

## QUESTION AND ANSWER RESPONSE

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
1	Is it acceptable to provide Section F for Licenses and Certifications upon down selection or award.		Yes, licenses and certifications can be provided upon contract award. If a contract is awarded, and required licenses and certifications are not provided, the Court may cancel the award.
2	For this RFP, will the Court’s State, Local and Emerging Business (SLEB) requirement <a href="#">found here</a> need to be adhered to?  We found reference to a small business preference, did not find anything referencing this SLEB requirement specifically.	N/A	No, the SLEB requirement is a County program that is not applicable to the Court. The Court and the County are separate entities and have separate procurement requirements. Please refer to the Court Online Procurement Procedures for the Court’s requirements.
3	Could the Court please expand on the specific type of SAP Phoenix software being requested for integration and whether that should be included in the cost proposal? Based on our research, SAP Phoenix is a consulting firm instead of a standalone software product.	Attachment A Page 3   Section: “4.7 System Integration)   Item “Ability to integrate with existing Court systems (One Drive, SharePoint and potentially SAP Pheonix in future expansions, etc.) where applicable.”	The Court utilizes SAP Phoenix ERP solutions to process Purchase Orders. This is not a mandatory integration at this time, but the Court would like a platform that has the capacity to pair and pull data from our existing ERP into the CMS platform in the future. The ERP system is managed by the Judicial Council of California and

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			utilized by the Court. Possible integration will require further conversation in the future.
4	Our software employs a named user licensing model tied to two main types of users: Full Users and Participant Users. Full User can be granted the ability to do anything within the repository including administering the system, importing document, and editing metadata. Participant Users are read-only users who can also participate (submit/approve) in forms processes. Do you know the number of users between these two licenses? Or would you like us to submit general pricing tiers only?		There will be approximately 30 users who will need access to the system; 10 full users and 20 participant users at minimum with capacity to increase as requested.
5	For accessing County Empire will need full rights (upload, edit cases) and how many will need read-only rights (only view the Document or participate in workflow process)?		At minimum 10 users will need full administrator rights, and 20 users will need read-only non editing rights.
6	Is County Empire preference more towards Cloud or On-Premises Contract Management System?		The Court is seeking a cloud-based SaaS. Please refer to RFP Attachment A, Statement of Work, section 5.2 System Architecture.

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7	Do you have a budget already available for this project? If yes, what is the maximum budget you are planning to spend on this project?		There is no available budget for this project at this time. Funding will be determined based on the outcome of this solicitation. Please note the Court is seeking a cost-effective, high-value solution.
8	Has the County Empire seen demonstrations of any Contract Management System Implementation with Electronic Forms For Contract Management System Implementation. If yes, what is the name of the solution and vendor which provided the demonstration?		The Court has not been provided with, or observed, any demonstrations for any CMS.
9	Is there any expected timeframe within which you would like this system to go-live?		No, there is no expected timeframe to go live. A timeframe will be discussed and created during project kick-off. However, a contract must be executed, and project activities must commence prior to June 30, 2026.
10	Is this a new requirement? If not, can you please provide the name of the incumbent, the current contract value and eligibility criteria to re-compete?		This is a new project with no prior incumbent.

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11	Can we request to extend the due date of the proposal?		No.  To be considered for this RFP, proposals must be received by March 26, 2026 no later than 2:00 PM Pacific Time.
12	Does the Court require that all system support personnel with access to production data be U.S.-based or U.S. citizens?		Yes.  Per the Court's IT Goods and Services Terms and Conditions, Appendix C, section 1.5(iii), no work shall be performed outside the continental United States. Remote access to Court Data from outside the continental United States is prohibited unless approved in writing in advance by the Court.
13	Is the expectation that the data be hosted in the U.S.?		Yes.  Per the Court's IT Goods and Services Terms and Conditions, Appendix C, section 1.5(iii), The physical location of Contractor's data center, systems, and equipment where the Court data is stored shall be within the continental United States.

