

Question and Answer Set #1

Q#	Section/Document(s)	Page #	Question/Request for Change	Bidder's Rationale for Change Request	Answer
1	RFP3475, 1.4.1. Current Environment, "The Contractor will not create a new hosting environment, but is expected to be responsible for the procurement and management of Salesforce licenses for the supported orgs." + 1.4.2. Proposed Environment "A. Provide Salesforce licenses as described in the EXHIBIT C: COST WORKBOOK."	11 & 12	Can the Contractor satisfy the Salesforce licensing procurement and management requirements through an authorized subcontractor/reseller relationship, provided the Contractor remains fully responsible for contract performance, license administration, and all obligations under the resulting agreement?	Clarification is requested regarding acceptable teaming structures for fulfilling the Salesforce licensing requirements.	Yes, per EDD RFP 3475 for Salesforce M&O Addendum 2, Part 2, Exhibit A, Statement of Work, Section 22. SOFTWARE NEEDS, "The Contractor is responsible for the purchase of all Salesforce software licenses and licenses are transferable to EDD as set forth in the Statement of Work (SOW)."
2	RFP3475, Background and Purpose: "Additionally, the Contractor will be responsible for procuring and managing Salesforce licenses required for these EDD Salesforce Orgs as part of the overall engagement." + Objective: "The Contractor will also be responsible for the procurement and management of Salesforce	142	Is the prime Contractor required to be the Salesforce reseller/vendor of record for all licenses proposed under this solicitation, or may the prime Contractor propose licenses obtained through an authorized Salesforce reseller subcontractor?	Clarification is requested regarding whether reseller status is a mandatory qualification of the prime Contractor or may be satisfied through an authorized subcontractor arrangement.	Per EDD RFP 3475 for Salesforce M&O Addendum 2, Part 2, Exhibit A, Statement of Work, Section 22. SOFTWARE NEEDS, "The Contractor is responsible for the purchase of all Salesforce software licenses and licenses are transferable to EDD as set forth in the Statement of Work (SOW)."

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	licenses for the supported orgs, ensuring alignment with system requirements and user needs."				
3	SECTION 3.1.3. KEY STAFF QUALIFICATIONS (M)(DS)	24	Do the Project Manager and Technical Lead positions require prior experience specifically within state government Salesforce environments, or is comparable enterprise-scale Salesforce maintenance and operations experience sufficient to meet the qualification requirements?	Our company brings deep Salesforce delivery and operations expertise across enterprise-scale environments including Google Cloud, T-Mobile, and AT&T. We seek clarification on whether government-specific M&O experience is mandatory or whether demonstrated capability at comparable scale and complexity is acceptable.	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 15.3 PROJECT MANAGER – QUALIFICATIONS FORM and Attachment 15.5 TECHNICAL LEAD – QUALIFICATIONS FORM for specific requirements.
4	SECTION 3.3.12.2. DVBE PROGRAM / SECTION 3.3.12.2.1. DVBE PARTICIPATION REQUIREMENT (M)	35	Will EDD accept a DVBE-certified subcontracting arrangement where the DVBE firm performs a defined, commercially useful function directly supporting the engagement (e.g., dedicated	Our company is exploring partnership with a DVBE-certified firm to strengthen our proposal. We need clarification on whether meaningful DVBE participation	Yes, per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.3.12.2. DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) PROGRAM.

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			technical resource, specific service delivery component)?	through subcontracting is acceptable and what constitutes commercially useful function under this solicitation.	
5	Exhibit A: SOW (Contractor Responsibilities); Exhibit C: Cost Workbook , tabs C/D/E	11-12, 142	Confirm whether the awarded Contractor must hold Salesforce license agreements directly, or may procure via an authorized reseller/teaming partner. Will EDD share its existing Master/Enterprise Agreement (and any RUL/government) pricing so all Bidders price licenses on a comparable basis?	Ensures fair, comparable cost evaluation and clarifies required partner relationships.	Per EDD RFP 3475 for Salesforce M&O Addendum 2, Part 2, Exhibit A, Statement of Work, Section 22. SOFTWARE NEEDS, "The Contractor is responsible for the purchase of all Salesforce software licenses and licenses are transferable to EDD as set forth in the Statement of Work (SOW)." The EDD requires a subscription-based licensing model per EXHIBIT C: COST WORKBOOK. There are no required partner relationships.
6	Exhibit C: Cost Workbook (Instructions, Summary Cost, tabs A-F); RFP Sec. 4.1 / 6.7 Cost Evaluation	39, 56	Confirm which tabs feed the Total Evaluated Cost. We read Summary Cost as aggregating tabs A, C, and F. Please confirm (a) tabs B, D, and E are rate-card/contingency only and excluded from scoring, and (b)	Cost is 40% of score; clarity on scored tabs is required to price competitively.	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT C: COST WORKBOOK, Instructions worksheet for which tabs the Summary Cost aggregates.

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			how tab F future-backlog ranges roll in (min, max, or midpoint).		a) The State confirms tabs B, D, and E are not included in scoring of costs. b) See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Statement of Work, section 15.2, System Improvement Activities, for Future Backlog information.
7	Sec. 3.1.5.1.1 System Improvement Backlog; Exhibit B1: Backlog; Exhibit C: tab F ; Exhibit A: SOW Sec. 15.2.1	27, 166	Exhibit B1 lists current backlog Epics by size only, while tab F requires a firm total per Epic. Will EDD provide user stories, acceptance criteria, or story points? If not, confirm Bidders may state pricing assumptions per Epic and describe how post-award scope disputes will be resolved.	Firm-fixed pricing of high-level Epics without acceptance criteria creates non-comparable estimating risk.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Statement of Work, Section 16.1, DELIVERABLE EXPECTATION DOCUMENT (DED), "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities. The Contractor must complete a DED in the State-approved Project Schedule/Work Plan before starting any work as part of the contract."

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					Per EDD RFP 3475 for Salesforce M&O, Part 2, Exhibit A, Statement of Work, Section 16.1 DELIVERABLE EXPECTATION DOCUMENT (DED) "Prior to starting tasks/deliverables found in SECTION 15. PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS, the Contractor shall complete the Deliverable Expectation Document (DED) shown in EXHIBIT A, STATEMENT OF WORK, 2: DELIVERABLE EXPECTATION DOCUMENT, is the form to be used for this contract. All DED's must be agreed upon and must be signed by the Contractor and Contract Manager prior to starting work. The Contractor will submit the DED to the EDD Contract Manager and EDD Section Chief for review and approval to perform work."
8	Exhibit A: SOW Sec. 15.2.1 Backlog Efforts; Exhibit C: tab F (Future Backlog)	166	For the Future Backlog min/max ranges (S/M/L), confirm how the agreed price for a specific future Epic is set at task-authorization	Needed to price the ranges responsibly and understand the contractual	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16, Deliverable

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			time relative to the submitted range, and whether the State or Contractor selects the point in the range.	mechanism for future work.	Acceptance/Rejection Process, and Exhibit C, Cost Workbook, Instructions tab.
9	Exhibit B: Functional & Non-Functional Requirements (all sheets); Sec. 3.1.5.1; Sec. 6.5.1 Evaluation	27, 51, Exhibit B	Exhibit B contains a large set of functional and non-functional requirements requiring a 'Bidder Agrees to Meet? Yes/No' response. Confirm: (a) a 'Yes' commits to maintain each capability as currently implemented (M&O), not to build it; (b) whether any single 'No' is non-responsive or scored; and (c) whether EDD will provide current-state/as-built documentation so Bidders can validate ability to meet each requirement.	As-built documentation and clarity on response meaning enable accurate, good-faith commitments.	a) Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.1.5.1. FUNCTIONAL AND NON FUNCTIONAL REQUIREMENTS (M), “Column C: Bidder Agrees to Meet? Yes/No Bidder must mark “Yes” or “No” indicating agreement and compliance with the requirement.” b) Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.1.5.1. FUNCTIONAL AND NON FUNCTIONAL REQUIREMENTS (M), “A blank or “NO” answer in this column may be considered non-responsive and may be the basis for rejecting the Bidder's proposal.”

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					c) Current state that can be shared about the systems are already provided in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT A: STATEMENT OF WORK; EXHIBIT I: SF INTERFACES and EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS. Further information will be provided upon contract award.
10	Exhibit A: SOW Sec. 26-28 (Transition / M&O); Sec. 27 Knowledge Transfer	181-182	Confirm: (a) planned duration of transition-in / knowledge transfer; (b) whether the incumbent is contractually obligated to support transition and for how long; and (c) whether monthly M&O billing begins at contract start or upon completion of transition-in and the Operations Readiness Assessment.	Transition length, incumbent cooperation, and billing start date directly affect Year 1 pricing and staffing ramp.	a) See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 28, Maintenance and Operations (M&O), "SECTION 27. KNOWLEDGE TRANSFER AND/OR TRAINING, "The planned transition-in-activities shall not exceed 90 days from the start date of the agreement." b) Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Statement of Work, Section

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					28, Maintenance and Operations (M&O), “This Contractor will work with the incumbent to transition M&O services to this contract.” c) Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 28, Maintenance and Operations (M&O), “SECTION 27. KNOWLEDGE TRANSFER AND/OR TRAINING must be followed for these transition services. Upon completion of transition of services, M&O will begin.”
11	Exhibit I: SF Interfaces (all sheets); Exhibit A: SOW Sec. 15.x (Integrations)	Exhibit I	Exhibit I lists many integrations (SSO/Okta/Azure AD/ICAM, Snowflake, AWS Glue/Elastic, Marketing Cloud, Socure, Precisely, Akamai, BICC, SDIO, SFTP feeds), several marked 'TBD.' Confirm whether EDD will (a) provide complete current integration/architecture documentation (API specs, data	Without complete integration documentation and environment visibility, unresolved TBDs force risk premiums into pricing.	a) See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit I: SF Interfaces revising TBD items as completed. b) Existing functionality and integrations are sufficiently documented as part of "EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL

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			flows) and resolve TBD items during the question period, and (b) grant read-only sandbox access (or equivalent walkthrough) to short-listed Bidders under NDA so Key Staff can validate scope and SLAs before award.		REQUIREMENTS" and "EXHIBIT I: SF INTERFACES".
12	Sec. 3.1.3 Key Staff Qualifications (M)(DS)	24	Confirm whether all seven named Key Staff must be submitted at proposal, or if they can be confirmed at contract execution or within a short period after award.	Naming all seven up front is hard for small firms and risks staff turnover before award.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, ATTACHMENT 15: KEY STAFF QUALIFICATIONS FORM – INSTRUCTIONS: “The Bidder must complete and submit a Key Staff Qualification Form for each proposed Key Staff person with the qualifying project information being used to meet the mandatory qualifications and desirable qualifications as required for this project. A separate Key Staff Qualification Form must be completed for each proposed Key Staff and each project used to meet the mandatory qualifications.”
13	Sec. 3.1.2 Bidder References (MS); Sec.	23-26	Confirm a single client project may be cited as both a Bidder corporate reference and a Key	Avoids duplicate reference forms for the same project.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, section 3.1.2, Bidder

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	3.1.4 Key Staff References (M); Attachment 14		Staff individual reference, using one Attachment 14.		References (MS), “The Bidder must complete and submit as part of proposal, Attachment 14, Bidder Reference Form.” Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, section 3.1.4, Key Staff References (M), “The Bidder must complete and submit as part of its proposal one (1) Key Staff Reference Form for each of the projects cited on the corresponding Key Staff Qualifications Form.” The reference forms for Bidder and Key Staff are different.
14	Sec. 3.4 Interviews (MS); Sec. 6.6 Interview Evaluation	38, 53	Confirm interviews may be conducted fully remotely (video) and share the expected scheduling window.	Remote interviews and advance scheduling help small firms participate.	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.4. INTERVIEWS (MS).
15	Exhibit A: SOW Sec. 30 Service Level Agreements (Solution Availability; Response Time; PL1/PL2)	186-188	Confirm whether the liquidated damages (\$25K availability, \$25K response time, \$1K/PL1, \$500/PL2) are subject to a reasonable monthly or annual aggregate cap.	Uncapped, stacking LDs can exceed monthly contract value, which is unusual for M&O contracts.	If a cap is not specifically stated for an SLA, “ If imposed, with the exception of Data Breaches, Liquidated Damages will not exceed ten percent (10%) of the Contract Amount per incident. This percentage is separately applicable to each SLA, with the exception of Data Breaches.”

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					Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Statement of Work, Section 31, Liquidated Damages.
16	Exhibit A: SOW Sec. 30 SLA #2 (Solution Response Time: Production)	187	Confirm the Solution Response Time SLA applies only to performance issues caused by the Contractor's changes, and excludes legacy/baseline performance, State-directed changes, and third-party platform issues.	An incoming M&O Contractor should not owe LDs for performance it inherited.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 31, LIQUIDATED DAMAGES, "The State will not hold the Contractor responsible for incidents outside the Contractor's control. Completion of root cause analysis will determine, on a case by case basis, if an SLA violation has occurred."
17	Exhibit H: Security and Data Protection, item 8 (breach/incident costs)	236-237	Confirm breach-cost liability under Exhibit H item 8 is limited to the Contractor's negligence and capped at the required insurance limits.	Open-ended breach costs are not insurable and not standard for small businesses.	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit H: SECURITY AND DATA PROTECTION, Section 8. Item 8 of Exhibit H is limited to the contractor's negligence <i>or failure to perform</i> . If the contractor is required to have, for instance, a firewall installed and fails to perform which then results in a data breach, they

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					would be liable for any mitigation selected by the data owner, which could include credit monitoring for a time period, in addition to other costs.
18	Exhibit A: SOW Sec. 29 Insurance Requirements	182-183	Confirm the required insurance (including \$2M Cyber and \$2M E&O) must be in place at contract execution, not at proposal submission, with a certificate of insurability acceptable at bid.	Binding higher limits before award adds cost; insurability evidence is standard at bid.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.3.11.1 INSURANCE COVERAGE, "The prime Contractor shall agree to furnish the State with satisfactory evidence of insurance within ten (10) calendar days of Contract award."
19	Exhibit F: Safeguarding Contract Language - Administrative Requirements (Background Investigation)	231-232	Share the typical processing time for the EDD fingerprint/DOJ-FBI background investigation and confirm whether clearances can start before contract execution.	Clearance timing directly affects when staff can begin work.	Background investigation processing typically takes 30 to 90 days from fingerprint submission. Clearances cannot commence prior to execution.
20	Sec. 3.3.10 Generative Artificial Intelligence (GenAI) Disclosure Notification	33	Confirm (a) use of Salesforce-native AI (Einstein/Agentforce) already licensed in the Orgs does not require GenAI disclosure, and (b) standard AI-assisted developer tools (e.g., GitHub Copilot) used internally do not require disclosure.	Clarifies what must be disclosed vs. routine productivity tools.	Currently, there are no Gen AI solution components implemented currently in Production. Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.3.10 GENERATIVE ARTIFICIAL INTELLIGENCE (GENAI)

