

JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

RFP Title: PHOENIX SAP HANA CLOUD MIGRATION

RFP Number: IT-2019-60-RB

January 13, 2020

1. Q: Are there any restrictions on leveraging offshore resources? If so, which specific areas and tasks? [Pre-Proposal Conference question - deferred to January 13]
 - a. 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.
2. Q: Is there a stipulation it has to be a government cloud? I saw the stipulation that it needs to be in the continental US, but not necessarily. Are you leaving that up to vendors?
 - a. We are not stipulating commercial cloud or government cloud, but we do not see a use case for government cloud and believe our security requirements can, using the commercial cloud.
3. Q: Are you able to share what you have so far in Amazon Web Services? And then from the Microsoft Azure perspective, what type of workloads or applications are out there?
 - a. The JCC has Office 365 and identity management services located in the Azure Cloud. The JCC has an instance of our secure File Transfer Protocol System (Axway) in the Amazon Web Services cloud. We have a security reference architecture in AWS using VPC that we'd like to follow. We haven't done that yet in the Azure Cloud, so we anticipate that there'll be some extra work for vendors to implement that reference architecture if they propose solutions in the Azure Cloud.
 - b. Office 365 is hosted in the commercial cloud but the JCC uses G3 licensing. Only G3 applications are available to the JCC.
 - c. The JCC has both Government Cloud and Commercial Cloud tenants. Axway is hosted in the Government Cloud.
4. Q: Is there a Managed Services Component for this RFP?

- a. No. This RFP is only for migration and implementation from our Data Center to a cloud solution. A separate RFP for the JCC's Managed Services will be released in the Spring of 2020 which is intended to cover all JCC applications.
5. Q: Does the JCC have metrics for projected growth? [Pre-Proposal Conference question - deferred to January 13]
 - a. 15GB per month.
6. Q: The RFP states that BW on HANA will be the target BW for conversion. Would you also consider a more recent version BW/4HANA? [Pre-Proposal Conference question - deferred to January 13]
 - a. No. We believe BW on HANA will meet our foreseeable requirements.
7. Q: What Change Management processes does the JCC employ?
 - a. The JCC does production changes on Sundays (8 AM - 6 PM) and on Wednesdays (6 PM - 9 PM).
 - b. The JCC employs Solution Manager and specifically CHaRM for Phoenix Change Management and promoting Phoenix application changes into its production system(s). The process is largely automated and driven by a multi-level approval process workflow.
 - c. Changes are submitted for approval in advance and approved. Approved changes are reviewed in a weekly Change Advisory Board. Generally, changes can be made in days, provided the correct procedures are followed and notifications provided.
 - d. There are change freeze periods in September and December where only Emergency Changes are considered. (These freezes may no longer be necessary when we migrate to the cloud.)
8. Q: What are the JCC's existing project delivery methodologies?
 - a. The JCC uses waterfall, Agile and sometimes a hybrid of the 2. We are looking for vendors to employ a standard SDLC, preferably SAP Activate.
9. Q: Will the JCC provide licenses for the chosen target, either SoH or S/4HANA.
 - a. Yes
10. Q: Can the JCC supply a software inventory?
 - a. Please consult Appendix A, Section 4.1.1 As-Is Requirements
11. Q: Who is responsible for performing ABAP code remediation?
 - a. The vendor will have primary responsibility. The JCC has an experienced albeit small (3) ABAP team. This team is devoted to current maintenance and support for the application. The JCC anticipates that the vendor will lead the effort and utilize this team as much as possible. Some current enhancement activities can be curtailed or reprioritized during conversion, however, the ABAP team will still need to support production operations.