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14	Does the Court require a dedicated single-tenant SaaS environment, or will logically segregated multi-tenant SaaS architecture with industry-standard security controls be acceptable?		The Court will accept a logically segregated multi-tenant SaaS architecture with industry leading security controls. The security architecture and third-party audit reports such as, SOC1/SOC2 reports, available to the Court for complete security review.
15	Do you have a need to implement any retention schedules for contract files stored in the system?		Yes, the Court is required to retain contract files for a minimum of 5 fiscal years (July through June) after a contract has ended.
16	How many documents does the Court expect to migrate to the new system?		<p>The Court currently houses approximately 1,000 plus contracts.</p> <p>Please refer to RFP Attachment A, Statement of Work, section 2. Purpose and Objectives.</p>
17	What is your annual volume of contracts?		<p>The Court executes between 300-500 contracts annually.</p> <p>Please refer to RFP Attachment A, Statement of Work, section 2. Purpose and Objectives.</p>

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18	Is the expectation that every employee at the Court have a login to the software?		No, a minimum total of 30 users will need access to the system with 10 users granted administrator editing access, and the remaining granted soft access with non-editing roles.
19	Are there other systems the Court expects integration into (such as Salesforce, Teams, SSO)?		Integration with Microsoft Entra for SSO will be required.
20	<p>In order for me to give accurate pricing, I need to input 4 variables which are below:</p> <ul style="list-style-type: none"> <li>• Number of people that will need to view contracts but are not involved of drafting approving etc</li> <li>• Rough number of documents that will be in the platform</li> <li>• The number of heavy users that will be Drafting, reviewing approving contracts</li> <li>• Number of people who would submit requests for contracts but would not be involved in the rest of the lifecycle (this can be zero)</li> </ul>		<p>20 users will need to view contracts but are not involved in drafting, approving, etc.</p> <p>The Court currently houses approximately 1,000 plus contracts. Please refer to RFP Attachment A, Statement of Work, section 2.0 Purpose and Objectives.</p> <p>10 users will be drafting, reviewing, and approving contracts i.e. administrator heavy users.</p> <p>0 users will submit request for contracts but not be involved in the rest of the lifecycle.</p>

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21	Can the Court provide an estimated total number of users (administrators, power users, and read-only users) expected to access the system?		A minimum total of 30 users will need access to the system with 10 users granted administrator editing access, and the remaining granted soft access with non-editing roles.
22	Are there specific data formats or legacy systems currently used for contract storage that will impact data migration?		Contracts are currently stored in PDF format but are drafted in MS Word format.
23	Does the Court require integration with SAP Phoenix at initial implementation, or is this planned for a future phase?		SAP Phoenix integration is not required at initial implementation phase.  Please refer to RFP Attachment A, Statement of Work, section 4.7 System Integration.
24	Are there preferred e-signature platforms currently used by the Court?		The Court does not currently utilize an e-signature platform.  The Court would welcome e-signature options as part of proposed platform.
25	Can the Court clarify expected SLAs for system uptime and support response times?		Please refer to the Court's IT Good and Services Agreement, Appendix F, Maintenance and Support

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			Services for the general expected SLA.
26	Is there a defined budget range allocated for this project?		There is no available budget for this project at this time. Funding will be determined based on the outcome of this solicitation. Please note the Court is seeking a cost-effective, high-value solution.
27	Will the Court require on-premise backup options in addition to the SaaS deployment?		The Court is seeking a fully cloud based SaaS platform that offers backup measures within the platform.
28	Are there specific accessibility compliance validation requirements beyond WCAG 2.1 AA?		All Court public facing applications are required to be ADA compliant.
29	What is the expected timeline for implementation following contract award?		No, there is no expected timeline for implementation. A timeline will be discussed and created during project kick-off. However, a contract must be executed, and project activities must commence prior to June 30, 2026.
30	Will demonstrations require a live configured environment tailored to Court workflows?		No, demonstrations will not require a live configured environment tailored to the Court's workflow. A