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					DISCLOSURE NOTIFICATION, "Bidder must notify the State in writing if it: (1) intends to provide GenAI as a deliverable to the State; or (2), intends to utilize GenAI, including GenAI from third parties, to complete all or a portion of any deliverable that materially impacts: (i) functionality of a State system, (ii) risk to the State, or (iii) Contract performance." And Part 2, Exhibit A, Statement of Work, Section 33, " Contractor must notify the State in writing if it: (1) intends to provide GenAI as a deliverable to the State; or (2), intends to utilize GenAI, including GenAI from third parties, to complete all or a portion of any deliverable that materially impacts: (i) functionality of a State system, (ii) risk to the State, or (iii) Contract performance. For avoidance of doubt, the term "materially impacts" as used in this section shall have the same meaning set forth in the State Administrative Manual
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					(SAM) § 4986.2 Definitions for GenAI.”
21	Sec. 2.3 Key Action Dates, Item 6; Sec. 3.2.1 eVAQ (M); CDT OSTP processes	16, 28	Confirm what 'deemed eVAQ approved by OSTP' means, the typical OSTP processing time, and how Bidders with timely-submitted eVAQs still pending on July 21, 2026 will be treated.	OSTP timing is outside the Bidder's control once submitted.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.2.1, Electronic Vendor Application of Qualifications (eVAQ)(M), #1, “The eVAQ is a CDT OSTP-approved eVAQ (not a Department of General Services (DGS) eVAQ).” Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Table 2.3-1: Key Action Dates (KAD), superscript 2, “If Bidder does not have an approved eVAQ application on file with OSTP, it is recommended that Bidders allow a minimum of four (4) weeks prior to proposal due date for the State to process and approve Bidder’s eVAQ application.” Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.2.1, Electronic Vendor Application of Qualifications (eVAQ)(M),

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					“Failure to have an OSTP-approved eVAQ prior to proposal submission due date will disqualify Bidder(s) and the State will not move forward with evaluating the proposal, conducting negotiations and contract award. The State will not seek eVAQ modifications or clarifications after proposal submission due date.”
22	Sec. 3.3.12 Small Business / DVBE; Sec. 3.1.1 Bidder Qualifications	23, 35-37	Confirm a Prime may use subcontractor experience and personnel to meet Bidder Qualifications, the three-project corporate references, and Key Staff requirements.	Needed for small-business primes to team effectively.	For Bidder Qualifications and References, see EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 12, Bidder Qualifications Form – Instructions. For Key Staff Qualifications and References, see EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 15, Key Staff Qualifications Form – Instructions.
23	Sec. 3.3.12.5 Commercially Useful Function (CUF)	37	Describe how EDD will evaluate Commercially Useful Function (CUF) when a Small Business Prime teams with a larger subcontractor, including	CUF guidance is needed to structure a compliant teaming arrangement.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.3.12.5. COMMERCIALLY USEFUL FUNCTION (M, IF APPLICABLE)

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			minimum Prime scope or revenue share expected.		states “A Contractor, subcontractor, or supplier will not be considered to perform a commercially useful function if the Contractor’s, subcontractor(s), or supplier’s role is limited to that of an extra participant in the transaction, the awarded Contract, or project through which funds are passed to obtain the appearance of small business or micro business participation.” See Government Code 14837.
24	Sec. 3.1.1 Bidder Qualifications (M)	23	Confirm whether there is a minimum years-in-business requirement, and whether predecessor-entity, owner/principal, and teaming-partner experience count toward Bidder Qualifications.	Affects eligibility for newer Small Business / WOSB primes.	No, there is no minimum years-in-business requirement. No, teaming-partner experience does not count toward Bidder Qualifications. See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 12, Bidder Qualifications Form – Instructions.
25	Sec. 3.1.2 Bidder References (MS)	23, 25-26	For the 10-year reference lookback, confirm (a) whether recency is measured from project end or from last active	Determines which references qualify.	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 12, Bidder Qualifications Form – Instructions, boxes 5 and 6,

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			work, and (b) how ongoing M&O engagements are treated.		“a. All experience and its reference are measured within ten (10) years prior to the proposal due date, unless stated otherwise. b. For projects that are currently ongoing, experience will be calculated only for the work performed up to the solicitation due date.”
26	Sec. 3.1.1 / 3.3 Administrative; Std. 204 / financial responsibility	23, 33-37	Confirm what evidence of financial responsibility EDD requires (e.g., audited financials, D&B, bank letter, parent guarantee) and whether it is due at proposal or at award.	Financial-responsibility requirements vary and can be a barrier for small primes.	The State reserves the right to request additional documentation throughout the life of the awarded Contract per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.3.8 FINANCIAL RESPONSIBILITY.
27	Exhibit C: Cost Workbook; Sec. 4 Cost Proposal; Sec. 5.3 Submission	39, 41-43	Confirm (a) whether multi-year escalation (CPI or fixed %) is permitted in tabs A/C/F, (b) how a partial Year 1 (transition-in / ramp) is handled in Summary Cost, and (c) whether subcontractor pass-through costs are entered separately or rolled in.	These mechanics affect bid arithmetic.	a) Exhibit C, Cost Workbook, requires pricing for each year of the contract term. b) The Summary Cost tab does not do partial Year 1. Year 1 costs are multiplied by 12 and aggregated into the Summary Cost tab. c) Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 4.1, Cost Workbook, “Services,

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					features, equipment, and costs included in EXHIBIT C: COST WORKBOOK are those that the Bidder must provide for the term of the Contract as identified in the EXHIBIT A: STATEMENT OF WORK, which includes all optional years.”
28	Exhibit A: Statement Of Work; Section 15. Project (Contractor) Tasks and Deliverable Requirements; Section 15.4 Ca Edd Org; Section 15.5 Contact Center Org; Section 15.6 Edd Ui Claims Org; Section 30. Service Level Agreements	154, 167-173, 199-206	Please provide the historical monthly volume of incidents, defects, service requests, and enhancement requests by Salesforce org and severity level for the past 12 to 24 months.	This information is needed to accurately size the M&O support team, incident response capacity, SLA management effort, and recurring support workload.	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Sections 15.4, 15.5 and 15.6.
29	Exhibit A: Statement Of Work; Section 5. Location & Availability; Section 30. Service Level Agreements	144, 199-206	Please confirm whether after-hours support is expected to be on-call/event-based or whether EDD expects staffed coverage outside normal business hours.	This clarification is needed to determine whether the staffing model should include on-call coverage, dedicated extended-hours coverage, or 24x7 support capacity.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 11, Key Staff Qualifications and Skills, “The Contractor is fully responsible for all necessary staffing resources to successfully complete maintenance and operations.” This includes meeting the requirements of EDD RFP 3475 for Salesforce

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					M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 5, Location & Availability, and Section 30, Service Level Agreements.
30	Exhibit B1: Backlog; Exhibit C: Cost Workbook; Exhibit A: Statement of Work, Section 15.2.1. Backlog Efforts	166, 214, 215	How many Exhibit B1 backlog items does EDD expect the Contractor to complete during the two-year base term?	This information is needed to accurately estimate system improvement staffing, sprint capacity, DED/DAD throughput, development, QA, and release support.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1 DELIVERABLE EXPECTATION DOCUMENT, "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities. The Contractor must complete a DED in the State-approved Project Schedule/Work Plan before starting any work as part of the contract."
31	Exhibit I: Sf Interfaces; Exhibit A: Statement of Work, Section 23. Compatibility And Interface	179-180, 238	Which interfaces are currently unstable, high-volume, business-critical, or expected to change during the contract term?	Interface stability and planned changes materially impact integration support, monitoring, testing, release planning, and technical staffing levels.	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.4 CA EDD ORG, Section 15.5 CONTACT CENTER ORG and Section 15.6 EDD UI CLAIMS ORG for Information about Interface and

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					System Stability related to number of incidents.
32	Exhibit C: Cost Workbook; Current Sf License Count; Expanded Sf License Count; Reduced Sf License Count; Exhibit A: Statement of Work, Section 22. Software Needs	179, 215 / Exhibit C Workbook Tabs 5, 6, and 7	Please confirm the current Salesforce license counts, anticipated growth or reduction triggers, and expected procurement timing for license changes during the base term and optional years.	This information is needed to align license pricing, procurement timing, renewal planning, usage reporting, and license optimization assumptions.	Current and Projected Licensing counts are provided in the worksheets within the EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT C: COST WORKBOOK, tabs C. Current SF License Count, D. Expanded SF License Count, and E. Reduced SF License Count.
33	Exhibit A: Statement Of Work; Section 15.1.2. Platform Maintenance; Section 15.1.3. Release Management; Section 15.1.5. Documentation And Knowledge Transfer; Section 25. Testing Activities	158-164, 180-181	What is the current state of system documentation, test automation, sandbox environments, and release pipeline maturity for each Salesforce org?	Current maturity affects transition-in effort, release support, regression testing, knowledge transfer, documentation updates, and DevOps staffing.	System documentation, sandbox environments, and release pipeline maturity are up to date and currently used by EDD. EDD does not currently have test automation occurring. EDD manages regression test cases using test automation tools. Vendors are expected to use the same tools if any expansion is desired. Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A Statement of Work, Section 15.1.1. SYSTEM OPERATIONS, Section 15.1.3.

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					RELEASE MANAGEMENT and Section 15.1.5. DOCUMENTATION AND KNOWLEDGE TRANSFER for the requested details.
34	Exhibit C: Cost Workbook; Tab 4: Hourly Rates; Exhibit A: Statement of Work	140-206, 215 / Exhibit C Workbook Tab 4	Can Developer, QA, Salesforce Admin, Security, Integration, and Marketing Cloud labor be mapped under the Cost Workbook's "Support Staff Team" rate category?	This clarification is needed to ensure the cost workbook accurately reflects the required labor mix without adding unsupported role categories or pricing assumptions.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit C: COST WORKBOOK, Instructions tab, B. Hourly Rates, "The Bidder must enter all the support staff necessary to complete the work under this contract and provide an hourly rate for each key staff role and each support staff."
35	Exhibit A: Statement Of Work; Section 15.2. System Improvement Activities; Exhibit I: Sf Interfaces; Exhibit B1: Backlog	165-166, 214, 238	What ICMS migration, staging, integration, reconciliation, or data support activities are required from the Salesforce M&O Contractor versus activities handled by another EDD or third-party team?	ICMS-related scope can materially affect data migration, integration, testing, reconciliation, and coordination effort.	Per Exhibit A, Statement of Work, EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1 DELIVERABLE EXPECTATION DOCUMENT, "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities. The Contractor must complete a DED in the State-approved

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					Project Schedule/Work Plan before starting any work as part of the contract."
36	Request For Proposal; SECTION 5. PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS; SECTION 5.4. PROPOSAL FORMAT AND CONTENT	40-43	Does EDD have an expected proposal length or page limit for Volume 1, including Attachment 16: Narrative Response?	The RFP provides formatting and required content instructions, but clarification on expected length or page limits will help bidders prepare a concise and compliant response.	For the entirety of a proposal, there is no page limit. However, per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 16, Narrative Response "The Bidder's narrative response must not exceed one hundred twenty (120) pages, including appendices and attachments, and must use Century Gothic typeface no smaller than twelve (12) points font, with headers/footers and table/figures no smaller than ten (10) point font with one-inch margins. Any content beyond the 120-page limit will not be evaluated."
37	Request For Proposal; SECTION 4. COST; SECTION 4.1. COST WORKBOOK; SECTION 4.2. COST WORKBOOK INSTRUCTIONS; EXHIBIT C: COST WORKBOOK	38-40, 215	Can EDD provide any additional details regarding budget constraints, funding availability, or cost expectations for the base term and optional years?	Budget guidance will help bidders align pricing assumptions, staffing levels, and optional-year planning with EDD's funding expectations.	It is the responsibility of the Bidder to determine the cost of the work to be completed. See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit C, Cost Workbook.
38	Exhibit A: Statement Of Work; Section 4.	144, 165-166, 213-214	Are there any anticipated changes in project scope,	This information is needed to estimate	No changes are anticipated, with the exception of

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	Amendment; Section 15.2. System Improvement Activities; Exhibit B: Functional and Non-Functional Requirements; Exhibit B1: Backlog		priorities, backlog sequencing, or supported Salesforce applications during the contract term?	future workload, enhancement capacity, resource flexibility, and risk associated with changing priorities.	modifications to Exhibit B1, Backlog, as stated in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 4, Amendment.
39	Request For Proposal; SECTION 1.2. BACKGROUND; EXHIBIT A: STATEMENT OF WORK, SECTION 1. BACKGROUND AND PURPOSE	10-11, 142	Can EDD provide details regarding previous challenges encountered in similar Salesforce M&O, system improvement, or transition projects?	Understanding prior challenges will help bidders propose an approach that directly mitigates known operational, technical, staffing, or transition risks.	This information is outside of the scope to develop and submit a proposal in response to this RFP.
40	Request For Proposal; Section 1.4. Current And Proposed Environments; Exhibit A: Statement Of Work, Section 2. Description Of Proposed New System Or Service	11-12, 143	What were the primary challenges or limitations with the previous or current Salesforce M&O support model or solution?	This clarification will help bidders tailor the proposed support model, governance approach, staffing plan, and service improvements to EDD's actual pain points.	This information is outside of the scope to develop and submit a proposal in response to this RFP.
41	Request For Proposal; Section 1.2. Background; Section 7. Negotiations; Exhibit A: Statement of Work, Section 28. Maintenance And Operations (M&O)	10-11, 65-66, 182	Is there an incumbent contractor currently providing Salesforce M&O support? If so, what is the incumbent contract value?	Incumbent information helps bidders understand transition complexity, continuity requirements, staffing assumptions, and procurement context.	This information is outside of the scope to develop and submit a proposal in response to this RFP.

