1. Do you have adoption rate goals that your team is trying to achieve on your new CLM solution?

A: LACERA would like a very high adoption rate so that we have everyone will use the system.

1. How important is user experience (walk-up usability/modern UI) of the solution when evaluating CLM platforms?

A: LACERA is looking for a platform that is user friendly while providing all the required information.

1. Is it important to your team to have the ability to build, edit, and maintain your own workflows?

A: LACERA would like to be able to make adjustments to the workflows without having to request the developers for making the necessary changes or updates.

1. Have you determined success metrics on what you are trying to achieve from a CLM solution? (Adoption, contract turnaround time)

A success metrics on what LACERA is trying to achieve from a CLM solution is as follows:

**Intent to Contract**

1. Intent to Contract Form (contract approval)
	1. Intent to Contract Form sent to Contract Unit
	2. Will Cost of Service/ Goods exceed $150,000.00 –
		1. If Yes-Approvals required from Purchasing Agent, CEO & Board Committee to develop and release solicitation.
		2. Purchases affecting administrative and operations activities require approval to release by Operations Oversight Committee (OOC)
		3. Purchases affecting Retiree Healthcare benefits require approval by Insurance, Benefits & Legislative Committee
	3. Will Cost of Service/ Goods exceed $150,000.00 – No (Determine approvals required Division Manager, Purchasing Agent, & CEO), develop solicitation and submit to vendors (Skip to #5)

**Solicitation Process**

1. Develop ITB, RFP or RFQ
2. Submit Solicitation draft to the Contract Unit for review.
	1. Contract Unit will send to Legal for final review.
3. Submit Solicitation to Vendors
	1. Timeframe – 30 days unless urgent.
	2. Advertise
	3. (Under $150,000.00) – informal solicitation process
	4. Contracts $150,000.00+ - Need approval from Operations Oversight Committee (OCC) to release solicitation
		1. Submit formal solicitations to vendors and release approved advertisement on “lacera.com”.

**Proposal Review and Evaluation Process**

1. Receive, Review, Evaluate & Select Bid from Vendors
	1. Contracts $150,000.00+ - Obtain Vendor Selection Approval from Board of Retirement
	2. Due Diligence- If vendor is providing a core business function, will need access to either member data, or critical business processes (Privacy related information) Systems Division and the Information Security Unit must be included to ensure all appropriate technology security controls are in place.
	3. Send Contract Award Letter to Selected Vendor
		1. Contract Administrator will prepare Award Recommendation Memo, each committee member must sign & date the memo confirming accuracy of the evaluation and selection process.
		2. Chosen vendor should be requested to finalize and provide evidence of required documents (i.e., Security Audit Report [SOC-2], COI) within 30 days of contract award notification.

**Contract Development**

1. Contract Formation/ Development Process
	1. Contract development joint effort with Contract Administrator and Legal Office.
		1. Maximum term of five (5) consecutive years with optional extension up to an additional two (2) years with approval by Chief Executive Officer or designee.
		2. Certificate of Insurance (COI) - Contract should require the vendor to provide proof of insurance and LACERA must be named as an additional insured on the certificate.
		3. Security Audit Reports (i.e., SOC-2) for vendors who have access to LACERA confidential information.
2. Submit Contract to the Legal Division for Review & Approval exceeding $5,000.00.
	1. Technology Related Services, Submit Contract and Security Audit Report (SOC-2) to Information Security Office for Review and Approval

**Contract Approval Process**

1. Contract Approvals $5,000.00+
	1. Obtain Signatures on The Contract Approval Form by the Division Manager, Legal, and if Applicable Systems
	2. Below $5,000.00 – If vendor has access to LACERA PII, Systems needs to approve
2. Obtain Final Signature from the Designated Authority - contract must be signed by both parties, Legal Division Staff Counsel will sign all LACERA Contracts that were reviewed for content and form (if applicable).
	1. Division Manager
	2. Purchasing Officer
	3. CEO (If applicable)
3. Submit Signed Contract to Vendor
	1. Obtain signature from Vendor
		1. Vendor to return signed contract
4. Submit Contract and Supporting Documents to Contract Unit with Contract Approval Form and Contract Transmittal Form

**Contract Management**

1. Contract Administration
	1. Quality control
	2. Monitoring progress and performance to contract requirements
	3. Amendments to contract
	4. Verify accuracy of invoices
	5. Review contract budget and authorizing payments (Division Manager or designee) with terms of the contract. Integrates with Great Plains for purposes of processing payments and monitoring budget thresholds
	6. Ongoing vendor performance
		1. Identify and resolve disputes with vendor
	7. Monitor all ongoing COI & if applicable Security Audit Review
	8. Expiring contracts
		1. Resolicit – Solicitation process to begin
		2. Extension- Approval required by CEO or designee
		3. Closeout- Services no longer needed
	9. Contract Closeout – Once the vendor has completed all required deliveries and services and the final invoice are received and paid, then complete and submit to Admin Services the following:
		1. Vendor performance evaluation report submitted to Contract Unit
		2. Contract Closeout Form submitted to Contract Unit
2. How important are NPS/CSAT scores in this evaluation?

A: Customer satisfaction and Net Promoter Scores are not required for this application.

1. Has LACERA expressed interest in leveraging a best-in-class partner to assist in deployment, or is the expectation that the CLM vendor will handle all implementation in house?

