Attachment 10
Form for Proposer Submission of Questions

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
1	Was 'Pilot Program' developed inhouse or by a vendor?	**RFP Section 1.2 page 2**	Yes, the 'Pilot Program' was developed by a vendor.
2	If vendor, can you share who and will vendor be allowed to bid for this initiative?	**RFP Section 1.2 Page 2**	Oncore, LLC. Yes, Oncore LLC is allowed to bid for this initiative.
3	Can proposer preferred requirements be met with proposed staff qualification and experiences?	**RFP Section 2.1 pages 4, 5 under Section 2 Description of Services**	Preferred requirements should be met by Proposer/Company.
4	Would we be able to use any out of country resources, specifically Canada.		Please refer to Section 1.5 (b)(iii) and 1.5 (f)(i) of Appendix C in Attachment 2 to the RFP.
5	Can you provide more details about the specific challenges or pain points the Judicial Council and the Courts of California are facing with their current data analytics capabilities?	**Background Clarifications**	Access to data (ability to audit statistical reporting), courts lack of data specific resources and risk mitigation.

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
6	**How has the Data Analytics Pilot Program demonstrated its effectiveness in improving access and services for the citizens of California? Are there any key performance indicators or success metrics that have been identified?**	**Background Clarifications**	**By providing a Judicial branch-wide data warehousing and reporting platform** *** Effective framework for statistical data collection & reporting: Standardized the Data collection, warehousing and reporting:** **process across multiple, representative Case Management Systems implemented by individual counties of varying sizes. Other qualitative benchmarks** *** Reporting variance: Within 5% error margin in comparison with the legacy data collection & reporting system in use.**

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
7	Can you elaborate on the specific datasets and data sources that will be integrated into the Platform, particularly regarding the CARE Act and Community Mental Health datasets?	**Background Clarifications**	Datasets: There are 12 distinct datasets based on the case types for the JBSIS reporting and 1 set for pretrial. Each dataset can be represented in one or more flat files during the ingestion process. These datasets follow a standardized format (Ordinality, Cardinality, Type and Length) as defined in the data dictionary. * Data sources: There are 58 county superior court and 6 Appellate court datasets that will be integrated into the platform. While most of the Superior courts implement one of the following case management systems. There are a handful of courts that have their own, homegrown CMS systems that this project will be integrating with - Journal Tech [eCourt] - Justice Systems (JSI) - Thomson-Reuters - Tyler Odyssey Also refer to the data dictionary for Dataset and attribute level details.
8	Are there any specific regulatory or compliance requirements that the data integration services need to adhere to, especially considering the sensitive nature of judicial data?	**Background Clarifications**	See Attachment 2, Appendix C, Section 1.5 Data and Security.

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
9	Could you provide more information on the expected volume and variety of data that will be managed by the Platform, including any anticipated growth over time?	**Description of Services Clarifications**	**Refer to the response for question #7 for the variety of data in scope. There has been a downward trend in the volume of case related activities in last 10 years as reported in the following publication. However, the current framework has been designed to handle significant increases in the volume with room for additional scaling. https://www.courts.ca.gov/documents/2023-Court-Statistics-Report.pdf**
10	What are the key performance criteria or service level agreements (SLAs) that the selected service provider will be expected to meet in terms of data availability, performance, and security?	**Description of Services Clarifications**	**JCC is responsible for SLAs and proposer expected to support Council efforts and provide subject matter expertise (SME) support.**
11	Is there a preferred deployment model for the cloud-based data warehousing solution, such as a public cloud, private cloud, or hybrid cloud environment?	**Description of Services Clarifications**	**See Exhibit 1 page 5 Section B.5 The end-to-end infrastructure for the ADLS, (Talend) middleware and Snowflake Data warehouse is functional in Azure Gov Cloud. JCC's other infrastructure components are also in Azure Gov cloud, and this is the preferred development model for the JCC at this point. There are also a small subsets of AWS gov cloud and networking related gateways in 3rd party facilities, which are outside the scope for this project.**

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
12	**Are there any specific integration requirements with existing systems or technologies used by the Judicial Council and the Courts of California that need to be considered in the design and implementation of the data integration services?**	**Description of Services Clarifications**	**See Exhibit 1 page 5 Section B.5**
13	**Can you provide more details on the governance and access control mechanisms that will be put in place to ensure the security and privacy of the data stored and processed within the Platform?**	**Description of Services Clarifications**	**Controls are established. Not a vendor requirement.**
14	**Are you primarily seeking a COTS solution for the data warehousing and integration platform, or is there a preference for a custom-developed solution tailored to the specific needs of the Judicial Council and the Courts of California?**	**Description of Services Clarifications**	**We are not seeking a new solution. The scope of this project is for our existing Platform.**
15	**Could you provide insights into the budget allocated for each category of specialized services outlined in the RFP?**	**General**	**No**
16	**Would you consider proposals from firms that operate internationally or have offshore development teams, provided they can meet the project requirements and quality standards?**	**General**	**Please refer to Section 1.5 (b)(iii) and 1.5 (f)(i) of Appendix C in Attachment 2 to the RFP.**

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
17	**Do the six new court participants and four Courts of Appeal utilize the same or similar case management systems of record to those utilized by the courts onboarded in the Pilot Program?**	**RFP Section 1.2, pages 2-3**	**Yes.**
18	**Have the new court participants been preselected? If so, are you able to share additional information about the case management systems, data, schemas, and volume from each court participant?**	**RFP Section 1.2, pages 2-3**	**Individual court participants have not yet been confirmed.**
19	**Are there specific templates in place for how CARE Act and Community Mental Health datasets, dashboards, and reports will need to be structured, or will requirements gathering and iterative development be part of the mandate of this RFP? Is there any guidance you can provide on the number and complexity of these?**	**RFP Section 1.4-1.5**	**Requirements gathering will be performed as part of this effort. Our understand is there will be minimal new data, mostly data derived from an existing data dictionary.**

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
20	Who are the stakeholders with whom the Proposer will interact at the court participants and Courts of Appeals for integrating data into the Pilot Program?	**RFP Section 1.2**	A typical court rollout is expected include participants from courts, data analytics program, IT, enterprise architecture, and project management office. The proposer is expected to collaborate with these stakeholders, collaborating with the court and JCC on an ongoing basis. It would be necessary to interact and collaborate with the CMS providers during implementation.
21	Are there expected milestones that the Proposer is expected to meet on a particular timeline? Should the Proposer assume that the completion of all milestones noted in the RFP are to be accomplished within the initial three-year term, or some shorter time period?	**RFP Section 1.5**	Yes. All mentioned deliverables within initial -year term. Schedule will be proposed and mutually agreed upon.
22	Can you please clarify the following: "Provide a minimum of two references, at least one for each individual project." Is this asking for a minimum of two project references with at least one point of contact for each?"	**Attachment 12, Qualifications Reference Sheet**	Yes

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
23	Should vendors send all non-cost proposal submission documents to solicitations@jud.ca.gov?	RFP Section 3	Yes, the Proposer must submit their Technical Proposal as a separate attachment from the Cost Proposal to an email sent to: solicitations@jud.ca.gov The Proposer must submit their Cost Proposal as an attachment separate from the Technical Proposal to the Solicitations Mailbox at: RFP-IT-2023-58-DM-COSTS@jud.ca.gov Please refer to RFP Section 6.
24	Do all delivery resources have to be based in the USA or is the Judicial Council open to near shore (Latin America/Canada) or off-shore resources?	RFP-IT-2032-58-DM Data Warehouse	Please refer to Section 1.5 (b)(iii) and 1.5 (f)(i) of Appendix C in Attachment 2 to the RFP.
25	What contract vehicle are you using for hourly rates (TDDC, CMAS, etc.)?	General	Hourly rates should be part of the vendor's cost response to the Request of Proposals. The contract vehicle of the resulting agreement is not through a CMAS or LPAs contract.
26	Can the Council provide any guidance on budgetary priorities or constraints to help vendors align their proposals with available funding?	RFP, page 12, Section 7.2 Cost Proposal	No

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
27	**Can the Council clarify the preferred payment structure for this project? Is it envisioned as milestone-based, time and materials, or another format?**	**RFP, page 12, Section 7.2 Cost Proposal**	**Milestone based payment for deliverables. Time and materials for M&O.**
28	**Will the vendor be expected to include travel costs in their proposal for any on-site work required at the Council's locations, or will travel expenses be reimbursed separately?**	**Statement of Work (SOW), page 6, Section B.5. Scope of Work and Services Overview**	**Travel expenses will not be reimbursed separately. Travel expenses should be included in the proposed hourly rate.**
29	**How frequently does the Council anticipate needing the vendor's team on-site at either or both locations?**	**Statement of Work (SOW), page 6, Section B.5. Scope of Work and Services Overview**	**Rarely, if ever.**
30	**Could you clarify if individual team members need to meet all outlined qualifications for the project roles, or can these qualifications be collectively fulfilled across our team? This will guide us in assembling a team that effectively meets the project's needs.**	**RFP, page 5, Section 2.1 Scope**	**Collectively fulfilled**
31	**Is there an incumbent? If so, what expectations does the Judicial Council of California have regarding the transition process from the incumbent to the new vendor?**	**General**	**Yes. Knowledge transfer would be slated for the first 90 days.**
32	**Are you able to share the rough budget and timeline/target completion date for this project?**	**N/A**	**No. Target completion of 10 courts in initial three-year term.**

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
33	**How is Master Data Management currently being handled? How is alignment to the data dictionary managed? Are there established data quality rules and if so, how are they enforced?**	**Exhibit-5-Data-Dictionary**	**There is no explicit MDM requirement as part of this project. Individual courts have their internal processes for the data. The branch wide data warehouse/share-house receives the data in a pre-defined format (refer to as Data dictionary) and the alignment is managed via configurable validation rules supported by the ETL framework developed by the current (incumbent) implementation partner. Platform has well established quality assurance testing plan. Data compliance enforced by JCC business owners.**
34	**Did the Pilot program include data visualization and reporting?**	**RFP Section 1.2**	**Yes**
35	**What is a court tenancy control system?**	**Exhibit-1-Statement-of-Work, Page 5 of 31, B. Background Overview, Section B.5.**	**Court administration of individual Snowflake tenants.**
36	**The term "real-time consumption of data" is used but is not defined. How is this defined? What type of latency is allowed in these use cases?**	**Exhibit-1-Statement-of-Work, Page 19 of 31, F. Development/ Configuration, Section F.2.**	**We intend to strike the phrase "real-time" from this item.**

