

Questions Submitted on
RFP-IT23-153RB-Managed Service Desk Support

1. There was an RFO for Service Desk released in October 2022 (RFO JCC2022-004) that had a similar scope of services – was that RFO awarded, and is this RFP for the same services?

ANSWER: No, that RFO was not awarded. Yes, this RFP is for similar services.

2. There was a similar solicitation that was released in 03/2023, what was the result of that solicitation?

ANSWER: That solicitation did not include Service Desk Managed Services.

3. I am seeking information regarding if this is a **new solicitation** to establish a new contract or if there is a previous contract to it. If there is a previous contract, I'd like to kindly request you to please let me know the name of said contract.

ANSWER: This RFP is to establish a new contract.

4. If the proposer has an executed **MSA** arising from RFP-IT-2020-64RB, is the proposer bound by the terms and rates defined in that MSA when responding to this new RFP?

ANSWER: No, the terms and rates would be separate.

5. Is there a **budget** for the requested services?

ANSWER: Yes, there is a budget for these requested services.

6. What is the **budget** allocated for the Service Desk Services, and are there any cost constraints or considerations?

ANSWER: The current budget estimate for this is \$750,000 annually and there are no cost constraints at this time.

7. What is the estimated **budget** of the RFP?

ANSWER: The current budget estimate for this is \$750,000 annually.

8. Does JCC has any **budgets** defined for this RFP?

ANSWER: Yes, budgets are defined and identified for this.

9. Are there any state **residency** or geographical requirements for ServiceDesk Staff members?

ANSWER: The physical location of Vendor staff, Vendor Agents, systems, and equipment where the Judicial Branch Data is accessed, shall be within the continental United States.

10. General: Do all Service Desk staff need to complete a **background** investigation?

ANSWER: Prior to appointment, all potential Service Desk candidates must pass a background investigation.

11. Is there an **incumbent**, if so, who?

ANSWER: There are two service desks that will be combined. One is internal to the JCC and the other is external. That vendor is Science Applications International Corporation.

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12. Please Confirm if there is an **incumbent** to take over from. If yes, please share incumbent details, team size & location and your current challenges/ experience with the current incumbent.

ANSWER: Yes, there is a current vendor providing part of these services. That vendor is Science Applications International Corporation. The other portion will be from the JCC Service Desk. It is the responsibility of RFP respondents to conduct their research prior to submitting a proposal. The JCC will not be providing information about the incumbent.

13. IT23-153RB-Attach-2-Annex-1-Scope of Work Pg 2 *Ticket Management "Support an end-to-end incident handling ticket system within Service Desk Support"* Is this intended to be the JCC ServiceNow instance only? Who is the current **incumbent** service provider?

ANSWER: The JCC ServiceNow system will be the system of record. See response to question 11.

14. *IT23-153RB-Attach-2-Annex-1-Scope of Work Pg 3 "Minimum Job Specific Skills" "Minimum Job Specific Skills/Qualifications Required for Service Desk Support Staff"*. Do the current **incumbent** staff meet the qualifications of the RFP or are these new requirements?

ANSWER: The incumbent staff meet the qualifications.

15. Does the JCC have a specific expectation of **incumbent** resources to be onboarded (re-badging) by the new service provider?

ANSWER: There are no expectations regarding incumbent resources to be onboarded.

16. Is there an **incumbent** on this RFP? If so,

- a. Will the **incumbent** be bidding?
- b. What is the current price that you are paying the **incumbent** for these services?
- c. Would you please provide a link to the previous contract?
- d. How many dedicated resources does the current **incumbent** have assigned to the JCC?
- e. Would you please provide any commitments or contracts with the **incumbent** MSP that will need to be addressed during the transition?
- f. Would you please share any gathered insights or lessons learned from the performance of the **incumbent** MSP?
- g. Are there any areas of adjustments or improvements in SLAs that you recommend?