- b. Consult the RACI matrix in the RFP for additional information.
12. Q: What is the level of acceptable downtime during conversion cutover?
- a. *1.3.10 Respondent should propose a complete solution that accomplishes a production cutover to the target environment(s) with business interruption limited to no more than 1 business day. (Cutover may include weekend or weekend + JCC holiday.)*
13. Q: What is the required RTO and RPO?
- a. *1.3.20 Respondent must accommodate the Phoenix Recovery Time Objective. The Recovery Time Objective (RTO) is 4 hours or less. Phoenix is a real-time ERP serving the 58 county Trial Courts in California. The maximum time the full system can be offline following declaration of a disaster is 4 hours, before services are fully restored to all end users.*
14. Q: Who is responsible for performance and regression testing.
- a. The Vendor is responsible for performance and regression testing. The JCC will be looking to the vendor to propose, develop and deliver an acceptable test plan that details the vendor's ability to demonstrate a functional target landscape that is equivalent to the source. The JCC will be responsible for acceptance testing and certifying the target landscape according to the mutually agreed upon test plan.
 - b. Consult the RACI matrix in the RFP for additional information.
15. Q: What level of HA is required? Active-Active?
- a. Vendors shall propose a solution that meets the RPO and RTO requirements of the RFP.
16. Q: Is there a preference around what particular backup tool technology would be acceptable meaning either you know cloud-native versus SAP native or some enterprise tools such as combo. [Pre-Proposal Conference question - deferred to January 13]
- a. The JCC does not have a preference. The JCC is looking for industry-standard, best-fit solutions based on vendor experience and expertise.
17. Q: How many unique end-to-end test scenarios or scripts are to be developed? Is there a number there? The volume? [Pre-Proposal Conference question - deferred to January 13]
- a. The JCC doesn't have a number or estimate. We are looking for the vendor to develop a comprehensive test plan.
 - b. Vendors might refer to functional scope as shared in the RFP Exhibits (BPML, custom objects, interfaces, etc.) to better ascertain the test scenarios required.
 - c. The JCC COE has a robust library of unit test scripts and integration test scripts relevant to ECC FI & HR/PY, and BW. Test script scenarios are updated as needed based on the testing being conducted.

- d. See #14 above.
18. Q: The Go-Live and Warranty support phase is combined, which would mean that the vendor would not get paid until all the deliverables are met for that particular phase. It would also mean that they would not be paid for a year. Is there a way for you to look at that? I don't know if that was in your attempt or not.
- a. That was the JCC's going-in position. This requirement is Highly-Desirable but not disqualifying.
 - b. Alternatively, the JCC would be open to alternative methods of ensuring continued vendor availability and engagement during the warranty period.
19. Q: On the exhibit for the BPML list, there are strike-throughs. Can you give us instructions on that? Do we just ignore that? Because that actually might be part of what we need to look at relative to questions, so we wanted to get your guidance on that?
- a. Vendors may ignore those. The JCC left those in there because we considered it and then we struck it, thinking that the vendors would know that we considered it, but you don't have to.
20. Q: Regarding the SAP and BW environments in terms of version and enhancement pack numbers, is that in any of the provided information?
- a. Yes. Please consult section 4.1.1 of Appendix A and/or 4.1.1 of the RTM.
21. Q: Can you provide the Early Watch Alert (EWA) reports for the production systems in the scope? EWAs deliver useful information to analyze the technical requirements and design the migration strategy.
- a. JCC will provide EWA Reports with this document.
22. Q: The RFP requirements define BW 7.4 on HANA as the target version for the migration. However, Mainstream Maintenance for version 7.4 ends on December 31, 2020. Would a newer version be acceptable?
- a. We would expect to be using the current version. The JCC would like to avoid SAP upgrades as part of this migration effort.
23. Q: Do you have any preferred region to deploy the systems for Amazon Web Services?
- a. We would be using the more cost-effective regions e.g. Oregon vs California.
24. Q: The reference architecture shows a DR solution distributed between two availability zones in the same region. Can we propose a DR solution in a different region to provide better protection upon failure?
- a. Vendors are free to propose system availability solutions that are necessary to meet the RTO and RPO requirements. There may be a trade-off in OE&E costs (e.g. data transmission costs) that the JCC would have to weigh.