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
37	**Describe outcomes, challenges and results of the data analytics pilot program, including the source systems that were including as part of the pilot as well as the resulting architecture of the "Platform"?**	**RFP Section 1.2**	**Outcome of pilot program is +/- 5% variance in previously reported data. Challenges included configuration, mapping, data formatting and varied business processes.**
38	**How is Snowflake, Talend, and Power BI being used today? From the RFP it appears that Snowflake is the "Platform", Talend is the ETL tool and Power BI is the visualization and reporting arm, is this accurate? If this is incorrect, please correct this assumption and elaborate.**	**RFP Section 1.2**	**Yes.**
39	**Describe the maturity of the organizations data governance program today?**	**No mention of data governance**	**We are in the beginning stages of implementing governance in the branch.**
40	**How are data quality issues handled today?**	**Exhibit 1 SOW B.5. Scope of Work and Services Overview**	**Established quality assurance testing plan.**
41	**Is data classification formally defined and implemented across the organization? If so, please describe the strategy in as detailed a manner as possible.**	**No mention of data classification**	**Yes, see Exhibit 5 Data Dictionary**

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
42	What tool is currently being leveraged to document the organization's data assets?	Exhibit 1 SOW E. New Dataset Design Mention of existing data dictionary	Data dictionary is a JCC's, Excel based solution used for strictly defining the integration contract between courts and JCC's DWH for JBSIS and Pretrial data. Current version of the Data dictionary covers the JBSIS 3.0 version and is successfully used in the initial 6 pilot projects. Mental Health and CARE Act related new dataset will need be an extension to the existing data dictionary.
43	Describe a current challenge the organization is experiencing with data integration. Additionally, are there any issues expected with the courts that are going to be added to the platform that can be shared. If so, what are these issues or concerns?	RFP Section 1.2 Assuming there are courts that are already onboarded	Data availability and data quality issues stemming from differences in individual court's business processes (CMS configuration) and semantics.
44	Does the organization have access to the data sources for all the systems, both internal to the council and external (individual courts), within the scope of this RFP? If not, is this access expected to be granted once the project commences?	Exhibit 1 SOW D. IDMS Data Integration	Yes
45	Describe the desired user experience for accessing the dashboard and reports and any customization or generation capabilities desired.	Exhibit 1 SOW F.2.Reporting and Onboarding Functionality Mention of utilizing established interfaces	Users will access a core set of dashboards for analytics. Customization or additional dasbhoards are out of scope. There may be some modifications made to existing dashboards that will be in scope- for example if an error is found.

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
46	Please list the number and types of internal roles that the organization has earmarked to support the future state DA/DI Program, including technical, project support and leadership stakeholder roles?	Exhibit 1 SOW C.12. Organizational Change Management Strategy	JCIT Data Services has team of 10 FTE for ongoing support plus 5 project mgt consultants for onboarding.
47	Please describe the required technical support activities and monitoring hours for Managed Services of the resulting solution/architecture?	Exhibit 1 SOW J. Maintenance and Operational (M&O) Support Services	M-F 8 am- 5 pm Pacific Time
48	May you disclose the allocated Funding/budget/ not-to-exceed amount?	General Requirements	2023 Expense – approximately $1,258,800. 2023 average monthly expense – approximately $104,900.
49	Do you have a requirement for onshore resources to deliver this work? Additionally, if offshore or nearshore resources can be used, is there specific tasks they cannot be used for?	General Requirements	Please refer to Section 1.5 (b)(iii) and 1.5 (f)(i) of Appendix C in Attachment 2 to the RFP.
50	Does JCC have an existing azure tenant/subscription? What is JCC's teams experience level within Azure?	RFP Page 5	Yes. Highly experienced.

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
51	**What Cloud Architecture work is expected as part of the implementation? Has there been a landing zone implemented? Has infrastructure as code been implemented or would the JCC like to implement it? Finally, will JCC be looking for the contractor to just provide Architecture services that JCC staff will then execute on in Azure or would they like the contractor to deliver the architecture in Azure as well.**	**RFP Page 5**	**Outside of scope, not required. JCIT has EA team.**
52	**Does the existing platform have an API for ingesting or extracting data? (this question is especially important if the "platform is not Snowflake as is indicated in the RFP).** **Additionally, what extraction APIs or methods are expected to be used when onboarding additional courts/what methods were used in the Pilot?**		**The data integration is a batch process and does not utilize any APIs. The source systems (individual courts) make their data available in predetermined ADLS locations in a predefined data-dictionary format. These datasets are then subjected through a configurable/extensible ETL framework developed using Talend and Snowflake and loaded into the DWH/Share-house structure.** **This flow has been well tested as part of the initial 6 pilot projects and the proposers are expected to use this mechanism for all upcoming implementations that part of this RFP.**

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
53	**Due to the complexity of the technical portions of the RFP, can you extend us additional time to submit/ask additional questions?**		**No. We are unable to extend due to funding requirements.**
54	**Is there an incumbent that worked on the pilot? If so, Can JCC share who that organization is?**		**Yes, Oncore, LLC.**
55	**Will the incumbent be responding to the RFP?**		**Unknown.**
56	**For vendor to provide the most cost-effective, comprehensive response to this opportunity, will the JCC extend the deadline by at least four weeks from when questions are answered?**		**No. We are unable to extend due to funding requirements.**
57	**How does the Data Analytics Pilot Program (Pilot Program) tie into the broader goals of improving access and services for the citizens of California?**	**RFP**	**Through data driven decision making**
58	What are the reporting requirements associated with this RFP?		**Weekly project status reports, monthly executive reports.**
59	**How does the CARE Act impact data collection and reporting responsibilities, and what are its primary objectives?**		**Minimal impact to established data collection. Primary object to meet legislative reporting requirements.**

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
60	**What are the specific components of the Council's existing enterprise architectural framework that the Contractor will utilize for this project?**		**JCC's enterprise IT is predominantly based on Azure Gov cloud and includes Azure IAM, Talend Data Integrator (Cloud), Talend Management Console, Power BI and Snowflake.** **Talend remote engines use Linux for OS. Talend v7.3 is currently used but expected to be upgraded to 8.0 in the coming months.** **The data ingestion and ETL framework implemented as part of the previously successful pilot is also expected to be used by the proposer for this project.**
61	**How will the Project Schedule be finalized, and what factors will be considered in its development?**	**Exhibit 4, 6.1.1.**	**Collaboratively and based on current pilot results and vendor/court availability**
62	**What are the data security requirements and protocols that the Contractor must adhere to regarding the handling of JCC Data?**		**See Attachment 2 Appendix C, under Section 1.5 Data and Security**
63	What were the key findings and outcomes of the Pilot Program?		**Improved data quality, ability to audit at case level.**

| 64 | **We understand electronic or digital signatures are acceptable. Please confirm.** | **NA** | **Yes** |

65	**Can you please suggest where to add Assumptions if there are any?**	**NA**	**In notes column or add as necessary.**
66	**How many vendors is the Council planning to select as part of the RFP process?**	**NA**	**One**
67	**Can we bring in Sub-Contractor or Partner to execute the services in-scope? Please confirm.**	**NA**	**A Sub-Contractor or Partner can execute the in-scope services as long as the subcontractor meets the requirements of the contract, including the location.**
68	**Is the incumbent agency bidding on this RFP? Can you please confirm? If yes, can the Council share the name of the incumbent agency?**	**NA**	**Unknown.**
69	**Is remote working acceptable? Please confirm.**	**NA**	**Yes. JCC business hours are 8 am to 5 pm Pacific Time and vendor will be expected to be available during the JCC workday.**
70	**Is Offshore acceptable? Please confirm.**	**NA**	**Please refer to Section 1.5 (b)(iii) and 1.5 (f)(i) of Appendix C in Attachment 2 to the RFP.**
71	**Is Hybrid (Onshore + Offshore) acceptable? Please confirm.**	**NA**	**Please refer to Section 1.5 (b)(iii) and 1.5 (f)(i) of Appendix C in Attachment 2 to the RFP.**
72	**Is there any requirement for the staff members to be onsite? Please confirm.**	**NA**	**No**
73	**Could you please consider extending proposal submission date by a week so that we can build a quality proposal post the responses to these clarifications are received? Please confirm.**	**NA**	**No. We are unable to extend due to funding requirements.**

74	Is the Bidder required to submit the attachments in one single file or as separate attachments? Please confirm?	NA	Proposer can submit attachments in one single file or as separate attachments, but **Cost Proposal must be submitted as an attachment** separate from the Technical Proposal to the Solicitations Mailbox at: RFP-IT-2023-58-DM-COSTS@jud.ca.gov **Please refer to RFP Section 6.**
75	What was the Council 's last year's expenditure for similar services?	NA	2023 expenditure - $1,258,800.
76	The RFP document does not state any budget for the proposed project. Has the council established any budget for the same? If yes, please share the budget or budget range that the council would expect the proposal to be in the range. If the council is unable to state the budget, can you kindly confirm if the budget is in the range of $200,000 - $300,000 or $400,000 to 600,000, or please specify the range	NA	See #75
77	We understand the contractor does not need to submit Certificate of Insurance along with Proposal Submission on April 19th, 2024. Please confirm.	Insurance Exhibit-1-Statement-of-Work & RFP Section 7- Insurance	No, proposer does not need to submit Certificate of Insurance with its proposal, please refer to Section 7. Insurance in Attachment 2 to the RFP.

