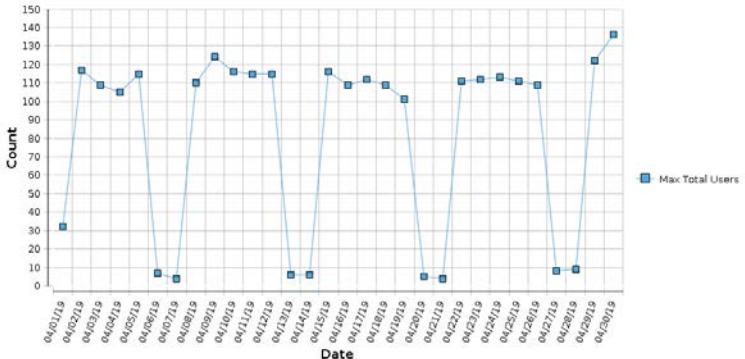


**Form for Proposer Submission of Questions**  
**Attachment 10**

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
1	<p>Do you have AutoCAD floor plans that should be imported into the system? If yes...</p> <ul style="list-style-type: none"> <li>a. Are all floor plans in AutoCAD? If so, how many floors?</li> <li>b. Are all rooms polylined?</li> <li>c. Do all drawings follow the same layering standard?</li> <li>d. What is the total square feet of all floor plans that need to imported?</li> <li>e. Do you have any floor plans in other formats (PDF, images, etc.) that you would want converted to AutoCAD?</li> </ul>	<p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section: 4.0, page 12</p>	<p>Currently there no CAD files on our existing system to be imported although we would like the functionality for the new system.</p> <ul style="list-style-type: none"> <li>a. N/A</li> <li>b. N/A</li> <li>c. N/A</li> <li>d. N/A</li> <li>e. N/A</li> </ul>
2	<p>What type of data will be migrated? How much data?</p>	<p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section: 4.0, page 12</p>	<p>Please see FS-2019-04-LB-Exhibit-1-Business-Technical-Requirement.xlsx, worksheet 'Migration &amp; Integrat'n Req', RQM ID: MI-008 CAFM Data Migration requirement.</p>
3	<p>Will outside vendors (contractors) assigned to work orders be provisioned to access the system?</p>	<p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section: 5.0, page 17</p>	<p>Yes, outside vendors need access to the IWMS. Outside vendors represent approximately one-third of the users.</p>

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
4	How many vendors were invited to respond to this RFP?	RFP-FS-2019-04-LB-IWMS-Project, Section 1.1, page 3	Twenty companies were notified of the release of the RFP. The RFP is posted on the Judicial Council's RFP website, and all qualified vendors are encouraged to submit a proposal.
5	How did you determine the list of vendors to respond to this RFP?	RFP-FS-2019-04-LB-IWMS-Project, Section 1.1, page 3	The list of the twenty companies that were notified of this RFP included the companies that responded to the IWMS RFI ( <a href="https://www.courts.ca.gov/42399.htm">https://www.courts.ca.gov/42399.htm</a> ), as well as companies that requested to be notified.
7	Who developed this RFP? How was it constructed?	RFP-FS-2019-04-LB-IWMS-Project, Section 1.1, page 3	The RFP was developed by Judicial Council staff.
8	Was a preliminary evaluation other than this RFP completed for this project?	RFP-FS-2019-04-LB-IWMS-Project, Section 1.1, page 3	Yes, please see "CAFM 2.0 Project for an Integrated Workplace Management System (IWMS), IT-2019-01-BD". This RFI was used to obtain budgetary estimates, information on IWMS offerings, and product demonstrations.  <a href="https://www.courts.ca.gov/42399.htm">https://www.courts.ca.gov/42399.htm</a>
9	What is the approximate timeline for a budget allocation decision based off of this RFP?	RFP-FS-2019-04-LB-IWMS-Project, Section 3.0, page 5	A budget is already allocated for the implementation of this project. There is already an on-going budget that is supporting the current CAFM system.
11	What internal departments and key stakeholders will be involved in the decision-making process for this project?	FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section: 2.0, page 4	Internal Departments: Branch Accounting & Procurement, Facilities Services, Information Technology, and Legal Services.  Key stakeholders: Facilities Services Management, IT Management, business unit representatives (to obtain detailed/low level requirements & Design acceptance)

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
12	Is this a budgeted project? What is the budget? How many years of licensing are included in this? Is implementation part of this budget?	RFP-FS-2019-04-LB-IWMS-Project, Section 2, page 4	<p>Yes, this is a budgeted project.</p> <p>The Judicial Council is not disclosing the budget for this project and on-going support.</p> <p>Per the Cost Workbook, up to 10 years for Subscription Services is possible.</p> <p>Yes, there is budget for implementation.</p>
13	Has Budget been identified and can it be shared?	N/A	The budget has been identified, yet is not being distributed.
14	We see that SaaS has been requested, would you consider a software license with IaaS (infrastructure as a Service)?	<ul style="list-style-type: none"> <li>• _RFP-FS-2019-04-LB-IWMS-Project</li> <li>• Page 4</li> <li>• 2.0 DESCRIPTION OF GOODS AND/OR SERVICES</li> </ul>	We are not considering IaaS. The JCC is expecting to pay a subscription fee, and not need be responsible for any infrastructure, servers, software, and/or client installations.
15	If we can offer an alternative to loading multiple years of legacy data into the system, while still allowing you to access and report on that legacy data, would you entertain such an option?	<ul style="list-style-type: none"> <li>• _RFP-FS-2019-04-LB-IWMS-Project</li> <li>• Page 5</li> <li>• 2.0 DESCRIPTION OF GOODS AND/OR SERVICES</li> </ul>	Yes, we would be open to exploring your option.