25. Q: The reference architecture uses one VPC per each application environment. There is no reference for AWS accounts. Have you considered distributing the solution between different accounts in the same AWS organization to isolate access to cloud resources?
- a. Vendors should provide any recommendations which will improve the JCC's existing Security Reference Architecture.
26. Q: The RFP requirements set an SLA of 99.95% availability monthly. Do you expect the same SLA for non-production systems? Does this SLA apply for uPerform?
- a. No for non-production systems.
 - b. No for the production uPerform
 - c. SLA for non-production system can be lower than Production. The JCC expects vendors to provide a reasonable SLA for non-production systems.
27. Q: Who will be responsible for the technical operations (e.g., monitoring, incident management, backup & recovery services, etc.) of the SAP systems during the execution of the project? If the proposer, should we consider 24x7 operations support?
- a. The vendor will be responsible for post-cutover monitoring and transition to the JCC's primary support provider.
 - b. During implementation, the vendor will be responsible for ensuring all systems not hosted in the Data Center (not-migrated) are properly monitored, backed up and easily recoverable.
 - c. The JCC uses ServiceNow for ITSM.
28. Q: Are there any compliance requirements from both infrastructure hosting or application perspective?
- a. We believe that AWS and Azure meet all of our hosting compliance requirements.
29. Q: Can we leverage offshore/ nearshore resources as part of the overall project. Specific location considerations would be Mexico and India.
- a. See #1 above
30. Q: DR - RPO /RTO and Proximity?
- a. See #13.
31. Q: How many test scripts exist today that can be leveraged for testing and when were they last updated?
- a. See #17.
32. Q: Do you have any testing tools i.e. Micro Focus Quality Center/ Winshuttle etc.
- a. No
33. Q: Is the payment schedule and project milestones open to negotiation following award?

- a. During contract negotiation, the JCC will consider reasonable alternatives where payment is consistent with the work products completed and accepted.
34. Q: Are all the servers in the landscapes listed in section 4.1 of the document " Appendix A - Project Requirements and Response Instructions.pdf"? Is it possible to provide a consolidated server inventory list that specifies CPU, RAM and storage associated with each server that is in the scope of this project?
- a. Yes. We believe this is included in Section 4.1.1 of Appendix A.
35. Q: Can the migration be executed in Phases? For example, Phase 1 will be As-Is to Cloud and Phase 2 Migration to Suite on HANA and/or S4/HANA.
- a. Yes
36. Q: IT-2019-60-RB-RFP Request for Proposal, 8.1 Non-Cost Portion, item (c), p. 10 - Item (c) requests resumes for each key staff member. However, in Appendix C-Vendor Response Template, there is no section or instructions on where to include the resumes. Please confirm that resumes for Key Staff are to be submitted, and Identify how Vendors should include resumes and wherein the response files they should be placed.
- a. Yes, resumes for Key Staff are to be submitted. Please include any Key Staff resumes as the last pages in Appendix C-Vendor Response Template.
37. Q: IT-2019-60-RB-RFP Request for Proposal, 8.1 Non-Cost Portion, p. 10 AND Appendix C-Vendor Response Template IT-2019-60-RB-RFP-Appendix-A-PRRI Judicial Council (002), Section 1.1 Overview, p. 5 - Please confirm that all items in Section 8.1 Non-Cost Portion should be included in - or as attachments to - the Appendix C - Vendor Response Template file returned by Vendors.
- a. Correct. Appendix C - Vendor Response Template has specific locations for the required information listed in RFP Section 8.1. Example 8.1 a, Proposer's name, address, etc. This would be provided in Appendix C, Section 1.2. The required Attachments should be inserted at the end of Section 1.4, where it states [INSERT ADMINISTRATIVE RESPONSES HERE] before Section 2.0.
38. Q: IT-2019-60-RB-RFP Request for Proposal, Section 8.0 Proposal Contents AND Appendix C-Vendor Response Template - The RFP Section 8.0 indicates Vendors should submit two portions: 8.1 Non-Cost and 8.2 Cost. However, Appendix C-Vendor Response Template, Section 6.0 RFP Checklist, cites three Volumes:
- Volume I, which has a checkbox for a "Business Solution Response" with no instructions on what should be included here.
 - Volume II: Appendix D Cost Work Book

- Volume III: Appendix A

1) Please identify what information Vendors should include for the "Business Solution Response".

2) Please clarify how vendors should submit the responses to the four RTM Excel spreadsheets of Appendix A since the Appendix C instructions for Sections 2, 3, and 4 say "[INSERT CONTENT HERE]", but the checklist says Appendix A should be in Volume III and Appendix C has no section for Appendix A, Section 1-Fundamental Requirements RTM. Please clarify if the vendors should embed the Four (4) RTM spreadsheets within the template and include as attachments in hard copies?

a. Vendors should submit their responses to the RTMs electronically, as individual workbooks and without alterations (other than in the prescribed response columns). Excel workbooks should NOT be embedded into the MS Word document Appendix C. Do not submit hard-copies of the Excel workbooks.

b. Business Solution Response would include any documents the vendors wish to provide to demonstrate their ability to complete the project within the scope, schedule and cost proposed. This would include but is not limited to, a high-level project schedule, architecture diagrams, a project governance structure, cutover planning, post-migration services, etc.

