

REQUEST FOR PROPOSAL #ISD071002 – SHARED SERVICES ENVIRONMENT
QUESTIONS AND ANSWERS FROM BIDDERS’ CONFERENCE ON JULY 25, 2002

1. Section I.2 (Pricing and Scope of Phase One) of the RFP cites the Phase One fixed contract value at \$150,000. Section 5 (Payment Terms) of Attachment 2 (Professional Services Agreement) cites the compensation as \$250,000. Which contract value amount is correct for Phase One?

Answer: \$150,000. (See RFP Amendment No. 1 at Para 27).

2. Is August 12th a draft proposal submission? And, if so, is September 9th the final proposal submission?

Answer: See answer to Question 3 below.

3. What activities does the AOC anticipate between the August 12th submission and the September 9th submission (e.g., oral presentations, confidential discussions, etc.)?

Answer: The Vendor’s proposal responsive to all elements of the RFP must be submitted to the AOC on August 12th. During its review and evaluation, the AOC may request clarification or additional information from the Vendor. The AOC may also request an oral presentation and/or a site visit. The final proposal reflecting the clarifications and additional information provided will be submitted on September 9th.

4. Could you please provide vendors with a list of attendees and their companies that participate in the Bidders’ Conference?

Answer: The AOC made copies of the Bidders’ Conference sign-in sheet available at the end of the conference.

5. Do the appendices and attachments count towards the 100-page response limit?

Answer: The 100-page limitation includes all appendices and attachments, except for the Vendor’s response to RFP Section VII.

6. The services provided under RFP Section VI.5.1 (Application Service Provider Functional Requirements) #2 (Maintenance and support) references upgrades. Please describe the extent of the activities that would be required for “upgrades.”

Answer: The Vendor will install and implement all application changes, new releases, updates and upgrades as directed by the AOC. The process and pricing for this activity will be negotiated during Phase One performance. See also RFP Section VI.6.

7. Refer to RFP Section VI.5.2.1, item B: Please clarify the where or when the performance standards are established.

Answer: The Vendor's performance will be assessed against the service levels established in the RFP, including, without limitation, Appendices A-E of the RFP (Minimum Acceptable Service Levels).

8. Refer to Section VI.5.1, item #6 and Section VI.5.2.6: Does AOC anticipate the vendor's response to include information on the vendor's SAP implementation services that are available to Counties which have not yet implemented SAP Financials?

Answer: No.

9. Refer to RFP Section VI.7.2, item A: Does the phrase "remote site support" describe the existing County Help Desk? Or does this refer to the Vendor's support staff?

Answer: The phrase "remote site support" is replaced by the phrase "the courts". (See RFP Amendment No. 1 at Para 14).

10. Do the "Level 1", "Level 2", and "Level 3" listed in Appendix B (page 1) refer to the Help Desk Level or problem severity level?

Answer: Levels in Appendix B are problem severity levels. (See RFP Amendment No. 1 at Para 22).

11. Is the use of co-location facilities (meaning data center facilities to house computer servers provided by a third party) permitted?

Answer: Yes. Vendor may use co-location facilities, subject to the limitations of subsection 2 of RFP Section VI.11.

12. Does the 100-page limit include all relevant resumes?

Answer: Since the resumes will be submitted in response to RFP Section VII, they will not count against the 100-page limit (see answer to Question 5 above).

13. On page 26 of the RFP, item V.3.1, the last sentence of the paragraph states that "Phase One Proposal shall cite the numeral/alphabetical reference point (e.g., IV.4.2.1, Monitoring – Question A) and restate the question followed by the response to the question." Does this apply to all questions asked and information requested or just for those that are stated in the form of an actual question?

Answer: The requirement of a numeral/alphabetical reference point applies to all questions asked and information requested in the RFP. This reference requirement is not limited to requests stated in the form of a question. (See RFP Amendment No. 1 at Para 5)

14. Does the AOC maintain a list of qualified or preferred DVBEs that we can review?

Answer: No.

15. On page 15 of the RFP, a number is listed for DVBE resources. The phone number is disconnected. Would you happen to have another contact number or name?

Answer: 916-375-4940. (See RFP Amendment No. 1 at Para 2).

16. Will there be a small business participation requirement in this RFP?

Answer: No.

17. How many AOC staff members will be assigned to Phase I work?

Answer: In its Phase One Proposal, the Vendor is asked to recommend the number of AOC personnel necessary for performance of each of Phase One and Phase Two (see subsection D of RFP Section VI.8.2.1). The AOC will be guided by the responses from the Vendors.