78	Does the prime contractor/proposer need to be a small business to be eligible for Small Business Preference or is it acceptable if we bring in a Sub-contractor to be eligible for Small Business Preference? Please confirm.	**Attachment 5: Small Business Declaration**	Only entities that have been certified by DGS as a "small business" or "micro business" are entitled to small business preference. To receive the small business preference, the Proposer itself 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.
79	We understand that the contractor does not need to submit the Attachment 5: Small Business Declaration in case the contractor does not wish to claim the the small business preference associated with this solicitation. Please confirm.	**Attachment 5: Small Business Declaration**	Yes, that is correct. The Proposer must complete the Small Business Declaration only if it wishes to claim the small business preference associated with this solicitation.
80	We understand that the contractor does not need to submit the Attachment 6: DVBE Declaration in case the contractor is not a DVBE. Please confirm.	**Attachment 6: DVBE Declaration**	Yes, that is correct. The Proposer must complete the DVBE Declaration only if it wishes to claim the small business preference associated with this solicitation.

81	Attachment 12 states that "Provide a minimum of two references, at least one for each individual project, to demonstrate that your organization has successfully performed Data Onboarding Services and Data Warehouse development for a minimum of two (2) organizations and within the last three (3) years." Could you please consider the project within last eight (8) years instead of three (3) years? Please confirm.	Attachment 12: Qualifications Reference Sheet	We would consider 1 reference within stated requirements and 1 reference outside the (3) year but would expect an explanation and that may impact final scoring.
82	Is it acceptable if provide references from our partner/Sub-Contractor or Is the prime proposer needed to bring its own references? Please confirm.	Attachment 12: Qualifications Reference Sheet	No, partner/sub-contractor reference not acceptable.
83	The Tab – Introduction in Exhibit 2 mentions that "only the responses columns highlighted in light green should be updated with Proposer's response." However, there are certain rows in the Tab "Requirements – Business" which do not have any color highlighted. For Example, RQ-008, RQ-043 to RQ-054. Is the bidder supposed to keep column C and Column D of the corresponding rows blank? Please confirm.	Exhibit-2-Business-Technical-Requirements-Response	Formatting errors. Please respond to all numbered requirements or group of requirements. Addendum #1 is issued with a revised copy of Exhibit 2 to correct the formatting error.

84	**What should the Bidder fill in the cell D34, D59, D 82 etc., of the Tab – "Deliverable Costs" as it talks about Total Value? Please suggest.**	**Exhibit-3-Cost-Workbook**	**Total cost of deliverables in that (or each section). You may, for example, break down hours and costs per line or group of lines.**
85	**Is Modification to the Pricing Sheet acceptable? Is it acceptable if we add Formula to calculate the total etc. in the "Deliverable Costs" in the excel sheet?**	**Exhibit-3-Cost-Workbook**	**It is acceptable if you calculate the total for each section in the worksheet.**
86	**Is the Vendor supposed to provide only one single Dollar Value for Support and Maintenance in the cell C86 as it is a merged cell? Please confirm.**	**Exhibit-3-Cost-Workbook**	**Yes**
87	**Is the Bidder required to submit resumes of all the staff members who will be providing the services or just the key Staff Member? Please confirm.**	**Exhibit-4-Proposer-Response-Template Section: 5.1Résumés for Key Staff Page No. 4**	**Yes. The Bidder is required to submit resumes for any staff members providing services.**
88	**Is it acceptable to replace a staff member due to unforeseen circumstances after the proposal submission or during the execution of services post contract award? Please confirm.**	**Exhibit-4-Proposer-Response-Template Section: 5.1Résumés for Key Staff Page No. 4**	**Yes**
89	**What is needed to fill in section 6 Response to Requirements apart from our proposed method?**	**Exhibit-4-Proposer-Response-Template – Page 4 – Section 6 - Response to Requirements**	**Must describe the Proposer's approach for the implementation of the Data Services – Data Warehouse software. Any additional information is optional.**
90	**Is it acceptable to include additional sections like Communication plan, Project Management Practices etc. in the proposal? Please confirm. If yes, please suggest where it can be included?**	**Exhibit-4-Proposer-Response-Template – Section 6**	**Yes. You may submit it as a separate document as desired.**

91	Is it acceptable if we include additional information like About our Company, offerings, services and other credentials as a separate document? Please confirm.	Exhibit-4-Proposer-Response-Template – Section 6	Yes
92	Where and how to include signature in the file "IT-2023-58-DM-Exhibit-3-Cost-Workbook"? Please confirm.	Exhibit-3-Cost-Workbook	An electronic signature can be inserted in Exhibit 3, or a signed cover letter can be submitted with the Cost Proposal.
93	In case the proposer proposes exceptions to "Attachment 2: JCC Standard Terms and Conditions ("Attachment 2")". Please suggest where to include the "a written explanation or rationale for each exception or proposed modification."	Attachment-3-Acceptance-of-Terms-and-Conditions	Rationale for the exceptions can be inserted as comments next to the redlines in Attachment 2. A written explanation or rationale can also be provided on a separate Word Document submitted with the technical proposal.
94	Page 12 of the RFP mentions "Copies of the Proposer's, including any subcontractors', current business licenses, professional certifications, or other credentials.". Could you please list what kind of Licenses, professional Certifications and other credentials the proposes and the subcontractor needs be to submit?	RFP-IT-2023-58-DM-Data-Warehouse-and-Integration-Services Page 12	Current License to do business in California and any related to Proposer's qualifications.

95	**"Financial Statements (e.g., balance sheets and income statements for Proof of financial solvency or stability)" are confidential material and hence we would like to share these documents post award of the contract. Can you please consider?**	**Exhibit-4-Proposer-Response-Template – Section 6** **Section - 8. Response Checklist** **Page No. 5**	**Financial statements are required as part of the technical proposal. Please refer to Section 8 "Response Checklist" of Exhibit 4 "Proposer's Response Template." Except as required by law, the Council will not disclose balance sheets or income statements submitted by a Proposer that is not a publicly traded corporation. Please refer to RFP Section 11.**
96	**Can we please submit "Financial Statements (e.g., balance sheets and income statements for Proof of financial solvency or stability)" separately over email as these are confidential material and do not include it in our proposal package for submission on April 19th, 2024. Please confirm.**	**Exhibit-4-Proposer-Response-Template - 6** **Section - 8. Response Checklist** **Page No. 5**	**They may be provided separately but must be provided by the submission deadline.**
97	**Is it mandatory to use the word files shared by Council for response or the Vendor can use its own Word template as asked in Exhibit-4-Proposer-Response-Template, please confirm?**	**Exhibit-4-Proposer-Response-Template**	**Yes. Please use the word file provided by Council for response to Section 2-5 of Exhibit 4.**
98	**Is it acceptable if we add Cover Letter as part of the proposal Document? Please confirm. Or can we share it as a Separate Document?**	**Exhibit-4-Proposer-Response-Template - Introduction**	**The cover letter can be included as part of the proposal document, or you can share is as separate document.**

99	**Are the key personnel identified in the RFP expected to be present only during the analysis, design, development, and rollout of data integration services or during the Maintenance and Operational (M&O) Support phase as well? Please confirm so that we can estimate accordingly.**	**Exhibit-1-Statement-of-Work Section 8 – Page No - 04**	**Key personnel are expected to be present for entire initial term and should include someone designated for Maintenance and Operational support.**
100	**Could you provide a list of technical or functional challenges within the current system so that we can make sure they are addressed in the new system? What are some main pain points that need to be addressed? Are there any functionalities or sections that you would like to get rid of? Are there any functionalities you would like to see expanded?**	**Exhibit-1-Statement-of-Work Section - B. Background Overview Page No - 04**	**A new system is not in scope of this RFP. This is for continued support and onboarding to our existing platform.**
101	**Maintenance: Please share all activities you are looking for in the new solution. What is the budget for the ongoing maintenance? What are the user activities performed under the current maintenance plan? How many ticket requests are handled monthly?**	**Exhibit-1-Statement-of-Work Section - J. Maintenance and Operational (M&O) Support Services Page No. - 29**	**A new solution is not in scope of this RFP. This is for continued support and onboarding to our existing platform. See #252 On a monthly basis there are approximately six ticket requests for our Pretrial Risk assessment courts in production. For first pilot court in our JBSIS program, we had 105 reported issues for QA and UAT from May 2022 to February 2024.**

102	**Does the Council expect vendors to provide L2 & L3 support only? We assume that L1 support would be handled by the council itself. Can you please confirm.**	**Exhibit-1-Statement-of-Work Section - J. Maintenance and Operational (M&O) Support Services Page No. - 29**	**L1 (Outage) support provided by JCC infrastructure team.**
103	**Will the Council be okay with email support, or are you looking at a full-fledged managed support model (with a ticketing system) in their own time zone? Kindly confirm.**	**Exhibit-1-Statement-of-Work Section - J. Maintenance and Operational (M&O) Supp Exhibit-1-Statement-of-Work Page No. - 29**	**Existing ticketing system. Expect support in our time zone. Daily stand ups via Teams. Meetings via teams. Email only support model not acceptable**
104	**Is it acceptable if we propose alternate approaches or Tools other than Snowflake, Talend, to achieve similar functionality? Please confirm.**	**Exhibit-1-Statement-of-Work Section - B.5. Scope of Work and Services Overview Page No. - 5**	**No**
105	**What type of licenses Council has procured for Talend and Snowflakes?**	**Exhibit-1-Statement-of-Work Section - B.5. Scope of Work and Services Overview Page No. - 5**	**Power BI Platinum, Power BI Pro Snowflake SaaS subscription Talend Data Integration License & Talend Management Console (Talend Cloud) license**
106	**Will the Council's internal team handle the maintenance of existing system until decommissioning, or does council expect the vendor to handle all the maintenance aspects of the old system until the new one is live?**	**Exhibit-1-Statement-of-Work Section - J. Maintenance and Operational (M&O) Support Services Page - 29**	**New system not in scope of RFP. M&O of existing.**
107	**For how long the Post implementation support is required after Go Live. Please confirm.**	**Exhibit-1-Statement-of-Work Section - J. Maintenance and Operational (M&O) Support Services Page - 29**	**Implementation projects transition to operation support generally 2 weeks after go-live.**