ANSWER: The incumbent was sent a courtesy notice regarding the RFP. The current price is hard to gauge as we are combining internal services along with the vendor provided services. We can't provide a link to the current contract. The current vendor uses a mix of dedicated (2) agents and a mix of leveraged agents. The incumbent MSP will assist in transition services. The incumbent's performance met the contractual SLRs of the agreement.

17. We respectfully request a 2-week **extension** to submit proposals from the original submission deadline.

ANSWER: The deadline will be extended to February 13, 2024.

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18. Will you **extend** the submission deadline by 2 weeks?

ANSWER: The deadline will be extended to February 13, 2024.

19. Will the JCC consider **extending** the due date?

ANSWER: The deadline will be extended to February 13, 2024.

20. Could JCC consider extending the Submission timelines by 2 weeks.

ANSWER: The deadline will be extended to February 13, 2024.

21. *RFP Pg 3 Section 3.0 Deadline for Questions to: solicitations@jud.ca.gov 1/17/2024 1:00 pm PST.*: Can **clarification**/additional questions be permitted by the bidding teams once responses to the Jan 17th deadline are posted?

ANSWER: We will not be accepting additional questions after the January 17th deadline.

22. Can the bidder utilize **offshore** / nearshore desk for the solution?

ANSWER: The physical location of Vendor staff, Vendor Agents, systems, and equipment where the Judicial Branch Data is accessed, shall be within the continental United States.

23. We have all the essential physical and information security measures in place to protect sensitive client information if we are allowed to take these services **offshore** (India). Can you please give us your preferences on what security measures you need in place if you authorize us to allow offshore work?

ANSWER: The physical location of Vendor staff, Vendor Agents, systems, and equipment where the Judicial Branch Data is accessed, shall be within the continental United States.

24. Please confirm if the work could be performed **remotely** or a mix of from On-shore, near-shore, or **Off-shore** location like India.

ANSWER: The physical location of Vendor staff, Vendor Agents, systems, and equipment where the Judicial Branch Data is accessed, shall be within the continental United States.

25. Is **remote** work allowed?

ANSWER: Remote work is allowed within the continental United States.

26. Do we need our resources to provide services onsite or hybrid or **remote**?

ANSWER: Remote work is allowed within the continental United States.

27. Please list the locations (IE: Office and locations and if **remote** users) of the end users?

ANSWER: The end users will be throughout the various courts and judicial council office locations throughout the state of California.

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28. What is the current **remote** access tool in-place for helpdesk?
ANSWER: Currently remote access is only used with the JCC end users and we are utilizing Remote Desktop Connection within Microsoft Windows.
29. Please give an example of documentation you have and/or require for **tickets**?
ANSWER: This will be shared with the vendor that is awarded.
30. What is the estimated average time for a **ticket**?
ANSWER: The average call time is not reflective of actuals as there are calls that are very quick to resolve and others that take more time.
31. We noticed there are a high number of tickets from October 2022 till January 2023, is there any optimization that was done post that since there reduction on the number of **tickets**. Or do we anticipate the tickets going high during the said timeframe?
ANSWER: The ticket counts from October 2022 to January 2023 were the normal ticket numbers expected. JCC implemented an Enterprise Identity Management solution that greatly reduced the numbers of tickets that are now being received.
32. *Exhibit G Sheet 1 Tickets Submitted:* The trend of all methods of submission is decreasing in the past 12 months. Can this be explained? What does the JCC forecast for the next 3 years across all methods of submission?
ANSWER: The ticket counts from October 2022 to January 2023 were the normal ticket numbers expected. JCC implemented an Enterprise Identity Management solution that greatly reduced the numbers of tickets that are now being received. The forecast for the next three years should remain relatively similar.
33. How are you planning to offload existing **ticket**/queries backlog from outgoing partner to the new partner?
ANSWER: There is a backlog, but it will be the responsibility of incumbent.
34. Exh-G - The **ticket** volumes that are shared, if that the count of tickets received or handled and resolved by Helpdesk, is that all tickets logged by end users.
ANSWER: The ticket volumes that show the “Type of Request” were tickets resolved by the Service Desk.
35. What percentage of **ticket** Volume is being resolved at L1/L1.5 level?
ANSWER: See Exhibit G of the RFP. The ticket volumes that show the “Type of Request” were tickets resolved by the Service Desk.
36. Is there a time of the year when we see the peak in **ticket** volumes as there have been some peaks in the ticket data.
ANSWER: There is always an ebb and flow. Ticket volumes can creep up during application upgrades.