18. Section VI.11, item 2 - Can you clarify the statement “ALL services described in this RFP as Managed Service Provider services?” This section also states “Vendor must not subcontract and, therefore, shall be the direct supplier of...” etc. May the Vendor utilize subcontracting individuals supplementing its permanent employees as part of its delivery of any of these services?

Answer: The Vendor must provide all Managed Service Provider services subject to the limitations of subsection 2 of RFP Section VI.11. The Vendor may utilize contract employees or individuals who are consultants to perform the services that must be provided directly by the Vendor pursuant to subsection 2 of RFP Section VI.11. The AOC has amended the RFP to allow a Vendor to provide SAP application services by an immediate (first tier) subcontractor, provided that it shall be a positive evaluation factor if the Vendor performs directly these SAP application services, as opposed to having them performed by its subcontractor. (See RFP Amendment No. 1 at Para 17).

19. See page 59, VI.11: Are entities allowed to “co-prime” or joint venture to bid as one entity to meet the requirements listed on page 59?

Answer: No.

20. Please clarify your requirements around subcontracting as outlined on page 59, Section VI.11, item 2.

Answer: See the answer to Question 18 above.

21. Does the AOC want to employ a hot site or cold site back-up?

Answer: The AOC does not require a fully redundant site. The AOC does require back-up of systems in a manner that provides for restoration of service as provided in subsection 1.h. of RFP Section VI.1.1. For further information, refer to the application specific up-time levels in the Appendices.

22. How often does the AOC wish to have a technology refresh?

Answer: The AOC expects the Vendor to provide recommendations for technology refresh based on the system.

23. What is the current state of the SAP implementation?

Answer: Currently, one court has SAP in pilot phase. In approximately one month, the effectiveness of this pilot will be evaluated for further implementation. Based on current information, the AOC expects SAP will be the chosen application.

24. Is there a possibility that the AOC will not select SAP upon completion of the pilot?

Answer: Yes. It is possible that the AOC will not select SAP, but the Vendor should assume for purposes of its Phase One Proposal that SAP will be selected.

25. Who will implement SAP (not part of this RFP)?

Answer: The AOC is in the process of preparing an RFI for SAP implementation and intends eventually to issue a RFQ for qualified SAP implementers.

26. Must vendors do both hosting and implementation of SAP?

Answer: The Vendor is not required to implement SAP. The AOC intends to issue an RFQ for SAP implementation for multiple courts in parallel.

27. Are there any requirements for the work force to be unionized? Please explain.

Answer: No. The AOC does not impose a requirement for unionization. The Vendor, however, is responsible for compliance with all labor law requirements.

28. Will the AOC kindly remove the 150-mile location restriction of its new Technology Center?

Answer: The AOC has revised the RFP to provide that the Technology Center must be located within the State of California. The AOC will not waive that requirement. (See RFP Amendment No. 1 at Para 1 and 6).

29. Please provide some clarification regarding the 150-mile limit on the Technology Center. Must only the equipment reside there, or must the system management personnel and help desk be within 150 miles of San Francisco as well?

Answer: The Technology Center and equipment must be located within the State of California. While the host or application service provider personnel and support personnel may be located outside the State of California, the extent to which the Vendor will perform host or application service activities at the Technology Center (or at facilities nearby the Technology Center) will be a positive factor in the Phase One evaluation. (See RFP Amendment No. 1 at Para 1, 3, 15, and 16).

30. Please clarify: Must co-location be in the Tech Center? Can support services for the Technology Center be provided elsewhere?

Answer: See answer to Question 28 and 29 above.

31. Why must the Technology Center be located within 150 miles of San Francisco?

Answer: See answer to Question 28 and 29 above.

32. What is the purpose of the 150-mile requirement, and do you expect to have staff permanently on-site at the Technology Center?

Answer: See answer to Question 28 and 29 above.

33. Can the AOC provide details pertaining to the scoring as it will relate to the evaluation criteria (III.4.2, p.18)?

Answer: Phase One evaluation criteria are located in RFP Section III.4.2. The AOC does not intend to provide further detail on the evaluation criteria.

34. Is the AOC required to follow state (DGS) procurement regulations? If so, have the recent changes in state procurement practices made any impact to this procurement?

Answer: The AOC is not required to follow the State Public Contract Code. However, as a matter of practice, the AOC has adopted those provisions that it believes to be sound public contract procurement practices.

35. What is the budget for Phase Two?

Answer: The AOC is not disclosing this information.

36. Considering the possible introduction of multiple vendors involved in the SAP implementation, what breakout of responsibility do you see between the data center support and on-going vendor implementation support?

Answer: The Vendor will not be performing SAP implementation under this RFP. The transition of SAP to the Technology Center will be performed based on criteria to be determined by the AOC.