39. Q: IT-2019-60-RB-RFP Request for Proposal, Section 4.0 RFP Attachments, p. 7 and Section 14, p. 17 AND IT-2019-60-RB-RFP-Attachment 9-References - The RFP cites Attachment 9 as "References" in the table on p. 7, and the file named "IT-2019-60-RB-RFP-Attachment 9-References" appears to be the past performance form. However, p. 17 cites Attachment 9 as the Small Business Declaration. Please confirm the reference to the Small Business Declaration file should be Attachment 5.

a. Correct, the reference to the Small Business Declaration file should be Attachment 5.

40. Q: IT-2019-60-RB-RFP-Appendix-C-Vendor-Response-Template - Please provide this document in Word format for Vendors to complete.

a. OK. Appendix C is being provided in WORD format.

41. Q: IT-2019-60-RB-RFP Request for Proposal, Section 10.0 Evaluation of Proposals AND Appendix C-Vendor Response Template - The Evaluation criteria table has requirements that are not specifically called out in the Vendor Response Template. Are vendors allowed to modify the template to call out the evaluation criteria that does not appear to be included in the template (e.g., Proposed Staffing Structure, Approach Clearly Stated, understanding of the scope of work, project plan, project schedule)?

a. Vendors may add references to evaluation criteria to but not remove items from Appendix C.

42. Q: Appendix C - Vendor Response Template, Section 6.0 - There are items in the checklist that are not called out in the rest of the template. Are vendors allowed to modify the template to accommodate the required elements from the checklist (e.g., Strategic Partnerships, SAP Certifications, Industry Ranking, Bidder Experience, Business Solution Response)?

a. See #41.

43. Q: IT-2019-60-RB-RFP Request for Proposal, Section 8.1 AND Appendix C-Vendor Response Template - The following is noted in the instructions for the Non-Cost Portion in the RFP Section 8.1, but not identified in the Vendor Response Template:

- Proposed Method to Complete the Work (RFP 8.1.e, Appendix A)
- Certifications, Attachments and Other Requirements (RFP 8.1.g)
- California Seller's Permit/Certificate of Registration (RFP 8.1.h.i)
- Proof of Good Standing in California (RFP 8.1.h.ii)
- Proposer's Current Business Licenses, Professional Certifications, or Other Credentials (RFP 8.1.h.iii)
- Proof of Financial Solvency/Stability (RFP 8.a.h.iv)
- Confirmation of No Involvement in Recommendations for this Acquisition (RFP 8.1.h.vii)

Please clarify where this information is to be placed in the response.

a. See Question/Answer #37

44. Q: Appendix A (PDF) - Project Requirements and Response Instructions, Section 2.4 Project Scope and Timeline - Are all the environments UNICODE compliant?

a. Yes.

45. Q: Appendix A (PDF) - Project Requirements and Response Instructions, Section 3.4 Business Warehouse - Currently a lot of flat file movement is happening for which SAP transaction AL11 is being used, what protocols are used for Integration of these flat files?

a. Most of the interfaces are based on secure file transmission using our Enterprise Managed File Transfer product - Axway. SAP transaction AL11 is used by developers as they don't have direct access to file systems

46. Q: Appendix A (PDF) - Project Requirements and Response Instructions, Section 2.1 - The RACI Matrix has JCC responsible for existing test cases and updating or creating new test cases. Approximately how many test cases are being used for each of the following systems: viz, ECC, BW, Solution Manager, FIORI, Portal? Approximately how many end-to-end test cases are being used for each of the following systems: viz. ECC, BW, Solution Manager, FIORI, Portal?