108	**Can you please confirm the Business Hours for Technical Support the Council is Looking for? Assuming it is not 24/7. Please Confirm.**	**Exhibit-1-Statement-of-Work Section - J. Maintenance and Operational (M&O) Support Services Page - 29**	**M-F 8:00 am – 5:00 pm (PT)**
109	**At this initial stage, providing detailed hours for each activity is not feasible. Therefore, we kindly request the Council to allow us to provide hours/estimations by grouping these into larger activities. This approach will enable us to present pricing for the proposal effectively. Can you please consider.**	**Exhibit-3-Cost-Workbook**	**Allowed.**
110	**Could you please let us know if any other vendor has been involved in assisting you in coming up with these requirements? If yes, do they intend to submit bids as well?**	**Exhibit-3-Cost-Workbook**	**Temporary/Contract resources from staff augmentation vendors may have contributed in part to the RFP process, none of whom are expected to submit bids for this RFP.**

111	Will the council consider two (2) years of experience instead of five (5) years for the preferred requirements around? Snowflake data warehouse/data share-house technology, architecting and implementing end-to-end, large scale Data Integration projects with proven track record in ETL/ELT (Extract, transform, and load/extract, load, and transform) processes using Talend Data Fabric. designing and developing descriptive and predictive analytics dashboards and reports using Power BI. Five (5) years of experience in designing and implementing secure, enterprise grade cloud infrastructure using MS-Azure, preferably in a Government Cloud environment. Three (3) years of experience in design and execution of security implementations using Azure AD.	**RFP-IT-2023-58-DM-Data-Warehouse-and-Integration-Services Preferred Requirements Page 5**	Acceptable for consideration, provided the vendor resource(s) have demonstrated capability of handling the technical, business, and organizational complexities mandated by the project.

112	Is it acceptable if we provide our partner/Sub-Contractor experience for the preferred requirements below or is it mandatory for the prime proposer to have the preferred requirements below? Please confirm. Snowflake data warehouse/data share-house technology, architecting and implementing end-to-end, large scale Data Integration projects with proven track record in ETL/ELT (Extract, transform, and load/extract, load, and transform) processes using Talend Data Fabric. designing and developing descriptive and predictive analytics dashboards and reports using Power BI. Five (5) years of experience in designing and implementing secure, enterprise grade cloud infrastructure using MS-Azure, preferably in a Government Cloud environment. Three (3) years of experience in design and execution of security implementations using Azure AD.	**RFP-IT-2023-58-DM-Data-Warehouse-and-Integration-Services** **Preferred Requirements** **Page 5**	**Acceptable for consideration, provided the subcontracted resource(s)** **1. Have demonstrated capability of handling the technical, business, and organizational complexities mandated by the project.** **2. Are committed to the project through its completion or at the least to longer durations such that the project success/milestones are not adversely impacted due to their unavailability.**
113	If vendor would like to include offshore team (India) for some part of work, will that be allowed while still keeping onshore resources as a prime and both onshore/offshore team working in hybrid environments. Please confirm.	**General**	**Please refer to Section 1.5 (b)(iii) and 1.5 (f)(i) of Appendix C in Attachment 2 to the RFP.**

114	**Is there any Onsite requirement? If yes, how frequent on a scale of monthly, quarterly for the duration of the project. Please suggest.**	**General**	**No**
115	**Any peak usage periods or seasonal variations in data from Infra scalability point of view to be considered for Services? Please elaborate.**	**General**	**No**
116	**Please elaborate on the customer teams / roles. who will be participating in the project at different stages, including their locations and time zones. Also please confirm the level of engagement and the % availability of these personnel during project life cycle.**	**General**	**All Pacific Time. All JCC and Court staff in California. JCC project team full time on project.**
117	**Please confirm how the vendor resources will connect and access the Customer Environment / systems.**	**General**	**Vendor resources will be issued Council network credentials and appropriate access.**
118	**Are there any third-party vendors systems, applications, or services that need to be integrated or coordinated with this project?**	**General**	**Yes, court case management systems.**

119	How do you currently manage data encryption and keys? Please elaborate.	**General**	A combination of Azure Key Vault and application-level encryption is used. In general, Azure Key Vault for system level credentials management and Snowflake/Talend standard cryptography functions for encrypting other sensitive data. In addition to the above, All the SSL certs related artifacts are managed centrally by the JCC IT and is beyond the scope of this RFP.
120	What Identity and access management Solution is being followed currently?	**General**	While Microsoft Azure Entra ID is JCC's Enterprise IDM solution, there are system level components such as VMs and other services that are not fully under this solution at the moment. However, these aspects of infrastructure will not affect any aspects of this RFP and are out of scope.
121	How will tasks, issues and service requests be tracked and reported? Is there a dedicated ticketing system or helpdesk for reporting issues? Will vendor resource be getting access to this system? What is the current ticketing tool in use? Please elaborate each.	**General**	Service Now and JIRA. Yes, access will be allowed to assigned resources.
122	What is the current total team size managing these Services in scope? Please provide break up by role / responsibilities. Please elaborate on internal team expertise as well.	**General**	JCC FTE staff of 10 plus business owners and stakeholders.

123	**What is the no. of users (internal & external) being catered by these services?**	**General**	**58 trial courts, 7 appellate courts, JCC internal departments. Hundreds of users.**
124	**What are some pain areas / improvements which you would like to achieve as part of the project? Please elaborate.**	**General**	**We would like to add more automation to our quality assurance and data validation testing.**
125	**We assume detailed requirement specification & Business analyst will be made available by you for requirement elicitation and clarifications. Please confirm.**	**General**	**Yes. A JCC assigned analyst will be part of the project and requirement document will be provided. However, it is the responsibility of the proposer to elicit detailed requirements from the participating courts and JCC to lead unto the development/technical implementation tasks.**
126	**We assume that Customer team will be performing functional testing and User Acceptance Testing, please confirm.**	**General**	**Yes.**
127	**What is the current Task / work management system being used by you? Where will the project artefacts / documents shall be stored – please specify the tool name? Is there any review / approval tool in place for document sign-off, which needs to be followed by team? Please elaborate.**	**General**	**MS Project; JIRA; SharePoint; Yes, we do have an acceptance of work form and process.**
128	**What are some of the potential risks / issues which you could foresee for this project implementation, please elaborate?**	**General**	**Data quality, customer resource availability.**

129	Do you expect the resources to be full time for this project or part time resources will also be acceptable?	General	Combination of both. Currently use equivalent of 5.5 vendor FTE. Vendor should specify availability when proposing resources.
130	What are the expected response times for issue resolution? Are there defined SLAs for critical and non-critical issues?	**Exhibit-1-Statement-of-Work J. Maintenance and Operational (M&O) Support Services Page 29**	Yes, we have agency wide SLAs. As this is a branch-wide analytics, Integration and reporting platform, current response times fall within standard business hours.
131	What is the expected duration to be covered as part of post-go-live stabilization support? What are the expected support hours? How the issues will be notified by Customer? What is your preference in terms of On-site support during the post-go-live stabilization support period?	**Exhibit-1-Statement-of-Work J. Maintenance and Operational (M&O) Support Services Page 29**	Minimum of two weeks post-go-live support before transfer to M&O. We have incident report management plan and staff. Support hours M-F 8 am- 5 pm Pacific Time. No on-site support required.
132	Ongoing Support and maintenance: Please elaborate on Customer current team size, technical capabilities, and familiarity with similar solution – which you envision to utilize for In-house support and maintenance	**Exhibit-1-Statement-of-Work J. Maintenance and Operational (M&O) Support Services Page 29**	JCIT Data Services has team of 10 FTE for ongoing support plus 5 project mgt consultants for onboarding.
133	What is the planned / envisioned volume of support requests for ongoing support & maintenance you envision for Vendor on a monthly basis?	**Exhibit-1-Statement-of-Work J. Maintenance and Operational (M&O) Support Services Page 29**	Support requests/incident volume is approximately six per month.
134	How the support requests will be notified to vendor?	**Exhibit-1-Statement-of-Work J. Maintenance and Operational (M&O) Support Services Page 29**	JCC customer support team, expect PM/scrum master to assign per sprint, daily standups. JIRA.

135	In terms of Training, please elaborate End-user training: No. of end users to be covered, No. of sessions to be conducted, duration of those sessions, Mode of those sessions – Online / Offline, Preferred method of delivery - Onsite / Remote Train-the-trainer: No. of Trainers to be covered, No. of sessions to be conducted, duration of those sessions, Mode of those sessions – Online / Offline, Preferred method of delivery - Onsite / Remote Online video training: No. of videos to prepared. What is your preference - Instructor led recorded sessions or Graphical / Animation Videos. Duration of the videos, expected format of video, do you have any Learning Management System / How do you plan to share these videos with the users? Do you need only end user videos or administration related videos as well.	**Exhibit-1-Statement-of-Work C.11.Project Team Training Page 11**	There is minimal end user training. JCC provides a demo of the dashboards. Power BI training is provided by third party vendor and outside the scope of this project. Main scope of Proposer training requirements falls under knowledge transfer.
136	Training: - As per the RFP, we understand that there are no expectations for In-person trainings. Remote training sessions are allowed. Please confirm.	**Exhibit-1-Statement-of-Work C.11.Project Team Training Page 11**	Yes, any required training may be conducted remotely.
137	We are assuming that you have specific brand guidelines that we should adhere to while designing the user interface. Please confirm.	**General**	Yes, JCC has style and color guides to follow for dashboard design.

