

SAN FRANCISCO SUPERIOR COURT
FAQs

Deadline to Submit Questions: March 13, 2026 by 3:00 p.m.

RFP 38-25-002-IT

TITLE Projects Consultant

Similar or duplicative questions have been consolidated.

Words in brackets replace pronouns used in original question such as 'you,' 'us,' 'our,' etc. or are used to clarify the question.

NO. QUESTIONS (76)

ANSWERS

1	Confirm that only the following documents need to be submitted for the RFP: Technical Proposal Cost Proposal References Attachment 1a – Acceptance of Terms and Conditions Attachment 2 – General Certifications Attachment 3 – Darfur Contracting Act Certification Attachment 4 – Unruh Civil Rights Act and California Fair Employment and Housing Act Certification Attachment 5 – Payee Data Record	Yes.
2	Is it acceptable to submit a Technical Proposal in a format of [Proposer's] choosing, provided that it includes all items outlined in section 13 of the RFP instructions?	The RFP states Technical Proposal in "separate pages with titles" and "PDF document type." The PDF pages can be in any format that is concise and easy to follow and understand.
3	Can [Proposer] reference other documents in the Technical Proposal? For example, can [Proposer] refer to an attachment for the profit/loss statement as required by 13.2 Section D, Proof of Solvency?	Proof of Solvency would be a stand-alone PDF since it would be marked Confidential. All other parts of the Technical proposal should be in one PDF unless creates a file that is too large. It is permissible to submit the 'attachments' as a separate PDF that includes all attachments (Attachments 1a through Attachment 5).
4	For Proof of Solvency, it does not specify what type of financial statement. Is it a profit/loss statement or something else?	The only documents that satisfy the Proof of Solvency requirement are Balance Sheets and Income Statements.
5	[For Proof of Solvency], who will have access to this information?	Only the Court's Procurement Officer and CFO will have access to Proposer's financial documents as long as Proposer is not a publically traded company. If Proposer is a publically traded company, financial documents cannot be confidential and will be included in any public request for documents per California Rules of Court 10.500.
6	What is the allocated budget for this particular contract?	A budget has not been determined.
7	Who is the current incumbent and what are they charging for these services?	The current vendor is Keystone Technology Group, LLC. The current contract for one year of service is \$600,000.00.
8	Are there currently vendors supporting any of the initiatives listed in the Statement of Work?	Yes. See answer to 'who is the current incumbent...'
9	Are there designated bill rates for each Labor Category by chance?	No.
10	Is this a simple Monday through Friday operation (40 hours per week) or a 24/7/365 operation?	24/7/365 operation.
11	How many I.T. Staff Members are currently supporting [the Court's] contract now?	There are five.
12	While key points of contact must be available onshore, could the Court clarify the expected level of onsite presence for project teams?	Contractors from the project teams are expected to be onsite a minimum of three days a week.
13	Does the Court intend for one IT consultant to provide all services described in this RFP's scope of work, or does the Court intend to select a bench of consultants through this RFP? <i>(similar question(s) received)</i>	There will only be one vendor.
14	Can vendors selectively bid on certain initiatives or are [Proposers] expected to bid on all categories within the RFP? <i>(similar question(s) received)</i>	To be considered, Proposers must quote all services--not a selection.
15	Are there specific projects within the Statement of Work that the Court anticipates prioritizing during the first year of the contract?	Not at this time. Adaptation to business needs.
16	Is there any particular order the projects should be completed in?	Not at this time. Adaptation to business needs.
17	Does the Court expect the projects listed in the RFP to be completed in their entirety after 4 years?	Yes.