37. What is the schedule for the Exchange migration and the number of users for each court (small, medium, large, XL)?

Answer: The Vendor should utilize the assumptions and projections for Desktop users documented in the RFP Appendix F for the Exchange migration (assume that each Desktop User is an Exchange user).

38. Can a vendor provide its own SAN and backup?

Answer: The AOC will evaluate SAN and backup proposals included in the Vendor's Phase One Proposal.

39. Since the AOC wants to purchase hardware/software, what should the Vendor provide?

Answer: The AOC will evaluate alternative procurement strategies included in the Vendor's Phase One Proposal with respect to hardware (see subsection 7 of RFP Section VI.4.1).

40. If a company is prime to be able to handle SAP managed services and owns Data Centers to meet requirements but is not a certified SAP service provider or NASCMAS certified, will they still be considered?

Answer: The Vendor or its immediate (first tier) subcontractor (whichever will be providing the SAP Application Services Application services) must be currently SAP certified. It is not sufficient for the Vendor to be in the application or evaluation process for SAP certification. See also the answer to Question 18 above.

41. Do all call center inquiries have to be via telephonic means or can self-service methods be utilized via the web or other resources to reduce headcount and cost?

Answer: The Vendor's proposal must address the needs of all courts that elect to participate in the Shared Services Environment and not all courts will have the capability to utilize alternatives to telephone support. Accordingly, while alternative means of service will be considered, telephone support will be a necessary component of the Help Desk. Voice over IP, however, is not an acceptable alternative means of service.

42. What was the average amount of man-hours expended in supporting court customers by size of court during the last 12 months?

Answer: Most of the support staff hours are spent at the county level by county employees, and the courts are charged distributed rates. Additional information is not readily available.

43. How many support personnel are utilized in each court IT support group currently?

Answer: The number of support personnel utilized in each court IT support group varies from none to over 100 depending on the court.

44. Can Voice over IP be utilized in place of telephonic support infrastructure?

Answer: See answer to Question 41 above.

45. Are there allowances made for plant cost of acquiring hardware systems, such as phone switches, hubs, routers, etc. in support of buildout of the help desk center? If so, what happens to these items at the end of the term? Are they the property of the Vendor or the State?

Answer: The Vendor will be responsible for procuring equipment for the Help Desk. The AOC will have the option of acquiring this equipment at the end of the term (see subsection 4 of RFP Section VI.13.1).

46. Page 10 states “The focus of the network of the Vendor will be the exchange of application data.” The RFP describes the use of multiple, different case management applications. Can AOC describe in more detail what role the vendor awarded this RFP will play in facilitating the exchange of data?

Answer: The “exchange of application data” will occur over the network between the courts, their justice partners, and the Technology Center. “Application data” is the data stored within each of the supported software applications hosted at the Technology Center.

47. Section II.2.1 - This section states that “the focus of the network for the vendor is the exchange of application data.” What is meant by application data?

Answer: See answer to Question 46 above.

48. Reference page 24: Does the AOC envision that all the users that elect to use the shared services CMS will be consolidated to a consistent deployment of CMS using a single repository? Or, does AOC envision that the application service will allow for multiple, customized instances of the CMS application?

Answer: The AOC envisions that the application service will allow for multiple CMS applications to be supported simultaneously.

49. Will SAP be implemented as “one company” or as separate instances of SAP “for each company”?

Answer: SAP is being implemented as “one company” with multiple business areas.

50. Page 44 states “The applications running in the Technology Center will be SAP (financial) and Sustain case management software, other case management system applications to be defined (e.g. ISD, ACS, and Vision) and other supporting applications such as the ACS Jury System and the JSI Jury+System. In addition, a Human Resources software application and a payroll software application are scheduled to be identified and installed in 2004.” Can

AOC indicate the client requirements for deployment of each of these applications? For example, which of these applications will be “thin client, browser-based” and which will require a client download for new versions?

Answer: The client PC requirement will vary depending on the type of interface used. The CMS applications will require a web or thin-client architecture. The SAP application will employ both a client installation (SAP graphical user interface) or download on the desktop and a browser-based installation (thin-client) that does not require any client downloads.

51. Part IV of Attachment 3 says the facilities to be used for the Tech Center will be “as is, where is,” but goes on to say we will be responsible for certain standards of physical security. If the facilities need work to meet the required standards, who pays and how?

Answer: Only the space, furnishings and fixtures (if any) provided by the AOC to the Vendor will be provided “as is, where is”. The Vendor’s space, furnishings and fixtures are not provided “as is, where is”. All pricing issues will be negotiated as part of Phase One performance.