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37. As per the **tickets** volume in Exh-G, Oct, Nov, Dec and Jan months have high volume of tickets compared to rest of the month. Is this an unusual pattern? Please could you confirm the details around high-ticket volumes during these months?

ANSWER: The ticket counts from October 2022 to January 2023 were the normal ticket numbers expected. JCC implemented an Enterprise Identity Management solution that greatly reduced the numbers of tickets that are now being received.

38. Please provide **tickets** breakdown by Incidents, Problems, Changes and Service Requests.

ANSWER: The data provided in Exhibit G is the information that should be the focus for responding vendors for Incidents and Service Requests.

39. Please provide Incident **ticket** breakdown by Priority (i.e., P1, P2, P3, P4).

ANSWER: This will be shared with the vendor that is awarded.

40. What other **ticketing** tool integrations exists with **ServiceNow** that are being used by other L2/L3 support teams. Is there backward compatibility between the systems when tickets flow between these systems.

ANSWER: This will be shared with the vendor that is awarded.

41. Is there an existing **ticket** backlog, if so, how many are opened and their age?

ANSWER: There is a backlog, but it will be the responsibility of incumbent.

42. Would you please provide a sample monthly report of your **tickets** that you would like to see?

ANSWER: The reporting will be completed through the JCC ServiceNow instance.

43. What are the total number of users who can create a **ticket**? What personas or roles do these users fill?

ANSWER: Users can submit tickets via the web portal and email. Besides level 1, all level 2 and 3 support engineers can create tickets.

44. Exhibit G Sheet 1: Are there any **tickets** created by automated systems? (e.g., system monitoring, onboarding tools, etc.) If so, how many of the tickets reported in Exhibit G "IT23-153RB-Exh-G-Service-Desk-Metrics" are auto created?

ANSWER: There are tickets that are created by monitoring systems. Those are not reflected in Exhibit G as the Service Desk will only see those if the automated rules break.

45. Please confirm if scope "Conduct root cause analyses on high priority incidents including preventative measures" is related to only L1 Support desk related **tickets**?

ANSWER: Vendor will be participants only, unless it is a high priority incident with the Service Desk services.

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46. *Exhibit G Sheet 1 "Type of Requests"*: Are the "type of **requests**" over the same period of time as the data by type? If so, please elaborate on the discrepancy in totals. (Sum of "Type of request" = 6,542 vs. Totals in other data - 9306.

ANSWER: The "Type of Request" are tickets resolved by Service Desk agents. The other table is for all tickets that came into the Service Desk.

47. For *Exhibit F*. Please fill in how many of the **tickets** were escalated to Level 2 and Level 3 Teams?

ANSWER: The "Type of Request" are tickets resolved by Service Desk agents. The other table is all tickets that came into the Service Desk.

48. For *Exhibit F*, the total number by month does not = the total number on the other box. Please explain or provide matching numbers?

ANSWER: The "Type of Request" are tickets resolved by Service Desk agents. The other table is for all tickets that came into the Service Desk.

49. Please elaborate on expectation in terms of "provide additional resources as needed during planned events and unplanned critical events". Please share few examples & volumes of tickets / resource requirement from the past 2 years.

ANSWER: If there is a known upgrade that will have the potential to increase the call volume, we want to ensure there are enough Service Desk Agents to process these calls. Examples and requirements can be shared with the awarded vendor.