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42	Request For Proposal; Section 2.4.4. Exclusion For Conflict of Interest; Attachment 3: Follow-On Contract Disclosure Form	19, 72-73	If there is an incumbent contractor, is the incumbent eligible to bid on this solicitation?	This clarification will help bidders understand competitive conditions and any applicable conflict-of-interest or follow-on contracting limitations.	The State is unable to comment on the eligibility of any specific vendor through the question-and-answer process. Eligibility for any follow-on contract will be evaluated in accordance with applicable laws, regulations, and procurement requirements.
43	Exhibit A: Statement Of Work; Section 26. Transition Of Operation to New Contractor or To State; Section 28. Maintenance And Operations (M&O)	181-182	If there is an incumbent contractor, will the incumbent be required to participate in transition-in and knowledge transfer activities with the awarded Contractor?	Transition-in effort and risk depend heavily on whether incumbent knowledge transfer, documentation walkthroughs, and operational handoff support will be available.	The solicitation does not address any existing contractual arrangements. Transition activities, if applicable, will be handled in accordance with the terms and conditions of the applicable contract(s).
44	Request For Proposal; Section 3.1.2. Bidder References; Section 6.4.2. Bidder References Evaluation	23-24, 48-49	Do government references and commercial references carry different significance in evaluation, or are all qualifying references evaluated equally under the stated scoring criteria?	This clarification will help bidders select the most appropriate qualifying references for the proposal.	References are evaluated per the requirements stated in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Sections 3.1.2 and 6.4.2, as well as Part 2, Attachments 12 and 14.
45	Exhibit B: Functional And Non-Functional Requirements; Exhibit B1: Backlog; Attachment 16: Narrative Response	126-132, 213- 214	Are there any additional or optional features, capabilities, service improvements, or innovations EDD would desire beyond the mandatory	This information will help bidders identify optional value-added capabilities that align with EDD's priorities without creating	No.

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			requirements and Exhibit B1 backlog?	noncompliant assumptions.	
46	Request For Proposal; Section 2.3. Key Action Dates; Exhibit A: Statement of Work, Section 1. Background And Purpose; Section 26. Transition Of Operation to New Contractor or to State	16-17, 142, 181	Beyond the procurement Key Action Dates and contract term, does EDD have an ideal timeline or sequencing expectation for transition-in, backlog delivery, stabilization, and operational maturity?	This clarification will help bidders develop a realistic schedule, staffing ramp, and delivery roadmap.	All expected timelines are stated in this solicitation.
47	Request For Proposal; Section 2.4.4. Exclusion For Conflict of Interest; Attachment 3: Follow-On Contract Disclosure Form	19, 72-73	Did EDD or CDT work with any vendor, consultant, or third party to conduct market research or develop this RFP?	This information is relevant to bidder conflict-of-interest review and Attachment 3 follow-on contract disclosure considerations.	This information is outside of the scope to develop and submit a proposal in response to this RFP.
48	Exhibit A: Statement Of Work; Section 15.1.5. Documentation And Knowledge Transfer; Section 27. Knowledge Transfer And/or Training	163-165, 181-182	Does EDD prefer knowledge transfer and training to be delivered in person, virtually, or through a hybrid model?	Training modality affects staffing logistics, travel assumptions, training material design, schedule planning, and cost.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 5 LOCATION & AVAILABILITY, "All Contractor work must be performed at the EDD Headquarters, remotely or a combination of these locations."
49	Exhibit A: Statement Of Work; Section 5. Location & Availability; Section 19. Security	144, 178-179	Are Key Personnel allowed to work remotely, subject to all RFP security, access, and location requirements?	This clarification is needed to confirm staffing availability, onsite assumptions,	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 5. LOCATION & AVAILABILITY, "All Contractor

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				remote-work controls, and cost impacts.	work must be performed at the EDD Headquarters, remotely or a combination of these locations. The proposed contractor staff shall be based in the United States. Work locations must be approved by the EDD Contract Manager via written communication. Remote work is not guaranteed, and, in the event onsite services are required, the EDD Contract Manager will provide five (5) business days advance notice to the Contractor to perform work at these locations below.”
50	Request For Proposal; Section 2.3. Key Action Dates; Section 2.2.2. Questions Regarding the Solicitation Document	14-17	Bidder respectfully requests a one-week extension to the proposal due date to incorporate information from the State’s responses to bidder questions and any resulting addenda.	Additional time will allow bidders to fully incorporate Q&A responses, validate assumptions, refine pricing, and submit a more accurate and responsive proposal.	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 2.3, Key Action Dates.
51	Request For Proposal; Section 1.4. Current And Proposed Environments; Exhibit A: Statement of Work, Section 21. Delivery	11-12, 179, 215	Does the State have any software, tool, platform, managed package, or product preference beyond the Salesforce products and license	This clarification will help bidders avoid proposing unnecessary tools and ensure all required	No.

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	(Software); Section 22. Software Needs; Exhibit C: Cost Workbook		types identified in the RFP and Cost Workbook?	software assumptions align with State preferences.	
52	Request For Proposal; Section 2.4.5. Confidentiality; Section 9. Debriefing	19-20, 67	As an out-of-state vendor, are we able to request public records related to the procurement after the award decision, subject to the California Public Records Act and applicable confidentiality restrictions?	This clarification will help bidders understand post-award access to procurement records and whether any vendor location restrictions apply.	Yes, per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 2.5.3. DISPOSITION OF PROPOSALS.
53	Request For Proposal; Section 9. Debriefing	67	Upon award decision, what type of feedback can bidders expect to receive regarding their proposal submissions during the debriefing process?	This clarification will help bidders understand the scope of post-award feedback and how evaluation findings may be communicated.	“The discussion will be based primarily on the qualifications, solution requirements and cost evaluations of the Bidder’s proposal.” per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 9, DEBRIEFING.
54	Request for Proposal, Section 3.1.2	24	Request to remove restriction that only one reference from the EDD is permitted.	Experience gained at the EDD is just as valid and applicable as experience gained anywhere else. In a fair and competitive procurement, any reference that confirms experience applicable to the work	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.1.2. BIDDER REFERENCES (MS).

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				described in the RFP should be welcomed.	
55	Okta / Salesforce Integration: ["05._EXHIBIT_I-_Salesforce_INTERFACES" excel, myEDD tab, row #17 to #29] and [02._EXHIBIT_B-_FUNCTIONAL_AND_NON - FUNCTIONAL_REQUIREMENTS excel requirement myEDD-16, 20, 21 and 78] OAuth Integration using Connect App between multiple Salesforce orgs: "05._EXHIBIT_I-_Salesforce_INTERFACES" excel, ICC tab, row #10 - Salesforce KMS system AWS Glue integration: "05._EXHIBIT_I-_Salesforce_INTERFACES" excel, ICC tab, row #12 - Snowflake (AWS Glue) Elastic for Public Sector:	N/A	Request that at experience with at least two (2) of the following technologies be added as a minimum qualification for the Technical Lead role: a. Okta / Salesforce integration b. OAuth integration using Connected App between multiple Salesforce orgs c. AWS Glue Integration with Salesforce d. Elastic with Salesforce in a public sector environment	In addition to Salesforce, EDD describes several critical technologies integrated with their Salesforce orgs to support their applications. Technical leads working in this environment must have Salesforce experience as well as experience with these supporting technologies to be successful.	The State has reviewed and considered this request, and no change will be made.

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	Request for Proposal, section Security 15.1.4.b, page 163				
56	[02._EXHIBIT_B- _FUNCTIONAL_AND_NON - FUNCTIONAL_REQUIREM ENTS excel, NFR tab requirement NFR-33]	N/A	Request hands-on SSP development experience in a State / Local / Federal government project be included as a minimum qualification for the Technical Lead role.	The System Security Plan is an essential deliverable for the overall success and security of the applications at EDD. Furthermore, they are large and complex documents requiring collaboration between multiple teams at both the vendor and at EDD. The Technical Leads must be proficient at navigating this process and producing high quality SSP's to be successful.	The State has reviewed and considered this request, and no change will be made.
57	[02._EXHIBIT_B- _FUNCTIONAL_AND_NON - FUNCTIONAL_REQUIREM ENTS excel, NFR tab requirement NFR-34]	N/A	Request experience developing the SAD (in a State / Local / Federal government project) be included as a minimum qualification for the Technical Lead role.	The SAD is an essential deliverable for documenting the foundational design of the system. Technical leads should be experienced in developing this document to EDD's	The State has reviewed and considered this request, and no change will be made.

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				standards to be successful.	
58	Request for Proposal, section 15.1.5. DOCUMENTATION AND KNOWLEDGE TRANSFER 1.d	163	Request that experience developing the ISRP (in a State / Local / Federal government project) be included for technical lead role.	The ISRP is the plan outlining the steps to recover the system in the event of a failure. Knowledge of this process and drafting this deliverable is essential to the Technical Lead role and should be included as a minimum qualification.	The State has reviewed and considered this request, and no change will be made.
59	Nintex: "05._EXHIBIT_I- _Salesforce_INTERFACES" excel, Work Share tab, row #7 - Nintex Managed Package Socure: [02._EXHIBIT_B- _FUNCTIONAL_AND_NON - FUNCTIONAL_REQUIREMENTS excel, myEDD tab requirements myEDD-27,	N/A	Request that at experience with at least three (3) of the following technologies be added as a minimum qualification for the Technical Lead role: a. Nintex Docgen Managed Package b. Socure c. Salesforce Knowledge Management d. Red Hat OpenShift Container Platform	The technologies listed are essential components of production systems running in the Salesforce orgs at EDD. The Technical Leads must have hands-on experience with these technologies to properly support and maintain these	The State has reviewed and considered this request, and no change will be made.

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	37, 38, 39, 40, 59, 60, 61, 62, 65, 66, 67, 70, 71, 74, 75 and 77] Salesforce Knowledge Management: [02._EXHIBIT_B-_FUNCTIONAL_AND_NON - FUNCTIONAL_REQUIREMENTS excel, UI_DI_KMS tab requirement KMS-1] and [tab eDets requirements eDet-427, 430] Red Hat OpenShift Container Platform: "05._EXHIBIT_I-_Salesforce_INTERFACES" excel, myEDD tab, row #35 to #38 Amazon Connect Computer Telephony Integration (CTI) Adapter managed package: "05._EXHIBIT_I-_Salesforce_INTERFACES" excel, ICC tab, row #6		e. Amazon Connect Computer Telephony Integration (CTI) Adapter managed package	mission critical systems at EDD.	
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60	ATTACHMENT 12: BIDDER QUALIFICATIONS FORM - INSTRUCTIONS 1. A government or commercial sector IT Project of similar scope and size is defined as: a. Multi-year, b. Contract value greater than \$5M, c. A minimum of 200 internal users (staff within the organization using the system/application to conduct their business roles), d. A minimum of 350,000 external registered users/customers e. Proof of Concepts are not acceptable for this definition.	87	b. We request for a change to contract value greater than \$1M d. Remove this requirement - A minimum of 350,000 external registered users/customers	b. Typically, single purchase orders are close to \$1M. Multiple purchase orders from same client should be allowed. b. This is primarily known to clients and not known to IT service providers.	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 12: BIDDER QUALIFICATIONS FORM – INSTRUCTIONS and Attachment 15: KEY STAFF QUALIFICATIONS FORM – INSTRUCTIONS.
61	N/A	N/A	Is there a preference for local vendors?	N/A	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.3.12, Socioeconomic Programs, and Section 6.8, Socioeconomic Programs Evaluation, for preference and incentives.

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					See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 6, Evaluation.
62	N/A	N/A	What is the annual budget allocated for this RFP?	N/A	It is the responsibility of the Bidder to determine the cost of the work to be completed. Please see EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit C: Cost Workbook.
63	N/A	N/A	Will the work be performed onsite, remotely, or in a hybrid model?	N/A	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 5. LOCATION & AVAILABILITY.
64	N/A	N/A	Can the vendor provide the entire scope of services from an offshore location (outside the United States)?	N/A	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 5. LOCATION & AVAILABILITY, "The proposed contractor staff shall be based in the United States."
65	N/A	N/A	Who is the current or previous incumbent contractor for this project?	N/A	This information is outside of the scope to develop and submit a proposal in response to this RFP.
66	N/A	N/A	We kindly request a one- to two-week extension of the proposal submission deadline to allow sufficient time to prepare a	N/A	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 2.3, Key Action Dates.

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			comprehensive and high-quality response.		
67	N/A	N/A	What is the total budget allocated for this contract?	N/A	It is the responsibility of the Bidder to determine the cost of the work to be completed. Please see EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit C: COST WORKBOOK.
68	RFP / Exhibit A: Statement of Work: Section 22, Software Needs “The Contractor is responsible for all Salesforce software licenses and will assign them to EDD during the initial purchase/designation of the licenses.”	179	In lieu of “The Contractor is responsible for all Salesforce software licenses and will assign them to EDD during the initial purchase/designation of the licenses.” We request that this sentence be: “The Contractor is responsible for the purchase of all Salesforce software licenses and licenses are transferable to EDD as set forth in the Statement of Work (SOW)’	This will allow vendors to clarify the approach and timing of the Salesforce license transfer according to their negotiated agreement in the Statement of Work (SOW)’	The State has reviewed and considered this request, and no change will be made.
69	section 3.1.4. KEY STAFF REFERENCES (M)	N/A	Will you be able to confirm if the following employees of EDD can be used as a reference? We are considering requesting the following individual(s) to be a reference provider. 1. Al Dietz - al.dietz@edd.ca.gov		See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.1.2, Section 3.1.4, Attachment 12 and Attachment 15. See revisions in EDD RFP 3475 for Salesforce M&O,

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			2. Narendra Mallela - narendra.mallela@edd.ca.gov 3. David Corry - david.corry@edd.ca.gov 4. Lisa Mondy - Lisa.mondy@edd.ca.gov 5. Ram Duda - Ram.Duda@edd.ca.gov 6. Adam Brunner - Adam.Brunner@edd.ca.gov 7. Sita Renduchintala - Sita.Renduchintala@edd.ca.gov 8. Tiffany Gonzalez- Tiffany.Gonzalez@edd.ca.gov 9. Amy Faulkner - Amy.Faulkner@edd.ca.gov 10. Mathavan Mohan - mathavan.mohan@edd.ca.gov Would you consider an extension given the timeframes required to source, vet, and gain references after Q&A responses are received?		Addendum 2, Part 1, Section 2.3, KEY ACTION DATES.
70	2.3. KEY ACTION DATES (01._EDD_RFP_3475_for_Salesforce_M_O)	16	As per the key milestones outlined in the RFP, the State is expected to respond to vendor questions by June 30. This timeline provides approximately one week for proponents to incorporate the clarifications	Clarification	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 2.3, KEY ACTION DATES.

