

### Question and Answer Response

| Q #      | Questions   | RFP Reference<br>(Document & Page-Section-Item) | Answers   |
|----------|---|---|---|
| <b>1</b> | Can companies from outside the USA apply for this (e.g. India, Canada, etc.)? |   | <p>Per Attachment 2 (Court’s Terms &amp; Conditions), Section 1.5(b)(iii), No work shall be provided from 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. The physical location of Contractor’s data center, systems, and equipment where the Court Data is stored shall be within the continental United States.</p> <p>Per Attachment 2, Section 1.5(f), Contractor shall ensure any hosting facilities (including computers, network, data storage, backup, archive devices, and the data storage media) and disaster recovery facilities (if applicable) shall be located in the continental United States.</p> <p>Per Attachment 2, Section 10.12, Unless otherwise approved by the Court in writing in advance, Work may not be performed outside of the United States.</p> |

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| 2   | Do companies need to come here for the meetings?   |   | <p>Per Section 4.0 Pre-Proposal Conference, Section 5.0 Submission of Proposals, and the RFP Timeline, the Pre-Proposal Conference, Public Opening of Cost Proposals, and the Demonstrations/Interviews will be held remotely via Zoom. The links for the Pre-Proposal Conference and the Public Opening of Cost Proposals are included in the RFP Timeline.</p>   |
| 3   | Can companies perform the tasks related to the RFP outside the USA (e.g. India, Canada, etc.)? |   | <p>Per Attachment 2 (Court’s Terms &amp; Conditions), Section 1.5(b)(iii), No work shall be provided from 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. The physical location of Contractor’s data center, systems, and equipment where the Court Data is stored shall be within the continental United States.</p> <p>Per Attachment 2, Section 1.5(f), Contractor shall ensure any hosting facilities (including computers, network, data storage, backup, archive devices, and the data storage media) and disaster</p> |

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|     |  |   | <p>recovery facilities (if applicable) shall be located in the continental United States.</p> <p>Per Attachment 2, Section 10.12, Unless otherwise approved by the Court in writing in advance, Work may not be performed outside of the United States.</p>   |
| 4   | Can companies submit proposals via email?  |   | <p>Per Section 5.0, Submission of Proposals, subsection 5.3 of the RFP, Prospective Bidders must submit proposals in two separate emails (the Technical Proposal and the cost portion) to <a href="mailto:bidquestions@alameda.courts.ca.gov">bidquestions@alameda.courts.ca.gov</a>.</p>   |
| 5   | Hello, I did not see any Letter of Intent/Intent to participate to submit? I want to ensure that this is not necessary prior to submission to the RFP? |   | <p>A Letter of Intent to Participate is not required prior to submitting a proposal for this RFP.</p> <p>For additional information regarding the submission of proposals, please see RFP Section 5.0.</p>  |
| 6   | Are you open to working with an offshore company?  |   | <p>Per Attachment 2 (Court's Terms &amp; Conditions), Section 1.5(b)(iii), No work shall be provided from 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. The physical location of Contractor's data center, systems, and</p> |

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|     |   |   | <p>equipment where the Court Data is stored shall be within the continental United States.</p> <p>Per Attachment 2, Section 1.5(f), Contractor shall ensure any hosting facilities (including computers, network, data storage, backup, archive devices, and the data storage media) and disaster recovery facilities (if applicable) shall be located in the continental United States.</p> <p>Per Attachment 2, Section 10.12, Unless otherwise approved by the Court in writing in advance, Work may not be performed outside of the United States.</p> |
| 7   | Do you want an industry-ready SaaS solution or want to develop this system just for your organization from scratch?             |   | Considering resources, an industry - ready SaaS solution would be preferable.  |
| 8   | 640 licenses are mentioned. Can the County please confirm the number of full-time, part-time, seasonal and temporary employees? | Attachment 15, Cost Proposal Template line B5   | <p>The number of full-time, part-time, seasonal, and temporary employees will be determined and provided to the selected bidder after the contract award.</p> <p>Please provide costs based on 640 users.</p>  |

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| 9   | Can the County confirm that electronic signatures are accepted?  |   | Yes, all attachments and forms for this RFP requiring signatures can be electronically signed.  |
| 10  | Does the County currently utilize an LMS? If so, which system is currently being utilized?   |   | Yes; Cornerstone OnDemand   |
| 11  | What are the current hardships the County is having with their current system and/or processes?  |   | We would like a more automated way to set up annual training, and versioning those courses. We need accurate and straightforward reporting features, and ways to easily communicate with staff and their managers regarding training completion status. |
| 12  | What is the volume (size) of content expected to be stored in the LMS?   |   | Our data base size is about 7493.69 MB (production + pilot site) with our current vendor.   |
| 13  | Apart from integration with Workday, Cornerstone LMS, and Microsoft Azure AD (including Outlook, O365), are there other tools that need to be integrated? If yes, what are they? |   | These are the main integrations   |
| 14  | Gamification: Allow learners to set goals and compare status with other learners. Can you please elaborate this requirement?   |   | We want to use gamification in e-learning as a way to track and reward staff for achieving goals. We would like to offer badges and some training could be set to use a leader board to compare   |

RFP Title: Learning Management System

RFP Number: SC 1701.2023.1.CF

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|     |           |   | completion status. We are looking for a fun way to motivate staff. |