138	**Need more details around Data Masking / anonymization requirements. Will there be separate curated Data layers for Internal & External users. Any specific Data Governance / Master Data Management / Data catalogue / Data Lineage requirements. Please elaborate.**	**General**	**Confidential and sealed data will be redacted before submission by the participating court. Only court and Council authorized users will have access to data and dashboards. There are no additional data masking and anonymization requirements identified as part of this project. The existing framework/design already accounts for limiting the access using reporting views and DWH dimensions before being exposed to the reporting tool (Power BI).**
139	**We assume data to be available to be pulled in a batch mode from respective sources each day. Any requirements of Near Live data ingestion / reporting in future.**	**General**	**No requirements for near live data at this time.**
140	**What is the current monitoring, logging, alerting tools being used? Please elaborate.**	**General**	**QA Dashboards for application ETL and Talend notifications. Azure basic monitoring tools are used as well.**
141	**We assume that only batch loading of data is required. real time analytics is not required. Please confirm and elaborate.**	**General**	**Confirmed.**
142	**Please elaborate on current Data retention and archival policies.**	**General**	**TBD. This is a new program, data retention and archival policies under development, however legacy system retains minimum of 10 years.**

143	**Please elaborate on how you envision and plan to do data extraction from existing systems, data scrubbing and pre-processing activities. What tool and techniques are being planned?**	**General**	**Data is extracted using Talend ETL or delivered by court (manually or through CMS integration) to ADLS.** **The data in ADLS is then subjected through validation, business rules and minor transformations before being loaded into the DWH. Talend Data Integration, Talend Management Console (and Snowflake queries) are used in this phase.**
144	**How much historical data to be loaded? Please elaborate from year and total volume of data.**	**General**	**Currently collecting data from 2018 to present. Approximate total volume to date 7TB.**
145	**We assume that Business Logic, Transformation, Aggregation logics required for these reports will be provided by Customer Business Analyst.**	**General**	**Yes, JCC will provide the general guidelines. This is a JAD (Joint Application Development) process involving JCC, the proposer and the courts (source for the data) and the proposer is responsible for eliciting the information from the involved parties and implementing the logic.**
146	**Please elaborate on current data quality in source system. Does the data require a lot of cleaning effort prior to consuming in reports?**	**General**	**Identified data cleaning issues are the responsibility of the data owner and are factored out of our definition of done.**
147	**Will the Web-accessible pages required to be compliant with ADA accessibility standards? If so, could you please provide information about the specific accessibility features that are being implemented?**	**General**	**No, JCC owned web accessible pages.**

148	**We request to share details about all the stakeholders and the target audience for the solution who are going to use this.**	**General**	**California Trial and Appellate Court staff internal users.**
149	**What should be the expected frequency of data synchronization (Hourly, every 30 minutes etc.)?**	**General**	**Automatically triggered by data availability, usually weekly and monthly depending on the court's requirements.**
150	**Please elaborate in terms of expected number of concurrent users, what is the maximum number of users that are expected to be accessing the solution?**	**General**	**Hundreds of Power BI report users.**
151	**What type of data file formats are expected to be used or consuming the data in solution for analysis?**	**General**	**CSV, JSON**
152	**What are the specific security requirements and considerations for the system?**	**General**	**See Attachment 2, Appendix C, under Section 1.5 Data and Security**
153	**Are there any unique data structures or complexities within the historical databases/spreadsheets/documents that we should consider during the migration process? Please elaborate.**	**General**	**There is no explicit migration process. However, we do load historical data. Complexities are low to medium.**
154	**Is data migration considered a one-time activity, or are there anticipated future needs for importing or exporting data between systems? Please elaborate**	**General**	**Refer to #153**
155	**Regarding data visualizations, what types of visualizations are preferred or commonly used within your organization, and how do you anticipate leveraging them for decision-making purposes?**	**General**	**Standard sets of Power BI dashboards provided for each dataset. Business owners and courts leverage as needed. Dashboards include charts, graphs, and tabular reports.**

156	Could you provide insights into any specific project management methodologies or frameworks that are preferred or mandated for this project, such as Agile, Scrum, or Waterfall?	General	For issue resolution and development, Agile. For court onboarding, Waterfall.
157	For access control and authorization features, could you clarify the specific roles, groups, or claims management functionalities required within the system? Additionally, are there any specific permissions or restrictions that should be enforced for different user roles.	General	All components are controlled by JCIT and court administrators. There are specific permissions and restriction around access and use of data.
158	We assume the solution will be supporting only English Language – please confirm.	General	English only, confirmed.
159	What is the expected duration for implementation of this project?	General	Initial three-year term for implementation of the identified deliverables.
160	Please elaborate on the current process and volume of loading the case-level data for the onboarding courts and the new datasets into the Platform for analytics and business intelligence dashboards.	RFP Section 1.2 Page 2	The current process is delivery of each case type, which goes through quality assurance process, then to user acceptance testing. Once accepted and signed off, move to production. For volume of cases, please see https://www.courts.ca.gov/documents/2023-Court-Statistics-Report.pdf

161	**Incorporate the new court participants into existing dashboards – How many dashboards are there? How many fields in these dashboards where the participant to be incorporated? Can you please elaborate on context to assess quantum of work involved?**	**RFP Section 1.2 Page 2**	**Each data set type (JBSIS, Appellate, Pretrial) has no more than 5 dashboards. The dashboard templates are standard between courts and do not vary widely and are generally copied as is during the onboarding process for a court.**
162	**How many no. of databases and source tables needs to be migrated as part of the project to data warehouse? Please elaborate**	**RFP Section 1.2 Page 2**	**No migration. Refer to the data dictionary for a comprehensive list of datasets involved in the ETL process. Each court will use only a subset of these datasets depending on the case type they handle. For a majority of the courts, the new court onboarding for JBSIS, the process involves a total of 54 queries developed as part of prior pilots to be run against the court CMS database(s) to produce the files that are uploaded to the ADLS.**
163	**Based on your past experience, what was the duration and effort was involved in onboarding a new court participant onto the Platform? What was the team size and roles involved into onboarding the new court participant? Please elaborate**	**RFP Section 1.2 Page 2**	**We estimate a minimum of six months per court, with 2-4 courts onboarding concurrently. JCIT provides court onboarding PM, QA testers, 2 data engineers as well as Talend developers. Vendor provides PM plus application architect(s), programmers, and analyst to support efforts. While the JCC QA and UAT will be responsible for the final signoffs, vendors also expected to perform quality check and validation of their work throughout the duration of the project.**

164	Is there different schema being maintained for Court of Appeal and court participants? Please elaborate current architecture and approach.	RFP Section 1.2 Page 2	There is a different schema for the five (5) current data sets in the Warehouse. We have core data, plus additional attributes for each data set.
165	How do you currently establish a connection between the courts and new Platform, please elaborate the process and method?	RFP Section 1.2 Page 3	Courts deliver their data in a standardized (Data Dictionary) format which are loaded into Snowflake using Talend Data Integration based ETL jobs. These Jobs are metadata driven and successively apply various validations/transformation/enrichment rules based on the specifics of the court data and business processes.
166	Please describe the current process and method of mapping of case management data to common data dictionary. We assume Council will provide required domain SME made available for the mapping functional aspects.	RFP Section 1.2 Page 3	Yes, SME are provided. As part of the previous pilots, a set of generic data extraction queries have also been developed for one CMS vendor, which covers approximately 30 courts, and CMS vendor (2) solutions developed for 24 courts. These queries are expected to be modified to reflect court specific IDs and lookup data such that the generated output pass the business validations in addition to conforming with the data dictionary.
167	RFP mentions – "Testing and validating the courts' data submissions to ensure sufficient data quality." Please elaborate in terms of checks being performed and help elaborate and qualify on what are the expectation from vendor on "sufficient data quality".	RFP Section 1.2 Page 3	Program defined Quality Assurance Plan, data validation performs comparing data in the warehouse to that previously submitted for reporting. UAT compares results to current information in CMS. Sufficient data quality is determined as =/- 5% variance.

168	Please help elaborate for relationship between judicial branch data analytics-data integration platform and JBSIS	**RFP Section 1.2 Page 3**	JBSIS s the current (legacy) method of reporting, the Platform will eventually replace the legacy system once all 58 courts are live.
169	CARE and CMHS datasets – please help with volume, size, no. of fields related volumetrics.	**RFP Section 1.2 Page 3**	These data sets are derived from the JBSIS Mental Health case type reporting. Specific data types already collected will have new dashboards and/or reports designed to meet program and reporting requirements.
170	What software / product is currently being used as case management system? Which Database is being used for underlying case management data storage – please elaborate	**Exhibit-1 B.1**	Varies by court: - Journal Tech [eCourt] - Justice Systems (JSI) - Thomson-Reuters - Tyler Odyssey - A limited numbers of local county systems While the above CMS are deployed in on-prem as well as SaaS, the understanding is that this RFP will deal only with the data extracted out of these systems in the Data dictionary format and will not integrate directly with the data sources in these underlying CMSs.

171	Please elaborate & cite examples for what you are referring as "help courts use data more effectively to understand business practices" – which practices are being referred "and obtain better insight into improving access and services for the citizens of California" – Please cite few examples from current implementation for clarity.	**Exhibit-1 B.1**	JBSIS reporting provides the workload related metrics to the residents, state, and NGOs (non-governmental organization). The legacy reporting system involves multiple manual steps and provides data in an aggregated format. The scope of this project is to move the data into warehouse(s) at individual court level and includes case level granular details in a state-wide standard format, such that, the business owners and stakeholders responsible for promotion of data driven decision making can derive meaningful metrics. Since the project provides access to the data in a consistent, state-wide format, meaningful aggregations are also at the state level for forecasting and budgeting purposes.

172	Can you elaborate on the specific requirements and objectives for utilizing Snowflake as the database management and court tenancy control system? Are there any particular functionalities or integrations that need to be prioritized?	Exhibit-1 B.5	Snowflake was chosen from a list of other alternatives due to various factors beyond scope of this RFP. One major factor that affects this project is the "Data Sharehouse" capability that streamlines the data sharing and related data ownership between a court and JCC. In essence the courts have complete ownership of their data warehouse (Snowflake) instances and selectively share the datasets with JCC for aggregate reporting. These functionalities have been well tested as part of the previous pilots and the ensuing processes are documented, which will be made available to the prevailing provider.
173	What are the primary data sources that will be integrated with the cloud-based data warehouse (e.g., Snowflake)? Are there any specific challenges or considerations regarding data ingestion and integration that we should be aware of?	Exhibit-1 B.5	See Question #5, 7, 37 and 170 above
174	How do you envision the automated data collection, data quality, and integration processes being implemented within the project? Are there any existing systems or workflows that need to be integrated or automated?	Exhibit-1 B.5	Platform has already been designed and in use. A set of 6 Pilot projects utilizing this flatform and processes are nearing completion and/or at differing stages of completion. See Exhibit 1 page 5 Section B.5.

