

ATTACHMENT 11

Form for Vendor Question Submission

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
1	What is the expected post implementation Go Live date?	Key Information Summary Sheet pages 2 & 3	To be determined during project kick off. 3/2/2027
2	Is there a budget for this Space Management Software ("SMS") project? Can the Court share that budget?	Key Information Summary Sheet pages 2 & 3	The Court does not have a specified budget for the SMS project.
3	What is the Court's Current SMS? What is the motivation for a new SMS?	Background Information page 6	The Court does not have an existing SMS platform. The motivation for an SMS is to support operational needs, verify space availability, accommodate space request and remove the current challenges of the manual process.
4	Has the Court had any SMS solution demos?	Background Information page 6	No official demo.
5	With the holiday there are only 5 business days after the pre-bid meeting (2 business days after the responses to questions will be posted). Can you extend the due date by at least an additional week to give ample time to complete the response?	Key Information Summary Sheet pages 2 & 3	The Court has decided to extend various timelines to meet submission needs of the RFP. Please refer to the addendum referencing the updated due dates to this RFP.
6	Does the Court have CAD drawings?	Background Information page 6	PDF's of floorplans only.
7	What is the form and format of existing data to be migrated into the new platform?	Background Information page 6	Will be determined by OIT at project kick off.

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8	Does the Court maintain As-Built drawings for the floor plans? a. Are the drawings Updated and Current in the DWG Format? b. Are the current AutoCAD / DWG drawings layers standardized and consistent throughout the drawings to show space and asset locations? c. Are the drawings poly-lined to demarcate spaces?	Background Information page 6	PDF's of floorplans only.
9	Can you provide the expected 650 users by User Roles? <u>System Administrators</u> – Users responsible for System Administration including System configuration, Audits, access control, User ID, and Authorizations etc. <u>Primary Named users</u> - with Read / Write privileges to access the entire system, exercise all functional capabilities, retrieve, and update data, tracking moves, and generate reports and analysis. <u>Requestor / Limited Access Users</u> – Users just submitting and tracking reservation requests.	Proposal Content, 7.2 Cost Proposal page 16	Yes

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10	Which Wi-Fi platform is deployed?	Attachment 15 - Technical Requirements.xlsx; section: System Data Exchange/Interface	Cisco Catalyst
11	Which badge system is currently deployed?	RFP SC 1806.2026.2.ZX Courtwide Space Management Software.pdf; page 9; section Building Occupancy and Presence Reporting	AMAG / Symmetry
12	Which version of Microsoft Exchange/Outlook does the solution need to integrate with?	Attachment 15 - Technical Requirements.xlsx; section: System Data Exchange/Interface	M365 Office subscription
13	How many environments do you require for a cloud deployment?		To be determine during project kick off and provided by our IT lead.
14	How many desks need to be available for reservation?	Attachment 14 - Technical Proposal.pdf. Questions 1, 2, 3, 4, 5 and 11	45
15	How many conference rooms need to be available for reservation?	Attachment 14 - Technical Proposal.pdf. Questions 1, 2, 3, 4, 5 and 11	16
16	Can the response cut-off date be extended to at least one week AFTER all questions have been answered? This will provide ample time to provide the best solution.		The Court has decided to extend the RFP deadline, please refer to the Court's website for the addendum.
17	Can you please confirm the total number of integrations required?	2.9. Technology Requirements	This amount is to be determined
18	Please confirm how much data will need to be migrated and what format the data is in.	2.9. Technology Requirements q. Implementation, Technical Support, and Maintenance.	To be determined at project kick off.

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19	Must the core capabilities already exist in the offered product, or may they be developed after award under a Custom Work response?	RFP, pp. 6-11, sections 2.1-2.9; p. 17, section 9.4; Attachment 15, Technical Requirements, cells B5:D5.	They may exist in the already offered product and or developed that meet the needs of the RFP and Court.
20	What workflows and functionality does the Court expect bidders to demonstrate, and will demonstration scenarios be provided in advance?	RFP, p. 13, section 6.1; p. 17, section 9.4; Attachment 14.	System platform overview and workflow and sequential request of space, reporting functionalities and anything that will address the Court's request in the RFP.
21	How will the Court evaluate functionality marked Custom Work during the demonstration?	RFP, p. 13, section 6.1; p. 17, section 9.4; Attachment 15, Technical Requirements, cells B5:D5.	Functionality marked Custom Work will be evaluated based on notes provided within attachment 15, Technical Requirements. The demonstration intended for bidders to provide a brief overview of the platform and it's ability to meet the needs of the Court in this RFP.
22	What is the required production go-live date?	RFP, p. 3 (estimated contract term); p. 11, section 2.9(q); Attachment 2, Appendix A, sections 1-3.	3/2/2027
23	What floorplan formats and room/seat identifiers will the Court provide, and who will keep those records current?	RFP, pp. 7-8, section 2.3; pp. 10-11, sections 2.9(j) and 2.9(q); Attachment 15, Technical Requirements, cells A51 and A58.	PDF's, room/cube address. FAC will maintain.
24	Is Limble integration required at initial production go-live?	RFP, p. 8, section 2.4; p. 10, section 2.9(g); Attachment 15, Technical Requirements, cell A45.	Yes, and is preferred, the system shall have the ability to integrate with the Court's existing maintenance/work order system, Limble Solutions at go-live.

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25	What SaaS-specific exceptions, if any, will the Court consider to the perpetual-license and source-code escrow requirements?	RFP, pp. 9 and 14, sections 2.9(a) and 7.1(c); Attachment 2, Appendix E, sections 2-3.	No specific exceptions, the Court will accept any platform that meet the needs of the RFP and Court. Bidders may propose redlines to this section to source-code escrow.
26	May the vendor retain ownership of reusable, non-Court-specific enhancements to its pre-existing platform?	RFP, p. 14, section 7.1(c); Attachment 2, Appendix C, sections 4.2-4.3; Appendix D, Contractor Materials and Developed Materials.	Bidders may propose redlines to the section to retain ownership of reusable, non-Court-specific enhancements to the pre-existing platform. Request is subject to review and approval through negotiation.
27	What retention rate governs the contract, given the conflicting percentages in Attachments 1 and 2?	Attachment 1, p. 3, section 10 (10%); Attachment 2, Appendix B, section 5 (15%).	The Court will honour the retention rate found in Attachment 2, Appendix B, section 5 of 15% per the proposed contract.