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			<p>demonstration of a sample workflow will suffice.</p> <p>The Court would like to see workflow, input, output entry, notifications, alerts, dashboards, and other functions that highlight the platform’s capabilities for administering contracts.</p>
31	<p>The SOW references nearly 1,000 active contracts and 300 to 500 contracts and amendments executed annually. In addition to these active agreements, does the Court anticipate migrating any inactive or expired contracts retained within its applicable records retention period?</p>	<p>Attachment A – Statement of Work (SOW), Section 2, Purpose and Objectives</p>	<p>These numbers include expired contracts that are retained in the Court’s system.</p> <p>The Court anticipates to migrate all contracts (expired and current) into the platform with expiration dates of up to five years.</p>
32	<p>Please confirm the primary stakeholder groups that will use or rely on the Contract Management System, including legal, finance, procurement, IT, and other Court departments.</p>	<p>SOW, Sections 2 and 4 (Functional Requirements)</p>	<p>At implementation time, the system will be utilized by the following stakeholders. This is subject to change in the future with expansion of the system.</p> <ul style="list-style-type: none"> <li>• Finance Department</li> </ul> <p>Other groups may be considered in future full expansions</p> <ul style="list-style-type: none"> <li>• Executive Office</li> </ul>

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			<ul style="list-style-type: none"> <li>• Legal Department</li> <li>• Operations Divisions</li> </ul>
33	<p>For licensing and access planning, does the Court have an estimated total number of users and, if available, an approximate breakdown by role such as administrators, contract managers, departmental contributors, approvers, and read-only users? Reasonable estimates are sufficient for proposal planning purposes.</p>	<p>SOW, Sections 4.1 and 4.6 (Role-Based Access and Administration Tools)</p>	<p>A minimum total of 30 users will need access to the system with 10 users granted administrator editing access, and the remaining granted soft access with non-editing roles.</p>
34	<p>Can the Court provide a high level list of contract types that will be managed in the CMS at go live?</p>	<p>SOW, Sections 2 and 4 (Functional Requirements)</p>	<p>The Court houses various contract types such as Standard, Short Form and Amendments that are written by the Court, and various agreement types written by vendors and contractors. All files are PDFs.</p>
35	<p>Does the Court primarily use standardized contract templates today, third-party paper, or a combination of both? If a combination, is there an approximate percentage split between Court templates and third-party paper?</p>	<p>SOW, Sections 4.1 and 4.4 (Document Management and Editing)</p>	<p>The Court primarily uses standardized templates. A small percentage, approximately 10%, of our contracts are written by the vendor/contractor and executed by the Court.</p>

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36	Approximately how many distinct contract templates does the Court currently maintain that would need to be configured within the CMS at go live?	SOW, Section 4.6 (Workflow & Administration Tools)	The Court currently has 4 contract templates.
37	Are there specific pain points in the Court's current contract administration process that the CMS is expected to address early in the implementation?	SOW, Section 2 (Purpose and Objectives)	The Court is seeking a system that will support the Court's current contract administration processes by centralizing contract records, improving workflow efficiency, and enhance tracking, reporting, and compliance capabilities.
38	Does the Court have defined success measures for this initiative, such as improved visibility, renewal tracking, reporting capabilities, or administrative efficiency?	SOW, Section 6 (Performance Expectations)	<p>The Court is seeking a secure platform that will improve contract visibility, record keeping, tracking, enhance reporting capabilities, simplify administrative efficiency, meet SLA requirements, and address any technical issues that arise.</p> <p>Please refer to RFP Attachment A, Statement of Work, section 6.0 Performance Expectations.</p>
39	The SOW references integration with OneDrive and SharePoint. Can the Court clarify the primary use case for these integrations in the	SOW, Section 4.7 (System Integration)	Integration with OneDrive and SharePoint is not required in the initial implementation phase but may be considered in a future

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	initial phase, such as document storage, collaborative editing, or repository synchronization?		expansion. In the future, this integration may be used for document storage and repository synchronization.
40	The SOW references potential future integration with SAP Phoenix. Please confirm whether integration with SAP Phoenix or any other enterprise system is required for the initial implementation, or anticipated solely as a future phase. If integration is anticipated, please share the Court’s vision or high-level expectations for such integration.	SOW, Sections 4.7 and 4.8 (System Integration and Future Expansion)	This integration is anticipated as a future phase expansion plan into a full contract lifecycle management system.
41	The SOW notes that the CMS should support contract-related activities including an option for document creation. Is template-based document generation expected to be included in the initial implementation scope? If yes, please provide a list of desired first-party templates.	SOW, Section 2 (Purpose and Objectives)	The initial implementation scope of work will be determined upon contract execution and project kick-off.
42	Please confirm whether integration with an electronic signature tool	SOW, Section 4.8 (Future Expansion – E-Signature Tools)	Integrations for the initial phase will be determined upon contract execution and project kick-off.