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			into their responses, which may limit the ability to develop a comprehensive and high-quality submission besides procuring signed copy of the reference also might take additional time. In light of this, would the State consider extending the proposal submission deadline by an additional two weeks to allow sufficient time for response refinement and alignment?		
71	Request for Proposal, Section 1.4.2; Exhibit C (Cost Workbook)	11	Can you clarify the licensing expectation—should the IT partner purchase and own the licenses, or is the CDT looking for a “buy-on-behalf”/reseller model where CDT retains ownership rather than the IT partner?	Clarification	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 22: SOFTWARE NEEDS.
72	ATTACHMENT 13: BIDDER QUALIFICATIONS FORM	89	Can you please clarify the requirement stating “experience managing and optimizing Salesforce licenses for an IT project of similar scope and size”? Specifically, will CDT accept references where the IT partner managed and optimized client-owned Salesforce licenses, without having	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 12, Bidder Qualifications Form – Instructions, “For the purposes and context of the Bidder qualifications forms and reference forms only, the term "Project" is defined as an individual effort or contract where the Bidder was the

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			procured those licenses directly or on behalf of the customer?		Prime Contractor on the cited contract.” See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.1.2, Bidder References and Part 2, Attachment 12, Bidder Qualifications Form – Instructions, box 4, for Bidder reference requirements.
73	ATTACHMENT 13: BIDDER QUALIFICATIONS FORM	89	Can you please clarify the requirement stating “experience managing and optimizing Salesforce licenses for an IT project of similar scope and size”? If having procured the licenses is mandatory for a reference to be accepted, would CDT consider a combined reference—where an authorized reseller handled license procurement and the IT partner’s role was to manage and optimize those licenses for the client?	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 12, Bidder Qualifications Form – Instructions, “For the purposes and context of the Bidder qualifications forms and reference forms only, the term "Project" is defined as an individual effort or contract where the Bidder was the Prime Contractor on the cited contract.” See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.1.2, Bidder References and Part 2, Attachment 12, Bidder Qualifications Form –

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					Instructions, box 4, for Bidder reference requirements.
74	Exhibit C (Cost Workbook), Worksheet F (System Improvement Activities)	215	To help bidders set realistic price ranges, can the State indicate the expected annual number of future system-improvement items by size (Small/Medium/Large) during the optional years?	Clarification	The State does not know the expected number of improvement items beyond Exhibit B1, Backlog List.
75	Exhibit A (SOW), Sections 5 and 19	144, 178	Will EDD allow any portion of the work to be performed from outside United States where access to production data will not be required?	Clarification	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 5, Location and Availability.
76	Request for Proposal, Section 3.1.1; Attachment 13	23	For Bidder Qualifications, can references from subcontractors be included and considered toward meeting the qualification requirements?	Clarification	No, per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 12, Bidder Qualifications Form – Instructions, paragraph 3.
77	Exhibit A (SOW), Section 15.1; Exhibit C Worksheet A	156	Within the M&O scope, are Helpdesk (Level-1) support services included, or are these functions handled by a separate, dedicated team responsible for customer service, communication channels (phone/email), and routine requests such as password resets?	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1. MAINTENANCE AND OPERATIONS ACTIVITIES, Helpdesk (Level-1) support services will be handled by EDD.
78	Exhibit A (SOW), Section 15	154	Can the State indicate the level of customization	Clarification	Refer to EDD RFP 3475 Salesforce for M&O,

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			(Low/Medium/High) per application — for example, the relative volume of Apex, Lightning Web Components, flows, and managed packages?		Addendum 2, Part 2, Exhibit B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS and Exhibit I: SF INTERFACES for understanding scope and level of customization.
79	Exhibit A (SOW), Section 15 (application/hosting table)	154	For the non-Salesforce and third-party components (Workshare – Scan Queue; myEDD – CISL; Amazon Connect; and the Nintex, Socure ID+, and Precisely products), is the contractor responsible for the Salesforce-side integration and configuration only, with EDD owning those platforms and holding their licenses/contracts?	Clarification	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.
80	Exhibit A (SOW), Section 15.2; Exhibit B1; Exhibit C Worksheet F	165, 214	Are all 40 current backlog epics (Exhibit B1) to be completed within the base 2-years term?	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1 DELIVERABLE EXPECTATION DOCUMENT (DED), "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities. The Contractor must complete

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					a DED in the State-approved Project Schedule/Work Plan before starting any work as part of the contract."
81	Exhibit B1 (Backlog); Exhibit A (SOW) Section 15.2	214, 165	For the backlog epics that integrate with the Integrated Claims Management System (UI_CLAIMS-9/10/11, CC_ORG-6), will EDD provide the interface specifications and coordinate timing with the ICMS program, with the contractor responsible for the Salesforce side?	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1, "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities. The Contractor must complete a DED in the State-approved Project Schedule/Work Plan before starting any work as part of the contract."
82	Exhibit A (SOW), Sections 15.1 and 30	156, 185	Will the State share the current monthly ticket/incident volumes per application (or per org), by severity, defect type, for the last 24 months? Is there a seasonality for the ticket volume; in other words, do you see spike in tickets during a certain months in a year?	Clarification	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Sections 15.4.1 WORKSHARE, 15.4.2. UNEMPLOYMENT INSURANCE (UI) ELECTRONIC DETERMINATIONS (E-DET), 15.5 CONTACT CENTER ORG and 15.6 EDD UI CLAIMS ORG, providing a 6-month average.

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					Spikes may occur but typically maintain the current monthly average.
83	Exhibit A (SOW), Section 11 (Key Staff Qualifications & Skills)	147	Can the State share the current support team size and role mix (FTE) operating the three orgs today?	Clarification	This information is outside the scope to submit a proposal in response to this RFP.
84	Exhibit A (SOW), Section 15.1.3 (Release Management)	161	What is the current production release/deployment frequency per org (releases per month)?	Clarification	Release planning will drive the deployment frequency. Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1 DELIVERABLE EXPECTATION DOCUMENT (DED), item A, "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities. The Contractor must complete a DED in the State-approved Project Schedule/Work Plan before starting any work as part of the contract."
85	Exhibit A (SOW), Section 30; Exhibit I (SF Interfaces)	185, 238	Where incident resolution depends on third parties outside the contractor's control (e.g., Socure, Precisely, Amazon Connect/AWS, the on-premise	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30, "The State will not hold the Contractor

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			CISL, or the ICMS program), will SLA timers be paused or carved out?		responsible for incidents outside the Contractor's control. Completion of root cause analysis will determine, on a case by case basis, if an SLA violation has occurred."
86	Exhibit A (SOW), Sections 30 and 12	185, 151	We note Liquidated Damages are capped at 10% of the Agreement Amount excluding licenses (SOW §30). Will the State confirm this 10% is the aggregate cap across all SLAs (including the Key-Staff-replacement SLA), and clarify how individual SLA service credits are calculated and accrue within that cap?	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 31 LIQUIDATED DAMAGES, " If imposed, with the exception of Data Breaches, Liquidated Damages will not exceed ten percent (10%) of the Contract Amount per incident. This percentage is separately applicable to each SLA, with the exception of Data Breaches." This applies across all SLAs defined in Exhibit A, Statement of Work, Section 30. SERVICE LEVEL AGREEMENTS (SLAS), including SLA #10 (Key Staff Replacement), for the term of the contract.
87	Exhibit A (SOW), Sections 19 and 15.1.5	178, 163	Beyond ISO 27001 / SOC 2, are specific authorizations (IRS Publication 1075 for Federal Tax	Clarification	Required documents at time of proposal are stated in EDD RFP

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			Information, NIST 800-53 control evidence, StateRAMP) required at proposal time, or as a post-award onboarding obligation?		3475 for Salesforce M&O, Addendum 2, Part 1, Section 5. All other required documents/authorizations will be upon contract award unless stated otherwise.
88	Exhibit A (SOW), Sections 26 and 27	181	SOW states the contractor will work with the incumbent to transition services. a) Will the State specify the expected transition duration and b) whether SLAs apply during the transition or only once M&O begins? c) Can a 30–60 day transition phase absorbed within the Year-1 M&O cost.	Clarification	a) Bidders are to provide a timeline for transition-in as part of their response to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, ATTACHMENT 16: NARRATIVE RESPONSE. b) See revisions in EDD RFP 3475 Salesforce M&O, Addendum 2, Part 2, Exhibit A Statement of Work, Section 30, Service Level Agreements (SLAS). c) The State is not pricing transition costs separately. See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit C, Cost Workbook, for pricing requirements and Exhibit A, Statement of Work, Section 32, Budget Detail and Payment

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					Provisions, for invoicing and payment information.
89	Exhibit A (SOW), Sections 16	174	It is mentioned in this section of the SOW that - "All DED's must be agreed upon and must be signed by the Contractor and Contract Manager prior to starting work." a) Can the State provide sample Deliverable Expectation Document (DED) and Deliverable Acceptance Document (DAD) templates, and b) clarify which work products require formal DED/DAD approval (for example, enhancements, reports, release packages, KT materials, and other operational deliverables)?	Clarification	a) See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibits A2, Deliverable Expectation Document, and A3, Deliverable Acceptance Document, for templates. b) Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1, Deliverable Expectation Document (DED), "Prior to starting tasks/deliverables found in Section 15, Project (Contractor) Tasks and Deliverable Requirements, the Contractor shall complete the Deliverable Expectation Document (DED) shown in Exhibit A2, Deliverable Expectation Document, is the form to be used for this contract." Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit

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					A, Statement of Work, Section 16.2, Deliverable Acceptance Document (DAD), “For all the deliverables detailed in Section 15.1, 15.2, 15.3, the Contractor must complete a DAD form and submit the following to EDD Contract Manager for review...”
90	Exhibit A (SOW), Sections 15.1.5 and 27	164, 181	Can the State clarify the expected scope and frequency of training and knowledge-transfer activities during transition and steady-state operations, including the target audience (e.g., technical teams, administrators, business users, support teams), expected delivery format (live sessions, recordings, guides, runbooks), and whether training materials are considered formal deliverables subject to review and acceptance?	Clarification	EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1.5, Documentation and Knowledge Transfer, contains the scope of training and knowledge transfer activities during both transition and steady-state operations. See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1.5, Documentation and Knowledge Transfer, item #3. Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 5 LOCATION &

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					AVAILABILITY, "All Contractor work must be performed at the EDD Headquarters, remotely or a combination of these locations." Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1.5, Documentation and Knowledge Transfer, item #2b for training materials deliverable subject to review and acceptance.
91	Section 3.1.3 Key Staff Qualifications	25	The section states in part, "The Bidder must cite up to six (6) projects per proposed Key Staff to meet the requirements.". While we understand that a maximum of 6 projects may be submitted per key staff, if a single project reference addresses the mandatory requirements, is a single project reference acceptable? If not, what is the minimum required?	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.1.4, Key Staff References, "The Bidder must complete and submit as part of its proposal one (1) Key Staff Reference Form for each of the projects cited on the corresponding Key Staff Qualifications Form."
92	3.2.1. ELECTRONIC VENDOR APPLICATION OF QUALIFICATIONS (EVAQ)(M)	28	If the contractor already has an approved OSTP eVAQ in place, are they required to re-do the eVAQ for this solicitation?	Clarification	No, however, it is the responsibility of the Bidder to ensure all applicable

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					requirements and provisions for this solicitation are met.
93	General	--	Could you please provide the logical and physical architecture diagrams of the current environment?	Clarification	This information will be provided to the Contractor upon award.
94	Exhibit B (KMS requirements KMS-138–147); Exhibit A (SOW), Section 15	Exhibit B	For the UI KMS and SDI KMS, requirements KMS-138 through KMS-147 describe ongoing article content authoring, workflow automation, and content lifecycle management. Is the contractor responsible for KMS content authoring — creating, editing, and retiring knowledge articles — or is the contractor responsible for KMS platform configuration and workflow support only, with EDD's Knowledge Management Center of Excellence owning article authoring?	Clarification	The Contractor is not responsible for content authoring. The Contractor is responsible for maintaining and operating the existing in-scope applications whose functionalities and capabilities are reflected in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS.
95	Exhibit B (UI MCPA requirements UI_MCPA-9–11; DI MCPA requirements); Exhibit A (SOW), Section 15	Exhibit B	Requirements UI_MCPA-9 through UI_MCPA-11 and related DI MCPA requirements describe generating certified mail files, transmitting batch files to the State's print/mail vendor (ODPD), tracking returned and damaged mail, and reconciling records sent against	Clarification	The Contractor is responsible for Salesforce-side trigger logic and batch file generation. EDD's operations team owns the ODPD interface, transmission, monitoring, and reconciliation.

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			confirmation emails. Is coordinating with ODPD — generating, transmitting, monitoring, and reconciling these batch files — within the contractor's M&O scope, or does EDD's operations team own the ODPD interface and the contractor is responsible only for the Salesforce-side trigger logic?		See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit B, Functional and Non-Functional Requirements, UI_MCPA-62. See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT I: SF INTERFACES, "Contact Center" worksheet for integration details.
96	Exhibit B (myEDD requirement myEDD-24; DI MCPA requirement DI_MCPA-5; UI MCPA requirement UI_MCPA-22; LSRT requirement LSRT-50)	Exhibit B	myEDD-24 specifies support for 8 languages (English, Spanish, Simplified/Traditional Chinese, Vietnamese, Tagalog, Korean, Armenian); DI MCPA and UI MCPA specify bilingual (English/Spanish) for emails and forms. Can the State confirm which languages are active per application, and is ongoing localization maintenance — updating translated templates, notifications, and system messages when business rules or legislation change — included in the contractor's BAU M&O scope?	Clarification	Active languages per application can be found in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS. See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS LSRT-213, AskEDD-95, DI_MCPA-47, UI_MCPA-72, KMS-160, e-Det-413, and WS-533.
97	Exhibit B (LSRT requirement LSRT-38;	Exhibit B	LSRT-38 specifies a 3-second maximum page-load time under	Clarification	The SLAs in EDD RFP 3475 for Salesforce M&O, Addendum 2,

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	AskEDD requirement AskEDD-82); Exhibit A (SOW), Section 30		standard conditions, and AskEDD-82 requires a performance monitoring framework tracking response times and error rates. Are there defined, enforceable performance thresholds (response time, throughput, uptime) for the other in-scope applications that are separate from the incident-resolution SLAs in SOW §30, and would failure to meet them trigger liquidated damages?		Part 1, Exhibit A, Statement of Work, Section 30. SERVICE LEVEL AGREEMENTS (SLAS) are the enforceable performance thresholds for purposes of Liquidated Damages. Application-specific performance requirements in EXHIBIT B (e.g., LSRT-38 3-second page load) define design targets but do not separately trigger Liquidated Damages.
98	Exhibit B (DI MCPA requirements DI_MCPA-20 and DI_MCPA-21); Exhibit A (SOW), Section 15.1.2	Exhibit B	DI_MCPA-21 requires uploaded claimant documents to be retained for seven years, and DI_MCPA-20 prohibits deletion without formal EDD consent. Is the document storage infrastructure (Salesforce native file storage, EDD-managed archive, or external storage) State-provided and managed — with the contractor responsible only for ensuring documents are written to the correct storage layer — or is the contractor responsible for storage capacity planning and any incremental	Clarification	The document storage infrastructure is Salesforce native file storage. The Contractor is responsible for ensuring documents are written to the correct storage layer per the requirements in DI_MCPA-20 and DI_MCPA-21 and is also responsible for storage capacity planning and any incremental storage costs during the contract term (EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A Statement of Work, 15.1.2 PLATFORM MAINTENANCE,