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers																																																														
16	With regard to interfaces, is a quote for specifications sufficient or should the full development cost be quoted (without details on the exact nature of the interface, the quote will typically be higher).	<ul style="list-style-type: none"> <li>• FS-2019-04-LB-Exhibit-1-Business-Technical-Requirement</li> <li>• Multiple references in the workbook.</li> </ul>	<p>Full development cost is desired broken down per requirements for this implementation:</p> <p>Would like pricing for the following requirements:</p> <ul style="list-style-type: none"> <li>• <b>SEC-002</b> Security Authentication &amp; Authorization Integration. (JCC Azure AD)</li> <li>• <b>MI-006</b> Services Integration (JCC Axway)</li> </ul> <p>and with options to execute following requirement:</p> <ul style="list-style-type: none"> <li>• <b>BR-234</b> Energy Star Portfolio Manager</li> </ul> <p>Please refer to the requirements mentioned above in the 'FS-2019-04-LB-Exhibit-1-Business-Technical-Requirement.xlsx'</p>																																																														
17	Of the 908 CAFM registered users, how many will use the system more than approximately 50 hours per month	Section 1.1 (Page 3)	<p>Benchmarks are not available regarding hours of use per user per day. Historical reports are available, however, that show a typical concurrency of approximately 110 user per/day.</p>  <table border="1"> <caption>Max Total Users Data (Approximate)</caption> <thead> <tr> <th>Date</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>04/01/19</td><td>30</td></tr> <tr><td>04/02/19</td><td>115</td></tr> <tr><td>04/03/19</td><td>105</td></tr> <tr><td>04/04/19</td><td>100</td></tr> <tr><td>04/05/19</td><td>110</td></tr> <tr><td>04/06/19</td><td>10</td></tr> <tr><td>04/07/19</td><td>10</td></tr> <tr><td>04/08/19</td><td>110</td></tr> <tr><td>04/09/19</td><td>120</td></tr> <tr><td>04/10/19</td><td>115</td></tr> <tr><td>04/11/19</td><td>110</td></tr> <tr><td>04/12/19</td><td>110</td></tr> <tr><td>04/13/19</td><td>10</td></tr> <tr><td>04/14/19</td><td>10</td></tr> <tr><td>04/15/19</td><td>115</td></tr> <tr><td>04/16/19</td><td>110</td></tr> <tr><td>04/17/19</td><td>105</td></tr> <tr><td>04/18/19</td><td>100</td></tr> <tr><td>04/19/19</td><td>10</td></tr> <tr><td>04/20/19</td><td>10</td></tr> <tr><td>04/21/19</td><td>110</td></tr> <tr><td>04/22/19</td><td>110</td></tr> <tr><td>04/23/19</td><td>110</td></tr> <tr><td>04/24/19</td><td>110</td></tr> <tr><td>04/25/19</td><td>105</td></tr> <tr><td>04/26/19</td><td>100</td></tr> <tr><td>04/27/19</td><td>10</td></tr> <tr><td>04/28/19</td><td>10</td></tr> <tr><td>04/29/19</td><td>120</td></tr> <tr><td>04/30/19</td><td>135</td></tr> </tbody> </table>	Date	Count	04/01/19	30	04/02/19	115	04/03/19	105	04/04/19	100	04/05/19	110	04/06/19	10	04/07/19	10	04/08/19	110	04/09/19	120	04/10/19	115	04/11/19	110	04/12/19	110	04/13/19	10	04/14/19	10	04/15/19	115	04/16/19	110	04/17/19	105	04/18/19	100	04/19/19	10	04/20/19	10	04/21/19	110	04/22/19	110	04/23/19	110	04/24/19	110	04/25/19	105	04/26/19	100	04/27/19	10	04/28/19	10	04/29/19	120	04/30/19	135
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Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers																											
18	Of the 908 CAFM registered users, how many will use the system less than approximately 10 hours per month	Section 1.1 (Page 3)	<p>Please see responses to Question 17 above.</p> <p>For the month of January 2020, 600 of the registered users logged in, while the rest did not.</p>																											
19	Which systems have data that will be migrated, and which systems are being replacing entirely?	Section 2.0 (Page 5)	The systems that require data migration include CAFM, Excel spreadsheets, Access databases, VFA, Dude Solutions – Energy Manager, and FileMaker Pro databases. These systems are intended to be replaced by the new IWMS.																											
20	Please confirm the user types and respective numbers that make up the 908 registered CAFM users (e.g. system administrator, dispatcher, self-service requester).	RFP-FS-2019-04-LB-IWMS Project   1.1 Background Information - Pg. 3	<p>User Counts as of 2/5/2020:</p> <table border="1"> <thead> <tr> <th>Type of User - some have dual roles ( 920 users todate)</th> <th>Count</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Service Provider - Vendors who accept work within the system , dispatch ar</td> <td>195</td> <td>21</td> </tr> <tr> <td>County staff accept work orders</td> <td>9</td> <td>1</td> </tr> <tr> <td>JOC - Vendors who accept work within the system</td> <td>21</td> <td>2</td> </tr> <tr> <td>Court Liaisons Demand Maintenance Staff</td> <td>359</td> <td>39</td> </tr> <tr> <td>Internal Judicial Council Staff Users, Customer Service (Dispatchers), Project Managers, Environmental Health, Executives, Facilities Ops Building Managers, Real Estate, Insurance, Risk Management, Accounting</td> <td>157</td> <td>17</td> </tr> <tr> <td>IDIQ - Vendors who accept work within the system</td> <td>90</td> <td>10</td> </tr> <tr> <td>Delegated Courts ( Mix of On demand Customers and Service Providers)</td> <td>77</td> <td>8</td> </tr> <tr> <td>System Administrative Users</td> <td>12</td> <td>1</td> </tr> </tbody> </table>	Type of User - some have dual roles ( 920 users todate)	Count	%	Service Provider - Vendors who accept work within the system , dispatch ar	195	21	County staff accept work orders	9	1	JOC - Vendors who accept work within the system	21	2	Court Liaisons Demand Maintenance Staff	359	39	Internal Judicial Council Staff Users, Customer Service (Dispatchers), Project Managers, Environmental Health, Executives, Facilities Ops Building Managers, Real Estate, Insurance, Risk Management, Accounting	157	17	IDIQ - Vendors who accept work within the system	90	10	Delegated Courts ( Mix of On demand Customers and Service Providers)	77	8	System Administrative Users	12	1
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21	Does the FOS of the JCC own all of the current data in the additional databases and software systems; if so, can this data be readily exported into a file format such as .xlsx?	RFP-FS-2019-04-LB-IWMS Project   1.1 Background Information - Pg. 4	<p>The JCC FOS owns all the current data in the following systems that has the capability to export data in delimited file format such as .xlsx:</p> <ul style="list-style-type: none"> <li>• JCC CAFM system</li> <li>• JCC FS FileMaker system</li> <li>• VFA</li> <li>• Energy Manager</li> </ul> <p>The vendor, not the JCC, is responsible for migration activities.</p>																											