52. Section VI.2.2, Item D - This question asks for vendor assistance in evaluating the capabilities of network providers (including state-owned networks). Will the vendor have access to existing documentation to understand the specifics of the state-owned networks?

Answer: If awarded a Phase One Contract, the selected Vendor will have access to any information that the AOC has on other state-owned networks necessary to evaluate those networks. However, the information that the AOC has does not comprehensively describe all state-owned networks.

53. Section VI.4.1 - The introduction of this sections mentions legacy systems. What is the legacy system environment that would need to be integrated?

Answer: The legacy systems are comprised of AS/400s running a CMS.

54. Section VI.4.1, item 2 - This section contains the statement “The Vendor will be expected to manage the courts’ current online and batch data, storage standards and backup requirements.” “What is meant by “current online and batch data?”

Answer: The Vendor is expected to determine the online and batch data requirements of the applications to be hosted within the Technology Center.

55. Section VI.4.1, item 3d - Does “maintain version control” include desktop systems?

Answer: Yes.

56. Section VI.4.1, item 3f - Will the AOC purchase and provide the hardware required for hardware refreshes?

Answer: Yes. However, the AOC is interested in reviewing alternative hardware procurement strategies (see subsection 7 of RFP Section VI.4.1).

57. Section VI.4.1, item 6 - Will the development, documentation, maintenance and implementation of a disaster recovery plan be broken out as a separate project, or will they be included in the overall outsourcing SOW?

Answer: Yes. The disaster recovery plan activities will be included in the overall outsourcing SOW.

58. Section VI.5.1, item 2 - This section contains the statement: “The Vendor shall maintain existing and future court systems....” Does this responsibility include all the individual county courts currently procuring and maintaining their own systems who choose to join the Technology Center?

Answer: The phrase “existing and future court systems” in item 2 of Section VI.5.1 refers to the systems to be run at the Technology Center, as described elsewhere in the RFP. The AOC does not intend to import existing systems from the individual courts that choose to become part of the Technology Center, except for the possibility of adopting existing local court systems on a Technology Center-wide basis and making those systems available to all Technology Center participants.

59. Section VI.5.1, item 2 (see also Section VI.5.2.6) - Will the Vendor perform actual application code changes or only coordinate that activity with a third-party?

Answer: The Vendor will only coordinate the code change activity with third-party software vendors that have entered into agreements with the individual courts or the AOC.

60. Section VI.5.1, item 3 - Will the Vendor create and maintain the non-SAP database schema?

Answer: No.

61. Section VI.6.1, item 2c - The Level 3 help desk support section contains the statement “Level 3 support also addresses those issues and problems that require access to a third party vendor’s source code to resolve the issue or problem.” Does this imply that the Vendor will make changes to the third-party’s source code?

Answer: No. The Vendor will not make changes to the third party source code.

62. Section VI.6.1, item 4 - This section contains the statement “The Vendor will be responsible for, and will meet all SLAs regarding, third-party hardware and software applications.” Can AOC provide some detail regarding these SLAs? What SLOs are included?

Answer: Subject to confidentiality obligations to third parties, more information regarding SLAs regarding third party hardware and software applications may become available to the Vendors awarded a Phase One Contract.

63. Section VI.6.1, item 7 - What would be expected of the Vendor if a call is received outside of the M-F, 8-5 timeframe?

Answer: The Help Desk must be available M-F, 8-5 Pacific Time. The AOC does not require that the Help Desk provide support outside these hours. (See RFP Amendment No. 1 at Para 11, 13, 21(c), 21(d), 23, and 25).

64. In III.6.5, the RFP states that the AOC reserves the right to make two Phase 2 awards. Under this scenario, how can the AOC ensure common standards? In addition, Vendor pricing will depend somewhat on volume. Will the AOC re-negotiate pricing if it elects to make 2 awards?

Answer: As noted in Section III.6.5, the AOC's intention is to award one contract under this RFP. The AOC would only make two awards under this RFP to the extent the scope of work and pricing in the two negotiated contracts permit splitting the award.

65. Section VI.7.1, item 1 - This section contains the statement "Courts that are more broadly staffed will probably continue to self-support or contract with a local firm." If a local court does self-support, to what scope are they doing self-support? Do they do all the MAC, hardware and software support? What about troubleshooting network issues, licensing of software and printing issues?

Answer: The scope of a court's self-support will vary from court to court. The scope of Help Desk support the Vendor would provide to a particular court would depend on the Shared Services Environment services for which the court was registered. The Help Desk would be responsible for determining whether the issue is one for which the court has registered.

66. Section VI.10.1, item 3 - This section states "The Vendor's proposed environment must accommodate service levels that mandate no single point of failure." How far does this reach? We assume it includes network and servers with the mission critical applications. What about desktops and other less mission critical applications?