18	Are there any particular future plans [the Court] would like performed under this new contract? (<i>Cloud Migrations, upgrades, equipment refreshes, OS and application upgrades, etc.</i>) ?	There could indeed be future IT projects for contractor which would result in an amendment to a contract.
19	Will there be a formal Knowledge Transfer Period from the current incumbent to [Vendor] before any Kickoff Meetings? (<i>POCs, IP Addresses, Server Names, User IDs, Passwords, VPN Access, locations, etc.</i> ?)	Yes.
20	[Is the Court] allowing [Vendor] to utilize [the Court's] Time Tracking & Reporting System to clock our hours?	No.
21	[Does the Court] have an I.T. Ticketing System in place for [Vendor] to use?	Yes.
22	[Does Vendor] need to supply [their] own [IT Ticketing System]?	No. The vendor will use the Court's ticketing system.
23	For Invoicing purposes is there a preferred Time Tracking & Reporting System you wish for [Vendor] to use?	No.
24	In the Evaluation Criteria, there is a section titled Technical Approach & Methodology which is worth 20% of the score system. Which section of the proposal does that directly relate to? Is it related to items in section 13, Technical Proposal? If so, which specific sections?	Section 13, items E-K.
25	Which new CMS will the Court be using?	No decision has been made yet.
26	Will all case types be migrating to new CMS?	Eventually all cases will migrate.
27	Is the Court fully committed to Teams as the voice platform, or open to alternatives?	Fully committed to Microsoft Teams.
28	Regarding the SOW, 'Analyze existing Cisco call flows, phone extensions, and device inventory,' can the court provide a count of phones, extensions and devices so we can provide pricing? Or are you looking for a cost per user, call flow, queue, extension, etc.	Approximately 1,000 phones/extensions. Pricing per item will not be accepted.
29	Regarding the SOW, 'Configure Teams Phone routing, policies, and call queues,' what are the quantities, or advise if price per item is acceptable.	The number of call queues is approximately 10. Call routes is less than 10. Pricing per item will not be accepted.
30	Regarding the SOW, 'Migrate phone numbers, voicemails, and user profiles into Teams,' what are the quantities or advise if price per item is acceptable.	Approximately 1,000 phones/extensions. Pricing per item will not be accepted.
31	Regarding the SOW, 'Deploy Teams-compatible desk phones and calling peripherals,' what are the phone models and quantities that will be provided by the Court?	phone models and quantities have not been determined as of yet.
32	Regarding the SOW, 'Deploy Teams-compatible desk phones and calling peripherals,' is there a breakout of physical phones vs soft phones?	To be determined with anticipation of less than 50 desk phones.
33	Regarding the SOW, 'Deploy Teams-compatible desk phones and calling peripherals,' does the Court have a standardized spec for all pc's that will have soft phones?	Yes.
34	Regarding the SOW, 'Optimize call quality and validate network performance,' how many switches? Can you provide manufacturer/model # and number of devices?	Cisco routers. Approximately 10.
35	Regarding the SOW, 'Optimize call quality and validate network performance,' can the Court provide the manufacturer/model # and number of devices?	Cisco routers. Approximately 10.
36	Regarding the SOW, 'Provider user training, communication, and adoption support,' is "train-the-trainer" acceptable or is the Court looking for individual end user training?	Expectation of individual, one on one, end-user training, including how-to documents as well as fielding questions.
37	Is the Court soliciting proposals for replacement IVR solutions that will integrate with CMS & JMS or re-use existing IVR?	The Court will require the replacement IVR to integrate into CMS and JMS.
38	Can the Court summarize the current IVR solutions being utilized?	UCCX.
39	Which court divisions do the IVR solutions serve?	Jury, Civil, Traffic, IT, Access, and Criminal
40	For the SOW, 'Document existing WDS imaging workflows and dependencies,' how many images are there?	Three to five images.
41	For the SOW, 'Document existing WDS imaging workflows and dependencies,' is it ok to provide a price per image?	No pricing per image will be accepted.
42	For the SOW, 'Automate application packaging and configuration baselines,' is the Court referring to package of apps to be installed once logging into domain?	Once connecting a new machine to the domain, or deploying a new app to the existing infrastructure.
43	For the SOW, 'Automate application packaging and configuration baselines,' how many applications?	Approximately 50 applications.