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			storage costs over the contract term?		subsections 11.a.i., 11.c.ii. and 11.d.ii.).
99	Exhibit C (Cost Workbook), all worksheets	Exhibit B	Do the unit rates in Exhibit C — M&O monthly fees in Tab A, hourly rates in Tab B, license costs in Tabs C/D/E, and System Improvement price ranges in Tab F — remain fixed for all four contract years (base term plus two optional years), or does the RFP provide for any rate adjustment mechanism such as a CPI index or a pre-negotiated annual escalation percentage for the optional years?	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 4.1, Cost Workbook (MS), “Services, features, equipment, and costs included in Exhibit C, Cost Workbook are those that the Bidder must provide for the term of the Contract as identified in the Exhibit A, Statement of Work, which includes all optional years.”
100	Exhibit C (Cost Workbook), Tab B (Hourly Rates)	215	Under what circumstances are the Tab B hourly rates applied — for example, are they used only for System Improvement epics priced separately from the M&O monthly fee, for ad-hoc work requests outside defined M&O scope, or for both?	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30, Service Level Agreements (SLAS), 10, Key Staff Replacement, Liquidated Damages, “For each State business day, over the number of days required to replace key staff, as defined in SECTION 12. KEY PERSONNEL CHANGES, the State may assess liquidated damages in the amount of the key staff hourly rate defined in EXHIBIT C: COST

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					WORKBOOK multiplied by eight (8) hours per business day until an approved key staff replacement starts."
101	Exhibit C (Cost Workbook), Tab F (System Improvement Activities)	215	Are the price ranges submitted in Tab F (minimum and maximum for Small, Medium, and Large epics) binding not-to-exceed ceilings for all future epics of each size classification, or are they indicative estimates that may be adjusted based on actual scope discovery when a specific epic is authorized?	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 4.1, Cost Workbook (MS), "Services, features, equipment, and costs included in EXHIBIT C: COST WORKBOOK are those that the Bidder must provide for the term of the Contract as identified in the EXHIBIT A: STATEMENT OF WORK, which includes all optional years."
102	Exhibit A (SOW), Section 10; Exhibit D, Section 10 (Background Investigation)	145, Exhibit D	Background investigations — including DOJ/FBI fingerprinting clearance — are required before contractor staff may access EDD data assets. Must all contractor staff complete and clear background investigations before commencing any work under the contract, or may staff begin non-data-access activities (such as transition planning, documentation review, or architecture assessment) while investigations are in progress?	Clarification	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 10. CONTRACTOR'S ROLES AND RESPONSIBILITIES sub-section 2, "All Contractor's staff with access to the EDD data assets or personal data (including Personally Identifiable Information (PII) shall undergo and clear a background investigation prior to that individual commencing any work."

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					Background investigations including DOJ/FBI fingerprinting clearance are required before contractor staff may access EDD data assets.
103	Attachment 15.1 (Engagement Manager Qualifications), Requirement 14	95	Attachment 15.1 Requirement 14 specifies that the Engagement Manager must have experience managing a "SaaS development project." Does a multi-year Salesforce maintenance and operations engagement qualify as a "SaaS development project" for this purpose, or does Requirement 14 specifically require experience on a greenfield SaaS build or full-cycle implementation project?	Clarification	Per the requirement, the project must have included development on a Cloud-based SaaS.
104	Attachment 14 (Bidder References); Attachment 15 (Key Staff References)	90, 95	If a reference contact has changed employers since the qualifying project was completed and now has a different email domain than the organization that received the services, will the State accept the reference with a brief written explanation of the contact's employment change — or will a different reference contact who	Clarification	Yes, per the “To Be Completed by Bidder’s Reference” box in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 14, Bidder Reference, and the “To Be Completed by Key Staff’s Reference” box on Attachments 15.2, 15.4, and 15.6.

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			is still employed by the original organization be required?		
105	Exhibit A (SOW), Section 30, SLA #10; Section 12 (Key Personnel Changes)	185, 151	SLA #10 (Key Staff Replacement) specifies that Liquidated Damages equal the departing Key Staff member's hourly rate multiplied by eight hours per business day until a replacement starts. We assume that the LD provision apply only to the Key Staff positions (Engagement Manager, Project Manager, Technical Lead), can EDD kindly confirm if the assumption is correct or it also apply to unfilled vacancies among the nine or more required support staff positions as well?	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30, SERVICE LEVEL AGREEMENTS (SLAS), #10, it pertains to Key staff.
106	Exhibit A (SOW), Section 31 (Liquidated Damages); Section 30, SLA #9 (Data Breach)	196, 185	SOW Section 31 caps aggregate Liquidated Damages at ten percent of the Agreement Amount excluding license costs. SLA #9 (Data Breach) separately states that a data breach "may result in damages up to one hundred percent (100%) of the Contract value." Does the ten percent aggregate LD cap in Section 31 apply to data breach damages as well, or does the data breach provision establish	Clarification	The data breach provision establishes a separate liability, and is capped at 100% of the contract value. The provision is related to data breaches, which are performance issues, whereas the Liquidated Damages provision is to ensure there is performance, specifically performance that complies with the terms of the contract.

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			a separate and uncapped liability independent of the Section 31 aggregate cap?		
107	Exhibit I (Salesforce Interfaces); Exhibit A (SOW), Section 15.1.1	Exhibit I	Exhibit I identifies more than 30 active integrations across the three orgs – including real-time API connections to Amazon Connect, Socure ID+, Precisely, Okta, Snowflake, and other external systems, as well as scheduled batch processes to CUBS and legacy mainframe systems. Can EDD provide current approximate transaction volumes (calls or records per day or per month) for the highest-volume integrations, and identify which integrations operate in real-time versus scheduled batch mode?	Clarification	Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit C: COST WORKBOOK - Worksheet C. Current SF License Count for details on current volume. This along with the interfaces supporting the functional requirements should give the volume of transactions. Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT I: SF INTERFACES for type of data interaction. License counts are capacity indicators needed. License totals determine the maximum concurrency and feature entitlements available in each org, they anchor ceilings for agent seats, access to features, and org level platform allocations. Vendors need this capacity data to ensure solution can never exceed EDD's license based ceilings

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					we are providing per org peak metrics (transactions/calls/cases/API traffic). These peak figures, when paired with the current license counts in Exhibit C, which gives vendors the upper bound demand and the capacity ceiling needed to size environments, and integration throughput. Vendors should: • Treat license counts as concurrency ceilings (e.g., maximum simultaneous agents/admins/features), consistent with the RFP direction to procure/manage licenses and price them in Exhibit C. • Use EDD’s peak per org metrics as the demand upper bound for calls/cases/transactions/API jobs. This link provides overall EDD metrics on claims and claimant population https://edd.ca.gov/en/about_edd/quick_statistics/
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108	Exhibit A (SOW), Section 15.3 (Marketing Cloud Support Activities); Exhibit C (Cost Workbook), Tab A items 15–16	215, Exhibit C	SOW Section 15.3 describes Marketing Cloud support including campaign setup, mass email and SMS campaign execution, analytics and reporting, and content lifecycle management. Does the contractor own Marketing Cloud content — including email templates, journey builds, data extensions, Automation Studio workflows, and subscriber list management — or does EDD's communications team own and create content while the contractor provides technical platform support and executes campaigns on EDD-provided briefs?	Clarification	Per EDD RFP for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.3. SALESFORCE MARKETING CLOUD SUPPORT ACTIVITIES, “the Contractor shall deliver comprehensive support services”.
109	Exhibit A (SOW), Section 15 (application table); Exhibit C (Cost Workbook), Tab A item 11	154, 215	Tab A item 11 provides a single M&O line for "CA-EDD Org — Workshare." The SOW application table lists three distinct Workshare components: the core Workshare application (Salesforce-hosted), the Workshare-Nintex managed package (Salesforce), and the Workshare-Scan Queue (EDD	Clarification	As described in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15. PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS, the Contractor will be responsible for providing Maintenance and Operations services for all the applications within the

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			on-premise). Is the contractor's M&O scope for the Workshare line item limited to the Salesforce-hosted Workshare application, or does it also include managed package upgrade management for Workshare-Nintex and integration support for the on-premise Workshare-Scan Queue component?		Salesforce Orgs. Line item 11 in tab A of the Cost Workbook includes all 3 applications within the CA-EDD Org – Workshare.
110	Exhibit A (SOW), Section 15 (application table); Exhibit C (Cost Workbook), Tab A item 14	154, 215	The SOW application table lists the "Integrated Contact Center Console — AWS Computer Telephony Integration (CTI) Adapter" as a distinct in-scope component hosted on AWS. Tab A item 14 describes only the "EDD UI Claims Org — Integrated Contact Center Console (AWS Connect Integration)." Is configuration management, patching, and incident support for the AWS-hosted CTI Adapter within the contractor's M&O scope and priced within the Tab A item 14 line item, or does EDD's infrastructure or AWS support team manage the CTI Adapter independently?	Clarification	Yes, for CTI Adapter.

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111	25 Testing Activities	180	a) Could EDD please clarify the current testing landscape, including how the test environments are set up and managed? Specifically, it would be helpful to understand whether automated test scripts have already been developed by the incumbent vendor and, if so, whether the responsibility for maintaining these scripts will transition to the new vendor or remain with the EDD internal team. b) Additionally, clarification is requested on how performance testing is currently conducted, including whether any third-party tools are being utilized. c) Finally, please confirm if data masking or anonymization is required within the test environments to meet security and compliance requirements.	Clarification	a) Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 25, Testing Activities, item #5c, “The Contractor shall ensure that the test scripts...” b) The State will conduct the performance testing and the Contractor shall support performance testing activities as stated in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 25, Testing Activities. c) Yes. See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 25, subsection 5.b., “The Contractor shall ensure the availability of accurate and sufficient test data for both Salesforce and other integrations, ensuring that the data used in testing scenarios mirrors
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					real-world production data as closely as possible, without violating any privacy or security policies.”
112	15.1.2 Platform Maintenance	158	a) Are there existing monitoring tools in place, or should the contractor implement new ones? b) Is there an existing IAM solution integrated?	Clarification	a) Existing monitoring tools (examples in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30 SERVICE LEVEL AGREEMENTS (SLAS), Subsection 2 Solution Response Time: Production Environment, Measurement Process) are supposed to be used for the tasks and deliverables defined in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15. PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS. Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT I: SF INTERFACES for IAM integrations. They are labeled as Single Sign On / SSO.

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113	SOW Sec. 15.4-15.6	167-170	Can the State provide current user counts (internal and external) for each Salesforce Org (CA-EDD, Contact Center, UI Claims)?	Clarification	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit C: COST WORKBOOK - Worksheet C. Current SF License Count.
114	SOW Sec. 15.4 (volume tables)	167-168	Beyond the published baselines (e.g., Workshare ~32 incidents/month, e-Dets ~10), can the State share 12 months of incident/change history by priority and by Org?	Clarification	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Sections 15.4.1 WORKSHARE, 15.4.2 UNEMPLOYMENT INSURANCE (UI) ELECTRONIC DETERMINATIONS (E-DET), 15.5 CONTACT CENTER ORG, and 15.6 EDD UI CLAIMS ORG for monthly reported incidents per Org.
115	SOW Sec. 15	167+	Please confirm the complete application inventory within each Org, including any applications not explicitly named in Section 15.	Clarification	The complete application inventory within each Org are included in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 15 PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS and EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS.
116	Exhibit I: SF Interfaces	238	Are any integrations/interfaces planned to change, sunset, or be added during the contract term?	Clarification	All known tasks and deliverables related to interfaces are provided in EDD RFP 3475 for Salesforce M&O,

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					Addendum 2, Part 2, Exhibit A, Statement of Work, Section 23. COMPATIBILITY AND INTERFACE and 15. PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS.
117	SOW Sec. 15.2	165	What is the current/expected status of the ICMS migration, and how should bidders scope data staging/integration to ICMS?	Clarification	Bidders shall scope data staging and integration support per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit I: SF INTERFACES, EXHIBIT B1: BACKLOG and EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS.
118	Exhibit B1: Backlog	214	Can the State quantify the initial backlog - number of Epics by size (S/M/L) per Org - to support capacity and pricing planning?	Clarification	EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B1: BACKLOG contains three (3) tabs, one for each Org that contains the Epics for each Org, and a column within each tab stating the size of each Epic.
119	SOW Sec. 15.2 / Exhibit C tab F	165 / 215	How will post-award system-improvement efforts be authorized and prioritized, and is there an expected annual volume or budget envelope?	Clarification	As stated in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1 DELIVERABLE EXPECTATION DOCUMENT (DED), "For all the deliverables

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					detailed in SECTION 15.1. MAINTENANCE AND OPERATIONS ACTIVITIES, SECTION 15.2. SYSTEM IMPROVEMENT ACTIVITIES, SECTION 15.3. SALESFORCE MARKETING CLOUD SUPPORT ACTIVITIES, A. The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities. The Contractor must complete a DED in the State-approved Project Schedule/Work Plan before starting any work as part of the contract."
120	SOW Sec. 15.2.1	165	Are the S/M/L sprint sizing assumptions (1 Business Analyst, 2 Developers, 1 QA; 3-week sprints) fixed for pricing, or indicative only?	Clarification	As stated in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.2.1 BACKLOG EFFORTS, "The System Improvements have been estimated by EDD to be performed by a small-sized Agile Team (comprising 1 (One) Business Solution Analyst, 2 (Two) Developers and 1 (One) Quality Assurance) for a sprint

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					duration of 3 weeks. The table below provides guidance on sizing estimates."
121	SOW Sec. 30 (SLA #1, Availability)	185-186	For the 99.90% availability SLA, will Salesforce platform-level outages (per Salesforce Trust Status) and State-directed downtime be excluded automatically, or adjudicated case-by-case?	Clarification	As stated in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30. SERVICE LEVEL AGREEMENTS (SLAS) "The State will not hold the Contractor responsible for incidents outside the Contractor's control. Completion of root cause analysis will determine, on a case by case basis, if an SLA violation has occurred."
122	SOW Sec. 30 (PL1/PL2)	188	Which service-management tool does EDD use for incident logging/measurement, and will the Contractor have full access to its reporting?	Clarification	As described in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 9. STATE'S ROLES AND RESPONSIBILITIES "Arrange access to the EDD services, equipment and environments as needed for technical implementation utilizing state assets and Virtual Private Network (VPN)." This includes provisioning the access to EDD's service