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
22	Can you confirm the GASB compliance requirements are only those related to lease administration, specifically processing payments and generating AR invoices?	FS-2019-04-LB-Exhibit-1-Business-Technical-Requirement   BR-072	Yes, the GASB compliance requirements are only those related to lease administration, specifically processing payments and generating AR invoices.
23	<p>What response (if any) is JCC requesting from vendors for Exhibit 2 Statement of Work?</p> <p>E.g. – A response to each section’s responsibility matrix</p>	Exhibit 2 Statement of Work	Instruction to Exhibit 2 Statement of Work is in section 1.1 Statement of Work Overview and requirements to respond to the Responsibility Matrices.
24	<p>In Exhibit 2 Statement of Work on Page 5 there is a reference error:</p> <p>“Any changes to the Contractor Key Personnel during the project must be made in accordance with Section Error! Reference source not found. of the Master Agreement.”</p> <p>Can you please clarify what section of the Master Agreement this is referring to?</p>	Exhibit 2 Statement of Work – Pg. 5	Any changes to the Contractor Key Personnel during the project must be made in accordance with Section 1.6(C) of the Master Agreement.

<p><b>25</b></p>	<p>In the RFP, it specifies up to 900 users will be required to access the system. While our system can easily scale to any number of users, the scope and pricing are impacted by the actual numbers to be implemented. Further, our system accommodates four different types of users. In order to scope and price accurately, we would need to know the mix of users that would be required. Of the users, can you identify the numbers of each type or a ratio that would be required based upon your expected usage? If exact numbers are not known, can you provide tiers of implementation sizing that would be of interest, eg. 1-100, 101 – 300, 301-500, etc. A general summary of each user type is provided below:</p> <ul style="list-style-type: none"> <li>• <b><u>ADMINISTRATOR</u></b>; This user can:             <ul style="list-style-type: none"> <li>○ Setup &amp; configure the software</li> <li>○ Create &amp; edit workflows</li> <li>○ Create &amp; edit user accounts</li> <li>○ Assign rights</li> <li>○ Import mass data</li> </ul> </li> <li>• <b><u>KEY USER</u></b>; This user can:             <ul style="list-style-type: none"> <li>○ Create and edit objects:</li> <li>○ (Locations, tickets, work orders, maintenance plans, contracts, CAD drawings, projects, stock, moves)</li> </ul> </li> </ul>	<p>FS-2019-04-LB-Exhibit-3-Cost-Workbook / III-2 Subscription Services/ Software Costs - Subscription</p>	<p>This breakdown are not exact numbers and are best guess at aligning to the four role types mentioned, but the JCC has multiple roles definitions in its current system.</p> <table border="1" data-bbox="1213 649 1837 901"> <tr> <td>+ ADMINISTRATOR</td> <td><b>13</b></td> </tr> <tr> <td>+ END USER</td> <td><b>391</b></td> </tr> <tr> <td>+ KEY USER</td> <td><b>135</b></td> </tr> <tr> <td>+ OPERATIONAL USER</td> <td><b>379</b></td> </tr> <tr> <td><b>Grand Total</b></td> <td><b>918</b></td> </tr> </table> <p>This data is informational and is not intended to establish specific license preferences.</p> <p>Please see responses to Questions 17 &amp; 18 above.</p>	+ ADMINISTRATOR	<b>13</b>	+ END USER	<b>391</b>	+ KEY USER	<b>135</b>	+ OPERATIONAL USER	<b>379</b>	<b>Grand Total</b>	<b>918</b>
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Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
	<ul style="list-style-type: none"> <li>• <b><u>OPERATIONAL USER; This user can:</u></b> <ul style="list-style-type: none"> <li>○ Create &amp; edit work orders</li> <li>○ Create &amp; edit cleaning tasks</li> <li>○ Run inspections (mobile)</li> <li>○ Create an inventory (mobile)</li> </ul> </li> <li>• <b><u>END USER; This user can:</u></b> <ul style="list-style-type: none"> <li>○ Book tickets</li> <li>○ Make reservations</li> <li>○ Explore space portfolio</li> <li>○ Announce visitors</li> </ul> </li> </ul>		
26	Please describe if the support tickets are questions or issues within IWMS solution or are the tickets from your customers to your JCC staff. Please explain this process?	Exhibit 1 – Business and Technical Requirements, App Technical Req, TR-009	<p>26Q1: Both</p> <p>26Q2: Support tickets are received by JCC support staff from locations throughout the Judicial Branch and within the JCC, and are prioritize and assigned to the JCC Business or IT support staff for resolution.</p>
27	Please provide a scenario for batch processing?	Exhibit 1 – Business and Technical Requirements, Business Req, BR-023	<p>A few examples for batch processing include:</p> <ul style="list-style-type: none"> <li>Uploading Job Status Notes</li> <li>Uploading Time Entry/Labor costs</li> <li>Uploading Material costs</li> <li>Uploading Subcontractor costs</li> <li>Uploading Service Work Orders</li> <li>Moving Service Work Orders from one status to the next</li> <li>Issuing Planned/Preventative Maintenance Work</li> </ul>



Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
28	Is JCC requesting that a user could type up to 100 words in the search option and the system locate records that contain one or more of the words and not the exact phrase?	Exhibit 1 – Business and Technical Requirements, Business Req, BR-062	Yes the JCC requesting that a user could type up to 100 words in the search option and the system locate records that contain one <b>and</b> more of the words and not the exact phrase.
29	What types of drawings does the JCC have currently? CAD, Revit models, etc.	Exhibit 1 – Business and Technical Requirements, Business Req, BR-091	Currently all drawings are either PDFs or JPEG. No CAD files.
30	What RFID company is JCC currently using?	Exhibit 1 – Business and Technical Requirements, Business Req, BR-100	The JCC's Facilities Services Office is not using an RFID vendor.
31	To what extent is JCC looking for support of file format? Please provide scenario of what is desired by this requirement.	Exhibit 1 – Business and Technical Requirements, Business Req, BR-235	JCC's looking for the system to support all files format for an upload, download and view perspective such as PDF, Microsoft One Note, Outlook, Project, Visio, Word, Excel; Image type (bmp,gif,jpg/jpeg,pcx,avi,mp3,mp4,wmf,csv,rtf,zip.
32	How many COI do you request in a calendar year?	Exhibit 1 – Business and Technical Requirements, Business Req, BR-164	In a calendar year we receive between 300-500 COI's.
33	Do you require for applicant to submit a form to be reviewed and managed in the IWMS?	Exhibit 1 – Business and Technical Requirements, Business Req, BR-166	No, this is a permit management request for issued permits related to buildings and assets.

<p><b>34</b></p>	<p>Can JCC provide a scenario of how you would like to use GIS for this requirement?</p>	<p>Exhibit 1 – Business and Technical Requirements, Business Req, BR-171</p>	<p>Scenarios Provided</p> <ul style="list-style-type: none"> <li>• Display a map of courthouses in Los Angeles County with separate individual point markers for each JCC facility maintenance administrator and add areal boundaries of responsibility of JCC's facility operations supervisors, service provider's supervisor districts, and LA Superior Court's districts. Add a layer showing the office location of each administrator and supervisor along with contact information. Tabulate the courthouse BGSF and courthouse population visits of each administrator, JCC supervisor, and service provider supervisor.</li> <li>• Separately tabulate and display the number and total cost of 2020 facility modifications at juvenile courthouses, family courthouses, other non-criminal courthouses, courthouses &lt;50,000 BGSF, courthouses of 50,001-100,000 BGSF, courthouses of 200,000 BGSF, and courthouse of &gt;200,001 BGSF.</li> <li>• Calculate the SF of JCC's parking lots and parking structures, display a map with the number of parking spaces and the parking lot administrator, show spatial allocation of parking spaces among Superior Court and other entities, and provide a graph of each lots' income and SWO costs for the past five years.</li> <li>• Overlay Sanborn historic real estate map images over a parcel's assessor map boundaries.</li> </ul>
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			<ul style="list-style-type: none"><li>• Display point and polygon asbestos sampling and wallboard removal areas by year for separate floors of a courthouse.</li><li>• Display the monthly diesel fuel and natural gas consumption, diesel engine run hours, and diesel fuel deliveries at each courthouse.</li><li>• Tabulate and display the inventories of refrigerants, hydraulic fluid, and other hazardous materials at each courthouse and provide an inventory of the chemicals. Provide overlays of air districts and certified unified program agencies and tabulate the chemical amounts per regulatory agency.</li><li>• Display the number of active and historic EPA IDs per courthouse, the type of hazardous material per EPA ID, and the remaining lifespan of each ID. Tabulate the amount of hazardous material removed per year for each facility.</li><li>• Display point maps of injury and property incidents at courthouses with layers for floor surface types and walkway surfaces.</li><li>• Graph each facility's monthly water quality data and highlight facilities that have tests that exceed water quality thresholds. Overlay the water supply purveyor for each courthouse.</li><li>• In relation to the JCC Facility location coordinates and additional data inputs such as roads, buildings, critical infrastructure, political boundaries, population by area, seismic data the IWMS should be able to generate outputs such as printed or electronic versions of maps, graphs, reports, lists or combination of those outputs.</li></ul>
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			<ul style="list-style-type: none"><li>• Data Layering - JCC staff should be able to use the GIS tools to create accurate area maps with numerous layers of critical information such as roads, airports, hospitals, schools, water distribution, electric grids, underground cables, sewers, mass transit, etc. In addition, topography can be used where terrain elevation is a consideration, and aerial and satellite images can be used to provide an actual view of a desired area.</li><li>• Spatial Analysis - Using readily available GIS census data, JCC Staff should be able perform buffer analyses to identify key demographic features for particular areas. During an earthquake, for example, JCC staff could create a buffer that extends 20 miles and clip the census data to estimate the number of people in the area who may be impacted during an evacuation to one of our Courthouses. A web-based mapping application could then be used to post the results, which will help decision-makers formulate informed response strategies.</li><li>• Data Reprojection - Reprojection facilitates data sharing by automatically converting the data formats and attributes of different sources into a single standard map view. Having the ability to read multiple GIS data formats and then re-project the data is very important. For example, during a natural disaster that encompasses multiple jurisdictions, agencies often share GIS data that was created in different formats and projections.</li></ul>
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Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
35	Is JCC taking direct payments into the IWMS application directly or just tracking the payments from an external application?	<p>Exhibit 1 – Business and Technical Requirements, Business Req, BR-172</p> <p>Solution should manage all compliance-related payables including permit, registration, emission, plan, and waste fees with association of the fees to assets and buildings.</p>	No, JCC would like the capability to track payments.
36	Can JCC provide a scenario for this requirement?	<p>Exhibit 1 – Business and Technical Requirements, Business Req, BR-173</p> <p>Solution should have the ability to capture and track EPA ID and waste manifests including material description, quantities, disposal facility, federal and state waste codes, disposal type codes, date of shipment to disposal facility, date received by disposal facility proper shipping, submission of receipts to DTSC</p>	JCC is currently tracking track EPA ID and waste manifests data in an Excel spreadsheet, and JCC wants to record this data in the IWMS.

