DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

HSH Request for Proposals (RFP) #140 Contract Lifecycle Management System (CLMS)
Questions and Answers
Issued: June 13, 2023

General

1. **Question:** Will there be a recording of the Bidder's Conference available to all vendors?
   Answer: No, there will not be a recording of the Bidder's Conference. However, HSH has posted the PowerPoint that was used to present during the Bidder's Conference at https://hsh.sfgov.org/get-involved/procurements/.

2. **Question:** Was there a summary posted of the key information from the Bidder's Conference?
   Answer: HSH has posted the PowerPoint used to present during the Bidder's Conference at https://hsh.sfgov.org/get-involved/procurements/.

3. **Question:** Is there any requirement for a manual termination of Agreement, or any related components, prior to reaching the scheduled expiration date?
   Answer: Please see Attachment 1: Proposed Agreement Terms P-600, Article 8 Termination and Default for information regarding agreement termination.

4. **Question:** Can we be provided with existing samples of current templates/boilerplates and appendices?
   Answer: Please visit https://hsh.sfgov.org/get-information/provider-updates/ for samples of HSH's public facing agreements and templates. This is not an exhaustive list of templates currently used.

5. **Question:** Is the vendor required to be on site for any portion of the contract term?
   Answer: No.

6. **Question:** Have you seen demonstrations of Contract Lifecycle Management Systems prior to issuing this RFP? If so, will you share which systems?
   Answer: No, HSH has not seen any demonstrations of systems prior to issuing this RFP. HSH will invite up to 3 of the top scoring applicants to provide a demonstration of their system, which will be scored by the same panel of members that score the applicants initial RFP proposals. The panel will consist of members who were not involved in the writing, editing, or issuing of this RFP.

7. **Question:** Does your organization require a full-time dedicated Project Manager for this implementation? Typically, implementations to not require a full-time dedicated project management resource for the project duration, but rather project management/coordination services hours (remote) can be included with the proposal to support the implementation project management. If a full-time dedicated project management resources is a requirement for this project, are these services expected to be provided online/remote or onsite?
   Answer: HSH will have a dedicated full-time Project Manager who will oversee this project from beginning to end and will not require a full-time Project Manager from the vendor's team.

8. **Question:** Does the awarded vendors staff have to be e-verified, run through OFAC sanction lists, and meet US working regulations?

Answer: The vendor must not be listed on the Office of Foreign Assets Control (OFAC) sanctions list, or they will be ineligible to do business with the city. This validation is not performed at individual staff level.

9. **Question:** Is your organization eligible to purchase off the GSA Schedule 70? If yes, would you like GSA pricing in the bid response or retail pricing?
   Answer: HSH may be able to piggyback from the GSA schedule 70, subject to Office of Contract Administration (OCA) approval. The award vendor must enter the contract with HSH through the City's P-600 contract terms and conditions. Please ensure the pricing in the bid response follows all budget requirements listed on the RFP.

10. **Question:** If in the event our response is subject to an Open Records Request, will we be notified and given the opportunity to provide a redacted response in accordance with applicable Freedom of Information laws?
    Answer: Yes. See Section X. K. Sunshine Ordinance of the RFP. HSH complies with San Francisco's Administrative Code 67.24(e) which governs public record requests.

11. **Question**: Can we use offshore resources?
    Answer: The selected vendor may use offshore resources subject to HSH approval. However, if applicants plan to subcontract any portion of the work, this must be included in their Appendix 1: Application template and the subcontractor's information must be given at that time. This includes offshore and onshore subcontractors.

12. **Question**: Could you please clarify the City's stance on permitting both offshore and onshore personnel as integral members of the staff?
    Answer: The selected vendor may use offshore and onshore personnel. However, if applicants plan to subcontract any portion of the work, this information must be clearly described and included in their Appendix 1: Application template and the subcontractor's information must be given at that time. This includes offshore and onshore subcontractors.

13. **Question:** Would you be open to pricing for the Contract Management System to be hosted by vendor (SaaS/cloud) or deployed on your organization's server (on-premise)?
    Answer: Please refer to section IIIA – Potential System Solution Options on page 10 of the RFP for potential system solution options.