- a. See #14 and #17
- 47. Q: IT-2019-60-RB-RFP Request for Proposal, Section 7.0 Submission of Proposal - What is the annual growth anticipated for the following systems: viz. ECC, BW, Solution Manager, FIORI, Portal?
 - a. See #5
- 48. Q: IT-2019-60-RB-RFP-Appendix-C-Vendor-Response-Template, 6.0 RFP Checklist - Please provide the correct attachment for Proposed Consultant Titles as per the last item in the RFP checklist.
 - a. Please delete the reference in Appendix C, Section 6, Volume III, "Attachment 8: Completed Attachment 8, Proposed Consultants Titles".
- 49. Q: Appendix A (PDF) - Project Requirements and Response Instructions, Section 2.9 Prepare Phase - Please provide number of user roles that exist in the current environments for ECC, BW, FIORI and Portal.
 - a. ECC - 120
 - b. BW - 35
 - c. Portal - 10
 - d. FIORI - authenticate using ECC roles
- 50. Q: Appendix A (PDF) - Project Requirements and Response Instructions, Section 3 Phoenix Functional Requirements - The functional requirements within FIORI details some MM apps. What different types of purchasing documents (various document types for each purchasing document, e.g. PO, PR, RFx, Contracts) exists in current ECC environment?
 - a. Purchase Requisitions and Purchase Orders are currently in use with Fiori tiles in development for these document types.
- 51. Q: Appendix A (PDF) - Project Requirements and Response Instructions, Section 3.4 Business Warehouse - Which of the solutions from 3.4.1 thru 3.4.23 will be the responsibility of the vendor to implement?
 - a. 3.0 Functional RTM [col I and col J] define Vendor and JCC roles.
- 52. Q: Appendix A (PDF) - Project Requirements and Response Instructions, Section 3.4 Business Warehouse - Is SLT replication in scope?
 - a. SLT is out of scope for this RFP.
- 53. Q: Appendix A (PDF) - Project Requirements and Response Instructions, Section 3.4.7 and 3.4.9 Business Warehouse - Do the extractors and CMOD modifications currently exist? If they already exist, how many data sources are populated by these extractors? How many reports currently supported with these data sources that would need to be adjusted?

- a. There are five extractors that use CMOD. These extractors each feed their own DataSources, so five DataSources. Those five DataSources help feed about fifteen reports.
54. Q: Appendix A (PDF) - Project Requirements and Response Instructions, Section 3.4.12 Business Warehouse - How many new reports are in scope? What reporting tools need to be used? (e.g. Crystal, WEBI, BEx, Dashboard)
- a. The JCC uses the Bex reporting tool. No new reports are in scope.
55. Q: Appendix A (PDF) - Project Requirements and Response Instructions, Section 3.4.15 Business Warehouse - Does JCC expect the proposer to convert all existing DSOs to ADSO? If yes, how many existing DSOs are in the system?
- a. This is out of scope.
56. Q: Appendix A (PDF) - Project Requirements and Response Instructions, Section 3.4.19 Business Warehouse - Is BW Statistics currently enabled on existing environment?
- a. Yes.
57. Q: IT-2019-60-RB-RFP Request for Proposal, Section 10.0 Evaluation of Proposal - In the table for evaluations, within the company qualifications what should be the vendors response be for "Industry Acceptance"?
- a. Vendors may submit whatever information they wish that will provide the JCC with insight into where they sit within their industry. Traditionally, this would be something like a Gartner Magic Quadrant ranking. Vendors should relate only factual material and avoid hyperbole.
58. Q: IT-2019-60-RB-RFP Request for Proposal, Section 10.0 Evaluation of Proposal - Section 10 Company Qualification of the Evaluation portion of the RFP document states: "Proposer's experience providing services comparable to those requested in this RFP. Added weight is given to large, complex state government entities. Other government entities in similar size to the Judicial Branch is acceptable." Does this mean that references and past performance examples are required to be government entities? Will similar sized commercial references score as well?
- a. References for public sector customers are not required. Vendors may submit references for similarly-sized private sector references.
59. Q: The RFP indicates JCC plans to acquire Azure or AWS cloud resources using your own agreements and to later solicit managed services separately for the SAP environment as part of a different procurement. A number of respondents, however, have already pre-built SAP managed services environments with Azure and AWS bundled that would provide JCC numerous unique advantages to migration, future upgrades, expansion, and ongoing operations. The advantages of such offerings are great for JCC and the courts served longer