A: LACERA is open to each solution. If you provide both solutions, please include a quote for each one. This includes developing workflows, templates, and implantation.

1. Is LACERA looking to improve collaboration and communication between legal and business users through a CLM platform?

A: Yes. The Legal Division reviews all contracts and needs to communicate amongst all Divisions alongside Administrative Services. Ideally the platform should provide transparency to all parties.

1. What is the volume of historic contracts that you would like to migrate to the Ironclad Repository? Is there tagged metadata alongside these contracts? Where do they currently reside?

A: LACERA has approximately 432 Active Contracts and 279 Legacy Contracts (expired) in the current electronic repository. The metadata is tagged with the associated Contract and resides on a private SQL Server (metadata), and Documentum for the actual documents (they can be exported to disk)

1. Are you currently leveraging an e-signature tool?

A: LACERA is currently using Adobe Sign for e-signatures.

1. Can you provide a list of technologies that you would like your CLM solution to integrate with?

A: The CLM Solution should integrate with Great Plains - for integration to P2P and master data tables and eventually to Microsoft Dynamics; and Azure AD

1. Related to the 100-200 user population mentioned in the RFP:
2. How many users is LACERAanticipating AND can you describe the different types of users and estimates for each category?

A: There are 15 divisions that make-up the LACERA infrastructure. The access would be structures as such:

Full users:

* + Contract Compliance Unit: Full Access Users – 5 \*Administrative Access
	+ Systems Support: Full Access Users – 3-5 \*Administrative Access

             Read-only/approvers:

* + Secondary Contract Admins/Secretaries – 75-100

                Collaborators (not included in full user count):

* + Legal: Full Access Users – 2

                Requestors (not included in full user count):

* + Primary Contract Administrators - 75

Of this number, how many are likely to need to be in the system concurrently?

* + 50-100 Users? (This is unknown)
1. Of all the users defined above, as participating in some capacity in the LACERAcontracting process, how many of those same users does LACERAanticipate participating in the RFP Development and Management?

A: This is all dependent on the number of contracts are being drafted or implemented at one time. LACERA has one to two Legal staff members who participate in the contract development phase. The Legal team works with the Contract Administrator during the process. The contract management is overseen by the Contract Compliance Unit (which consist of up to five staff members) but it is the Contract Administrator’s responsibility to manage the contract during the life of the contract.

* 1. Specifically related to participating in the RFP Development and Management process, can you describe the different types of users and estimates for each category?

A: Legal Team: Development/Review of all the contracts – 2 users

 Contract Compliance Unit: Oversees contract compliance – Up to 5 users

 Contract Administrator: Responsible to manage their contracts – 15-75 users

1. How many contracts is LACERAplanning to migrate?
2. Related to migrating your contracts, do you already have the metadata already for the contracts being migrated or does this need to be extracted?

A: LACERA has approximately 432 Active Contracts and 279 Legacy Contracts (expired) in the current electronic repository. The metadata is tagged with the associated Contract and reside on a SQL Server and Documentum. The metadata can be exported.

1. How many different contract types will there be?

A: LACERA has at least eight Contract Types as well as sub-types to these eight types: Non-Disclosure Agreement, Consultant Agreement, Vendor Agreement, Master Service Agreement, Statement of Work, Procurement, Service Agreements

1. 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.)
	1. How many total electronic files (PDF, MS Word, etc) in current/legacy system into the Contract Management Software?

A: Approximately 4,000 files (PDF)

* 1. How many total electronic records in current/legacy system? (rows in the exported spreadsheet)

A: About 700 contract records, and 16,000 audit trail entries per contract

* 1. Where are the legacy (historic) electronic contract files currently stored? (shared folders, SharePoint, document management system, paper, etc)

A: Metadata in SQL Server, and documents in Documentum (can be exported to disk)

* 1. Number of fields:

A: 25 fields for main table

* 1. Format and current location of documents to be migrated:

A: PDF and CSV for metadata

* 1. If in an ECM application – which one – what version?

A: In-house solution

* 1. If in an ECM application – are the documents annotated – do these annotations need to be migrated?

A: Yes

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

A: Depending upon the system LACERA may have several document types that would be authored within the system. Vendor contracts, non-disclosure agreements, RFP’s and various other fillable forms.

1. Do you require professional services to configure templates?

A: Yes, LACERA would require configuration services.

* 1. If so, how many would be required for the awarded vendor to configure?

A: Unknown at this time, it depends upon the needs of each Division.

1. Related to timeline, what is LACERA’s desired implementation start date?

A: LACERA would like to start as soon as possible. We currently do not have a set implementation start date.

1. 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?

A: LACERA is managing the overall RFP response and project with an internal Project Manager who will be utilizing efforts in on online capacity. All vendors will need to coordinate with the select POC who has been assigned as the PMO.

1. Is your organization eligible to purchase off the GSA Schedule 70?

A: Yes

If yes, would you like GSA pricing in the bid response or retail pricing?

A: Both

1. Where is Attachment A, Statement of Work?

A: Attachment A is part of the Sample Contract that was provided in the RFP. This was intended to be blank.

1. Where is Attachment B, Fee Schedule?

A: Attachment B is part of the Sample Contract that was provided in the RFP. This was intended to be blank.