiming for a seamless transition to a new vendor if selected.
- Cost Proposal and Reference Requirements: Prachi Choudhary and Lee-Anne asked about cost proposal rates and reference requirements, with Robin clarifying that a blended rate should be provided for senior and less senior resources, and Canadian business references are acceptable for proposal submissions.
- o Blended Rate for Cost Proposal: Prachi Choudhary asked whether to provide onsite or remote rates for senior and less senior resources in the cost proposal. Robin instructed that a blended rate should be submitted for both categories.
- o Acceptance of Canadian References: Lee-Anne asked if Canadian business references are acceptable for the organization background and experience section. Robin confirmed that there is no differentiation between Canadian and US-based references.
- Proposal Submission Deadlines and Process: Roderick provided final instructions on proposal submission, including the February 27th deadline for posting answers to questions, the March 20th proposal deadline, separate email addresses for technical and cost proposals, and optional interview dates from March 30 to April 10.

o Deadlines and Posting of Answers: Roderick announced that answers to questions will be posted by close of business on February 27th, and there will be no extension to the March 20th proposal submission deadline.

o Submission Instructions: Roderick specified that technical proposals should be sent to solicitations@jud.ca.gov and cost proposals to RFP-TCAS-2026-202-RB-COSTS@jud.ca.gov, as outlined in section 7.2 of the RFP.

o Interview Process: Roderick explained that interviews will be held between March 30 and April 10 but are optional and only for clarification purposes; not all proposers will be called for interviews.

Tasks Reminders:

- Proposal Submission Instructions: Ensure that the technical proposal is sent to solicitations@jud.ca.gov and the cost proposal to RFP-TCAS-2026-202-RB-Cost@jud.ca.gov, as specified in section 7.2 of the RFP.
- Proposal Submission Deadline: Submit proposals by the March 20, 5 PM deadline, as there will be no extensions. (To all prospective bidders)