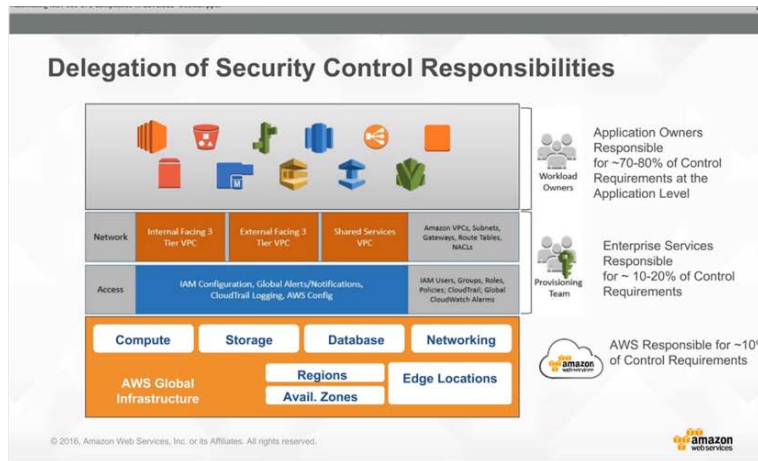
term. Would the state consider allowing vendors to propose those managed service offerings now (which bundle in cloud, services, and support) now, with options for continued support now in our response?

- a. The JCC recognizes the value of those kinds of pre-built services, but they are outside of the scope for this RFP and, as such could not be part of our evaluation criteria.
60. Q: Can JCC please confirm that the SAP environment can either be hosted in commercial or government cloud? JCC stated on bidder's conference that they are allowing vendors to make choice and recommend best environment for JCC.
- a. See #2
61. Q: Can JCC share the estimated budget for this services contract? Is there any not-to-exceed amount that exists vendors must keep in mind when framing services? We understand JCC seeks competitive options.
- a. The JCC prefers not to share this information. Vendors should propose their most cost-effective and competitive proposal that meets the requirements.
62. Q: Can offshore resources be leveraged in the solution and delivery services plan? Please provide guidance if there are any restrictions - what those might be.
- a. See #1
63. Q: JCC has stated the desire for cloud environment (hosting location) to be within the United States. Are there any limitations preventing vendors from leveraging remote and/or offshore support, delivery team, training team, implementation team resources?
- a. See #1
64. Q: Does JCC have any limitation on the Service Delivery Location? (e.g. can SAP Basis and Cloud Infrastructure support / implementation services be delivered from outside the U.S.?)
- a. See #1
65. Q: Can the proposing vendor utilize and leverage its own tooling and offering to manage the SAP environment in the Cloud? (e.g. Monitoring, Backup, ITSM, etc.)
- a. See #27 and #59
66. Q: Please elaborate further on the "Leverage Purchasing Agreement (LPA)", does this mean that JCC will procure Cloud Resources directly from AWS/Azure. Is JCC open to vendor instead proposing bundle SAP environment already built and inclusive of AWS or Azure vendor's cloud to JCC?
- a. The JCC intends to procure cloud resources directly from AWS or Azure.

67. Q: Please confirm if the following SAP workloads and Tiers are all in scope for the Migration Project. And please advise if there are additional needs beyond these workloads: ECC: Production, Staging, Quality Assurance, Training, Development and Sandbox
- EP: Production, Staging, Quality Assurance, Training, Development and Sandbox
 - BW: Production, Staging, Quality Assurance, Development and Sandbox
 - SOLMAN: Production, Staging, and Sandbox
 - Uperform: Production, Quality Assurance and Sandbox
 - BSI: Production, Staging, Quality Assurance, Training, Development and Sandbox
- a. The JCC does not plan on migrating the Training or QA environments for these systems.
68. Q: What are the workloads that JCC has already migrated and hosted in AWS and Azure? Please describe and also comment if hosted in government or commercial cloud.
- a. See #3
69. Q: Can JCC please provide details on the secure file server model JCC has in place hosted within AWS (that the team mentioned they like) and what your requirements would be to mimic and/or build out something similar in Azure?
- a. We are asking the vendors to replicate the same VPC Security Reference Architecture model we have in AWS if they propose a solution in Azure. The Axway Secure File Server was the JCC's first AWS cloud migration application. The VPC Reference Architecture was built to secure Axway and all future applications as they are migrated to AWS. We do not have that same VPC Reference Architecture established in the Azure cloud. We are requiring vendors to replicate that reference architecture, not the Axway Secure File Transfer Service.
- b. Diagram A - Shared Security Responsibility Model