175	What are the key requirements and expectations for data visualization and reporting using Power BI services? Are there any specific reporting metrics or dashboards that need to be developed?	**Exhibit-1 B.5**	While we have standard set of dashboards developed for courts already onboarded on to the platform, these dashboards will need to be made functional (copied) to the remaining courts as part of their onboarding. Also, dashboards will need to be extended for new data sets and/or new dashboards will need to be developed; based on requirements gathering as part of scope of this project.
176	Can you provide insights into the scope and scale of the data visualization and reporting platform required to support multiple entities? Are there any specific customization or scalability requirements that we should consider?	**Exhibit-1 B.5**	Each data set has no more than 5 pre-designed Power BI dashboards provided upon onboarding.
177	What are the success criteria for this project? How will the effectiveness and impact of the implemented solutions be evaluated?	**Exhibit-1 B.5**	Success for this project is completion of all required deliverables, completed within agreed upon timeline, and within the initial term of the Contract.
178	We assume that all necessary access to existing systems, documentation, and tools will be provided to vendor by council to deliver the scope of work, please confirm	**Exhibit-1 B.5**	Correct. The platform can be managed/enhanced using opensource tools and the software/SaaS provided by JCC. Vendors are welcome to provide/use choice of productivity enhancing toolset such as IDEs without extra cost to the project.

179	How many data pipelines do you envision to be built for source system data integration and complexity of it? Please elaborate.	**Exhibit-1 B.5**	**Existing data pipelining design is a generic framework that eliminates need for the development of new pipelines; however, a finite amount of work is required to setup a court processing by creating the court specific metadata configuration.**
180	How many new reports / dashboards to be built as part of scope of work? Please elaborate average number of fields and types of those fields (Static v/s dynamic) per report.	**Exhibit-1 B.5**	**No more than 5 per new data set (CARE, CMHS). CARE data dictionary has approximately 25 data elements. CMHS is to be determined, with a minimum of 5 data elements. For further detail see, https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=5402.&lawCode=WIC**

181	Please elaborate on current process flow and mechanism for Designing, developing, and deploying data sharing and data protection between multiple agencies and organizations.	Exhibit-1 B.5	Court data is shared with the JCC business owners for purposes of legislative reporting. This is implemented using Snowflake's Data Sharehouse design wherein a court specific data is loaded onto court's Snowflake DWH tenant and a select subset is shared with JCC tenant for aggregated reporting. On the ingestion side, Courts deliver their data extracts to JCC provided ADLS location (Some use Talend to extract data from their CMS system to deliver to ADLS). Where the data is picked up by JCC's Talend based pipelining mechanism and is loaded into court specific DWH instances.
182	How do you currently implemented data exchange and integration between different government entities, please help elaborate the data flow and technical integration methods	Exhibit-1 B.5	Refer to #181
183	What licenses are being used for Power BI services, how many of them?	Exhibit-1 B.5	Each court participant is provided with two (2) PBI Pro licenses.

184	We assume that cloud administration and management will be done by Council's team, please confirm.	Exhibit-1 B.5	The cloud infrastructure administration is managed by JCC. However, the Respondent is responsible for the periodic performance monitoring, benchmarking of the platform, data pipelines and reporting dashboards and performing/suggesting remedial actions for improvements.
185	Please elaborate current methodology approved by the Council for data analytics, data migration, integration, and implementation, and data warehouse support (Data Services) project.	Exhibit-1 B.5	We use a combination of Agile and Waterfall.
186	Please elaborate on current escalation process to "JCC Project Governance "	Exhibit-1 C.10-point 14	Standard project governance and escalation path. We have program manager, leadership, and executive team governance.
187	Is the expectation from vendor to only develop OCM plan? Will Council team be taking care of its implementation. Please elaborate expectation from vendor in the ongoing OCM implementation aspects.	Exhibit-1 C.12	JCIT has an agency Change Management process and there are training materials that were developed as part of the pilot implementation of the platform. When a court is onboarded onto the platform, the vendor expected to develop and support the OCM plan to ensure the continued success of the platform beyond rollout.
188	What is the current IDMS system in use?	Exhibit 1 D.1	See #120

189	RFP mentions" Training and Knowledge Transfer to Managed Services (M&O) support and Council Personnel", please elaborate on current team size who is providing M&O services. Is it done inhouse or do you have vendor/ contractor providing services for this? Please specify the incumbent name.	**Exhibit 1 D.1**	We have JCIT infrastructure team for server support. Data Services team and this contract vendor for application support. JCIT does have SAIC for managed services in some areas, not relevant to Platform at this time. However, at the end of the current RFP engagement, it is expected that the vendor would have amassed a wealth of knowledge and developed internal processes to handle the ongoing activities, which will need to be transferred to JCIT personnel at that point. JCIT will work with the vendor to facilitate this and will identify the resources to receive such knowledge transfer.
190	What is being referred to as Business Unit please cite example. How many business units are there for which design sessions would be required, please elaborate.	**Exhibit 1 E**	For purposes of this contract, the Business Unit is JCC Office of Court Research, Criminal Justice Services and for upcoming CARE Act, the Center for Families, Children, and the Courts (CFCC).

191	**Collaborative design of data mapping, data marts, and data warehouse schemas:** **How many distinct data sources need to be integrated into the data warehouse?** **What is the complexity of the data mapping process?** **Are there any unique data transformations or mappings required?** **How many data marts are expected to be designed?** **Are there specific requirements for each data mart?** **What is the expected volume of data to be stored in the data warehouse?** **Will data retention policies need to be considered?**	**Exhibit 1 E**	**See Question #7**
192	**Collaborative design of data collection and extraction, transformation, and load (ETL/ELT) process:** **How many distinct data sources need to be connected to the ETL/ELT process?** **What is the complexity of data transformations required during the ETL/ELT process?** **What are the expected data refresh frequencies for each data source?** **Are there any specific data validation or quality checks that need to be implemented during the ETL/ELT process? Please quantify.**	**Exhibit 1 E**	**See Question #7**

193	Collaborative design of new data sets for the CARE Act data: How many new data sets need to be designed for the CARE Act data? What are the specific data elements to be included in each new data set? Are there any unique data dictionary requirements or reference table mappings for the CARE Act data? How many existing mental health case type schemas need to be integrated into the new data sets?	**Exhibit 1 E**	**CARE Act data are subsets of current JBSIS Mental Health Case type data (See Exhibit 5 Data Dictionary)**
194	Collaborative design of new data sets for the CMHS data: How many new data sets need to be designed for the CMHS data? What are the specific data elements to be included in each new data set? Are there any unique data dictionary requirements or reference table mappings for the CMHS data? How many existing mental health case type schemas need to be integrated into the new data sets?	**Exhibit 1 E**	**CCMHS data are subsets of JBSIS Mental Health case type data (See Exhibit 5 – Data Dictionary)**

| 195 | Collaborative design of fact and dimensions tables into the branch-wide cloud data warehouse:

How many fact and dimension tables need to be designed and integrated into the data warehouse?
What are the expected sizes of the fact and dimension tables?
Are there any specific requirements for data partitioning or indexing within the data warehouse?
Will historical data need to be maintained in the fact and dimension tables? For how long & size of data please. | **Exhibit 1 E** | As the overall reporting requirements from individual courts are similar, all the underlying structures of the DWH and DM including the Fact and dimension tables have already been designed and implemented.

There are no specific partitioning and indexing requirements identified at this point and given the nature and volume of data we envision, there may not be a requirement for foreseeable future.

Project currently hosts data since 2018 and all the new courts that will be onboarded as part of the RFP are expected start bringing in data going back to this timeline. While a set archival time is being worked out at the agency level, a period of 10 years should be assumed for planning purpose. |

196	**Collaborative design of updated Data Dictionary for each case type:** **How many distinct case types require updates to the Data Dictionary?** **What are the specific data elements and attributes to be included in each updated Data Dictionary?** **Are there any changes to be made to existing Judicial Council standardized values or reference table mappings?** **What are the review and approval processes for the updated Data Dictionary?**	**Exhibit 1 E**	**For the scope of this RFP, CARE Act and CMHS, only the Mental Health case type data elements may require slight update. This will be determined in requirements gathering and design sessions within the scope of this RFP.**
197	**Collaborative design of Power BI reports and dashboards:** **How many reports and dashboards need to be designed for the project?** **What are the specific data sources and metrics to be included in each report/dashboard?** **Are there any specific visualization requirements or layouts for the reports and dashboards?** **What is the role-based access control (RBAC) requirements for restricting access to reports and dashboards based on user roles?**	**Exhibit 1 E**	**See Question# 195 and #196.**

198	What is the expected volume and velocity of data to be processed by the ETL/ELT process?	**Exhibit 1 E**	The volume of the data processed at each court level is very nominal (sub-GB – GB range) and will continue to grow linearly. Use 15% growth for calculation purpose. It will be far less in reality.
199	What error handling and logging mechanisms will be implemented for the ETL/ELT process?	**Exhibit 1 E**	Job (File) level as well as record level error handling is implemented by the framework. All the record level validation failures are logged in the database schemas and can be reported/queried. All the system level and job level processing are logged to system logs and are available for analysis via Talend Management console. All infrastructure level monitoring is performed by JCIT and have alert mechanisms set up to notify the concerned personnel. This level of monitoring is outside the scope of this RFP.
200	Will the new data sets require any specialized data storage or indexing structures?	**Exhibit 1 E**	No. We expect the new datasets to be just an extension of current dataset.
201	Are there any specific data validation rules or constraints for the CARE Act data?	**Exhibit 1 E**	No. We expect the new datasets to be just extensions of current dataset and the validation rules to be on similarlines as the rest of the datasets. The metadata driven mechanism for the validations currently in use should be able to adequately handle any additional validations.

