



## **RESPONSE TO INQUIRIES**

**Date: July 2, 2021**

**PROPOSAL ID #2764**

**RFP #2764**

### **Contract Management Software Solution**

**The following information is in response to inquiries received regarding this solicitation.  
Any actual amendments to the solicitation will be issued via an Addendum:**

**Q1.** *Regarding sections 2.0 General Terms and Conditions and section 13.0 General Requirements. Can vendors submit exceptions to certain items in these sections?"*

**RESPONSE:** Yes, exceptions may be submitted for consideration. Please provide Exceptions on a separate page and include as an Appendix.

**Q2.** Can you provide the quantity of users by role that will be using the system. Specifically, admin users, full access, read and approve as well has requestors?

- a. *How many internal users will require administrative level access?* Approximately 5
- b. *How many internal users will require the ability to add, edit and delete?* Approximately 60
- c. *How many internal users will require read-only access?* If individual licensing, approximately 250. If concurrent licensing, approximately 25.

**Q3.** *Section 3.1 Can you quantify the number of contracts requiring migration from the offices of elected official and the County Attorney's Office?*

**RESPONSE:** The number of contracts for elected officials and the County Attorney's office will determined later in the implementation phase.

**Q4.** *Section 3.2 Can you elaborate on what "non interactive with the current ERP system" means and how the County would like contract to interact with Smartfusion?*

**RESPONSE:** The County has deleted interaction with current ERP as a requirement. Refer to Addendum 1.

**Q5.** *Section 3.5 All relevant solicitation documents to include contracts are stored in the County's Procurement department in filing cabinets. Would the County prefer to have a digitized repository for all approved solicitations with the ability to collaborate and approve all solicitations and templates? Yes*

**Q6.** *Section 4.1 “interface with the County’s financial and business systems and processes. Can the County elaborate on what functionality / features the County desires for this interface? Does the County require this interface to function in real time or a nightly batch?”*

**RESPONSE:** The County has deleted interfacing with current ERP as a requirement. Refer to Addendum 1.

**Q7.** *Section 5.7 “Digital signature platform is successfully integrated with the system” Does the County wish to implement a system that has an embedded digital signature service?*

**RESPONSE:** The County’s intent is to use an Electronic signature option. However, the vendor should provide recommendation for the best solution regarding integration or third party option.

**Q8.** *Section 6.0 Can the County provide a contract term for this potential agreement or as a minimum indicate how many years the County typically negotiates in term?*

**RESPONSE:** The County typically negotiates an initial term of three years with an option to extend for two additional one year periods. However, the actual contractual terms will be negotiated with the successful vendor.

**Q9.** *Exhibit A Functional Requirements & Check List Section A1.1.2. Can you elaborate on “language scan”? Is the County looking for Artificial Intelligent Software to find or not find specific language or just the ability to search and report on language?*

**RESPONSE:** It is not the County’s intent to include artificial intelligent software as part of the contract management solution. Therefore, the County has deleted language scan as a requirement. Refer to Addendum 1.

**Q10.** *Exhibit A Functional Requirements & Check List Section A1.1.3. Can you elaborate on “comment assistant”? Is the County looking for the ability to create hover help? Does the county want this capability in a documents collaboration environment? Is the County referring to Microsoft Comment Assistant functionality?*

**RESPONSE:** The County has deleted “comment assistant” as a requirement. Refer to Addendum 1.

**Q11.** *Exhibit A Functional Requirements & Check List Section A1.2.6 This requirement specifies emailing end users. Can you elaborate on who these end users are? Are they vendors that you want to send performance reports and surveys to?*

**RESPONSE:** The intended audience is for internal end users for workflow approval notification.

**Q12.** *Exhibit A Functional Requirements & Check List Section A1.3.5. Capability to capture track and measure adherence to SLA’s. Is this requirement for obligation management? Yes*

**Q13.** *Exhibit B Technical Requirements Section B.1.7.3 Can the county provide a use case for this requirement? Is the County looking for workflow in support of creating reports?*

**RESPONSE:** It is not the County’s intent to create a workflow for reporting purposes.

**Q14.** *Can the County please clarify or suggest what materials would be approved for the binding of the physical proposal response?*

**RESPONSE:** Please refer to section 9.0 (note - materials other than those identified in item 4 are acceptable)

**Q15.** *What are the submittal requirements for the additional forms not detailed out in the Submittal Requirements section of this RFP? In other words, how would you like us to submit the Cost Proposal, Non-Collusive Certification, Addenda Acknowledgement and Certification Regarding Immigration Reform and Control forms? Also, supporting documents in reference to responses to the RFP questions/requirements?*

**RESPONSE:** Please refer to section 7.1 (see Appendix). Cost proposal must be submitted as defined in section 7.2.

**Q16.** *The budget for the acquisition of the contract management software and implementation services has been approved, can you please share the County's approved budget details?*

**RESPONSE:** Budget information is not disclosed at this time. However, the project has been approved for acquisition.

**Q17.** *Can the County provide insight on the timeline or roadmap for future plans to consider additional procurement solutions such as e-Sourcing, e-Procurement, and Vendor Management?*

**RESPONSE:** The County anticipates the acquisition of additional procurement solutions within the next fiscal budget year and is contingent upon appropriation of funding.