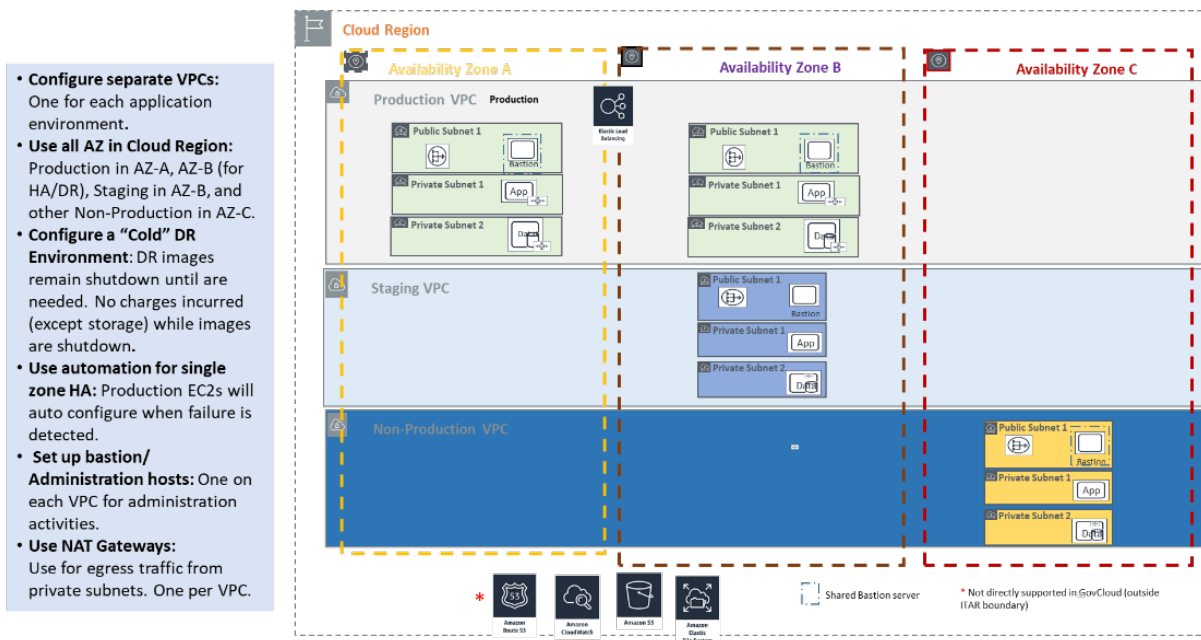
Shared Security Responsibility Model

Cloud Service Providers are responsible for providing secure infrastructure up to the hypervisor level, while customers are responsible for securing the operating systems, application platforms, and data. The following AWS diagram is used as a reference.



b. Diagram B - High-Level VPC Reference Design

High Level VPC Reference Design



- **Configure separate VPCs:** One for each application environment.
- **Use all AZ in Cloud Region:** Production in AZ-A, AZ-B (for HA/DR), Staging in AZ-B, and other Non-Production in AZ-C.
- **Configure a "Cold" DR Environment:** DR images remain shutdown until are needed. No charges incurred (except storage) while images are shutdown.
- **Use automation for single zone HA:** Production EC2s will auto configure when failure is detected.
- **Set up bastion/Administration hosts:** One on each VPC for administration activities.
- **Use NAT Gateways:** Use for egress traffic from private subnets. One per VPC.

70. Q: Can JCC please confirm if the secure file server hosted in AWS is a government or a commercial cloud offering?

a. The secure file server (Axway) is located in the AWS Government Cloud.

71. Q: Can JCC please confirm if the O365 services consumed by JCC are hosted in a government or a commercial cloud offering?

a. O365 services are hosted in the Azure Commercial Cloud using G3 licensing.