Answer: All services provided with respect to the CMS and Jury systems applications must accommodate service levels that mandate no single point of failure.

67. Does the AOC intend that its e-mail service be hosted?

Answer: Yes. The e-mail service will be hosted to support those courts that are interested in utilizing it.

68. Section VI.12.1, item 1 - This section contains the statement “It is desirable that the Technology Center network for Phase Two not be re-created, but instead utilize, to the maximum extent feasible, an existing system that has available resources.” Are there any agreements in place now with the owners of these existing resources to provide access to the resources? What other networks are connected to the court networks (i.e., partner networks)?

Answer: The precise relationship between the Vendor and the administrators of existing state resources will be established during Phase One performance. For the purposes of the Phase One Proposal, the Vendor is simply required to provide the information requested in Section VI.12.2 on the assumption that access to existing resources will be made available.

69. PSA Section 1.4 - What software (specifically) is the Vendor providing?

Answer: The Vendor’s responsibility with respect to software in Section 1.4 of the Professional Services Agreement refers to the software and tools that the Vendor requires to perform its obligations under the Professional Services Agreement.

70. Attachment 3, section III.B.3 - Please define “all of the technologies.”

Answer: “All of the technologies” refers to all technologies included as part of the Shared Services Environment described in the RFP for which the Vendor is required to provide support as further described in the Statement of Work to be developed pursuant to the Phase One Contract.

71. Attachment 3, section IX.A - When will the withholding of ten percent apply?

Answer: The third and fourth sentences of Section IX.A of Attachment 3 are deleted subject to negotiation of milestone payments as part of Phase One performance. (See RFP Amendment No. 1 at Para 29).

72. Appendix F, section I.C indicates the number of desktops users at Extra Large Courts is “N/A.” Should we assume this data will be supplied later, or should we assume we will not provide desktop support to users at the Extra Large Court (Los Angeles)?

Answer: The Vendor should assume that it will not provide desktop support to users at this Extra Large Court. (See RFP Amendment No. 1 at Para 24).

73. Appendix G - The first two sentences of this appendix state “Currently, the AOC plans to support a development and test environment at AOC premises. The Vendor will be expected to provide the production environment.” Will the AOC actually operate and maintain the development and test environments? Will the Vendor have any responsibility for those systems? What is meant by “provide the production environment?” Will the AOC still own the hardware and software assets in the production environment?

Answer: The development and test environments for SAP are outside the scope of the RFP. The Vendor will have responsibilities with respect to transitioning from the staging environment to the Technology Center (see answer to Question 85 below). The Vendor will have no responsibility for the development and test environment. “Provide the production environment” means provide all services associated with SAP after transitioning out of the development and test environment operated and maintained by or for the AOC. If the AOC procures the hardware, the AOC will own such hardware. The AOC will also retain its rights under any software license agreements to which it is a party.

74. Appendix G contains the statement “The SAP system being designed and tested in the conference room pilot project includes basic financial modules only.” What are these modules?

Answer: The modules are listed in Appendix G.

75. Will the AOC own all the licenses for software used under this contract? Will this include everything from the desktop to the server and application software?

Answer: Yes. The AOC or the courts will own all licenses for software hosted for the AOC within the Technology Center, including the desktop, server and application software.

76. Please clarify who will perform the SAP application customization for the AOC so the application fits your specific business needs. Are you looking for the primary vendor to do that?

Answer: The Vendor will not be asked to customize SAP software code.

77. Are there any “home grown” applications that are going to be part of this agreement? If yes, please describe the desired support structure for these applications.

Answer: The Vendor may be requested to host software applications other than those listed in the RFP. However, the AOC does not presently intend to host any “home grown” applications within the Technology Center.

78. In most cases, IT support is currently provided by counties. What formal relationships must be addressed with the counties or their suppliers in order for courts to join the Tech Center?

Answer: For each court migrating to the Technology Center, existing agreements between the court and the county must be reviewed and addressed on a case-by-case basis. For courts that have existing contracts with other vendors, those agreements will need to be reviewed and addressed. New memoranda of understanding will need to be prepared between the AOC, each court that migrates to the Technology Center, and the county.

79. To fund subscription to the Shared Services Environment, will State funding be provided directly to the AOC, or will it go to the courts?

Answer: The AOC will not be disclosing this information.

80. What expectations are there regarding employment of court-employed personnel currently providing support services to the courts?

Answer: None.

81. Are there any restrictions regarding location for the Disaster Recovery site?

Answer: The AOC will evaluate the proposed disaster recovery site in light of the location's ability to mitigate the effects of an Act of God or other disaster at the location of the Technology Center. (See RFP Amendment No. 1 at Para 9(b)).