44	For the SOW, 'Test deployment across all supported hardware models,' how many hardware models?	Approximately 10 hardware models.
45	For the SOW, 'Test deployment across all supported hardware models,' does the Court want a price per model?	Pricing per model will not be accepted.
46	For the SOW, 'Implement security baselines and compliance standards,' is this referring to endpoint security?	No, this is referring to all, such as endpoint, network, PAM, email, etc.
47	For the SOW, 'Inventory file shares, permissions, and folder structures,' can the Court provide quantities of shares and permissions needed, or should the quote include price per each?	25 business units. Total of approximately 250,000 folders.
48	For the SOW, 'Inventory file shares, permissions, and folder structures,' will the Court allow an analysis first and cost afterward?	No. Cost proposals must be complete when submitted.
49	For the SOW, 'Migrate content from N-Drives into SharePoint libraries,' what is the volume of the N Drives?	Approximately 2.2TB
50	For the SOW, 'Migrate content from N-Drives into SharePoint libraries,' is Sharepoint to be hosted, or will it be on premise?	SharePoint online.
51	For the SOW, 'Train users on SharePoint collaboration tools,' is Train the trainer acceptable, or do you want end user training?	Expectation of individual, one on one, end-user training, including how-to documents and fielding questions.
52	For the SOW, 'Assess all servers on premises and assess all application dependencies, how many servers?	80-100 servers.
53	For the SOW, 'Assess all servers on premises and assess all application dependencies, what do they do (domain, DHCP, file, application, etc)?	Applications & databases.
54	For the SOW, 'Design a cloud migration strategy for each workload,' how many workloads does the Court have?	Approximately 50.
55	For the SOW, 'Design a cloud migration strategy for each workload,' would you like vendor to propose one price for analysis and then a typical cost per workload?	Yes.
56	For the SOW, 'Build a secure AWS landing zone including VPC, IAM, and logging,' is this a migration or is it being built from scratch?	Build from scratch.
57	For the SOW, 'Validate performance, data integrity, and application workflows,' how many workflows?	Approximately 25.
58	For the SOW, 'Provide cutover support and early-life stabilization,' can the Court provide a duration of the stabilization period?	Minimum one year.
59	For the SOW, 'Provide cutover support and early-life stabilization,' would the Court like Vendors to quote an hourly rate for support?	The Cost Template should be filled completely.
60	For the SOW, 'Refactor selected applications into cloud-native architectures,' how many applications?	Approximately 50.
61	For the SOW, 'Refactor selected applications into cloud-native architectures,' what are the applications?	2 Tier, Microservice and N Tier Application with Database Backend, Application servers and API's.
62	For the SOW, 'Apply tagging, governance, and compliance configurations,' can Vendors assume the Court will provide more information on the compliance requirements?	Yes.
63	For the SOW, 'Develop cloud operations runbooks for IT staff,' can the Court provide the number of applications and number of end users?	Approximately 50 applications and 500 users.
64	For the SOW, 'Roll out AppStream access to departments and end users,' what is the quantity of applications and end users?	Approximately 50 applications and 300 users.
65	For the SOW, 'Move Privileged Access Management away from CyberArk' the costs for this section in the Proposal will be based on the alternative chosen, right?	Yes, based on the alternative recommended.
66	For the SOW, 'Assess current network segmentation and traffic flows, what are the quantities for network segments?	Approximately 25.

67	For the SOW, 'Define security zones for applications, devices, and users,' what are the quantities of each?	Number of zones will come out of the design. There are approximately 1,100 devices/VMs and approximately 500 users.
68	For the SOW, 'Reconfigure firewalls, VLANs, and routing to enforce segmentation,' what are the quantities of each?	Two firewalls and approximately 25 networks.
69	For the SOW, 'Validate segmentation impact on performance and workflows,' what are the quantities of each?	Number of applications and segmentation to be determined.
70	For the SOW, 'Document final architecture and provide IT staff training,' what are the quantities?	One architecture and approximately 20 IT staff.
71	For the SOW, 'Configure continuous compliance scanning and risk detection,' can the Court provide more details on the manufacturer/vendor/product?	To be determined.
72	For the SOW, 'CROSS-SYSTEM LOGGING AND SIEM ENHANCEMENT,' which manufacturer/product is being utilized or is this new?	To be determined.
73	For the SOW, 'VMWARE REPLACEMENT,' how many instances do you have?	Two clusters and approximately 80 VMs.
74	For the SOW, 'VMWARE REPLACEMENT,' does the Court have a list of must-have requirements?	Live migration, failover, easy to use, open source, and minimal cost.
75	For the SOW, 'FIREWALL REPLACEMENT,' which manufacturer/models are to be used and quantities?	Two HA firewalls. Make/model to be determined.