

**QUESTIONS AND ANSWERS
POSTED MAY 17, 2021**

The following are the questions that have been submitted regarding the above referenced Request for Proposal and the corresponding answer for each question.

Note:

- Certain questions could not be answered due to 1) JBE's inability to obtain certain information from the current service provider, 2) JBE's lack of subject matter expertise and 3) urgent need to proceed with this solicitation.
- For security reasons, the court **IT Asset List** will only be provided via email by a request submitted to TCSolicitation@jud.ca.gov.

Question #	RFP Reference (Page-Section)	Question	Response
1	N/A	Please list total number of assets, current age of the assets, and Operating System to manage for end-points (tower, laptop, tablet)	See IT Asset List
2	N/A	Please list total number of assets, current age of the assets, and Operating System to manage for Servers (virtual & physical)	See IT Asset List
3	N/A	Please list all printing devices, current age of the assets, and if they are desk-side, networked, or MFPs.	See IT Asset List
4	N/A	Will Telephony, VOIP, or Mobile be apart of the support? If so, at what capacity.	Only the Judges mobile devices when they need assistance.
5	N/A	Please list all Line of Business Applications (LOBs) that will be utilized, if they have a client/server dependency, if they are a cloud service, and if the licensing is compliant & up-to-date.	See IT Asset List
6	N/A	Does the prospect currently have support contracts in place for all their proprietary LOB applications, or proprietary hardware implementations? a. This includes contact information, support terms, remediation timelines, etc., for any other vendor, solution provider, etc., that E ² C will have to interface with, as technical liaison and support for JBE.	See IT Asset List

Question #	RFP Reference (Page-Section)	Question	Response
7	N/A	<p>Does the environment have enough internal redundancies for the support staff to adhere to the Recovery Time Objective & Recovery Point Objective (RTO & RPO) set out for the environment?</p> <p>a. This affects the SLA capabilities of any vendor that would be required to support the environment.</p> <p>b. Performance Timelines put the burden on the vendor rather than the environments capabilities, which signals to me that there is something amiss. IT resolutions are very dependent on the technology and how adequately maintained it is, not the available labor hours to remediate them.</p> <p>c. The Performance Timelines provided on Table 1 of the RFP is a RED FLAG. There is no reason to associate a Break/Fix style SLA to a properly supported IT environment. To suggest one tells me that the environment is not agile or redundant to any acceptable degree for an enterprise environment, or we are not asking the right questions.</p>	<p>The current IT contracted vendor is responsible for these items and it is the CEO's understanding the current environment is backed up according to the JCC's best practices. A back up saved to a separate server and the cloud.</p>
8	N/A	<p>Is there a specific level of compliance that the JBE will need to adhere to in their environment?? (HIPPA, PCI, Cyber Security & Risk, NIST, CMMC)</p> <p>a. If so, what levels?</p> <p>b. If so, is the compliancy level being met?</p>	<p>The Court follows the JCC's best practices and guidelines. Some items are also included in the court's Employee Personnel Manual.</p>
9	Page 2, Section 2	Who dictates "service needed" (JBE, JCC, or E ² C)	JBE
10	Page 2, Section 2	Who dictates "as needed" (JBE, JCC, or E ² C)	JBE
11	Page 2, Section 2	Please expand and clarify the request. If possible, provide a per instance example on how the JBE/JCC expects the vendor to handle each situation independently when it arises.	No response provided by court.

Question #	RFP Reference (Page-Section)	Question	Response
12	Page 2, Section 2	JCC compliance needs to be defined prior to MSP acceptance of requirements. Compliancy requirements can flux while locked into a support contract. This could potentially put the contracts cost into a Loss Leader, as additional compliances may spell additional support costs for the prospecting vendor. Ergo, as additional hardware, software, and license counts grow, the number or tools and support applied to the contract grows, which is the driving force to calculate support costs for a monthly fixed fee contract.	Compliance as dictated by the JCC Judicial Branch Contracting Manual, Trial Court Financial Policies and Procedures, Rules of Court and by California Judicial Branch IT policy, standards and best practices.
13	Page 2, Section 2	List of hardware, software, A/V Systems, LOB's, and peripherals are required, prior to cost analysis for support.	See IT Asset List
14	Page 2, Section 2	This sounds like a specific request, is there a list of acceptable systems/methods for this? E ² C has a ticketing system, but is there some dashboard or view that is being requested here?	No response provided by court.
15	Page 2, Section 2	Define a "health" check-up	No response provided by court.
16	Page 2, Section 2	Define "Manage" as this is a vendor expense outside of scope for MSP.	No response provided by court.
17	Page 2, Section 2	Which cloud services?	No response provided by court.
18	Page 2, Section 2	Is there a specific RTO/RPO already scoped for JBE? Is there a current BDR solution? If not, is there a budget for BDR solutions?	No response provided by court.
19	Page 2, Section 2	Define Job Aid – Technical walkthrough, infographics, etc.?	No response provided by court.
20	Page 4, Section 3.2	I'd like this clarified please. Similar services are fuzzy enough to allow for this. Same services will spoil the solution, as multiple toolsets for RMM/AV can and will cause issues.	This is a standard California Judicial Branch contractual provision wherein any JBE reserves the right to contract with any other vendors to perform any of the services described in this RFP.