82. The winning vendor will make a considerable investment in implementing the environment. Will there be any set-aside funds allocated to help the vendor recoup this investment, should the legislature fail to continue funding the project?

Answer: See Section XV.C of the Minimum Terms in Attachment 3 to the RFP.

83. During Phase Two, will the AOC research and gain commitment from each court regarding its requirements to subscribe to the Shared Services environment?

Answer: The AOC will encourage all courts to become a part of the Technology Center, and will work with the Vendor to attract as many courts as possible to the Technology Center. However, the AOC cannot compel any court to join the Technology Center. In addition, the AOC may support efforts by courts that choose to develop their own technology centers on an individual or combined basis. At some point, the AOC may decide to establish a second technology center in the State, either directly or by extending an individual or combined court center.

84. Explain the requirement for AOC access to a "comparable level of information on the monitored environment as the Vendor uses so that problem recognition and escalation can be discussed on a real time basis." What can the AOC contribute to technical problem resolution if it is not maintaining the required technical staff?

Answer: The AOC requires access to the information identified in the RFP to monitor the Vendor's performance.

85. Please define your current user acceptance testing procedures. What level of dedicated resources will the AOC commit to support the Staging Environment? Is the "Staging" environment the same as the "Testing" environment?

Answer: User acceptance testing will occur prior to moving the application from the testing environment to the staging environment. The AOC will support the staging environment on an "as needed" basis. The primary purpose of the staging environment is to be the handoff

point from the application vendor to the Vendor. The Vendor will be responsible for transitioning the applications to the Technology Center from the staging environment in accordance with acceptance testing procedures and criteria that incorporate specific criteria to be negotiated during Phase One performance and in accordance with the language set forth in Section III.D of the Minimum Terms set forth at Attachment 3.

86. Will the AOC fund the training of personnel to support any AOC-certified CMS? Will it allow the Vendor to hire current AOC support personnel?

Answer: If training is made available by third parties, the Vendor will be responsible for obtaining its own training. Reimbursement for training will be negotiated as part of Phase One performance. The Vendor will not be permitted to solicit the employment of AOC support personnel. (See RFP Amendment No. 1 at Para 28 and 30).

87. Is there a legal requirement for the CMS and SAP data to reside within the state of California? Or could the data be located elsewhere and be accessible from California?

Answer: The AOC is not aware of a legal requirement for the CMS and SAP data to reside within the State of California. However, as a policy matter, the RFP requires that the data be stored at the Technology Center.

88. Section IV.3 states that identification of software is to occur during the 4th quarter of 2002 with implementation in the 1st quarter of 2003. Section VI.5.1 states that these two software packages are to be identified and implemented in 2004. Which is the correct timeframe?

Answer: Section IV.3 is correct. (See RFP Amendment No. 1 at Para 10(a)).

89. How many different CMS applications will have to be supported: (a) short term, and (b) long term. Three (3) are listed (ACS, ISD, Vision). Is this a complete list? Is standardization of software a long-term goal? Is the future transition from one software to another a part of the scope?

Answer: Appendix F contains the assumptions regarding CMS applications that the Vendor must use in formulating its Phase One Proposal. The long-term goal is for no more than 5 CMS systems to be supported. The listed CMS applications (i.e., ACS, ISD and Vision) serve only as an example. Standardization amongst a select group of software applications is a long term AOC goal. The Vendor should base its Phase One Proposal on the assumption that the Vendor will not be required to convert courts from one third party CMS supplier's application to another.

90. How many different Jury system applications will have to be supported: (a) short term, and (b) long term? Two (2) are listed (ACS, JSI). Is this a complete list? Is standardization of software a long-term goal? Is the future transition from one software to another a part of the scope?

Answer: Two jury system applications will be supported indefinitely. The list of jury system applications (ACS and JSI) is complete. The Vendor should base its Phase One Proposal on the assumption that the Vendor will not be required to convert courts from one third party jury system application supplier's application to another.

91. Section VI.5.1 paragraph 2 requires the Vendor to maintain and support existing and future court systems. Section VI.11 prevents the Vendor from outsourcing application support. Can the vendor contract with the application provider for application support or does the vendor have to become an "application expert" on all application software to be supported?

Answer: The Vendor will be required to directly support at least one application, either SAP or a certified CMS, subject to the limitations of subsection 2 of RFP Section VI.11. Beyond that, the Vendor may contract with the third party application provider for applications the Vendor is not directly supporting. Also see the answer to Question 18 above.

92. Development work on the application software will have to be performed by the application vendor. Application requirements are usually defined by the customer. How does AOC envision application changes to be requested and managed? Who will manage the application provider?

