| **Question** | **Answer** |
| --- | --- |
|  | Can you please clarify the scope covered by this RFP? | RFP is intended for SCAO to enter into Master Service Agreements to provide Information Technology (“IT”) Technical/Infrastructure Services and IT Application Development and Support Services to the Minnesota Judicial Branch. |
|  | Is it just for the Courts or is it for all departments such as MN IT, DOT, DHS, DEED, etc? | This is only for the Courts (Minnesota Judicial Branch). |
|  | If granted an MSA for IT Services by the Minnesota Judicial Branch, what is the relationship between that MSA and the MSA we have with [MN.IT](http://MN.IT)? | There is no relationship between MJB and MN.IT. |
|  | Does one supercede the other with regard to projects for MJB? | There is no relationship between MJB and MN.IT. |
|  | Would you consider end-user training to be part of technical writing?  | No |
|  | Would you consider usability testing with representative end-users to be part of quality assurance?  | Yes |
|  | Is the MSA the vehicle for bid projects in addition to hourly workers? | No, it is for staff augmentation |
|  | Is this RFP process intended to include specialty vendors who may be focused on a single type of service, e.g., technical writing? | Yes |
|  | In the RFP, paragraphs B.2.a. and B.2.b., the SCAO requests "A summary of the vendor’s core/major competencies in one or both of the following areas…". Please provide guidance on the anticipated or preferred length of response (# of words, paragraphs, etc.) that you are requesting and consider a summary. | Your summary should include enough information to cover your core competencies. |
|  |  Has the Minnesota Judicial Branch established a Master Services Contract with Preferred Vendors of this type in the past?   | No |
|  |  How many vendors do you anticipate selecting? | Depends on how many qualifying responses are received and from those we will make appropriate selection |
|  | Would you please share an estimate of the volume of assistance expected over the next 2 years? | Depends on prioritized MJB initiatives and projects |
|  |  If a vendor’s core competency matches the Technical/Infrastructure category, are we required to provide support for all services and specific skills listed within that category, or can we highlight a subset of the services/specific skills that match our core competencies? | No you don’t need to provide support for all services; You can respond to subsets based on your organization’s skills and competencies |
|  | In Section III - Project Description and Objectives the services and specific skills are listed.  Because the terms in the document are generic IT industry terms, it is important that we have a good understanding what is meant by the terms used by the Judicial Branch. This will allow us to be clear in our response. | Terms used by MJB are industry standards. |
|  | Network (LAN/WAN) Administration:  Does this include network design, engineering and monitoring? | Yes |
|  | Security Analysis and Support:  Does this include governance, risk and security standards / compliance? | Yes |
|  | End User Support:  * Does this include both hardware and software support?
* Is training included?
 | * Yes
* No, training should be a separate line item
 |
|  | Service Desk Support: Does this include service management processes associated with Service Desk? | No |
|  | Project Management: Does this include Application Development only or PM Infrastructure initiatives? | both |
|  | Technical Analysis:  Can you please define what you mean by Technical Analysis? | Transforming business requirements into technical specifications. |
|  | Is the Minnesota Judicial Branch primarily looking for hands-on administrative and support assistance, or is architectural, design, planning and process assistance also being sought? | MJB is looking for skillsets in all of these areas. |
|  | Is support required for any tools / technologies / platforms / OS?  | Yes |