202	How will data lineage and versioning be managed for the new data sets?	**Exhibit 1 E**	We do not have any data lineage/versioning requirements at this point.
203	Will data replication or synchronization be required for the CMHS data across multiple environments?	**Exhibit 1 E**	N/A. JCC discourages transfer of data between environments.
204	What mechanisms will be used for data backup, recovery, and disaster recovery in the cloud data warehouse?	**Exhibit 1 E**	JCC current expectation is to rely on the built-in mechanisms offered by Snowflake, Talend, and TMC (Talend Management Console) for disaster recovery. However, there are some initiatives for implementing DR for Talend runtimes/Remote engines, which should be outside the scope of this RFP.
205	How will data archiving and retention policies be enforced for historical data in the fact and dimension tables?	**Exhibit 1 E**	Please refer to Question #195. The data archival periods are well outside of the current RFP time duration.
206	What formats and standards will be used for documenting the updated Data Dictionary? Are there any automated tools or scripts available for generating and maintaining the Data Dictionary?	**Exhibit 1 E**	JCC Data dictionary in its current form is an excel spreadsheet with multiple worksheets representing the individual file structure that are uploaded to ADLS for ingestion. This format and simplicity of the solution has served the pilot projects well and JCC intends to continue its use for this RFP and are not considering any other tools or automated solutions for maintaining the data dictionary.

207	**Will Power BI reports be embedded within other applications or portals, and if so, how will integration be handled? How many reports require embedding, who will be managing? Please specify the systems where embedding to be done.**	**Exhibit 1 E**	**No. At least not in the context of this RFP.**

208	**What are the different data sources and type of data in each source systems?**	**Exhibit-1-Statement-of-Work. Section B**	**See Exhibit 5 Data Dictionary and Question #7**
209	**How many years of data Council has it in various data systems?**	**Exhibit-1-Statement-of-Work. Section B**	**Current data is from July 2018 to present**
210	**How would you rate the quality of data for each of the data source systems?**	**Exhibit-1-Statement-of-Work. Section B**	**Given the number of courts we plan to integrate into the DWH solution, the quality and the volume of data varies considerably. However, for the core set of attributes that are deemed crucial for the agency reporting, the situation is more manageable. Also, note that for this RFP, it is not just the quality of the data, the business processes and practices followed by different courts vary slightly, leading to mismatch in how the numbers are represented. This is an additional consideration to data quality.**
211	**Does Council have ER diagram explaining current Data models/systems?**	**Exhibit-1-Statement-of-Work. Section B**	**Yes**

212	**From governance perspective, how many years of Data the Council is looking to store in the new DWH platform?**	**Exhibit-1-Statement-of-Work. Section B**	**10 years. Please refer to Question #195**
213	**What is expected source wise data growth rate in terms of % on a yearly basis?**	**Exhibit-1-Statement-of-Work. Section B**	**Please see Question #160**
214	**Do any of the existing data systems reside in a cloud environment (Azure, AWS, GCP, etc.), or are they all on-premises?**	**Exhibit-1-Statement-of-Work. Section B**	**All JCC resources related to this RFP are deployed in Azure Gov Cloud. No on-prem resources are in scope for this.**
215	**Is there a preferred database platform that aligns with the internal skill sets for long term supportability of the solution (Oracle/SQL Server/PostgreSQL/Snowflake)?**	**Exhibit-1-Statement-of-Work. Section B**	**JCC ecosystem has other databases. However, for this RFP, only Snowflake is used.**
216	**Does Council mandatory looking for Talend as ETL/ELT tool or vendor can suggest other tools also for this operation?**	**Exhibit-1-Statement-of-Work. Section B**	**Talend Data Integration has been selected and used in the pilot projects and JCC intends to use the same for this RFP. There may be internal discussions around extending the current Talend setup and the prevailing proposer can make suggestions for tweaks.**
217	**Is there any preferred reporting/dashboard solution Council is looking for (Tableau/Power BI)?**	**Exhibit-1-Statement-of-Work. Section B**	**Power BI**

218	**How many reports/dashboards Council current have?**	**Exhibit-1-Statement-of-Work. Section B**	**Less than 35. This number includes a set of common dashboards implemented for the 6 pilot projects. These common dashboards closely resemble each other in structure as well as data/attributes.**
219	**At present, does Council uses any ETL tool to process data that feeds internal or external reports?**	**Exhibit-1-Statement-of-Work. Section B**	**Talend Data Integration**
220	**Does the Council possess the necessary documentation outlining the current systems and business processes?**	**Exhibit-1-Statement-of-Work. Section B**	**Yes**
221	**What is the current skillset of the incumbent team? Are there data scientists, analysts, developers?**	**Exhibit-1-Statement-of-Work. Section C**	**Project manager, Application Architect (1 Talend, 1 DWH), Data Engineers/Programmers (2), Analysts (2).**
222	**Does Council expect the vendor to deploy any on-site resources to complete any tasks in the project or it is possible to go for completely remote resources?**	**Exhibit-1-Statement-of-Work. Section C**	**No, completely remote**
223	**Can firm's utilize hybrid resource model (on-site, remote, off-shore) to accomplish the project?**	**Exhibit-1-Statement-of-Work. Section C**	**No offshore. All remote**
224	**What is the duration for the entire project?**	**Exhibit-1-Statement-of-Work. Section C**	**The initial term is 3 years with option for three one-year extensions. Please see RFP Section 1.6.**
225	**Does the Council have any specific budget for the whole project or phases?**	**Exhibit-1-Statement-of-Work. Section C**	**2023 annual expenditure is approximately $104,900.**
226	**How many environments does Council has in the present technology stack?**	**Exhibit-1-Statement-of-Work. Section G**	**Four environments in total. Dev, QA, UAT, Prod with separate Talend remote engine setup for each. Snowflake tenancy is 1 per court. We use different databases for different environments**

227	**Does the Council use any Project Management, Version controlling tool such as Azure DevOps, JIRA, etc.?**	**Exhibit-1-Statement-of-Work. Section C**	**Yes, JIRA, GITHub. Azure DevOps is used only for CI/CD and deployments.**
228	**Is there any preference for development framework such as Agile/Scrum?**	**Exhibit-1-Statement-of-Work. Section C**	**Agile/Scrum is preferred for triage and defect fixes on JCC side. However, Waterfall is more conducive for the court facing tasks.**
229	**Can the Council please clarify what kind of information would be sufficient to demonstrate the requested years of experience?**	**Preferred Requirements, page 5**	**Information, description, references for current and past projects.**
230	**Can the Council please clarify if there is a mandatory goal for SBE or DVBE participation?**	**Attachment 5: Small Business Declaration** **Attachment 6: DVBE Declaration**	**The Judicial Council's goal is to maximize small business participation in the provision of IT goods and services; there is no mandatory participation goal. For DVBE participation, the Legislature established the DVBE program and stated its intent "that every state procurement authority honor California's disabled veterans by taking all practical actions necessary to meet or exceed the Disabled Veteran Business Enterprise participation goals of a minimum of 3 percent of total contract value". These goals apply to the total contract value expended each year by each JBE. However, qualification for the DVBE incentive or small business participation is not mandatory for this RFP. Failure to qualify for the DVBE incentive or small business preference will not render a proposal non-responsive.**

231	**Could the Council please clarify if the SBE or DVBE participation are only incentive points or are part of the evaluation criteria?**	**RPF Section 9. EVALUATION OF PROPOSALS**	**SBE and DVBE participation are part of evaluation criteria. If a Proposer is eligible for the small business preference and/or the DVBE incentive, incentive points are added to the Proposer's score accordingly. Please refer to RFP section 12 and 13.**
232	**If a firm doesn't participate as SBE or DVBE, will we lose the 3 points of incentive in the evaluation of the proposal response?**	**RFP Section 9. EVALUATION OF PROPOSALS**	**If a firm doesn't participate as a DVBE or SBE, the proposer will lose the 3 points for DVBE incentive and receives no small business preference.**

233	**Can a firm claim the SBE/DVBE incentive by a subcontractor?**	**RFP Section 9. EVALUATION OF PROPOSALS**	**For the small business preference, please see the answer to question #78 above and refer to RFP Section 13 and the Small Business Declaration (Attachment 5). To claim the small business preference associated with this solicitation, Proposers must complete and submit the Small Business Declaration (Attachment 5). Please review the "Small Business Declaration Instructions" before completing this form.** **Regarding the DVBE incentive, please refer to RFP Section 12, the DVBE Declaration (Attachment 6), and the Bidder Declaration (Attachment 11). If a Proposer wishes to seek the DVBE incentive solely through the use of a DVBE subcontractor(s) because the Proposer does not itself qualify as a DVBE, then each DVBE subcontractor must complete a DVBE Declaration (Attachment 6) and the Proposer must complete the Bidder Declaration (Attachment 11). Please review the instruction pages included as part of the above referenced Attachments before completing these forms.**
234	**Could the Council please confirm that for the Technical Response, vendors only have to provide the "Exhibit 4 PROPOSER RESPONSE TEMPLATE"?**	**Exhibit 4 Proposer Response Template**	**Proposer will need to submit all required documents, Attachments and Exhibits stated in RFP Section 7.1.**