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers																											
37	Can you please provide a breakdown of the number of users that will need access to the IWMS application?	Exhibit 3 – Cost Workbook Form, Subscription Services Range of Active Users	<p>The breakdown of users as of 2/5/2020 is provided. Please note that the breakdown of users could change over time.</p> <table border="1"> <thead> <tr> <th>Type of User - some have dual roles ( 920 users todate)</th> <th>Count</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Service Provider - Vendors who accept work within the system , dispatch ar</td> <td>195</td> <td>21</td> </tr> <tr> <td>County staff accept work orders</td> <td>9</td> <td>1</td> </tr> <tr> <td>JOC - Vendors who accept work within the system</td> <td>21</td> <td>2</td> </tr> <tr> <td>Court Liaisons Demand Maintenance Staff</td> <td>359</td> <td>39</td> </tr> <tr> <td>Internal Judicial Council Staff Users, Customer Service (Dispatchers), Project Managers, Environmental Health, Executives, Facilities Ops Building Managers, Real Estate, Insurance, Risk Management, Accounting</td> <td>157</td> <td>17</td> </tr> <tr> <td>IDIQ - Vendors who accept work within the system</td> <td>90</td> <td>10</td> </tr> <tr> <td>Delegated Courts ( Mix of On demand Customers and Service Providers)</td> <td>77</td> <td>8</td> </tr> <tr> <td>System Administrative Users</td> <td>12</td> <td>1</td> </tr> </tbody> </table>	Type of User - some have dual roles ( 920 users todate)	Count	%	Service Provider - Vendors who accept work within the system , dispatch ar	195	21	County staff accept work orders	9	1	JOC - Vendors who accept work within the system	21	2	Court Liaisons Demand Maintenance Staff	359	39	Internal Judicial Council Staff Users, Customer Service (Dispatchers), Project Managers, Environmental Health, Executives, Facilities Ops Building Managers, Real Estate, Insurance, Risk Management, Accounting	157	17	IDIQ - Vendors who accept work within the system	90	10	Delegated Courts ( Mix of On demand Customers and Service Providers)	77	8	System Administrative Users	12	1
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38	Does JCC own OpenText?	Page 4, end of section 1.0	The JCC does not own OpenText.																											
39	Does JCC desire to have all documents be integrated and accessed by OpenText	Page 4, end of section 1.0	OpenText product is not a requirement for the IWMS solution.																											
40	Does JCC own SAP EHS? If so, what is the current use?	Page 4, end of section 1.0	Facilities Services does not currently use SAP EHS. Current EHS requirements are to be part of the IWMS solution.																											
41	What exposure does JCC have to GASB 87?	Page 4, section 2.0	The JCC is in the information gathering stage to understand the exposure to GASB 87.																											
42	How many leases would be impacted by GASB 87?	Page 4, section 2.0	All leases 16 revenue and 65 expense leases.																											