50. *IT23-153RB-Attach-2-Annex-1-Scope of Work Pg 2 Ticket Management "Monitor automated system ticket creation integration with other incident management systems."*: What are the current automated systems in use and what are the other **incident management** systems referenced here?

ANSWER: The automated systems in use will be shared with the awarded vendor.

51. Please elaborate on which other **incident Management** system are being referred in "Monitor automated system ticket creation integration with other incident management systems". Do these systems have bi-directional communication with ServiceNow?

ANSWER: The automated systems in use and how they are utilized will be shared with the awarded vendor.

52. Is there a requirement for Major **Incident** Management?

ANSWER: The incident management support will be in coordination with JCC staff. Main requirement would be to obtain as much information as is requested and documented into the incident.

53. Can you please help with the bifurcation of **incidents** vs service **requests** anticipated?

ANSWER: In Exhibit G of the RFP, the table that lists "Type of Request" will show the typical split between incidents and service requests anticipated.

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54. *Exhibit F Statement of Work.* Can you clarify the support **hours**? The first paragraph states business **hours** but further down the document it references being on call.

ANSWER: Business hours are Monday through Friday 7:00 am to 6:00 pm. After-hours support are 6:01 pm to 6:59 am Monday through Friday and all hours for Saturday and Sunday. Selected vendor will provide 24/7 services including all holidays.

55. *Exhibit A, line 8:* Does the Vendor need to provide dedicated Service Desk staff during the hours of Monday-Friday, 7 a.m. to 6 p.m. PT?

ANSWER: The Service Desk staff can be a mix of dedicated and leveraged.

56. Could JCC clarify if Weekend **Support** is also required?

ANSWER: Weekend support will be required as part of the after-hours support.

57. Will SLAs be applicable during **on-Call support**?

ANSWER: Yes

58. *Exhibit F Statement of Work.* If the support hours include on call support, what are the requirements for on **call support**? What type of requests are to be processed during on call support? What is the frequency of these requests?

ANSWER: In the past 12 months there have been a total of 70 calls outside of business hours. The after-hours calls are typically related to application access.

59. Please provide the number of **calls** that were outside of **business hours** 7am to 6pm (PST) for each month over the last 12 months?

ANSWER: In the past 12 months there have been a total of 70 calls outside of business hours.

60. Can you to share the updated Service Desk **Calls** from October 2023 until the current date?

ANSWER: See below table:

	Email	Phone	Self Service	Total
Oct 23	358	30	20	408
Nov 23	327	25	5	357
Dec 2023	362	27	12	401

61. What is the Average **Call** Handle time?

ANSWER: The average call time is not reflective of actuals as there are calls that are very quick to resolve and others that take more time.

62. *Annex 2 (Call) Pricing:* Please provide or correct the definition for Pricing by '**call**' volume. Provider assumes 'call' is referencing total contacts created through phone, email and self-service and not solely phone calls. How does JCC measure this today?

ANSWER: Call volume does reference the total contacts created through phone, email and self-service. JCC is currently measuring this by the number of incidents and service requests that are opened.

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63. Is there a **Knowledge** Bank created for Support team and updated regularly?

ANSWER: Yes.

64. What is the current **Knowledge** Base system in-place? How well the current KB is documented - please elaborate.

ANSWER: All Knowledge Base articles are within the JCC ServiceNow instance.

65. Are there any existing **Knowledge** Articles available?

ANSWER: Yes.

66. *Exhibit F Statement of Work.* Please describe the roles of the Vendor to update the **knowledgebase** inside JCC's ServiceNow instance.

ANSWER: The vendor will be responsible for creating new knowledge base articles as new items come up.

67. Does the JCC own the **ServiceNow** Licenses or does an incumbent?

ANSWER: JCC will provide the ServiceNow licenses.

68. *IT23-153RB-Attach-2-Annex-1-Scope of Work Pg 2 Call Management "Record and update service desk incidents and requests in JCC ServiceNow"* Will the JCC provide the **ServiceNow** licenses to perform the required tasks of the contract?