CLMS Dates and Timeframes

14. **Question**: You mentioned the contract term is five years, but the roadmap is two years. Will the first five years follow the implementation within two years?
    Answer: The total contract term will be five years. The two year roadmap refers to the project initiation, planning, and agile delivery. The other three years will be for post deployment and maintenance and operations. The current breakdown of the five year contract term is as follows:
      a. January 1, 2024 – December 31, 2025: Project Initiation, Planning, and Agile Delivery
      b. January 1, 2026 – June 30, 2026: Post Deployment
      c. July 1, 2026 – December 31, 2028: Maintenance and Operations

15. **Question:** Do you have an established timeframe for anticipated kick-off and go-live dates of the awarded solution? If no specific dates have been established, how many weeks do you plan to dedicate to the implementation process?
Answer: Please see Attachment 8 – CLMS Roadmap for anticipated kick-off and go-live dates of the awarded solution.

16. **Question:** Are you open to a proposed implementation plan that is shorter than the provided roadmap if it benefits HSH?
Answer: Yes.

Current Systems and Environments

17. **Question:** What system(s) are you currently using to manage the desired process?
Answer: Please see section IIB. Background – Current System Environment on page 9 of the RFP for the existing HSH systems.

18. **Question:** Are you currently using a document management system such as DocuSign or Box? If so, which one?
Answer: Yes, HSH uses Box to store and manage documents. Please see section IIB. Background – Current System Environment on page 9 of the RFP for the existing HSH systems.

19. **Question:** Do you currently have a system to store files, such as Box? If yes, do you intend to continue to use this system or any other document system? If another system, which one?
Answer: Yes, HSH currently uses Box to store HSH files. Currently, HSH intends to use Box to archive the produced documents/files. However, applicants, should include additional archiving possibilities and associated costs in their proposals.

20. **Question:** Is the agency currently using another system and/or vendor for this Contract Lifecycle Management System? If so, what is the system/vendor? If not, how is the Contract Lifecycle Management System currently being managed?
Answer: Please see section IIB. Background – Current System Environment on page 9 of the RFP for the existing HSH systems.

21. **Question:** Do you currently use Salesforce?
Answer: Please see section IIB. Background – Current System Environment on page 9 of the RFP for the existing HSH systems.

22. **Question:** Are there other systems installed/deployed on your organization's server(s) or is the vendor hosting the software (cloud/SaaS)?
Answer: Please refer to section IIB. Background – Current System Environment on page 9 of the RFP for HSH's current system environment. Please also refer to Section IIIA. Scope of Work – Potential System Solutions Options on page 10 of the RFP for potential system solution options that HSH will consider.

23. **Question:** Describe what ONE system is, and what info would come from ONE system and what info would be sent to ONE system?
Answer: Online Navigation and Entry (ONE) System is used by HSH to track client information, assessment, and services. HSH will determine details on what information would

be sent to ONE System with the selected vendor after assessing the feasibility of integration and evaluating the scope of the solution.

24. **Question:** Are you currently using a survey tool? If so, what is it? Do you intend to continue to use it?
    Answer: Currently, HSH is not using a survey tool. HSH can discuss the need of using a survey tool with the selected vendor.

25. **Question:** Does your organization require an electric signature tool? If so, are you currently utilizing a specific product and which tool are you using?
    Answer: Yes, HSH requires an electronic signature tool. HSH currently uses DocuSign as an electronic signature tool.

26. **Question:** Does the agency hold licenses for an electronic signature tool you would like to use as part of this solution? If so, please provide the name. if not, do you have a preferred tool or would you like this to be included in the Proposal?
    Answer: HSH currently uses DocuSign as an electronic signature tool and intends to continue to use DocuSign for electronic signatures.

27. **Question:** Confirm you are currently using DocuSign? Do you intend to continue to use DocuSign for E-signatures?
    Answer: See response to Q#26.

28. **Question:** Does your organization require digital signature option vs an electronic signature option? Digital signature solutions leverage certificate-based digital identification for validation of document integrity as opposed to the more common electronic signatures.
     Answer: See response to Q#26.

29. **Question:** Is single sign on in scope for access to the CLMS application? Is an identity provider in place already?
    Answer: Yes, HSH will prefer a single sign on solution. An identity provider is currently in place.