Answer: Subsection 5 of Section VI.5.1 describes the Vendor's responsibilities with respect to change management for software applications. Since the AOC will have a license and maintenance agreement with the third party application providers, the AOC (using its application user groups) will request and obtain changes from third party suppliers to applications software. In addition, the Vendor shall recommend application changes that are driven by technology operations and shall present them to the AOC's application user groups for consideration by the AOC and third party supplier. The AOC will be the management contact for the third party supplier. (See RFP Amendment No. 1 at Para 10(c)).

93. There are multiple stages of testing (e.g. functional testing, integration testing, performance testing, pre-production testing, etc.). Traditionally, testing is done to ensure that the customers' requirements are met, and is performed by the customer. Will AOC staff be available to assist the vendor in application testing?

Answer: The AOC will make staff available to assist the Vendor in connection with testing within the staging environment.

94. Section VI.12.1, paragraph 2, bullet 6, requires the vendor to "establish certification criteria to reduce the number of Case management applications not meeting the state or trial courts requirements". What are the selection criteria? Technical in nature (not state-of-the-art hardware, software or DBMS)? Functional in nature (shortcomings of the application)? Performance type concerns (application vendor not responsive, application vendor viability, etc)?

Answer: The AOC intends to have the Vendor incorporate the results of the listed initiatives. (See RFP Amendment No. 1 at Para 19).

95. What are the plans for Exchange and Active Directory? Leave servers where they are and implement Active Directory/Exchange in a distributed environment? Consolidate Exchange into a hosted solution and provide support centrally?

Answer: Initially, Exchange and Active Directory will be consolidated into the hosted environment for those courts that have requested desktop applications.

96. How many hours of data loss can you tolerate?

Answer: The AOC assume that this question is addressing data restoration and disaster recovery timeframes. Subsection 1.h of Section VI.1.1 and Appendix A set forth the AOC's requirements with respect to these issues.

97. Can you tolerate a downgraded service level during disaster?

Answer: The AOC requires that production processing be restored in accordance with subsection 1.h of Section VI.1.1.

98. Will AOC purchase and own SAP software licenses?

Answer: Yes.

99. What are the activities to be performed in the ITS module?

Answer: The ITS (Internet Transaction Server) module performs web-based browser activities within the SAP application.

100. Is the ITS for AOC internal staff only or external?

Answer: The ITS will be made available to everyone using SAP, including any external users (i.e., third party suppliers).

101. Any SAP bolt-ons (i.e., taxware, EDI, etc.)?

Answer: SAP bolt-ons are not presently anticipated. The AOC will evaluate the possibility of implementing tax software if and when other SAP modules or functionality are added.

102. Any other applications have interfaces to SAP?

Answer: Interfaces to third party applications include an interface to an outside payroll provider and a banking/treasury service provider. In the future, interfaces to HR systems and jury systems may be also included.

103. What will be the rollout schedule for the “WinTel” applications and how will they be deployed (thin client, etc.)?

Answer: The AOC has not established a firm rollout schedule for the WinTel applications but has identified two alternatives: (i) roll-out WinTel applications using Citrix or Terminal Services, or (ii) maintain an application locally except for those that must be thin-client.

104. Please confirm the following: Appendix F – Section I.A lists the number of courts. Appendix F – Section I.C lists the number of users per court for each service grouping. Therefore, for Desktop Support purposes, the assumed distribution would be as follows:

Small Courts: 3 locations x 41 Users per location = 123 Users total

Medium Courts: 5 locations x 230 Users per location = 1150 Users total

Large Courts: 11 locations x 975 Users per location = 10,725 Users total

Extra Large Courts: 55 locations x N/A (0) Users per location = 0 Users total

Total Users = 123 + 1150 + 10,725 = 11,998 Users for Desktop Support Services

Answer: These calculations are not correct. Appendix F, Section 1.A lists the number of physical locations and not the number of courts or users. Appendix F, Section 1.C lists the number users per court, regardless of number of locations. Section II of Appendix F lists the number of courts of each size in a given year that will utilize a particular application. To calculate number of users, the Vendor would multiply, for each application, the number of courts of a particular size by the corresponding number of users for that sized court.

105. Appendix F, Section II.4 states that there is no local, on-site desktop support required for Year 1. Does this mean that there are no Desktop Support service requirements as defined in Section VI.7 of the RFP at all in Year 1?

Answer: Yes. There are no Desktop Support service requirements during Year 1.

106. Appendix F, Section II.3 mentions that there are Desktop applications for 5 small courts. What category of support is expected for these applications if on-site desktop support as defined in Section VI.7 of the RFP is not required at all in Year 1?