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	such as DocuSign or Adobe Sign is required in the initial phase.		
43	How does the Court define a successful initial implementation in terms of departments onboarded, workflows configured, or contract data migrated?	SOW, Sections 5.4 and 6 (Implementation & Support; Performance Expectations)	Bidders who are able to meet the minimum Statement of Work requirements and implement a platform that successfully meets and exceeds the Court’s contract administration needs as proposed in the Bidder’s implementation plan, and with little to no delays.
44	Does the Court anticipate a phased rollout by department or user group, or a single go live across all users?	SOW, Section 5.4 (Implementation & Support)	A single go-live across all users.
45	What training approach does the Court prefer for administrators versus general users, such as live training, recorded materials, or a combination?	SOW, Section 5.4 (Training)	A combination is preferred.
46	The RFP outlines the anticipated vendor selection and contract execution timeline, with an initial contract term beginning June 1, 2026. Does the Court have a targeted go live timeframe	RFP SC 1801.2026.3.CF (RFP) – Key Information Summary (Procurement Timeline)	No, there is no expected go live timeframe for implementation. A timeframe will be discussed and created during project kick-off. However, a contract must be executed, and project activities

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	following contract execution, and are there specific operational, budgetary, or policy considerations influencing the desired implementation timeline?		must commence prior to June 30, 2026.
47	Are there preferred assumptions vendors should use when structuring implementation pricing, such as a fixed-scope implementation versus phased services tied to defined milestones?	RFP - Cost Proposal Section	There are no preferred assumptions on price structuring. Please provide any clarifying notes for costs listed in the Cost Proposal. If there are cost criteria not currently listed on the Cost Proposal Template, please add them under "Other" and clearly identify whether the cost is required or optional.
48	<p>How many total users?</p> <ul style="list-style-type: none"> <li>a. How many internal users will require administrative level access?</li> <li>b. How many internal users will require the ability to add, edit and delete?</li> <li>c. How many internal users will require request only access?</li> <li>d. How many internal users will require read-only access?</li> </ul>	RFP_SC_1801.2026.3.CF_Contract_Management_System Page 9   Section: "1. Cost Proposal"   Item: N/A	There will be approximately 30 users who will need access to the system; 10 full users (add, edit, deleted) and 20 participant users (read only) at minimum with capacity to increase as requested. It is projected all users will require access to the system at any given time.

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	<p>e. How many internal users are projected to require access to the system at any given time?</p>		
49	<p>Is your organization in need of enhanced generative AI features and data &amp; risk analysis?</p> <p>a. If so, how many contracts per month do you believe will need to be run through the AI software?</p> <p>b. What is the typical page count for your contracts?</p> <p>c. Is this something you want available to all users?</p>	<p>RFP_SC_1801.2026.3.CF_Contract_Management_System  Page 9   Section: "1. Cost Proposal"   Item: N/A</p>	<p>No, please refer to the Court's Online Procurement Procedures, section R, GenAI Disclosures and the Court's IT Terms and Conditions, section 10, Generative Artificial Intelligence.</p>
50	<p>Does your organization require a test environment?</p> <p>a. If so, how many users do you anticipate require access?</p>	<p>RFP_SC_1801.2026.3.CF_Contract_Management_System  Page 9   Section: "1. Cost Proposal"   Item: N/A</p>	<p>No, a test environment is not required.</p>
51	<p>Please expand upon the data migration / importing requirements for the Contract Management Software? (Such as record info, employee lists, vendor lists, etc.)</p> <p>a. How many total electronic files (PDF, MS Word, etc.) in current/legacy system into</p>	<p>Attachment A Page 1   Section: "2. Purpose and Objectives"   Item: "...the Court houses nearly 1,000 active contracts and amendments executing between 300-500 annually."</p>	<p>Exact numbers and metadata will be shared upon contract execution and project kick-off. Data is currently stored in shared files.</p> <p>The Court currently houses approximately 1,000 PDF file contracts, which are several pages</p>