Users and User Licensing

30. **Question:** Please provide the number of internal users who will need access to the system.
    Answer: Please see IIC. Background – Summary of Current users on page 10 of the RFP for the number of internal users who will need access to the system.

31. **Question:** Please provide the number of external users who will need access to the system.
    Answer: Please see response to Q#30.

32. **Question:** Can you share user count by type of role, vs overall users?
    Answer: HSH has estimated the following users by user type. This estimate is subject to change, and HSH will finalize the number of users with the selected vendor to follow best practices and implement a cost-effective solution.

User/User Group	Type	No. of estimated users	Access Type
HSH CLMS System Administrator	Internal	4	System Admin Access – full system access to all features with all permissions enabled.
Contracts Note: Contracts will not be System Administrators	Internal	32 HSH desires to assign two/three Contract users as Superusers who may act as templates administrators (configure, customize, and automate templates for developing agreements (e.g., boilerplate, appendices including budgets, memo and other supporting documents), and the remaining users will be regular Contract users	Contract Superusers: Full access to all agreement components including template administration to develop, edit, review/approve agreements along with vital appendices, memo and other supporting documents. Full access to invoicing, program reporting, program monitoring, PO functionalities, reporting and dashboard, etc. Contract Users: Same as Contract superusers with no template administration permissions. Template Administration is the ability to configure, customize and automate templates to support and enable the development of agreements and amendments (e.g., boilerplate, appendices including budgets, memo and other supporting documents). Note: HSH will need to determine and finalize the permissions with the selected vendor in detail to enable the contracts team to perform all the desired activities indicated in the "User" columns in "Attachment 7 - CLMS Requirements Workbook."
Programs	Internal	81	HSH will need to determine and finalize the permissions with the selected vendor in detail to enable programs users to perform all the desired activities indicated in the "User" columns in "Attachment 7 - CLMS Requirements Workbook."
Fiscal (Budget and Finance)	Internal	26	HSH will need to determine and finalize the permissions with the selected vendor in detail to enable fiscal users to perform all the desired activities indicated in the "User" columns in "Attachment 7 - CLMS Requirements Workbook."

Deputy Director of Admin and Finance	Internal	1	HSH will need to determine and finalize the permissions with the selected vendor in detail to enable Deputy Director of Admin and Finance to perform all the desired activities indicated in the "User" columns in "Attachment 7 - CLMS Requirements Workbook."
Data & Performance	Internal	3	HSH will need to determine and finalize the permissions with the selected vendor in detail to enable Data and Performance team to perform all the desired activities indicated in the "User" columns in "Attachment 7 - CLMS Requirements Workbook."
Additional HSH Leadership	Internal	3	To be determined with the selected vendor.
Contractors, Vendors, and Grantee Providers	External	300	HSH will need to determine and finalize the permissions with the selected vendor in detail to enable HSH's Providers to perform all the desired activities indicated in the "User" columns in "Attachment 7 - CLMS Requirements Workbook."

33. **Question:** To accurately determine the number of licenses needed, could the City provide a detailed breakdown of the estimated 150 users, specifying the quantity of users who would be assigned HSH Admin, Contract, Programs, and Fiscal roles?
Answer: Please see the answer to Q#32.

34. **Question:** How many total following users:
    a. How many internal users will require administrative level access?
    b. How many users will require the ability to add, edit, and delete?
    c. How many internal users will require request only access?
    d. How many internal users will require read-only access?
    Answer: Please see the answer to Q#32.

35. **Question:** How many internal users do you project will require access to the system at any given time?
    Answer: Please see the answer to Q#32.

36. **Question:** How many vendors/clients is your organization currently managing?
    Answer: HSH currently has 75 unique providers.

37. **Question:** Do you require a testing/staging/DEV environment in addition to production? If so, how many internal users would need access? Please specify the duration in which the testing/staging/DEV environment would need to run for (i.e. ongoing, Year 1 only, etc).
    Answer: Yes, HSH will require testing/staging/DEV environment for best practices. HSH assumes there should not be additional cost of licenses to access and use the testing/staging/DEV

environment. Please include in your cost proposal if there is any additional cost for setting up and using testing/staging/DEV environment. HSH can decide the exact number of licenses needed with the selected vendor, but HSH estimates 10 -30 licenses for all the test user groups including the HSH's CLMS Admin. Please refer to Attachment 8 – CLMS Roadmap for information on the duration of testing.