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
43	Is there a desire to have the maintenance solution accessed by a mobile device?	Page 4, section 2.0	Yes, please see BRD-005 and BRD-063 and HST-018 and TR-011, TR-012, TR-053.
44	How many applications need integration?	Page 5, end of section 2.0	<p>The JCC requires integration with:</p> <ul style="list-style-type: none"> <li>• <b>SEC-002</b> Security Authentication &amp; Authorization Integration. (JCC Azure AD)</li> <li>• <b>MI-006</b> Services Integration (JCC Axway)</li> </ul> <p>The JCC will consider as an option integration with:</p> <ul style="list-style-type: none"> <li>• <b>BR-234</b> Energy Star Portfolio Manager</li> </ul>
45	Is the Business and Technical Requirements (Exhibit 1) the governing document with respect to JCC's requirements? Please describe how the bulleted operational objectives on page 4 of the RFP relate to the Business and Technical Requirements?	Section 2.0 (Description of Goods and/or Services), operational objectives, Page 4 and Exhibit 1, Business and Technical Requirements	<p>Is the Business and Technical Requirements (Exhibit 1) the governing document with respect to JCC's requirements? Yes</p> <p>Section 2.0 in the RFP document highlight from a high-level summary on what is expected of the new system and the Exhibit 1 Business and Technical Requirements break down the specific requirements in each functional area.</p>


Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
46	<p>What is the deadline for submitting Attachment 3 and proposing any redlines to the Master Agreement?</p> <p>If the deadline is before the notice of award, is it sufficient to provide a highlight of issues without a full redline until/unless we are the winning bidder?</p>	<p>Section 4.0 (RFP Attachments and Exhibits), page 6 and Exhibit 3 (Proposer's Acceptance of Terms and Conditions) and Master Agreement</p>	<p>All redlines to the Master Agreement are due with your proposal.</p>
47	<p>Are the particular redlines or scope of redlines by proposers to the Master Agreement considered in selecting the winner?</p>	<p>Section 10 (Evaluation of Proposals), page 12</p>	<p>Yes. Redlines to the Master Agreement will be taken into consideration during the review of the proposals.</p>
48	<p>What is the Judicial Council's desired date for go-live on the new system?</p>	<p>No reference</p>	<p>The desired go-live date is within twelve months of the Project Kick-off Meeting.</p>
49	<p>In cases where signatures are required, are e-signatures sufficient?</p>	<p>Section 4.0 (RFP Attachments and Exhibits), page 6 and/or Attachments 1, 2, 3, 4, 5, 6, 7, 8, 9</p>	<p>The JCC can accept e-signatures on the proposal documents.</p>
50	<p>Has there been outside/3<sup>rd</sup> party council in preparation of this RFP? And if so, what firm?</p>	<p>No reference</p>	<p>The Judicial Council's attorney-client relationships are confidential.</p>



Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
51	Are you only soliciting RFP responses from those shortlisted from the 2019 RFI? Can you share what vendors are shortlisted, or how many?	No reference	This RFP is posted on the Courts.ca.gov website and therefore is open to the public for submittal of responses. There was no short listing of vendors from the earlier RFI.
52	With regards Training and OCM, how do you normally get the pulse of employees when major changes take place?	RFP-FS-2019-04-LB-IWMS-Project, Section 2.0, page 4  FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 2.1-2.2, page 8-9  FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 7.0, page 25  FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 7.1, page 25	After trainings, the JCC provides job aids and provides the phone number the Customer Service Center for any issues.

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
53	<p>Are there specific types of training / training materials that the JCC has found successful in the past? Do you believe they would work here? If so, please describe the techniques utilized.</p>	<p>RFP-FS-2019-04-LB-IWMS-Project, Section 2.0, page 4</p> <p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 2.1-2.2, page 8-9</p> <p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 7.0, page 25</p> <p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 7.1, page 25, 26</p>	<p>The JCC has used on-site train the trainer technique.</p> <p>Techniques that have also worked for the JCC are interactive WebEx sessions, video tutorials, and job aids.</p> <p>The JCC prefers in-person onsite training at the JCC.</p>
54	<p>How many and how large (# of people) are the JCC's facilities (courthouses, etc.) that need to be trained on the solution? Has the JCC tried train-the-trainer techniques in the past and / or open to this type of training?</p>	<p>RFP-FS-2019-04-LB-IWMS-Project, Section 2.0, page 4</p> <p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 2.1-2.2, page 8-9</p> <p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 7.0, page 25</p> <p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 7.1, page 25, 26</p>	<p>The total number of people needing training is circa 908. The JCC is open to train the trainer technique. Techniques that have worked for the JCC include interactive WebEx sessions, video tutorials, and job aids.</p>

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
55	<p>How many 3<sup>rd</sup> party service provider does JCC currently use and how many need to be included as a part of this proposal in terms of workflow routing and processing? Can you please elaborate?</p>	<p>RFP-FS-2019-04-LB-IWMS-Project, Section 2.0, page 4</p>	<p>Major regional service providers for facility maintenance: 3 (extensive workflow)</p> <p>Landlords: 199 (minimal workflow for work order routing and extensive workflow for lease contract administration)</p> <p>Planning, Design, Facility Modifications, Real Estate, and Capital Projects vendors: 116+ (minimal workflow)</p> <p>Job Order Contractors: 14 (extensive workflow)</p> <p>Speciality landlords: Long Beach Justice Partners and the California Department of General Services (minimal workflow)</p> <p>Delegated Courts (act as a service providers): 4 (extensive workflow)</p> <p>Counties (act as a service provider): 3 (extensive workflow)</p> <p>Asbestos: 1 (extensive workflow)</p> <p>Security: 6 (minimal workflow)</p>