72. Q: Are there any other workloads or applications that JCC hosts in either Azure or AWS? If yes, please describe and also comment if hosted in government or commercial cloud.
- a. See #3.
 - b. There are no other cloud applications to the best of our knowledge.
73. Q: What other workloads or applications that JCC hosts today that would be moved to Azure or AWS? If yes, please describe and also comment if hosted in government or commercial cloud.
- a. Other than Phoenix, this is unknown.
74. Q: Is JCC open to changing the OS for the SAP Workloads from RHEL to SLES?
- a. SLES is not a supported or approved OS for the JCC.
 - b. The JCC is expecting that the systems in the cloud will be built on the newer version of RHEL - RHEL 8.
75. Q: Which System IDs (SID) have High Availability Requirements?
- a. There are no specific High-Availability (HA) requirements. The vendor will architect their solutions to meet the RPO and RTO requirements.
76. Q: Which System IDs (SID) have Disaster Recovery Requirements?
- a. All Production Systems require Disaster Recovery.
77. Q: Please confirm if SOLMAN is to be migrated to HANA 2.0 Database?
- a. Yes.
78. Q: Is there an SAP Single Sign-On (SSO) requirement?
- a. SAP Single Sign-on (SSO) is installed and configured on the same instance as SAP Portal. This will be migrated as part of the SAP Portal.
79. Q: Could JCC help clarify what aspects of Active Directory are in-scope?
- a. Currently, Phoenix authenticates to the AD hosted at the Data Center. JCC is in the process of setting up Azure IDM. Vendors must ensure Phoenix can integrate with Azure IDM in the future. Management of AD will stay with JCC.
80. Q: Will JCC provide all software licenses required for the project?
- a. Yes.
81. Q: 4.1.1.x JCC is soliciting "migration support" for moving ECC, EP, BW, uPerform, BSI and storage tiers to cloud.
1. Will JCC perform all export-side work?
 2. Shall we assume no vendor access to source landscape?

3. HANA and S/4 sizing reports must be executed on source systems - will JCC provide the output of these reports under guidance from the vendor?
- a. 81.1 The roles will depend upon how the vendor chooses to migrate data from the Data Center to the Cloud. As mentioned, the JCC has very narrow bandwidth out of the Data Center. In general, the Vendor will have primary responsibility and will need to coordinate with the JCC's existing managed services provider.
 - b. 81.2 Vendor will not have direct access to the Production environment. All work will be coordinated with the JCC's existing managed services provider.
 - c. 81.3 Yes
82. Q: 4.1.1.x Please confirm that BW, EP, BSI, uPerform) are migrated as-is. No patching/upgrades/transformations of these applications will be performed as part of the migration scope.
- a. Yes, they will be migrated as-is.
83. Q: 4.3.1.44 Please provide future backup retention policies for production and non-production systems
- a. We are asking for the vendor to define these policies as part of the implementation requirements such that they support the JCC's RTO and RPO requirements.
84. Q: 4.3.1.41 BW - please clarify whether target application is BW on HANA or BW/4HANA? These are 2 different products and 4.3.1.41 is the first mention of BW/4HANA.
- a. See #6. The target is BW on HANA.
85. Q: 7.0 SUBMISSIONS OF PROPOSALS. Is the intent for the completed Excel worksheet to be inserted into Vendor Response MS Word document and printed or should these completed workbooks be submitted electronically only. Most of the Excel sheets provided may not fit onto a single landscape page for a MS Word document margins once completed ie. formatting and readability may be a challenge.
- a. Please submit Excel worksheets electronically. They should not be included in the MS Word documents.
 - b. See #38
86. Q: IT-2019-60-RB-RFP-Appendix-D1-Cost-Proposal-Instructions 1.4 At-Risk Payment. Can the JCC please clarify "At-Risk" Payments and it's intention under this RFP ie. does this only refer to the proposed Holdback? It's bidder's understanding that payments (less the Holdback) will be made on the sign-off of an approved milestone/ Deliverable and not at the completion of all Final Acceptance Deliverables - is this correct?
- a. Yes, At-Risk only refers to the holdback.
 - b. Yes, payments (less holdback) are payable upon completion of each milestone.

87. Q: IT-2019-60-RB-RFP-Appendix-D4-Cost-Proposal-Response-Templatex Holdback. Given that Payments are already Deliverable/ Milestones based with a Not-to-Exceed Cap, will JCC reduce the Holdback to 10% please?
- a. The JCC will consider during contract negotiations the hold-back percentage in the context of the vendor's entire proposal. Factors such as the vendor's financial viability, demonstrated management of risk, well-developed project plan, prior experience in similarly sized implementations etc. will be considered.
88. Q: IT-2019-60-RB-RFP-A2-Standard-Agreement JCC requested to receive a red-lined version if changes are required. Can JCC please provide a copy in MS Word format?
- a. Yes.