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					management tool and permissions needed to fulfil the tasks and deliverables for this contract.
123	SOW Sec. 30 (PL1/PL2)	188	For PL1/PL2 resolution-time SLAs, does the clock start at Contractor notification or at incident detection, and how are after-hours notifications handled?	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30. SERVICE LEVEL AGREEMENTS (SLAS), item #3, PL1 and PL2 Incident Resolution Time, SLAs 1 and 2, "...resolution within two (2) hours of Contractor notification, as recorded in the EDD's service management tool." and "...resolution within four (4) hours of Contractor notification, as recorded in the EDD's service management tool."
124	SOW Sec. 30 / Sec. 31	186 / ~205	Please confirm whether the monthly per-SLA liquidated-damages cap (\$25,000) and the overall LD cap (10% of Agreement Amount) apply across all SLAs combined.	Clarification	The cap listed in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30, Service Level Agreements (SLAS), item #5, Solution Deficiency Correction, is specific to that SLA only. If a cap is not specifically stated for an SLA, " If imposed, with the exception of Data

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					Breaches, Liquidated Damages will not exceed ten percent (10%) of the Contract Amount per incident. This percentage is separately applicable to each SLA, with the exception of Data Breaches.”
125	SOW Sec. 30 / Att. 16 item 1c	185 / 128	What support coverage hours (business hours, after-hours, weekends) does the State expect for each Org?	Clarification	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 5, Location and Availability.
126	Sec. 3.1.3.1 (FTE-month definition)	25	For the FTE-month experience definitions, will overlapping responsibilities on a single project be credited separately if clearly delineated?	Clarification	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 6.4.3, “Concurrent project timeframes (overlapping dates) will only count once for calculating the number of years and months of qualification experience for Key Staff.”
127	Sec. 6.7 (Cost Evaluation)	56-57	Will the cost evaluation use total 4-year cost (base + both option years) or base-term only for the proportional-to-lowest scoring?	Clarification	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT C: COST WORKBOOK, Instructions worksheet, Summary Cost.
128	Att. 16 / Sec. 6.5.2	126 / 52	For the 411-point narrative, are sub-section point allocations scored independently, and is the	Clarification	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 16 for

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			120-page limit inclusive of graphics and tables?		“Maximum Points Available” for each question. The 120 page limit is inclusive of graphics and tables.
129	SOW Sec. 28 / Sec. 27	181-182	a) Who is the current incumbent provider, and b) What is the expected transition-in window and any overlap/shadowing period before M&O begins?	Clarification	a) This information is outside of the scope to develop and submit a proposal in response to this RFP. b) Bidders shall plan and price transition-in consistent with EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 27 KNOWLEDGE TRANSFER AND/OR TRAINING and Section 28. MAINTENANCE AND OPERATIONS (M&O) Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Statement of Work, Section 28, Maintenance and Operations (M&O), “This Contractor will work with the incumbent to transition M&O services to this contract.”

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130	SOW Sec. 27	181	a) Will the incumbent be required to support knowledge transfer, and b) What documentation (runbooks, architecture, interface inventories) will be available at start?	Clarification	a) Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 28, Maintenance and Operations (M&O), “This Contractor will work with the incumbent to transition M&O services to this contract.” b) Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1.5. DOCUMENTATION AND KNOWLEDGE TRANSFER.
131	SOW Sec. 27	181	What constitutes a passing Operations Readiness Assessment, and what is its timing relative to contract start?	Clarification	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1.5 DOCUMENTATION AND KNOWLEDGE TRANSFER
132	Sec. 3.3.10 (GenAI)	33	Does use of GenAI-assisted developer tooling (e.g., code assistants) require disclosure	Clarification	Yes, per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.3.10, Generative Artificial

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			even if no GenAI is delivered to the State?		Intelligence (GENAI) Disclosure Notification.
133	ATTACHMENT 12: BIDDER QUALIFICATIONS FORM - INSTRUCTIONS	87	Will CDT be open to changing the requirement from "A minimum of 350,000 external registered users/customers" to "A minimum of 350,000 external users/customers"	Change Request: The user base can be more than 350,000 but not all of them would be registered.	The State has reviewed and considered this request, and no change will be made.
134	ATTACHMENT 12: BIDDER QUALIFICATIONS FORM - INSTRUCTIONS	87	Is CDT open to revising the requirement so that, instead of all projects meeting the "minimum 350,000 external registered users/customers" threshold, at least 1 of the 3 projects qualifies and to simplify the criteria to "external users" rather than "registered external users"?	Change Request: Revising the requirement to allow at least one qualifying project and simplifying the criteria to "external users" would broaden bidder eligibility while still ensuring relevant experience. This approach enables bidders to demonstrate comparable large-scale implementations alongside diverse capabilities across Service, Marketing, and Experience Cloud engagements, resulting in a more competitive and	The State has reviewed and considered this request, and no change will be made.

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				comprehensive evaluation.	
135	ATTACHMENT 12: BIDDER QUALIFICATIONS FORM - INSTRUCTIONS	87	Will CDT be open to changing the requirement from" A minimum of 350,000 external registered users/customers" to "A minimum of 50,000 external users/customers"	Change Request: If the ask is to have all 3 projects meet the 350k external user criteria, this will limit the bid participation even some of the largest Salesforce implementers in the world which will adversely impact fair opportunity for participation in a public sector bid.	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 12: BIDDER QUALIFICATIONS FORM – INSTRUCTIONS and Attachment 15: KEY STAFF QUALIFICATIONS FORM – INSTRUCTIONS.
136	ATTACHMENT 12: BIDDER QUALIFICATIONS FORM - INSTRUCTIONS	87	Can CDT confirm whether the three submitted references can collectively meet the defined criteria for a “similar scope and size” project—rather than requiring each individual reference to meet all conditions (multi-year, >\$5M value, ≥200 internal users, ≥350,000 external registered users/customers, and non-POC)?	Change Request: Allowing the SI to use all three projects collectively to meet the defined “similar scope and size” criteria, rather than requiring each reference to meet every condition would enable broader participation and better showcase SI capabilities.	Each submitted project must individually meet the requirements stated in the Experience Qualifications column. Multiple projects may be used to meet the Total Experience Required for each mandatory experience and, if applicable, desirable experience.

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137	ATTACHMENT 12: BIDDER QUALIFICATIONS FORM - INSTRUCTIONS	87	What is the definition of a external registered users/customers? Will anonyms users qualify as external users CDT will be open to considering?	Clarification	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 12: BIDDER QUALIFICATIONS FORM – INSTRUCTIONS.
138	3.1.1. BIDDER QUALIFICATIONS (M)(DS)	23	Can the bidder qualification requirement which is currently limited to U.S. executed project references be relaxed to allow global references?	Change Request: A significant number of large and comparable engagements are delivered internationally (including regions such as Europe and Southeast Asia). Expanding eligibility to include global references would enhance competition, enable participation from highly experienced SI vendors, and bring in diverse expertise and proven best practices.	The State has reviewed and considered this request, and no change will be made.
139	ATTACHMENT 15: KEY STAFF QUALIFICATIONS FORM – INSTRUCTIONS	95	For Key staff, can the condition of "A minimum of 350,000 external registered users/customers" be removed? This condition will limit profiles	Change Request: Requiring all seven key personnel to have experience supporting environments with a minimum of 350,000	The State has reviewed and considered this request, and no change will be made.

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			which can be submitted across all 7 key profiles	external users may significantly constrain the pool of eligible resources. Adjusting this requirement would promote broader competition and allow bidders to present well-rounded, role-appropriate expertise while maintaining overall delivery capability.	
140	Bidder Qualifications	N/A	Can the State allow subcontractor bidder qualifications to meet the desirable qualifications for EDD experience.	This will allow more vendors to participate and obtain the desirable qualification points.	The State has reviewed and considered this request, and no change will be made.
141	N/A	N/A	Please provide details of third-party managed packages licenses utilization (if any)?	N/A	All the SKUs related to Salesforce Licenses and the add ons related to Salesforce is provided in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT C: COST WORKBOOK, C. Current SF License Count
142	N/A	N/A	Is there a backlog for enhancements anticipated? Please share details.	N/A	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B1: BACKLOG.

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143	N/A	N/A	Please provide details of Phase-wise enhancement plan for future functionality.	N/A	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1 DELIVERABLE EXPECTATION DOCUMENT, "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities. The Contractor must complete a DED in the State-approved Project Schedule/Work Plan before starting any work as part of the contract."
144	N/A	N/A	What are your top 5 technical pain points / concerns for EDD as it relates to this opportunity.	N/A	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Exhibit A, Statement of Work, Section 1.1 OBJECTIVE.
145	N/A	N/A	Are there DevOps being used in the current process? If yes, please specify.	N/A	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1.1 SYSTEM OPERATIONS #8 Code and Repository Management. EDD uses Github.
146	N/A	N/A	What is scope for Minor Enhancements per month?	N/A	Per EDD RFP 3475 for Salesforce M&O, Addendum 2,

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					Part 2, Exhibit A, Statement of Work, Section 16.1 DELIVERABLE EXPECTATION DOCUMENT, "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities. The Contractor must complete a DED in the State-approved Project Schedule/Work Plan before starting any work as part of the contract."
147	N/A	N/A	Please provide details of the % of Apex Code Used for the current solution.	N/A	EDD does not disclose this operational information at this stage of the procurement. Bidders shall propose their approach based on the scope, requirements, and deliverables described in the RFP and the Statement of Work. The awarded Contractor will receive the relevant operational details during transition-in per SOW.
148	N/A	N/A	Please provide details of the number of real-time integrations, number of batch	N/A	Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT I: SF INTERFACES and EXHIBIT B:

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			integration, and the number of custom objects.		FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS for existing system details. EDD does not disclose this operational information at this stage of the procurement. Bidders shall propose their approach based on the scope, requirements, and deliverables described in the RFP and the Statement of Work. The awarded Contractor will receive the relevant operational details during transition-in per SOW.
149	N/A	N/A	What is the anticipated frequency of deployments to Production and UAT?	N/A	Frequency of deployments will be driven by the release planning process as defined in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1. DELIVERABLE EXPECTATION DOCUMENT (DED).
150	N/A	N/A	Please provide details of frequency of Sev 1 and Sev 2 issues encountered. Please share ticket data for the past 12 months	N/A	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Sections 15.4.1 WORKSHARE, 15.4.2 UNEMPLOYMENT INSURANCE

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					(UI) ELECTRONIC DETERMINATIONS (E-DET), 15.5 CONTACT CENTER ORG, and 15.6 EDD UI CLAIMS ORG for monthly reported incidents per Org.
151	N/A	N/A	Please provide inflight schedule and future releases.	N/A	Future releases will be driven by the release planning process as defined in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1 16.1. DELIVERABLE EXPECTATION DOCUMENT (DED).
152	N/A	N/A	What is the size of the current managed services team.	N/A	This information is outside of the scope to develop and submit a proposal in response to this RFP.
153	N/A	N/A	a) Are there any test automation tool currently implemented? b) Provide any detail of agentic (or other automation) assets/ agent force use cases implemented. c) Are there automation use cases identified. d) Please provide any backlog information.	N/A	a) EDD currently uses test automation for end to end regression purposes only. b) None. c) None. d) See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit B1, Backlog.

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154	N/A	N/A	Are there performance and monitoring tools currently implemented and utilized?	N/A	EDD does not disclose this operational information at this stage of the procurement. The awarded Contractor will receive the relevant operational details during transition-in.
155	N/A	N/A	Will CA EDD provide L1 Helpdesk support to respond to end user queries?	N/A	Help Desk support is NOT requested as part of this contract.
156	Staff Qualification Forms – Desirable	N/A	Please revise the experience requirement of “experience working with California EDD systems” to “experience working in the public sector.”	This would allow more vendors to participate with more qualified pool of resources with comparable public sector experience.	The State has reviewed and considered this request, and no change will be made.
157	RFP, SECTION 3.3.12.4 and 3.3.12.2.1 (DVBE)	36 / 35	Please confirm that a Bidder may simultaneously claim the 5% small business subcontractor preference (via a California-certified small business subcontractor at 25%) and the DVBE incentive (via a separate DVBE subcontractor at 5%+), and that the two commitments are evaluated independently.	Confirmation allows teams to assemble the strongest socio-economic value proposition for the State and ensures Bidders structure subcontractor workshare correctly to maximize both incentives without conflict.	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 6.8 SOCIOECONOMIC PROGRAMS EVALUATION.

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158	EXHIBIT H: Security and Data Protection, Item 11	237	Exhibit H prohibits remote access to data from outside the territorial United States unless approved in advance by the State. Will the State consider any such approvals for this engagement, or should Bidders assume a fully onshore delivery and support model with no offshore access under any circumstance?	Given the presence of Federal Tax Information and IRS Publication 1075 obligations, Bidders need certainty on whether any offshore access pathway exists in order to price labor accurately and represent staffing compliance truthfully. A definitive answer ensures all Bidders price on the same basis.	The State has reviewed and considered this request, and no change will be made. Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 5 LOCATION & AVAILABILITY, "All Contractor work must be performed at the EDD Headquarters, remotely or a combination of these locations. The proposed contractor staff shall be based in the United States. Work locations must be approved by the EDD Contract Manager via written communication."
159	EXHIBIT C: Cost Workbook / SOW Section 15 (Licensing)	TBD / 198	Please confirm the assumptions Bidders should use for Salesforce license counts, edition, and renewal timing in the Cost Workbook, and whether the State will provide a current license baseline (quantities by org and product) prior to the proposal due date.	A common, State-provided license baseline ensures cost proposals are directly comparable on the 400-point cost evaluation and prevents pricing variances driven by differing license assumptions rather than true cost competitiveness.	Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT C: COST WORKBOOK, tabs C (Current), D (Expanded), and E (Reduced), which provide the State-anticipated license baselines for pricing.