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
56	<p>Are the processes for higher dollar or more complex SWO requests that require review by the JCC staff expected to be automated? If so, can you please provide an approximate number of these and general criteria used to route them properly?</p>	<p>RFP-FS-2019-04-LB-IWMS-Project, Section 2.0, page 4</p>	<p>Yes, approximately 2,000 Project work requests a year, see life cycle picture below. Note: based on a new upcoming Service Provider contract and new Quality compliance module, life cycle is/will be out dated.</p>  <pre> graph TD     subgraph "3.0 Facility Modification Program"         direction LR         3.1[3.1 Identify FM Candidates] --&gt; 3.2[3.2 Scope Definition (SMAC &amp; CS)]         3.2 --&gt; 3.3[3.3 FM Ranking &amp; Scoring (Prioritization)]         3.3 --&gt; 3.31[3.31 CFMMS]         3.31 --&gt; 3.4[3.4 Building (Extracting Method &amp; FM)]         3.4 --&gt; 3.41[3.41 Manual Cost Reception]         3.41 --&gt; 3.42[3.42]         3.42 --&gt; 3.43[3.43]         3.43 --&gt; 3.44[3.44]         3.44 --&gt; 3.45[3.45]         3.45 --&gt; 3.46[3.46]         3.46 --&gt; 3.47[3.47]         3.47 --&gt; 3.48[3.48]         3.48 --&gt; 3.49[3.49]         3.49 --&gt; 3.50[3.50]         3.50 --&gt; 3.51[3.51]         3.51 --&gt; 3.52[3.52]         3.52 --&gt; 3.53[3.53]         3.53 --&gt; 3.54[3.54]         3.54 --&gt; 3.55[3.55]         3.55 --&gt; 3.56[3.56]         3.56 --&gt; 3.57[3.57]         3.57 --&gt; 3.58[3.58]         3.58 --&gt; 3.59[3.59]         3.59 --&gt; 3.60[3.60]         3.60 --&gt; 3.61[3.61]         3.61 --&gt; 3.62[3.62]         3.62 --&gt; 3.63[3.63]         3.63 --&gt; 3.64[3.64]         3.64 --&gt; 3.65[3.65]         3.65 --&gt; 3.66[3.66]         3.66 --&gt; 3.67[3.67]         3.67 --&gt; 3.68[3.68]         3.68 --&gt; 3.69[3.69]         3.69 --&gt; 3.70[3.70]         3.70 --&gt; 3.71[3.71]         3.71 --&gt; 3.72[3.72]         3.72 --&gt; 3.73[3.73]         3.73 --&gt; 3.74[3.74]         3.74 --&gt; 3.75[3.75]         3.75 --&gt; 3.76[3.76]         3.76 --&gt; 3.77[3.77]         3.77 --&gt; 3.78[3.78]         3.78 --&gt; 3.79[3.79]         3.79 --&gt; 3.80[3.80]         3.80 --&gt; 3.81[3.81]         3.81 --&gt; 3.82[3.82]         3.82 --&gt; 3.83[3.83]         3.83 --&gt; 3.84[3.84]         3.84 --&gt; 3.85[3.85]         3.85 --&gt; 3.86[3.86]         3.86 --&gt; 3.87[3.87]         3.87 --&gt; 3.88[3.88]         3.88 --&gt; 3.89[3.89]         3.89 --&gt; 3.90[3.90]         3.90 --&gt; 3.91[3.91]         3.91 --&gt; 3.92[3.92]         3.92 --&gt; 3.93[3.93]         3.93 --&gt; 3.94[3.94]         3.94 --&gt; 3.95[3.95]         3.95 --&gt; 3.96[3.96]         3.96 --&gt; 3.97[3.97]         3.97 --&gt; 3.98[3.98]         3.98 --&gt; 3.99[3.99]         3.99 --&gt; 4.00[4.00]     end     </pre>

<p>57</p>	<p>With regards to migrating legacy data including all the portfolio, document, and lease data, and seven (7) years of transactional data from the existing system(s), we have a few questions:</p> <ol style="list-style-type: none"> <li>1. What is the approximate volume of data in # of records?</li> <li>2. How many legacy systems with data to be migrated are in scope? (IBM TRIRIGA, FileMaker Pro, Access DBs, more?)</li> <li>3. Is JCC willing / able to provide this data to the implementor in .csv or .xlsx format?</li> </ol>	<p>RFP-FS-2019-04-LB-IWMS-Project, Section 2.0, page 5</p> <p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 4.0, page 11-12</p>	<p>57Q1: We cannot provide the # of records at this time for all legacy data but can provide some CAFM data below.</p> <p>Portfolio:  A real estate portfolio of over twenty-four (24) million square feet of space:  ~89 Leased properties  ~216 County Owned properties  ~144 JCC Owned Properties  ~8500 Lease Clauses  ~3500 Payment Schedule records  ~14500 Payment voucher records</p> <p>Organization Internal and External:  ~1348 Organization (Service providers, contractors, vendors information)</p> <p>Assets:  ~14,665 Building Assets data;</p> <p>Active users:  ~ 900 Active Users</p> <p>Service Work Orders: Demand and Planned  ~510,000 Service Work Orders</p> <p>Invoices:  ~75,000 Utility Invoices data;</p> <p>Documents:  ~672,000 Documents files (jpg, doc, csv, pdf, etc)</p>
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Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
			<p>We do not have data volume of records on FileMaker Pro, Access DBs, VFA, Oracle based database and Excel Spreadsheets.</p> <p>57Q2: IBM TRIRIGA, FileMaker Pro, Access DBs, VFA, Oracle based database and Excel Spreadsheets.</p> <p>57Q3: No, Vendor not JCC is responsible for migration activities. Current database size would exceed .csv and .xlsx row limits.</p>
58	<p>Does the JCC permit the use of non-US technical based (Platform Engineers / Developers) resources in completing project work such as this?</p>	<p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 1.1, page 4</p>	<p>“Historically, the JCC has not allowed offshore resources access to production data, intellectual property, or its infrastructure from outside the US. However, we would be willing to consider a proposal that demonstrates the vendor’s ability to provide adequate background checks and information security for resources providing services for this engagement and puts the burden of any resulting liability on the vendor.”</p>