Data Migration and File Storage

38. **Question:** How much data is expected to be migrated into the new solution?
    Answer: The existing records average 250-300. As of now, HSH plans to take ownership of the data migration. However, the selected vendor will be expected to provide a migration plan, process, and technical specifications regarding migrating the needed data. Priorities and needs of data migration may change and HSH will work with the selected vendor as the data migration task arises. HSH will retain licenses in the current system (CARBON) to access historical archived information.

39. **Question:** How much data to be migrated? Number of records? Type of records?
    Answer: The existing records average 250-300. As of now, HSH plans to take ownership of the data migration. However, the selected vendor will be expected to provide a migration plan, process, and technical specifications regarding migrating the needed data. Priorities and needs of data migration may change and HSH will work with the selected vendor as the data migration task arises. HSH will retain licenses in the current system (CARBON) to access historical archived information, however applicants should include in their proposal other archiving possibilities and associated costs.

40. **Question:** Do you anticipate a need for data migration from the current system? If so, how many existing records need to be migrated? Do we need to migrate documents as well?
    Answer: Yes, HSH anticipates a need for data migration from the current system. Please see response to Q#39 above for additional information.

41. **Question:** Will this project require data migration from existing systems? If so, please describe the data, the number and type of records, the total size of the files, etc.
    Answer: Please see response to Q#39.

42. **Question:** Are files required to be migrated to the new system?
    Answer: Please see response to Q# 39.

43. **Question:** Any guidance on volumes (approximately) to be considered for data migration into CLMS and archival?
    Answer: Please see response to Q#39.

44. **Question:** Does your organization require data import services? If so, please expand upon the data migration / importing requirements for the Contract Management Software? (Such as record info, employee lists, vendor lists, etc.)
    a. How many total electronic files (PDF, MS Word, etc) in current/legacy system into the Contract Management Software?
    b. How many total electronic files in the current/legacy system?

c. Where are the legacy (historic) electronic contract files currently stored? (Shared folders, SharePoint, document management system, paper, etc).
Answer: Please see response to Q#39.

45. **Question:** Are there any additional systems that may require a one-time data import such as a legacy Contract Management system? If so, please provide the system name, version, scope of use, the total number of contract records and files being imported into the system and SOAP/REST API, if available.
Answer: Yes, HSH anticipates importing/migrating data from current systems such as CARBON and other documents/spreadsheets. Contract Administration, Reporting, and Billing Online (CARBON) is the online invoicing system used by HSH's contracted providers to submit invoices and supporting documentation and used by HSH to review and approve the submitted invoices. HSH does not have version and API information for CARBON at this time and will provide this information to the selected vendor. The total number of contract records is anticipated to be 250-300. Priorities and needs of data migration may change and HSH will work with the selected vendor as the data migration task arises. HSH will retain licenses in the current system (CARBON) to access historical archived information. Please see response to Q#39 for additional information.

46. **Question:** How many documents/files does your organized expect to store within the Contract Management Software System annually?
Answer: Currently, HSH intends to use Box to archive the produced documents/files. However, applicants, should include additional archiving possibilities and associated costs in their proposals. On an average, HSH anticipates storing 270 Agreements at any given time.

47. **Question:** How many new contract documents/files do you expect to add each year to the Contract Management Software?
Answer: HSH expects to add an average of 50 new agreements to the CLMS every year.

48. **Question:** Can you define what essential procurement data is?
Answer: HSH is currently collecting the following procurement data elements: Procurement Name, Procurement End Date, Procurement Type, Procurement Number, Procurement Issue Date and Procurement Expiration Date.

Templates and Workflow Configuration

49. **Question:** Can we propose alternate flows in our response that makes the process more efficient?
Answer: Yes. HSH encourages applicants to describe any innovative, creative, and effective solutions, methods and/or approaches they wish for HSH to consider in fulfilling requirements to replace the current system for HSH as described in the RFP. Please see Section VIII: Proposal Contents and Evaluation Criteria, Proposed Solution, 4.1 page 19 of the RFP.