**Q18.** *Under the Project Intent section, in section 4.1 it is stated that the County is looking for an "integrated contract management system that will provide a standard process for collaborative creation of contracts..." Can you elaborate on the term "Creation of Contracts"? More specifically, is the County looking for a contract management solution to support the departments in the contract authoring process (drafting of the legal document, with capabilities to track changes, provide comments, etc.) or will extensive contract management functionalities suffice?*

**RESPONSE:** The County is seeking a contract management solution that will facilitate departments in the development of the contract authoring process to include (drafting of the legal document, with capabilities to track changes, provide comments, etc.)

**Q19.** *In section 4.5, we are asked to provide additional information on any e-Sourcing/e-Procurement/Vendor Management solutions (in addition to Contract Management). Will we be evaluated at all on the extent of these additional modules, or will evaluations solely cover the Contract Management capabilities?*

**RESPONSE:** The County will employ a holistic approach in the evaluation of the proposed contract management solution and its compatibility features of interacting with additional procurement solutions.

**Q20.** *Would you be open to pricing for the Contract Management and/or eProcurement System to be hosted by vendor (SaaS/cloud) or deployed on your organization's server (on-premise)?*

**RESPONSE:** The County will consider both SAAS or on premise solution. However, the vendor should propose only one recommended solution of SAAS **OR** on premise.

**Q21.** *Confirm the number of Procurement staff at the County and their position.*

**RESPONSE:** 7 (Procurement Director, Procurement Manager, Senior Buyer (2), Procurement Specialist, Courier (2))

**Q22.** *[For bids that require Tier 1 support for vendors/clients using the Gateway] How many vendors/clients is your organization currently managing? NA*

**Q23.** *User Licensing*

- a. *How many total users? Approximately 250*
- b. *How many internal users will require administrative level access? Approximately 5*
- c. *How many internal users will require the ability to add, edit and delete? Approximately 60*
- d. *How many internal users will require request only access? Please elaborate on questioning for clarification.*
- e. *How many internal users will require read-only access? Approximately 250*

**Q24.** How many internal users do you project will require access to the system at any given time?

**RESPONSE:** Approximately 25 (if concurrent licensing)

**Q25.** Does your organization require data import services? If so, please expand upon the data migration / importing requirements for the Contract Management Software and/or eProcurement System? (Such as record info, employee lists, vendor lists, etc.)

**RESPONSE:** Data import services will be required during the initial implementation (i.e. solicitations and contract documents)

**Q26.** Data Import

- a. How many total electronic files (PDF, MS Word, etc) in current/legacy system into the Contract Management Software and/or eProcurement System? The County does not have a current contract management module.
- b. How many total electronic files in current/legacy system? (rows in the exported spreadsheet) NA
- c. Where are the legacy (historic) electronic contract files currently stored? (shared folders, Sharepoint, document management system, paper, etc) Current documents are stored in shared folders and paper files.

**Q27.** Can you please expand upon your preferences to integrate with [specified third-party system(s)]? Please provide system details (system name and version, database used, scope of use, home-grown or commercial) if applicable.

**RESPONSE:** The County has deleted integration with current ERP as a requirement. Refer to Addendum1.

**Q28.** Are there any additional systems that may require a one-time data import such as a legacy Contract Management/e-Procurement system? No

- a. 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. NA

**Q29.** What data will your organization be passing in the data integration between the Contract Management Solution and/or eProcurement System and [specified third-party system(s)]? NA

**Q30.** Are the other systems installed/deployed on your organization's server(s) or is the vendor hosting the software (cloud/SaaS)? NA

**Q31.** Does [third-party system(s)] have one of the following available for integration and your organization has licensed access: SOAP API, REST API? NA

**Q32.** What documents/contract types would you like to author within the system (number of templates)?

**RESPONSE:** The County's intent is to configure templates internally.

**Q33.** Do you require professional services to configure templates? No

- a. If so, how many would be required for the awarded vendor to configure? NA

**Q34.** Do you require professional services to configure workflow processes? No

- a. If so, how many would be required for the awarded vendor to configure? NA

**Q35.** Can you please provide additional details about your organization's workflow/approval processes?

**RESPONSE:** It is anticipated that this process will be configured and managed internally.

- a. Can you please provide number of steps and examples? NA, workflow will be established internally.

**Q36.** *For GSA eligible organizations] Is your organization eligible to purchase off the GSA Schedule 70?  
a. If yes, would you like GSA pricing in the bid response or retail pricing?*

**RESPONSE:** York County encourages vendors to provide their best pricing option for consideration.

**Q37.** *[For US bids only] Is vendor participation in United States E-Verify a requirement for award? No*

**Q38.** *[For bids that request a "Dedicated Project Manager"] Does your organization require a full-time dedicated Project Manager for this implementation? Typically, implementations do 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? No*

**Q39.** *[For bids that request Digital Signature] 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. Digital signature requires additional validation services and are priced higher.*

**RESPONSE:** It is the County's intent to use an electronic signature option. Refer to Addendum 1.

**Q40.** *Does your organization require an electronic signature tool? Yes  
a. If so, are you currently utilizing a specific product and which tool are you using? Adobe E signature*

**Q41.** *With a question deadline of July 1 - this does not leave us sufficient time to review any resulting addendum and submit via courier - suggest at least three business day extension of closing.*

**RESPONSE:** Refer to Addendum 1 for revised due date.

**Q42.** *[For government bids only] 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?*

**RESPONSE:** Please refer to section 9.1 for information pertaining to the submittal of redacted offers.