59	Can the JCC please provide more information around the required data migration and integration with the Judicial Branch Identity Management system? E.g., what system is being used? Is it homegrown or COTS? Is it SaaS or on premise? Based on Table 3, is this MS AD or Azure AD?	FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 3.0, page 10, 11, 13, 14	The Judicial Branch Identity Management System is Azure Active Directory.
60	What does the JCC use for SSO?	FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 4.0, page 15	The Judicial Council uses Azure AD SSO, which is SAML-based.
61	Can the JCC provide an example of an "AAA" session diagram?	FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 4.0, page 15, 16	System architecture AAA session diagram will include the components of the system, for example that defines the Users, Proxy Layer, Presentation (Web) Layer, Application Layer and Database Layer, which include server names, ip address and port numbers.
62	What type of 3 <sup>rd</sup> party server (and location) will the IWMS need to FTP files to for pickup?	FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 5.0, page 17	JCC Axway (EmFT) v5.4 in AWS GovCloud (US)

<p><b>63</b></p>	<p>How much support is the JCC looking for in terms of Task coordinating UAT?</p>	<p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 5.1, page 18  FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 6.0, page 21, 22, 24</p>	<p>The JCC will coordinate scheduling of the UAT testers.  The vendor will have extensive responsibilities that will require coordination based upon Section 6 (including Table 8) of the Statement on Work.</p>
<p><b>64</b></p>	<p>It is assumed that the JCC will run and own UAT testing (test planning, test script creation, test results). Is this a fair assumption? If not, what kind of support is JCC looking for in this space?</p>	<p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 6.0, page 21, 22, 24</p>	<p>This is an incorrect assumption that the JCC will run and own UAT. Please refer to the Statement of Work section 6 Testing Services for roles and responsibilities and also reference Table 8.  Executing the vendor supplied test scripts is the responsibility of the JCC.</p>
<p><b>65</b></p>	<p>Can you please clarify if you have an integration service bus or existing mid servers that can be leveraged for integration related needs? (does not necessarily apply to AD, SSO, etc.)</p>	<p>FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 3.0, page 14</p>	<p>No, we do not utilize an integration service bus. (e.g. web services).</p>
<p><b>66</b></p>	<p>Are there language requirements outside of English?</p>	<p>General Questions</p>	<p>No language requirements have been identified besides English.</p>
<p><b>67</b></p>	<p>Are there any other specific data migration requirements not already covered for this initial phase? If so what systems (or 'paper' data) and what is the type of data that needs to be migrated?</p>	<p>General Questions</p>	<p>Not that we are aware of.</p>



<b>68</b>	Are there any other systems to be integrated? Are these systems on premise or SaaS / PaaS? What are the versions and patch levels of the systems to be integrated with? Assuming they are cloud based, do they have open APIs available? And if so which ones?	General Questions	68Q1: Only systems described in this RFP. 68Q2-Q3: <ol style="list-style-type: none"><li>1. Judicial Branch Identity Management System is Azure Active Directory - IaaS</li><li>2. JCC Axway (EmFT) v5.4 in AWS GovCloud (US) – IaaS</li></ol> 68Q4-Q5: Please refer to the respective products above for their published API availability.
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<p>69</p>	<p>Please describe JCC's planned governance structure for status, decisions, escalation, visibility, etc.</p>	<p>General Questions</p>	<p>The expectation is that the proposer will “provide a robust set of project management methodology, procedures, Deliverables, and best practices, such as Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) or an equivalent standard.” Through the development of the “Project Management Deliverables” such as the “Status Reporting Plan”, “Communication Plan”, “Project Control, Standards, and Procedures”, and “Stakeholder Management Plan” the vendor will help establish the governance approach suitable for this project. Furthermore, through the activity of “Establish procedures and processes for capturing, escalating, and resolving various types of project issues” the vendor will articulate the governance structure for status, decisions, escalation, visibility, etc.</p> <p>Having noted that the vendor will propose the governance structure for this project, typically there is decision making within the project team. Escalations will be brought to the Judicial Council's Project Manager. The Judicial Council Project Manager can further escalate to the Facilities Services and/or Information</p>
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			Technology senior management for support.
<b>70</b>	Are there specific mobile requirements here that need to be considered (e.g., device types)?	General Questions	Please reference Exhibit 1 Business & Technical Requirements for the following mobile requirements: BR-005, BR-063 to BR-066, HST-018, TR-011, TR-12, TR-53
<b>71</b>	Cask project resourcing has not required a FTE Project Manager on projects of similar size and scope to that requested by JCC, and we are concerned a FTE Project Manager may be cost prohibitive and impact our ability to provide a best value response to the State. Is JCC open to an alternate Project Manager level of effort?	FS-2019-04-LB-Exhibit-2-Statement-of-Work, Section 2.0, page 4	The JCC is expecting a project manager that is dedicated to the project.  The JCC is considering amending the Statement of Work for removing the words "full-time" based upon your feedback.
<b>72</b>	Exhibit 5 – Estimated JCC IWMS Project Resources	REVISED	This Exhibit 5 has been revised and posted on the Courts Website
<b>73</b>			
<b>74</b>			
<b>75</b>			
<b>76</b>			