50. **Question:** Do you need an online document authoring tool for creating/updating agreements within the proposed system or can we propose a solution that is integrated with word?
Answer: A proposed solution that is integrated with Word could be considered, if it meets the objectives and requirements that HSH has listed throughout the RFP.

51. **Question:** What documents/contract types would you like to author within the system?
    Answer: Please see the "Instructions for Documents" tab in the Attachment 7 – CLMS Requirements Workbook for documents/contract types.

52. **Question:** Is the expectation that all listed reports would be included as part of the solution? Or is the requirement for the system to have the ability to create those listed reports?
    Answer: CLMS should enable users to generate those reports. Initially, HSH may need vendor assistance in setting up complex reports.

53. **Question:** Do you require professional services to configure templates? If so, how many would be required for the awarded vendor to configure?
    Answer: Initially, HSH would require the selected vendor to provide support and training in configuring templates. On an ongoing basis/post completion of the project, HSH will be responsible for configuring and customizing the templates.

54. **Question:** Do you require professional services to configure workflow processes? If so, how many would be required for the awarded vendor to configure?
    Answer: Initially, HSH would require the selected vendor to provide support and training in configuring workflows. On an ongoing basis/post completion of the project, HSH will be responsible for configuring and customizing the workflows.

55. **Question:** Can you please provide additional details about your organization's workflow/approval processes? Can you please provide number of steps and examples?
    Answer: Please refer to "Attachment 10 - New agreement and Amendment Workflow Diagram" and "Attachment 12 - Process Flowcharts". The "Attachment 7 - CLMS Requirements Workbook" also explains the sequence of steps in the "Sequence #" columns.

CLMS Integration

56. **Question:** Are you currently using an email tool to send out emails? If so, what is it, and do you plan to continue to use it?
    Answer: HSH currently uses Microsoft Outlook to exchange emails. HSH intends to continue to use Outlook as the main form of email exchange.

57. **Question:** Is the City currently seeking to integrate their existing solution with our proposed solution or considering a complete replacement of their current solution?
    Answer: HSH is currently seeking a replacement of HSH's existing system.

58. **Question:** Will the system need to integrate with any existing systems?
    Answer: Yes. Please see Attachment 11 – Overview of HSH's CLMS to view an overall picture of how HSH envisions the proposed solution will interface with some of HSH's current systems.

59. **Question:** In the following requirement – "Interface CLMS with various tools/applications/systems, is there a list of systems that the solution would be required to integrate with?
    Answer: Yes. Please see "Attachment 11 – Overview of HSH's CLMS" to view an overall picture of how HSH envisions the proposed solution will interface with some of HSH's current systems. Additional examples include, but are not limited to: Box, DocuSign, etc. to reduce manual entry

and automate user tasks. CLMS should be flexible enough to support these interfaces to provide a seamless experience to the users.

60. **Question:** What integrations are needed under Attachment 11 "HSH Databases"?
    Answer: HSH may need to interface with other databases for the underlying data of the population that is not part of ONE System. CLMS should be flexible enough to support this.

61. **Question:** Do the systems you wish to interface with have Application Programming Interfaces (APIS) available? If so, are they available for review? If not, please describe integration capabilities.
    Answer: Yes, the systems have APIs. HSH doesn't have available systems for review. HSH will discuss this further once we have selected a vendor.

62. **Question:** Can you please expand upon your preferences to integrate with Salesforce and ONE System? Please provide system details (system name and version, database used, scope of use, home-grown or commercial) if applicable.
    Answer: HSH does not have any platform preference, as long as the platform can fulfill HSH's requirements.

63. **Question:** Please confirm that the ONE system can support API based integration. Are there any middle ware solutions currently in place at HSH?
    Answer: Yes, ONE System can support API based integration. At HSH, some custom procedures are created to integrate data with ONE System.

64. **Question:** Does ONE System have one of the following available for integration and your organization has licensed access: SOAP API, REST API?
    Answer: ONE System has REST API available for integration and HSH has licensed access to it. For additional information on API integration, please visit https://www.bitfocus.com/integrations-apis-products.

65. **Question:** What objects, fields, and tables will your organization be passing in the data integration between the Contract Management Solution and Salesforce and ONE System?
    Answer: HSH will determine these specifics with the selected vendor after assessing the feasibility of integration and evaluating the scope of the solution.