Answer: Once desktop applications are migrated to the Technology Center, the Vendor will host desktop applications at the Technology Center and will provide support through the Help Desk.

107. Please clarify how to interpret the number of desktop seats/end-users per year that will come under the Desktop Support services as defined in Section VI.7 of the RFP. For the purposes of calculating rough order of magnitude seats/end-users for Desktop Support services as defined in Section VI.7 of the RFP, should the vendor assume to add the AJP’s and FTE’s per court? For example, Figure 2 (Appendix K), Alpine would be 3 + 6 = 9 seats/end-users spread out over 2 court locations.

Answer: See answer to Question 106 above.

108. Can the vendor assume a rough order of magnitude ratio of 1 Desktop machine per end-user?

Answer: See answer to Question 106 above.

109. Approximately how much of the PC population are desktops versus laptops? For example: 80% desktops and 20% laptops?

Answer: Approximately 85% desktops, 15% laptops.

110. Are there any special security clearance requirements beyond standard commercial background checks?

Answer: The only security requirements of which the AOC is currently aware are those stated in the RFP, including the Professional Services Agreement and the Minimum Terms. Additional requirements may be added at the time of Phase One Contract awards.

111. Does the 3% DVBE participation requirement apply for the Phase One contract or the delivery of Phase Two?

Answer: Phase II only.

112. RFP section VII.4 Bullet A requests 3 to 5 customer references. Bullet B of the same section requests references for “governmental agencies”. Does Bullet B also require 3 to 5 references or should the government references be listed as part of the 3 to 5 references in Bullet A?

Answer: Bullet A may include either governmental or nongovernmental references. Bullet B only includes references from governmental agencies during the last three years that consist of a similar scope of services as this RFP.

113. RFP section VII.4 Bullet E and F request references similar to Bullet A. Please clarify how many of each reference type the prime contractor must submit and how many of each reference type the subcontractor must submit?

Answer: For section VII.4 Bullets E and F, the Vendor (prime contractor) as well as each subcontractor is required to submit 3 customer references. These references, unlike those in Bullets A and B do not have to be for projects performed in the last three years. For example, 5 years ago you may have completed an engagement for a government agency similar in scope to that presented in this RFP. You may choose to reference that government agency as customer reference in Bullet E.

114. RFP section VII.4 Bullet A - Please provide a sample of what information should be supplied for “9. Related project information”.

Answer: Please provide a means to describe the total project, so the Vendor's scope of work could be put into perspective as it relates to the whole project. Information you might include: (i) description of the project (the problem or opportunity to be addressed, scope and objective of the project); (ii) size of total project (budgeted or actual costs, total development time, and staffing levels); and (iii) any other project details that would allow the AOC to understand the scope of the project.

115. Will the customer retain any internal helpdesk services? Please describe (i.e. Passwords, work-station, ISP connectivity issues, etc).

Answer: The AOC will retain an internal help desk. The specifics of the AOC's help desk will be further explored as part of Phase One performance.

116. List the specific services/support functions required from the Level 1 End-User Help Desk.

Answer: Subsection 2.a of RFP Section VI.6.1 defines the services currently contemplated to be included as part of the Level 1 Help Desk. The Vendor is requested in Bullet E of Section VI.6.2 to propose the specific services and support functions it recommends to implement all levels of the Help Desk.

117. The hours of operation specified within the RFP indicate 8:00am to 5:00pm Mon-Fri. We assume the requirement is based on the Pacific Time zone. And also applies to Level 2 and 3 support. Please verify.

Answer: The hours of operation are Pacific Time and apply to all levels of Help Desk support. (See RFP Amendment No. 1 at Para 11, 13, 21(c), 21(d), 23, and 25).

118. Will a new 800 number be required for this service for helpdesk problem reporting to Level 1?

Answer: Yes. A new 800 number will be required and the Vendor will be responsible for establishing such number. (See RFP Amendment No. 1 at Para 12).

119. Will e-mail access be required for problem submission to Level 1?

Answer: No. Not all court personnel will have access to e-mail to submit Level 1 problems. (See answer to Question 41 above).

120. Will the State be available to provide training to the Level 1 Agents on the specific applications we will be supporting?

Answer: No. The Vendor will be required to obtain its own training.

121. List any special hardware required to support the helpdesk service.

Answer: The AOC is not aware of any special hardware that is required to support the Help Desk.

122. Are Microsoft Office, Active Directory, Exchange services, and Citrix the only middleware packages identified thus far that will need ASP and Help Desk support? If other packages have been identified, please provide the package information.

Answer: Microsoft Host Integration Server 2000 has also been identified. (See RFP Amendment No. 1 at Para 10(b)). Additional software may be identified during Phase One performance.