ANSWER: JCC will provide the ServiceNow licenses.

69. Our ticketing system has the capabilities to integrate with **ServiceNow**. Would we be able to do an API Integration from your ticketing system (ServiceNow) to ours and/or vice versa?

ANSWER: The JCC ServiceNow system will be the only system used and we will not allow integrations.

70. Does your **ServiceNow** has a Self-Service section or is it a separate portal?

ANSWER: The JCC ServiceNow self-service portal is being developed.

71. Please provide the **ServiceNow** Workflows related to LVL 1 support.

ANSWER: This will be shared with the vendor that is awarded.

72. Can we get a list of the **hardware, software** (including the COTS apps) and third-party services which needs to be supported as part of the L1 desk?

ANSWER: This will be shared with the vendor that is awarded.

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73. Please list the current **software/tools** that JCC has, or the current incumbent is using for Service Desk besides ServiceNow that we may need to acquire or replicate with our own tools (IE: Automating, Monitoring, Reporting, etc.)? Please list any that the JCC Owns that we may utilize?

ANSWER: JCC will have the tools available for the vendors to be able to meet the SLR's. We welcome the vendors to propose additional tools with the exception of ServiceNow which will be utilized for ticket management, some SLR tracking and reporting.

74. Do you have a **tool** for **password** resets and also please help with the number of users?

ANSWER: Account and Password Management for JCC users will be done through AD. The remaining Account and Password Management will be managed at the local court level. The approximate number of end users is between 3,000 and 3,500.

75. What **tools** are used to perform the requested function of "Monitor automated system ticket creation integration with other incident management systems?"

ANSWER: These tools will be shared with the vendor that is awarded.

76. For applications and infrastructure support, would we be provided with remote **logins** of the instances for troubleshooting? Also, please confirm which **tool** is utilized for accessing the remote desktop of the users.

ANSWER: Currently remote access is only used with the JCC end users and we are utilizing Remote Desktop Connection within Microsoft Windows. Remote support is not necessary for the courts.

77. Which System is currently in use for Account & **Password** Management? Is it a central system? Please elaborate.

ANSWER: Account and Password Management for JCC users will be done through AD. The remaining Account and Password Management will be managed at the local court level. For application Account Management, this will be reviewed with the vendor after award.

78. The SLA states that a resolution for a **Password reset** should take place within 5 minutes of a request, but email response time is less than one hour. Please explain and provide sample documenting?

ANSWER: The SLR will be measured by the method in which the call was received.

79. As part of the experience required for **Service Desk Agents**, there is an ask for Azure Enterprise Identity Service experience. Is this a mandatory requirement and what level of experience is required? Are the agents being responsible for creating new users or modify the existing rules and access for the users onboarded?

ANSWER: The Service Desk Agents will be working within the EiDM system and should understand the Azure Enterprise Identify Service. The Service Desk agents will be setting up new users as well as modifying existing.