66. **Question:** Can you please provide additional details about your organization's process flows or diagrams as it relates to the integration requirements?
    Answer: HSH will determine these specifics with the selected vendor after assessing the feasibility of integration and evaluating the scope of the solution.

CLMS Maintenance and Operations

67. **Question:** Please elaborate on the agency's preference for the future systems maintenance. Does the agency prefer support and maintenance is done by the selected partner, internal team or a combination of both?
    Answer: HSH anticipates HSH's CLMS System Administrator will provide level 1 support.

68. **Question:** Should we assume that HSH will provide level 1 support? What type of post-
    deployment is needed?
    Answer: Yes, HSH will provide level 1 support. Refer to the "Attachment 8 - CLMS Roadmap"
    footer for information on post-deployment.

69. **Question:** What are the proposed SLAs for system availability, uptime, and response time?
    Answer: Please refer to section IIIE. Scope of Work – Overview of Maintenance and Operation
    Tasks on page 14 of the RFP for information on technical support for the CLMS.

70. **Question:** Is there a defined Recovery Time Objective (RTO) for the system?
    Answer: Please see response to Q#69.

71. **Question:** Are there any Security needs required to maintain the data? I.e. FEDRAMP and Audit
    requirements? If so, please describe.
    Answer: HSH currently follows The National Institute of Standards and Technology (NIST)
    Cybersecurity Framework (CSF). HSH determines security needs with the Department of
    Technology's Cyber Security Risk Assessment team initially and assessment will continue
    annually.

72. **Question:** Are there any applicable FedRAMP requirements to be considered for the solution?
    Answer: There are not any applicable FedRAMP requirements to be considered for the solution.
    HSH follows The National Institute of Standards and Technology (NIST) Cybersecurity Framework
    (CSF).

73. **Question:** Do you require FedRAMP or StateRAMP certification for cloud-based platforms?
    Answer: No, HSH does not require FedRAMP or StateRAMP certification for cloud-based
    platforms. Please see response to Q#72 for additional information.

74. **Question:** Do you require a solution that complies with any Grants Standards such as the
    Federal Integrated Business Framework (FIBF)?
    Answer: HSH currently follows The National Institute of Standards and Technology (NIST)
    Cybersecurity Framework (CSF). HSH determines security needs with the Department of
    Technology's Cyber Security Risk Assessment team initially and assessment will continue
    annually.

Budget and Fiscal

75. **Question:** Do you have an anticipated budget for this project? If so, will you share the budget
    amount?
    Answer: Please see section IC. Introduction – Anticipated Amount Available on page 5 of the RFP
    for details on the anticipated budget.

76. **Question:** Is the $1 million budget per year?
    Answer: No. The $1 million budget is for the overall project and includes: Project Initiation and
    Planning, Agile Delivery, and Post Deployment. This budget range also accounts for the initial
    licensing cost until the completion of the project. With an agile delivery approach, HSH
    anticipates the licensing costs to increase gradually. The Maintenance and Operations service

component is not accounted for in the $1 million budget. Applicants should propose a separate annual budget for the Maintenance and Operations component.

77. **Question:** Should any solution's licensing model provide an all-inclusive option so the customer can have a more predictable year-over-year price without upcharges for additional programs, specific integrations, metered use, etc.?
    Answer: Yes.

78. **Question:** Can the budget be adjusted or modified if a return on investment can be achieved with a higher funding amount?
    Answer: The applicant's proposed budget should stay within the project not-to-exceed (NTE) of $1,000,000. Applicants have flexibility to quote the Maintenance and Operations service component of the RFP. HSH asks that applicants suggest an annual cost for the Maintenance and Operations in their proposal using the details in the RFP.

79. **Question:** Should we consider the cost for additional third party vendors (where the platform might not be able to support the requirement) also included in the provided budget?
    Answer: Yes.

80. **Question:** Is there flexibility to quote based on expected cost of implementing using the agency specified roadmap? Will this disqualify the vendor?
    Answer: For the Project, HSH asks that Applicants stay within the Not-To-Exceed (NTE) amount of $1,000,000. Exceeding this budget will not disqualify the vendor, however the evaluation criteria listed in the RFP asks applicants to not exceed $1,000,000 and may affect the scoring of applicant's Appendix 2: Price Proposal Template. There is flexibility to quote the Maintenance and Operations service component of the RFP. HSH asks that applicants suggest an annual cost for the Maintenance and Operations in their proposal using the details in the RFP.