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	<p>the system that needs to be imported into the system?</p> <p>b. How much metadata (rows in the exported spreadsheet) is in the current/legacy system?</p> <p>c. Where are the legacy (historic) electronic contract files currently stored? (shared folders, SharePoint, document management system, paper, etc.)</p>		<p>each. Please refer to RFP Attachment A, Statement of Work, Section 2.0 Purpose and Objectives.</p>
52	<p>Could you please confirm whether integrations with OneDrive, SharePoint, and SAP S/4HANA (or Oracle Fusion Cloud ERP) should be included in pricing? SAP S/4HANA and Oracle are not directly mentioned in the RFP requirements, however, one of these two is our best guess as SAP Phoenix is not a software itself and is a consulting firm.</p> <p>a. Additionally, could you please confirm if the ERP is the only integration reserved for future expansions or if the OneDrive and SharePoint</p>	<p>Attachment A Pages 3-4   Section: “4.7 System Integration”   Item: “Ability to integrate with existing Court systems (One Drive, SharePoint and potentially SAP Phoenix in future expansions, etc.) where applicable.”</p>	<p>Integration costs for OneDrive, SharePoint, and SAP Pheonix Program can be included in the Cost Proposal but should be listed as an optional cost as these integrations are not current requirements and are possible future expansions.</p>

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	integrations would also be tabled for the time being?		
53	Do you require professional services to configure templates? a. If so, how many would be required for the awarded vendor to configure?	Attachment A Page 2   Section: "4.6 Workflow & Administration Tools"   Item: "Administrative tools to manage user roles, permissions, templates, metadata fields, and workflows."	No, the Court has current templates established.
54	Do you require professional services to configure workflow processes? a. If so, how many would be required for the awarded vendor to configure?	Attachment A Page 2   Section: "4.6 Workflow & Administration Tools"   Item: "Administrative tools to manage user roles, permissions, templates, metadata fields, and workflows."	No, the Court has a set workflow established.
55	Can you please provide additional details about your organization's workflow/approval processes? a. Can you please provide number of steps and examples?	Attachment A Page 2   Section: "4.6 Workflow & Administration Tools"   Item: "Administrative tools to manage user roles, permissions, templates, metadata fields, and workflows."	The Court's approval process has 5 steps. (1) Each contract is reviewed and a (2) Contract Review Form is signed by the contract's cost center funding Division Director, (3) Grant Analyst (if grant funding is used), (4) Budget Analyst, Finance Director, and Procurement & Contract Analyst before the contract is (5) signed by the Court Executive Officer.
56	Is your organization eligible to purchase off the GSA Schedule 70?	RFP_SC_1801.2026.3.CF_Contract_Management_System Page 9   Section: "1. Cost Proposal"   Item: N/A	Yes, the Court is eligible to purchase off the GSA Schedule 70.

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	a. If yes, would you like GSA pricing in the bid response or retail pricing?		Bidders are welcome to offer pricing based on the GSA Schedule 70, however, the Court is conducting this solicitation as a stand alone purchase. The Award and Contract will be based on the outcome of this solicitation.
57	Can you describe how your organization leverages Gen AI capabilities within your procurement activities? How is the acceptability and adoption of the current system by end users?		The Court does not utilize Generative Artificial Intelligence within our procurement activities. Please refer to the Court’s Online Procurement Procedures, section R, GenAI Disclosures, and the Court’s IT Terms and Conditions, section 10, Generative Artificial Intelligence.
58	Do you use MicroSoft Teams for Team Collaboration?		Yes, the Court uses Microsoft Teams for meetings; however, it is not operational across all business units within the Court.
59	How does your team currently manage the full contract lifecycle from initial drafting through execution and storage? Describe the biggest bottlenecks. What are the top 3 KPI's you would like to implement for your process?		Yes, the Court manually manages the full contract lifecycle from the initial drafting through the execution and storage.  The Court is experiencing bottlenecks with contract visibility and alert notifications ,regarding

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			renewals, extensions, and expiration.  The Court's top three KPIs include, but are not limited to, storage repository system, active alerts and notices, and various reporting and analytic capabilities.