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80. Would there be training provided for the **Service Desk Agents**?
ANSWER: There will be training, and knowledge transfer provided to the Service Desk Agents.
81. What is the current **staffing** model?
ANSWER: The current vendor uses a mix of dedicated (2) agents and a mix of leveraged agents. The JCC uses a mix of service desk and desktop support, so these numbers vary based on the needs.
82. How many **FTEs** are currently assigned to support the scope of this RFP and their positions?
ANSWER: There are currently no FTE's supporting the scope of services of this RFP. We are utilizing a MSP for the courts and contract staff for JCC staff.
83. Please elaborate on JCC's IT staff team involvement / oversight for RFP scope areas. We assume the vendor resources would be working closely with Agency IT Staff team for mentioned areas.
ANSWER: There is a Service Desk Manager and Service Desk Supervisor that will be working very close with the SDM and Service Desk agents. Other staff will be available and brought in as needed.
84. What is the current Helpdesk **Team Size** supporting JCC?
ANSWER: The current vendor uses a mix of dedicated (2) agents and a mix of leveraged agents. The JCC uses a mix of service desk and desktop support, so these numbers vary based on the needs.
85. How many **users/employees** does the JCC have?
ANSWER: JCC has about 1,500 users that are supported.
86. Please classify the end users by their relationship/role to JCC?
ANSWER: The end users will be JCC staff, supreme, appellate, and trial court staff.
87. How does the JCC currently provide **user training** and IT Education to the end-user?
ANSWER: There are various user trainings available to end users.
88. What is the approx. number of current **end users** (Internal as well as external, if any) for the services in scope.
ANSWER: The approximate number of end users is between 3,000 and 3,500.
89. Do you have remote or mobile **users** who require support? Please elaborate.
ANSWER: Yes. We have remote and mobile users throughout the state of California that will need level 1 support.
90. How does the JCC anticipate changes in users' numbers or service requirements?
ANSWER: JCC does not anticipate any large shifts in the user numbers. Any shifts to the service requirements would be fully discussed and vetted with the awarded vendor.

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91. Is the Service Desk expected to support future growth and expansion?

ANSWER: The Service Desk will support future growth as necessary. Any expansions needed would be fully discussed and vetted with the awarded vendor.

92. *Exhibit A, line 51* The Service Desk Support Delivery Manager is required to have **experience** running information technology systems and networks for organizations that are at least equal to the size and scope of the Judicial Council. Does this include experience beyond Service Desk services?

ANSWER: The SDM should have working knowledge of data center and network operations.

93. Would you be requiring a full time **dedicated SDM** as part of the solution?

ANSWER: The SDM will need to be dedicated.

94. Would you please provide us a list of **Applications** that we would be expected to support?

ANSWER: This will be shared with the vendor that is awarded.

95. Would you please list any outlier **Applications**?

ANSWER: This will be shared with the vendor that is awarded.

96. How many **Applications** are in scope?

ANSWER: This will be shared with the vendor that is awarded.

97. How many Third-Party **Applications** are in scope? Please share the list of applications.

ANSWER: This will be shared with the vendor that is awarded.

98. Will JCC share the functional and technical details of the **application** customization?

ANSWER: This will be shared with the vendor that is awarded.

99. Is functional documentation available for all **applications** in scope?

ANSWER: There are SOP's and knowledge base articles on about 75 to 80% of items in scope.

100. What percentage of SOP's are available with L1/L1.5 Support for **application** in scope?

ANSWER: There are SOP's and knowledge base articles on about 75 to 80% of items in scope.

101. What are the self-service tools available for end users for **application support** standpoints?

ANSWER: There is a current project to make the Knowledge Base articles available for the end users through the ServiceNow portal.

102. Could you please share the volume of CR's for each **application** in last two quarters?

ANSWER: This is not applicable to this RFP.

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103. We understand the primary language for the desk would be English. Is there any other language support that is required?

ANSWER: No other language is required.

104. Change/Problem/IM/Knowledge – Please confirm we are participants only in these Service Management areas and not owners. For PM and IM, the RFP says, ‘manage the lifecycle’ and conduct RCA. Are we owners or participants of the process? Please clarify this requirement.

ANSWER: Participants only, unless it is a high priority incident with the Service Desk services.

105. Is there be any flexibility on the **SLA** requirements? Will you consider alternative SLAs?

ANSWER: Alternative SLR’s may be submitted with the proposal for consideration with a full justification which SLR it would replace and what the benefit to the JCC would be.

106. *IT23-153RB-Attach-2-Annex-1-Scope of Work Pg 2 Call Management "Manage and proactively monitor a single point of contact (SPOC) solution including a toll-free phone number, web submission and monitored email."*: Does the JCC currently use a **SPOC** and own the respective parts (e.g., Telephone, Website, Email address) and will these be accessible to the awarded bidder?

ANSWER: Yes.