RFP 140 Appendices and Attachments

81. **Question:** Should we map the template from Appendix 1: Application Template into our company's letterhead?
    Answer: It is not required to map the Appendix 1: Application Template into your company's letterhead.

82. **Question:** Can we submit Attachment 7 – CLMS Requirements Workbook as a separate Excel document, rather than part of the combined PDF with Appendix 1: Application Template?
    Answer: Yes, please submit Attachment 7 as a separate Excel document.

83. **Question:** On Attachment 7 – Multifunctional Requirements – Consolidate Budgets Efficiently (row 32), can you give examples of "suitable criteria" for combining budgets? Are funding sources always to be treated as a fixed percentage of an overall budget?
    Answer: Currently, HSH's budgets are split up by funding sources. HSH has not identified a new criterion to consolidate budgets and reduce the number of budgets for each agreement/amendment. HSH relies on the expertise and experience of the selected vendor to provide a solution to address this request. Funding source amounts and percentages are subject to change throughout the term of any agreement.

84. **Question:** On Attachment 7 – Multifunctional Requirements – Budget Assigns a unique identifier (Budget ID) to each budget when a budget is created, does this requirement indicate the budgets are created in an external system? Or is there is a desire to host budget management in the system with contracting?
    Answer: Currently, HSH is manually creating and managing budgets using Microsoft Excel. Budget IDs are created in an external system. Yes, HSH desires a budget module in the new CLMS to create and manage budgets.

85. **Question:** On Attachment 7 – Multifunctional Requirements (row 3) – How many templates are currently under management of the template admin? Are there plans to divide up the templates between different group or centrally managed by one person / group?
    Answer: There is an estimate of 60 templates under management. If feasible, HSH desires to divide the template administration based on area of expertise within Contracts team superusers (e.g., templates needed to develop agreements parts like boilerplate, appendices including budgets, memo and other supporting documents). There will also be other templates categories like email templates, invoice structures, program monitoring letters that will fall under the administration of the CLMS system administrator and/or other user groups. HSH will make these decisions with the selected vendor to follow best practices.

86. **Question:** On Attachment 7 – Multifunctional Requirements (row 3) – Does the Excel output have multiple tabs?
    Answer: HSH currently creates and manages budgets using Microsoft Excel and the excel budgets have multiple tabs.

87. **Question:** On Attachment 7 – Multifunctional Requirements (row 6)– How are approvals currently taken place? Via Email? Via DocuSign? Is the intention to have reviews and approvals in the system or via email, DocuSign or other external step?
    Answer: Currently, HSH uses Asana workflows for internal approvals. HSH desires to configure internal approvals in CLMS. After all the internal approvals are complete, HSH uses DocuSign for signatures that involve primarily non-HSH users and HSH intends to continue to use DocuSign to get signatures for signatories.

88. **Question:** On Attachment 7 – Multifunctional Requirements (row 14) – "Allow users to enter/edit budget related fields only when its assigned to them in a workflow or when Contracts Analyst unlocks for additional inputs/corrective actions can be achieved with a separate record for budget data". Does the solution need to prevent updating all budget information when contracting?
    Answer: HSH prefers to prevent updating all budget information when contracting if budget is not assigned to user.

89. **Question:** On Attachment 7 – Multifunctional Requirements (row 16)– "Contract Analysts should be able to customize messages for external approvals and also be able to attach memo wherever required". Is a single type of external party approval needed or will there be internal approvals in the system as well?
    Answer: HSH uses DocuSign for both internal and external party approval/signatures. Parties that are required to approve and sign documents are the provider's Executive Director, SF City

Attorney, HSH Executive Director, and Office of Contract Administration (OCA) in some instances. HSH intends to continue using DocuSign and desires an automated process to reduce manual entry.

90. **Question:** On Attachment 7 – Multifunctional Requirements (row 17), the acceptance criteria mentions reports on metadata. Does metadata refer to data fields here?
    Answer: Some of the examples of the fields are username/approver, timestamp, and status to enable HSH users to track the progress and status and respond to internal and external queries.