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160	RFP, SECTION 30: Service Level Agreements (SLAs)	207	For the liquidated damages provisions (availability, incident resolution, disaster recovery, and Key Staff replacement), will the State consider an aggregate monthly or annual cap on liquidated damages?	A reasonable LD cap is standard in enterprise M&O contracts and allows Bidders—and their subcontractors—to price risk responsibly rather than building large contingency premiums into rates, ultimately lowering cost to the State.	The State has reviewed and considered this request, and no change will be made.
161	RFP, SECTION 1: Purpose/Scope (Mandatory Salesforce Requirement) / Conflict of Interest	10	This procurement requires that all bidding vendors include Salesforce as part of their proposed solution. Given this mandatory requirement, the following conflict of interest question is submitted for the State's official response: If a bidding vendor shares the same lobbyist and/or business development contractor as Salesforce — an entity mandated to be included in this procurement — does EDD or involved State procurement officials consider this arrangement to constitute a conflict of interest that would	A shared lobbyist or business development contractor between a prime bidding vendor and a required platform provider (Salesforce) creates a significant appearance of impropriety and a potential actual conflict of interest. Specifically, such an arrangement may: 1. Compromise the independence and integrity of the	a) The State conducted a quick evaluation of this conflict of interest scenario in the context of this solicitation upon request. b) The State has not identified any laws, regulations, or solicitation terms that would deem these relationships to be a conflict of interest. c) The State has not located any requirements for vendors to disclose any shared lobbyist or business development contractor relationships with Salesforce as part of their proposal submission.

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			preclude that vendor from bidding on, or result in disqualification from, this procurement? SPECIFIC ITEMS REQUESTED FOR RESPONSE EDD is respectfully requested to provide a formal written response addressing the following: a. Whether the State has evaluated this conflict of interest scenario in the context of this solicitation; b. Whether a shared lobbyist or business development contractor between a bidding vendor and Salesforce constitutes a disqualifying conflict of interest under applicable California procurement law, regulation, or the terms of this solicitation; and c. Whether vendors are required to affirmatively	competitive bidding process; 2. Provide one or more vendors with an unfair competitive advantage through coordinated influence activities; and 3. Undermine the State's obligation to conduct a fair, open, and transparent procurement in accordance with applicable California law and regulations.	
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			disclose any shared lobbyist or business development contractor relationships with Salesforce as part of their proposal submission.		
162	RFP, SECTION 2: Procurement Schedule / Restrictions on Communications	TBD	Can the State confirm no vendors or vendor representatives have held discussions related to this procurement, related scope of services, or related product licensing with State officials since the release of this solicitation?	Confirmation that no vendor or vendor representative has engaged in procurement-related discussions with State officials since release of the solicitation protects the integrity of the competitive process and ensures all Bidders compete on a level, transparent basis. An affirmative statement from the State addresses any appearance of improper influence or unequal access to decision-makers and reinforces the fairness of the evaluation.	This information is outside of the scope to develop and submit a proposal in response to this RFP.
163	SOW SECTION 22: License Assignment / Transition-Out	TBD	Section 22 provides that the Contractor assigns Salesforce licenses to EDD during the initial purchase/designation, but it is	License ownership directly determines what happens to the Salesforce	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 22. SOFTWARE

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			unclear whether EDD becomes the contracting party of record with Salesforce or whether the Contractor holds the subscription and resells access. Please clarify (a) who holds title to the Salesforce licenses during the term, and (b) the disposition and transfer mechanism for those licenses at contract end or upon transition to a successor contractor.	environment at transition-out. If the Contractor holds title, the State and any successor need a defined transfer path to avoid service disruption or re-procurement of licenses. A clear answer lets Bidders price transition obligations accurately and protects continuity of EDD operations.	NEEDS The Contractor is responsible for the purchase of all Salesforce software licenses and licenses are transferable to EDD as set forth in the Statement of Work (SOW). EDD's intent is to provide flexibility to vendors for managing the EDD's Salesforce licenses where the vendor can maintain and operate the licenses in accordance with the SOW. At the end of the contract, all licenses must be transferable back to EDD, allowing EDD to retain long-term ownership and control. EDD will hold title to the licenses upon assignment. Transition of licenses to EDD or a successor contractor at end of term shall be coordinated to ensure no interruption of service. Contractor shall work with Salesforce to determine disposition and mechanism of licenses at the end of the contract.
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164	EXHIBIT C: Cost Workbook / SOW SECTION 22 (Licensing)	198	The RFP does not state whether Salesforce licenses are billed to the State at actual cost (pass-through) or whether the Contractor may apply a markup. Please confirm whether licenses must be billed at actual documented cost, or whether a markup is permitted, and if so, how that markup must be disclosed.	This is the single largest comparability issue on the 400-point cost score: if some Bidders pass licenses through at cost and others embed a markup, cost proposals are not comparable. It also drives whether a 25% small business participation commitment is realistic, since the license denominator changes materially under each approach. A uniform rule ensures an apples-to-apples cost evaluation.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Section 22. SOFTWARE NEEDS, "The Contractor is responsible for all Salesforce software licenses and will assign them to EDD during the initial purchase/designation of the licenses. The EDD requires a subscription-based licensing model per EXHIBIT C: COST WORKBOOK."
165	EXHIBIT C: Cost Workbook (Pricing / Term)	198	Salesforce periodically increases subscription list prices. The RFP locks pricing to Exhibit C with no stated escalation or true-up mechanism over the four-year term. Please clarify how Salesforce list-price increases during the term are handled — whether the Contractor absorbs	Without a defined mechanism, Bidders must either absorb multi-year price-increase risk or pad their rates with contingency, both of which raise cost to the State. A clear escalation or true-up	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 4.1, Cost Workbook (MS), "Services, features, equipment, and costs included in EXHIBIT C: COST WORKBOOK are those that the Bidder must provide for the term of the Contract as identified in the EXHIBIT A:

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			them or whether an adjustment/true-up mechanism applies.	rule allows Bidders to price licenses transparently and competitively.	STATEMENT OF WORK, which includes all optional years."
166	EXHIBIT C: Cost Workbook (Current / Expanded / Reduced tabs)	198	The Cost Workbook's Current, Expanded, and Reduced license tabs indicate the State anticipates license counts flexing during the term. Please clarify how mid-term license additions and reductions are priced and reconciled — at the original per-unit rate or at then-current Salesforce pricing — and on what billing cadence true-ups occur.	A defined volume true-up methodology ensures the State pays a predictable, verifiable per-unit price as needs change, and lets Bidders price the Expanded and Reduced scenarios on a consistent basis. Clarity here prevents disputes over mid-term add/reduce pricing.	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 22 SOFTWARE NEEDS. "This worksheet aggregates costs from worksheets A, C and F and automatically calculates the Base Contract Cost Subtotal as well as the Total Evaluated Cost (Base Contract Cost Subtotal plus Optional Year Costs). The Total Evaluated Cost will be used for evaluation purposes." "C. Current SF License Count" will be used for evaluation purposes. Any changes to the contract for reduced or increased licenses will follow the process described in Exhibit A, Statement of Work, Section 4. AMENDMENT

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167	SOW (Liquidated Damages) / RFP SECTION 3.3.12.4 (SB & DVBE) / Indemnity & Insurance	TBD	The SOW caps liquidated damages at 10% of the Agreement Amount excluding the cost of licenses, which we note as favorable. Please confirm whether license cost is likewise excluded from (a) the net proposal price / contract value used to calculate the small business participation and DVBE thresholds, and (b) any indemnity and insurance caps. (This overlaps Question 4 on the socio-economic denominator and may be consolidated.)	Consistent treatment of license cost across liquidated damages, socio-economic thresholds, and indemnity/insurance caps is necessary for Bidders to structure compliant small business and DVBE commitments and to price risk accurately. Confirming a uniform carve-out prevents inconsistent denominators across these provisions.	a) License costs are NOT excluded from the net proposal price/contract value used to calculate the small business participation and DVBE thresholds per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit C, Cost Workbook, Instructions tab, Summary Cost, and Part 1, Section 6.7.1, Cost Score Calculation. b) “If imposed, with the exception of Data Breaches, Liquidated Damages will not exceed ten percent (10%) of the Contract Amount per incident. This percentage is separately applicable to each SLA, with the exception of Data Breaches.” per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 31, Liquidated Damages.
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168	SOW (Restricted User License Monitoring) / EXHIBIT C: Cost Workbook	TBD	The SOW repeatedly references Restricted User License (RUL) monitoring. Please confirm whether RULs are included in the baseline license counts the State will provide, since the mix of RUL versus full-platform licenses materially affects total cost.	RUL and full-platform licenses carry very different costs, so the RUL share of the baseline directly drives the cost proposal. A State-provided baseline that specifies the RUL mix ensures all Bidders price on the same assumptions and keeps cost proposals comparable on the 400-point cost score.	Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT C: COST WORKBOOK, tabs C, D, and E for expectation on items that are marked as "Restricted Use".
169	Request for Proposal 3.1.3 Key Staff Qualifications	24	Are you open to offshore support? Are there any restrictions?	N/A	The State has reviewed and considered this request, and no change will be made.
170	Request for Proposal 3.3.6 Subcontractors	31	Are you open to offshore support? Are there any restrictions?	N/A	The State has reviewed and considered this request, and no change will be made.
171	Exhibit A. Statement of Work (SOW) Section 2. Description of Proposed New System or Service	143	As part of the operations of systems, are you also looking for execution support? If yes, can we get an idea of volumes and types of support - i.e. email campaigns, SMS text scheduling, journey creation and automation	N/A	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.
172	Exhibit A: SOW, Section 15.4-15.6 (All Orgs)	167-175	Could the State provide the total number of Apex classes,	Understanding the codebase size is	See EDD RFP 3475 for Salesforce M&O, Addendum 2,

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			triggers, Lightning Web Components, Visualforce pages, and custom objects currently deployed in each Org's production environment?	essential for accurate M&O staffing estimates, technical debt assessment, and system improvement activity pricing.	Part 2, EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS for understanding scope.
173	Exhibit A: SOW, Section 15.6 (EDD UI Claims Org)	172-175	Can the State provide the current monthly volume of transactions processed through the myEDD portal (logins, certifications submitted, payments viewed) and the ICC console (calls handled, agent sessions)?	Transaction volumes assist in SLA analysis, incident probability, and infrastructure monitoring requirements. The Cost Workbook shows 2.38 million community logins per month, but transaction volumes are not specified.	See EDD RFP 3475 for Salesforce M&O Part 2, EXHIBIT C: COST WORKBOOK - Worksheet C. Current SF License Count for details on current volume. All available stats are provided here: https://edd.ca.gov/en/about_edd/quick_statistics/
174	Exhibit A: SOW, Section 27. Knowledge Transfer	181	Is there an overlap period where both the incumbent and new contractor are under contract simultaneously?	The transition-in timeline directly impacts ramp-up staffing, cost structure during early months, and risk of SLA noncompliance during the new vendor ramp-up and old vendor ramp-down.	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 27. KNOWLEDGE TRANSFER AND/OR TRAINING "During the transition-in period, Contractor resources will be responsible to receive and assimilate system information from current EDD staff or its designees and satisfactorily

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					complete an initial Operations Readiness Assessment."
175	Exhibit A: SOW, Section 28. Maintenance and Operations (M&O)	182	Could the State clarify when M&O responsibilities formally begin in relation to contract execution date? Specifically, is there a defined handover or ramp-up time before the Contractor assumes full SLA accountability?	Understanding when SLAs take effect relative to the transition-in period is critical for managing liquidated damages risk during the early contract period as the old vendor exits.	Bidders are expected to propose their transition-in plan as part of question #2, Onboarding and M&O Transition Strategy as described in ATTACHMENT 16: NARRATIVE RESPONSE. See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30 SERVICE LEVEL AGREEMENTS (SLAS), "With the exception of SLA #10, Key Staff Replacement, all SLAs will apply upon completion of transition-in activities."
176	General	N/A	Could the State provide an estimate for onboarding/clearance timeline of new vendor staff in relation to the ramp-up period?	Delays in staff clearances/onboarding coordination can impact the ability for the new vendor to provide support and meet SLAs.	Background investigation processing typically takes 30 to 90 days from fingerprint submission. Clearances cannot commence prior to execution of the contract.
177	Exhibit A: SOW, Section 11.4. Support Staff Team	150-151	Section 11.4 states a minimum of 9 support staff with at least 1 Business Solution Analyst, 1	This distinction ensures vendors are	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of

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			Developer, 1 DevOps Engineer, and 1 QA Engineer. Could the State clarify whether these 9 support roles are expected per-Org (27 total) or 9 support staff total spread across all three Orgs (in addition to key staff roles)?	aligned with state expectations.	Work, Section 11.4, SUPPORT STAFF TEAM, the support staff will be spread across all three Orgs.
178	Exhibit A: SOW, Section 11. Key Staff Qualifications	147	Could the State confirm whether the Contractor's support staff team members are required to be based in the United States, consistent with the Key Staff requirement in Section 5?	Location constraints for all staff vs. only Key Staff significantly impact the cost model, especially for after-hours and weekend support coverage. This ensures vendors are aligned in location constraints.	Yes, per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 5, "All Contractor work must be performed at the EDD Headquarters, remotely or a combination of these locations. The proposed contractor staff shall be based in the United States."
179	RFP Part 1, Attachment 15.3: PM Qualifications Form	107-112	The Project Manager mandatory qualifications require either a PMP or SAFe Scrum Master/ACP certification. Can the State confirm whether a Certified Scrum Master (CSM) from Scrum Alliance would be accepted?	CSM is the most widely held Agile certification among qualified PMs. Limiting to only SAFe SM or PMI-ACP narrows the candidate pool, potentially eliminating otherwise well-qualified candidates.	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 11.2 PROJECT MANAGER and Part 2, ATTACHMENT 15.3: PROJECT MANAGER – QUALIFICATIONS FORM.
180	Exhibit C: Cost Workbook, Tabs D and E	215	Tabs D and E present two options each for expanded and	Section 6.7.1 references 'Total Cost'	Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2,

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	(Expanded/Reduced License Counts)		reduced license counts. Can the State clarify whether Bidders should price all scenarios, and how these optional license scenarios will be factored into the Total Evaluated Cost for scoring?	for scoring but does not specify which license scenario is used.	Part 2, EXHIBIT C: COST WORKBOOK, Instructions worksheet, Summary Cost, D. Reduced SF License Count, and E. Expanded SF License Count, for pricing requirements and how costs are factored into the Total Evaluated Cost for scoring.
181	Exhibit C: Cost Workbook, Tab F (System Improvement Activities)	215	Tab F requires pricing for 40 current backlog epics plus future S/M/L efforts. Can the State confirm whether the current backlog epic costs are included in the Total Evaluated Cost for scoring, or evaluated separately?	Including vs. excluding backlog costs from the evaluated total changes the cost scoring dynamic significantly.	Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT C: COST WORKBOOK, Instructions worksheet and Part 1, 6.7, Cost Evaluation.
182	Exhibit C: Cost Workbook, Tab F (System Improvement Activities)	215	The cost workbook requests pricing for future system improvement activities, but it is not clear what those are. We assume the current backlog is items which were included and priced individually. Would the State consider removing this item as vendors do not know what future improvements or how many there may be (regardless of S/M/L sizing)?	Pricing unknown backlog items may unintentionally raise costs at this stage.	The State has reviewed and considered this request, and no change will be made.