107. *IT23-153RB-Attach-2-Annex-1-Scope of Work Pg 2 General "Issue broadcasts or other notices to provide detailed status updates as required for planned and unplanned events, including establishing and maintaining an as needed banner message on the toll-free phone number for Service Desk Support that updates end-users on known system or network outages"*: How are **broadcasts** issued today and does the JCC Expect this method to continue?

ANSWER: There are several methods done today. This is currently under discussion for which method will be used in the future.

108. We understand the **channels** supported today are voice, portal and email. Are there any other channels being utilized?

ANSWER: Those are the current channels being utilized.

109. **AV** Support. Does JCC require support for Teams or Zoom activities for hybrid court proceedings? Please outline the level of support required from the remote service desk.

ANSWER: There is a level 2 team that will be providing that support.

110. Are there any opportunities for cost optimization or efficiency improvements?

ANSWER: This effort to combine the JCC Service Desk with the vendor supplied Service Desk is an effort to improve efficiencies. JCC welcomes any other potential cost optimization or improvements with the awarded vendor.

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111. May we provide optional **pricing** models for the JCC to select?

ANSWER: Yes. Please review Section 7.2 of the RFP for the cost proposal requirements.

112. How many Level 1 Engineers does the JCC have?

ANSWER: This is a mix of JCC staff and vendor staff.

113. How many Level 2 Engineers does the JCC have?

ANSWER: This is a mix of JCC staff and vendor staff.

114. How many Level 3 Engineers does the JCC have?

ANSWER: This is a mix of JCC staff and vendor staff.

115. Would you please provide a breakdown of how Level 1 assistance for incidents and inquiries are currently being covered during the 7am – 6pm coverage?

ANSWER: There is a JCC Service Desk that is managing the tickets today and there is a vendor supplied Service Desk that is managing the tickets they receive today.

116. How often does the Service Desk team currently meet to review areas to improve?

ANSWER: There is a weekly one-hour meeting to discuss all areas. Additional ad-hoc meetings are scheduled as needed.

117. What **challenges** or gaps in the existing IT setup have prompted the need for an MSP Service Desk?

ANSWER: There are no current challenges or gaps being experienced. This RFP is needed due to the current contract expiring.

118. Can you describe the main **challenges** or pain points that JCC is currently experiencing with its help desk services?

ANSWER: There are no current challenges or pain points being experienced.

119. Exhibit A - Would you please provide what you currently using to Manage, maintain, and make available End-User facing documentation for supported hardware, software, and Third-Party services (e.g., “how to” self-support, user instructions, available functional training).

ANSWER: This will all be available in the ServiceNow Knowledge Base.

120. Do you have a SOP (Standard Operating Procedure) for Level 1 Service Desk?

ANSWER: Yes, we do.

121. Is Microsoft premium support available with JCC?

ANSWER: Yes.

122. Please elaborate on expectations from vendor on **Security** and **compliance** standards / requirements to be complied with?

ANSWER: All Security and compliance standards/requirements will be shared with the awarded vendor.

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123. Are there any DR/BCP requirements?

ANSWER: There are not.

124. Exhibit B Evaluation Criteria (Viability of Firm, PART 2): Since the requested **financial information** is confidential in nature can we provide the same directly to JCC's Financial representative. If yes, please provide the e-mail address of the financial representative.

ANSWER: This information must be sent along with the proposal.

125. Exhibit B Evaluation Criteria (Viability of Firm, PART 2): "PROPOSALS ARE SUBJECT TO DISCLOSURE PURSUANT TO APPLICABLE LAW, INCLUDING RULE 10.500 OF THE CALIFORNIA RULES OF COURT", Since the requested financial information is confidential in nature, could you confirm if this would not be subjected to **Public Disclosure** as we are a Privately Held Organization?

ANSWER: Please see RFP Section 11.0 Confidentiality or Proprietary Information.

END OF QUESTIONS AND ANSWERS