91. **Question:** On Attachment 7 – Multifunctional Requirements row 19 – Do email templates exist now that need to be converted or will these email templates be created from scratch? How many templates in each category?
    a. Provider when they need to submit/resubmit invoices
    b. Finance Analyst when invoice is ready for review
    c. Contract Analyst when invoice is ready for approval
    d. Finance Analyst when invoice is approved.
    Answer: Currently, HSH uses emails to send out some notifications. HSH will provide existing email templates as Microsoft Word documents to use as reference. Templates from each category will be provided to the selected vendor, however there is an overall estimate of 60 templates in the current CLMS library.

92. **Question:** On Attachment 7 – Multifunctional Requirements (row 25) – Are invoice documents needed or net new invoice functionality needed to manage billing?
    Answer: HSH desires to build an invoice module in CLMS to generate, manage, review, approve, export, etc. all our invoices.

93. **Question:** On Attachment 7 – Multifunctional Requirements row (28)– How does the system need to allow Providers to submit invoices with blank invoiced cells? Will this be done via email, upload to a site, portal access?
    Answer: HSH would like contracted providers to have access to the CLMS portal to submit invoices.

94. **Question:** On Attachment 7 – Multifunctional Requirements (row 32), describe how budget consolidation is done and how the system is to accommodate this process as described in this requirement: "CLMS should consolidate budgets for each budget term in agreements/amendments using a suitable criteria to reduce the number of budgets for the entire agreement/amendment terms and make it efficient and easier to manage.
    Answer: See response to Q#83.

95. **Question:** On Attachment 7 – Multifunctional Requirements (row 34), the requirement mentions preventing the entry of PII in the system. Should we assume that no PII will exist? We would consider data/fields encryption if PII will exist in the system.
    Answer: CLMS should not have any PII and PHI.

96. **Question:** On Attachment 7 – Multifunctional Requirements – can you provide a sample budget report?

Answer: Please refer to the wireframes on page 1, 2 and 6 of Attachment 13 – Wireframes for a sample of what the HSH budgets consist of. This also refers to some of the data elements and specifics that HSH would like to implement in the new CLMS to generate the desired reports.

97. **Question:** On Attachment 7 – Multifunctional Requirements (row 59)– do existing Contract templates need to be standardized as part of the project delivery?
Answer: No, HSH will be responsible for standardizing the templates, if applicable, with the support of the awarded vendor.

98. **Question:** On Attachment 7 – Multifunctional Requirements row (59)– how many types of templates exist?
Answer: The types of templates that exist are Microsoft Word (.doc/.docx) and Excel.
There is an overall estimate of 60 templates in the current CLMS library.

99. **Question:** On Attachment 7 – Multifunctional Requirements (row 59)– is there a final list of contract types?
Answer: HSH contract types are G-100 Grants, G-150 Amendments, P-600 Contracts, and P-650 Amendments. There may be additional contract types used by HSH in certain instances.

100. **Question:** On Attachment 7 – Multifunctional Requirements (row 60)– do alerts on budget boundaries need to occur dynamically after entering or upon saving?
Answer: Currently, alerts on budget boundaries occur upon saving. HSH will consider either option for alerts and will discuss further with the selected vendor.

101. **Question:** Please confirm that the Wireframes are for guidance purposes and there will be flexibility on the actual screen layouts and re-alignment on what the user experience would be?
Answer: Yes, the Wireframes are for guidance purposes and there will be flexibility.

102. **Question:** Can you please confirm that all process flows provided are in scope for this phase of work?
Answer: The process flows, and workflow diagrams are intended to communicate what HSH desires in the new system.

103. **Question:** Do the flowcharts capture process details for the current state or the future state?
Answer: The Attachment 12 - CLMS Process Flowcharts and Attachment 10 - New agreement and Amendment Workflow Diagram capture process details for the future. These flowcharts represent what HSH would like future processes to entail with the new CLMS. However, HSH will work with the selected vendor to finalize these processes, and these processes can change depending on selected system and negotiations.

104. **Question:** In the following requirement on Attachment 7 – "Export invoices data in all desired formats", what are the desired formats?
Answer: The desired formats will be PDF, Excel, and CSV.