235	**Could the Council please confirm that aside from the forms and the Exhibit 4 Proposer Response Template, vendors do not have to provide anything else?**	**Exhibit 4 Proposer Response Template**	**Proposer will need to submit all required documents, Attachments and Exhibits stated in RFP Section 7.1.**
236	**In case firms are submitting confidential information in the response, is it required to provide a redacted version?**	**RFP Section 11. CONFIDENTIAL OR PROPRIETARY INFORMATION**	**No. Please refer to RFP Section 11.**
237	**Could the Council please clarify, if vendors provide the account executive name, can that person be replaced in the future when the contract is awarded?**	**Exhibit 4 Proposer Response Template**	**Yes**
238	**If a firm is not claiming the DVBE incentive, is still mandatory to complete Attachment 11 and 6 and provide them alongside the proposal response? If yes, can firms complete them with N/A?**	**RFP Section 12. DISABLED VETERAN BUSINESS ENTERPRISE INCENTIVE**	**No**
239	**If a firm is not claiming the SBE incentive, is still mandatory to complete Attachment 5 and provide them alongside the proposal response? If yes, can firms complete it with N/A?**	**RFP Section 13. SMALL BUSINESS PREFERENCE**	**No**
240	**Could the Council please clarify if it is mandatory to provide the industry (NAICS) to bid on this solicitation?**	**Exhibit 4 Proposer Response Template, page 3 Company Overview and Financial Information**	**Yes, the Contractor should have a NAICS code provided.**
241	**Could the Council please confirm that vendors only have to list the names of two clients and not provide contact or scope of the projects?**	**Exhibit 4 Proposer Response Template, page 3 Company Overview and Financial Information**	**A sufficient response is to simply list at least two clients.**
242	**Could the Council please confirm if vendors can provide the names of commercial clients?**	**Exhibit 4 Proposer Response Template, page 3 Company Overview and Financial Information**	**Yes**

243	**Could the Council please confirm if this Statement of Work Exhibit 1 has to be submitted separately and not within the response, since this Exhibit 1 is informative and only has some tables where vendors have to provide yes or no answers?**	**Exhibit 4 Proposer Response Template, Section 6.1 Statement of Work, Exhibit 1**	The Statement of Work Exhibit 1 can be submitted as a separate document within the response package.
244	**Could the Council please clarify if vendors have to provide the Key Personnel or the complete Project Team information?**	**Exhibit 4 Proposer Response Template page 4, Section 5 Experience and Qualifications**	All Personnel working on the project need to be identified and resumes reviewed.
245	**Could the Council please confirm that the only sections needed to be addressed in this Exhibit 1 are the tables with the required yes or no answers?**	**EXHIBIT 1 STATEMENT OF WORK**	In Exhibit 1, tables 1 – 9 need a Yes or No response from the Contractor along with any comments.
246	**Could the Council please clarify if vendors have to provide the resumes for the same personnel provided in Exhibit 4, section 5 Experience and Qualifications?**	**Exhibit 4 Proposer Response Template page 4, Section 5.1 Resumes for Key Staff**	The Contractor may provide one set of resumes for all Staff working on the project.
247	**Could the Council please confirm that vendors have to submit this excel form separately and not within the technical response?**	**Exhibit 4 Proposer Response Template page 4, Section 6 Response to Requirements, Section 6.1.2 Business and Technical Requirements, Exhibit 2**	Essentially, this is the response to Exhibit 2. It is the same document. Section 6 is not listing separate documents, but the package of documents to be submitted.
248	**Could the Council please confirm that vendors have to include the Financial Statements under the Exhibit 4, Section 3 Company Overview and Financial Information in the Exhibit 4 Proposer Response Template?**	**Exhibit 4 Proposer Response Template**	As listed in Exhibit 4, Section 8, Response Checklist the Contractor must provide Financial Statements (e.g., balance sheets and income statements for Proof of financial solvency or stability).

249	**Could the Council please kindly grant an extension for the due date submission?**	**3. TIMELINE FOR THIS RFP**	**As we are under fiscal year limitations, there is no room or flexibility with extending the dates of submission.**
250	**Is it allowed to use a subcontractor for 100% of the completion of this project?**	**N/A**	**A Contractor may subcontract their work under this project, but only with the advanced written approval of the JCC. Please refer to RFP Attachment 2, Appendix C, Section 1.6(c) for additional requirements and information regarding subcontracting.**
251	**Could the Council please clarify if it is allowed to use digital signatures?**	**N/A**	**Yes, digital signature is allowed.**
252	**Could the Council please disclose the allocated budget for this contract?**	**Cost Proposal**	**No, the JCC will not disclose the budget.**
253	**Could the Council please clarify how many vendors will be awarded?**	**N/A**	**One**
254	**Is it required to provide the Good Standing Certificate alongside the proposal response?**	**N/A**	**Proof of good standing of doing business in California is required, please refer to RFP Section 7.1 g ii.**
255	**Is there any incumbent associated with this project? If so, please disclose the name.**	**N/A**	**Yes, Oncore, LLC (Now GCOM)**
256	**Is it required to provide the Certificate of Insurance (COI) alongside the proposal response?**	**N/A**	**No, the proposer does not need to submit Certificate of Insurance with the proposal, please refer to Section 7. Insurance in Attachment 2 to the RFP.**
257	**If we are using a subcontractor, is it required for the subcontractor to provide the COI?**	**N/A**	**No, the proposer does not need to submit Certificate of Insurance with its proposal. For subcontractor insurance requirement, please refer to Appendix C, Section 7 (P), Insurance in Attachment 2 to the RFP.**

258	If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could we replace them with equally qualified resources?	N/A	**See RFP Attachment 2, Appendix C Section 1.6**
259	Could the Council please confirm that firms can fill out proposal forms electronically?	**RFP Section 6. SUBMISSIONS OF PROPOSALS**	Yes
260	Does the Council accept remote resources to work on the project?	N/A	Yes
261	Does the Council prefer on-site resources to execute the project?	N/A	No
262	Is there a page limit for the proposal response?	**RFP Section 6. SUBMISSIONS OF PROPOSALS**	No
263	Could the Council please clarify if it is required to provide resumes of the proposed personnel? If yes, is there a page limit for the resumes?	**RFP Section 6. SUBMISSIONS OF PROPOSALS**	**Yes. No page limit.**
264	Is it allowed to use subcontractor references?	**RFP Section 6. SUBMISSIONS OF PROPOSALS**	No.
265	Could the Council please clarify if Firms can provide commercial references?	**RFP Section 6. SUBMISSIONS OF PROPOSALS**	Yes
266	Could the Council please clarify if Firms can provide references of ongoing contracts?	**RFP Section 6. SUBMISSIONS OF PROPOSALS**	Yes
267	Are there any format margins that we need to consider when writing our proposal?	**RFP Section 6. SUBMISSIONS OF PROPOSALS**	No

268	**What is the suggested font size and type for the proposal?**	**6. SUBMISSIONS OF PROPOSALS**	**There are no mandatory font size and type of the proposal.**
269	**Could the Council kindly confirm whether it's seeking a COTS solution or a custom solution?**	**EXHIBIT 1 STATEMENT OF WORK**	**We are not seeking either; we have established platform. Please see RFP and Exhibit 1 Statement of Work**
270	**Could the Council please confirm the utilization of dashboard/reporting tools? If affirmative, could you specify the particular solutions employed?**	**EXHIBIT 1 STATEMENT OF WORK**	**Power BI**
271	**Does the Council accept offshore resources to execute the project?**	**N/A**	**Please refer to Section 1.5 (b)(iii) and 1.5 (f)(i) of Appendix C in Attachment 2 to the RFP.**
272	**Could the Council kindly clarify the exact number of attached files needed for the response?**	**RFP, Section 4. RFP ATTACHMENTS AND EXHIBITS**	**Please see question #275 and $278.**
273	**Could the Council please clarify if attachment 4 to 12 have to be included within the response in the Exhibit 4?**	**Exhibit 4 Proposer Response Template, section 8 Response Check List**	**They can be provided as separate documents.**
274	**Could the Council please clarify if vendors have to include the Proof of good standing and qualification to conduct business in California, and Current business license, professional certification, or other credentials, within the technical response in the Exabit 4? if yes, under which section vendors have to include it?**	**Exhibit 4 Proposer Response Template, section 8 Response Check List**	**Yes, vendors will need to provide Proof of good standing and qualification to conduct business in California and current business license. They can be provided as separate documents.**

275	Could the Council please clarify if vendors have to create a technical proposal aside from the Exhibit 4 Proposer Template?	**RFP section 6 Submission of the Proposal**	**The technical proposal should contain all the required documents requested in RFP Section 7.1 and the response to Exhibit 4, Section 2-5.** **Cost Workbook. Exhibit 3 should not be included in the technical proposal. Please refer to RFP Section 6.2.**
276	Could the Council please clarify which sections vendors have to follow to create the technical response?	**RFP section 6 Submission of the Proposal**	**Please see Question #275 and #278.**
277	Could the Council please clarify what information has to be included in the Technical Response?	**RFP section 6 Submission of the Proposal**	**Please see Question #275 and #278.**
278	Under section 6 submission of the proposal in the RFP, states "The Proposer must submit their proposal electronically in two (2) separate parts. Part One is the Technical Proposal, which covers the qualifications for the Proposers corresponding to Section 2 above, and Part Two is the Cost Proposal." However; there is section 7 names Proposal Content, and there is Exhibit 4 Proposer Response Template. Could the Council please clarify what is the specific format that vendors have to follow to provide the technical response?	**RFP section 6 Submission of the Proposal**	**Exhibit 4, Section 8, Response Checklist provides the guideline for the format the technical proposal should be submitted. The Response Checklist lists all the required RFP documents under RFP Section 7.** **The technical proposal should contain all the required documents requested in RFP Section 7.1 and the response to Exhibit 4, Section 2-5.** **Cost Workbook. Exhibit 3 _should not be_ included in the technical proposal. Please refer to RFP Section 6.2.** **Please see Question# 279.**

279	Could the Council please confirm if vendors have to include the excel files and attachments within the Technical Response File or if the attachments and excel files have to be submitted separately?	**RFP section 6 Submission of the Proposal**	**Excel files and attachments can be submitted separately.** **The Proposer must submit their Technical Proposal as a separate attachment from the Cost Proposal to an email sent to:** *solicitations@jud.ca.gov* **The Proposer must submit their Cost Proposal as an attachment separate from the Technical Proposal to the Solicitations Mailbox at:** *RFP-IT-2023-58-DM-COSTS@jud.ca.gov*