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183	Exhibit A: SOW, Section 11. Key Staff Qualifications	147	Will the State please confirm remote support is acceptable (i.e. not expected to work on-site at EDD), provided resources are located in the continental U.S. (CON-US)?	Allows vendors to plan accordingly for proposed staff.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 5, "All Contractor work must be performed at the EDD Headquarters, remotely or a combination of these locations. The proposed contractor staff shall be based in the United States. Work locations must be approved by the EDD Contract Manager via written communication."
184	Exhibit A: SOW, Section 30. SLAs - SLA #1 (System Availability)	185-186	SLA #1 requires 99.99% uptime. Can the State clarify whether planned Salesforce maintenance or unplanned outage windows (controlled by Salesforce, not the Contractor) are excluded from this calculation?	Salesforce-imposed maintenance or unplanned outage windows would be outside the Contractor's control. This SLA would be met via the EDD's subscription agreement with Salesforce.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30. SERVICE LEVEL AGREEMENTS (SLAS), "The State will not hold the Contractor responsible for incidents outside the Contractor's control. Completion of root cause analysis will determine, on a case by case basis, if an SLA violation has occurred."
185	Exhibit A: SOW, Section 30. SLAs - SLA #2 (System Response Time)	187-188	SLA #2 specifies page load times. Can the State clarify whether these response time thresholds account for user's	Client-side factors are outside the Contractor's control. Measurement	Response time per SLA #2 is measured server-side.

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			network latency and browser rendering, or are measured server-side only?	methodology determines whether this SLA is achievable.	
186	Exhibit A: SOW, Section 30. SLAs - SLA #3 (PL1/PL2 Incident Resolution)	188-189	SLA #3 requires PL1 resolution within 2 hours and PL2 within 4 hours. Can the State clarify whether 'resolution' means a production fix deployed, or whether a documented workaround with a planned fix timeline satisfies the SLA?	Deploying a production fix within 2 hours is often not feasible due to testing and change control requirements (Section 14 requires RRB approval for all production changes).	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30, Service Level Agreements (SLAS), Item #3, SLA box, Definitions, “3. Resolution = Incident remediation released to Production, with State approval, and the incident has not re-occurred.” and 34. GLOSSARY OF TERMS Priority Level 1 Incident/PL1 and Priority Level 2 Incident/PL2, “...and there is no workaround or no workaround acceptable to the EDD...”
187	Exhibit A: SOW, Section 30. SLAs - SLA #4 (Technology Recovery)	189-190	SLA #4 imposes up to \$100,000 in liquidated damages if recovery exceeds 48 hours. Can the State clarify whether this SLA applies only to scenarios within the Contractor's control, or also to Salesforce platform-level outages managed by Salesforce?	Salesforce platform outages are outside the Contractor's remediation authority. Assessing liquidated damages for Salesforce infrastructure failures penalizes the Contractor which has no control over the	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30. SERVICE LEVEL AGREEMENTS (SLAS), "The State will not hold the Contractor responsible for incidents outside the Contractor's control. Completion of root cause

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				core platform availability.	analysis will determine, on a case by case basis, if an SLA violation has occurred."
188	Exhibit A: SOW, Section 31. Liquidated Damages	199	Section 31 caps liquidated damages at 10% of the Agreement Amount 'excluding the cost of licenses.' Can the State confirm whether this 10% cap is calculated on the base 2-year term only, or includes optional years if exercised?	The cap calculation basis affects total amount for Contractor liability.	This will depend on when a failure to meet a SLA subject to Liquidated Damages occurs. The cap will be calculated based on the Contract Amount at that time.
189	Exhibit A: SOW, Section 15.2. System Improvement Activities	165	Section 15.2.3 references supporting data staging for migration to ICMS. Can the State provide the expected timeline and scope for ICMS integration/migration activities during the contract period?	ICMS integrations dependent upon a system being actively developed. Rough anticipated timeline will assist vendors in estimating the effort.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1. DELIVERABLE EXPECTATION DOCUMENT (DED), "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities. The Contractor must complete a DED in the State-approved Project Schedule/Work Plan before starting any work as part of the contract."
190	Exhibit B1: Backlog (UI_CLAIMS-12, CA_EDD-9, CC_ORG-11)	214	Backlog epics reference 'Consolidate all apps within Orgs within Salesforce.' Can the	Org-level consolidation varies from within-Org	It could be both. Consolidating apps within the Org or the Orgs itself. This will be elaborated

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			State clarify whether Org consolidation (merging the three Orgs into fewer) is within scope, or if these epics refer to application consolidation within each existing Org?	application consolidation. This distinction is important for vendors to be aware of in preparing estimates.	during the release planning process. Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1. DELIVERABLE EXPECTATION DOCUMENT (DED), "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities. The Contractor must complete a DED in the State-approved Project Schedule/Work Plan before starting any work as part of the contract."
191	Exhibit B: Functional and Non-Functional Requirements, myEDD Tab	213	The myEDD tab references integrations with Okta, Socure, ID.me, and CISL. Can the State confirm whether the Contractor is responsible for maintaining the third-party vendor relationships and contracts, or only the Salesforce-side integration code?	This helps clarify roles and responsibilities and whether there are appropriate contacts available from third-parties.	As per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 23. COMPATIBILITY AND INTERFACE "The Contractor will be responsible for monitoring, supporting, and maintaining these integrations. This includes responding to interface-related incidents,

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					resolving failures or data discrepancies, managing version changes, and supporting minor configuration updates or adaptive adjustments required to keep integrations aligned with evolving operational needs." EDD will manage any vendor relationships related to the 3rd party. The contractor is expected to maintain and manage any interfaces as described in Section 23 COMPATIBILITY AND INTERFACE.
192	Exhibit B: Functional and Non-Functional Requirements, NFR Tab	213	NFR-25 requires 'seamless integration with EDD GitHub for version control.' Can the State specify whether EDD uses GitHub Enterprise (cloud or server), and whether the Contractor will have administrative or contributor-level access?	Access level and GitHub configuration affect CI/CD pipeline design, DevOps staffing, and release management processes.	As described in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1.1. SYSTEM OPERATIONS #8 "Maintain all application code in an EDD-hosted GitHub repository, ensuring secure access controls, audit logging, and adherence to version control best practices."

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					Further details will be provided after contract award.
193	Exhibit I: SF Interfaces (All Tabs)	238	Can the State provide the total number of batch jobs/scheduled jobs currently running across all three Orgs?	Number of batch jobs to be maintained assists vendors in estimating workload.	Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS and EXHIBIT I: SF INTERFACES for detailed batch specifications.
194	Exhibit A: SOW, Section 19. Security	178	Can the State specify the timeline and process for background investigation clearance? Can Contractor staff begin non-sensitive work while investigations are pending?	Background clearance timelines affect transition-in scheduling and could delay M&O services.	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 10. CONTRACTOR'S ROLES AND RESPONSIBILITIES sub-section 2, "All Contractor's staff with access to the EDD data assets or personal data (including Personally Identifiable Information (PII) shall undergo and clear a background investigation prior to that individual commencing any work." Background investigations including DOJ/FBI fingerprinting clearance are required before contractor staff may access EDD data assets.

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195	Exhibit A: SOW, Section 15.1.5. Documentation and Knowledge Transfer	163-165	The SOW requires 5 major documentation artifacts (System Design, SSP, SAD, ISRP, TSP). Can the State confirm whether these documents currently exist and are up to date, or whether the Contractor should plan for significant initial documentation effort?	Creating these artifacts from scratch vs. updating existing documents is important for vendors to analyze in preparing estimates.	Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A Statement of Work, Section 15.1.1. SYSTEM OPERATIONS, Section 15.1.3. RELEASE MANAGEMENT and Section 15.1.5. DOCUMENTATION AND KNOWLEDGE TRANSFER for the requested details.
196	Exhibit A: SOW, Section 15.3. Marketing Cloud Support	166-167	Can the State specify the current Marketing Cloud edition (Growth, Advanced, Premium) and approximate monthly email/SMS send volumes?	Marketing Cloud edition and volume is important for vendor estimates.	Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT C: COST WORKBOOK Worksheet C. Current SF License Count for Marketing Cloud edition and current volumes.
197	Exhibit A: SOW, Section 10. Contractor Roles and Responsibilities	146	Item 13 states the Contractor must use assigned EDD email accounts. Can the State confirm whether project management and ITSM tools (e.g., Jira, ServiceNow, Confluence) will be State-provided, or if the Contractor should plan to use their own?	Tooling costs, licensing, and integration requirements affect both the cost proposal and narrative.	Project management, ITSM, and collaboration tools will be provided by EDD for all work performed under this contract.
198	Exhibit A: SOW, Section 30. SLAs - SLA #9 (Data Breach Notification)	197-198	SLA #9 states that a Data Breach 'may result in damages up to one hundred percent (100%) of the Contract value' and that EDD has 'sole authority to make	Without defined criteria or a dispute mechanism, Bidders cannot accurately price this risk. This	Per EDD RFP 3475 Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30. SERVICE LEVEL AGREEMENTS (SLAS), #9, "The

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			the final determination of the amount of damages.' Can the State clarify the criteria that will be used to determine the damage amount, and whether the Contractor will have an opportunity to present mitigating factors before damages are assessed?	clause may discourage qualified Bidders from participating. In addition, core platform issues outside of the Contractor's control (i.e. Salesforce-borne issue) would need to be assessed prior to assessing damages.	Contractor must provide in writing its preliminary report of the security event within three (3) working days, and a full detailed written report within ten (10) working days of the security event." And "The criteria and damage assessment must be determined by EDD, appointed State and federal legal authorities, and Contractor representatives."
199	General	N/A	Will vendors have an opportunity to review assumptions as a part of negotiations?	Allows vendors to make assumptions that may not be clarified in the RFP or in Q&A prior to contract award and execution.	Suppliers are strongly encouraged to submit clarifying questions and request changes to the solicitation requirements in accordance with RFP Section 2.2.2, Questions Regarding the Solicitation Document. If a Bidder receives an invitation to negotiate, Bidders are welcome to identify items they would like to discuss during negotiations. The State, however, retains the discretion to determine the scope of negotiations, including which items will be discussed and whether any terms or

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					provisions will be modified per RFP section 7, Negotiations. Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 2.1, Bidder Admonishment, "It is the Bidder's responsibility to: #5. Not include conditional statements, assumptions, or exception language with proposals.
200	Exhibit A: SOW (General) / GSPD-401IT (Referenced)	N/A	The SOW does not contain a force majeure provision. The GSPD-401IT general provisions are referenced but not included in the solicitation documents. Can the State confirm: (a) whether the GSPD-401IT includes a force majeure clause, and (b) whether events outside the Contractor's control (including Salesforce platform outages, natural disasters, cyberattacks on Salesforce infrastructure) will exempt the Contractor from SLA penalties and liquidated damages during such events?	Multiple SLAs impose significant liquidated damages for failures that could be caused by events entirely outside the Contractor's control.	a) A link for vendors to review all General Provisions that apply to this solicitation can be found in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.3.9 GENERAL PROVISIONS b) Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30, Service Level Agreements (SLAS), "The State will not hold the Contractor responsible for incidents outside the Contractor's control. Completion of root cause

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					analysis will determine, on a case by case basis, if an SLA violation has occurred."
201	Exhibit A: SOW, Section 26. Transition of Operation / GSPD-401IT Provision 23	181	Section 26 requires the Contractor to support a 6-month transition-out within the final 6 months of the contract term. If the State exercises a termination for convenience under GSPD-401IT Provision 23 mid-contract, can the State clarify: (a) whether the Contractor is still obligated to perform the full 6-month transition-out, and (b) whether the Contractor will be compensated for transition-out services beyond the termination date?	A termination for convenience could leave the Contractor obligated to perform months of unpaid transition-out work unless the Contractor would be compensated for the transition-out services.	Please see EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.3.9 for the General Provisions that apply to this solicitation.
202	Exhibit I: SF Interfaces, ICC Tab / Exhibit A: SOW Section 15.6	238, 172-175	The ICC console integrates with Amazon Connect via InterVision AWS instances. Can the State clarify whether the Contractor is responsible for the AWS/Amazon Connect side of this integration (IVR configuration, CTI adapter, Lambda functions), or only the Salesforce-side components?	Amazon Connect administration requires a different skillset (AWS, telephony) than Salesforce M&O. This scope distinction is important for vendors estimating effort.	Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit I: SF INTERFACES, "Amazon Connect Computer Telephony Integration (CTI) Adapter Managed Package" is considered in-scope. Rest of the integration with other AWS solution

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					components happens through APIs.
203	Exhibit A: SOW, Section 15. (All Orgs)	155-175	a) Can the State clarify who controls sandbox refresh schedules across all three Orgs, and how frequently full and partial sandboxes are refreshed? b) Is sandbox refresh a Contractor responsibility?	The large number of sandboxes with undefined refresh cadence represents a variable workload. Refresh operations require coordination, data masking, and post-refresh configuration, all of which consume M&O effort.	a) Frequency of refresh is determined by the planned activities for each application identified as part of release planning. Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1, "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities." b) See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1.2 PLATFORM MAINTENANCE #12. "Maintain and Manage all the Salesforce Sandbox and SDLC environments for each Salesforce Org."

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204	Exhibit C: Cost Workbook, Summary Cost Tab / Tabs D and E	215	The Summary Cost tab pulls license costs only from Tab C (Current License Count). Tabs D (Expanded) and E (Reduced) contain pricing for 4 additional license scenarios but are not connected to the Summary Cost total or the Total Evaluated Cost formula. Can the State confirm which license scenario(s) will be included in the cost score calculation under Section 6.7.1?	If Bidders price differently across scenarios assuming different scoring bases, cost comparisons may be inconsistent.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT C: COST WORKBOOK, Instructions tab, Summary Cost "This worksheet aggregates costs from worksheets A, C and F and automatically calculates the Base Contract Cost Subtotal as well as the Total Evaluated Cost (Base Contract Cost Subtotal plus Optional Year Costs). The Total Evaluated Cost will be used for evaluation purposes."
205	Exhibit A: SOW Section 5 / Section 30. SLAs (PL1 Resolution)	144, 188-189	SLA #3 requires PL1 incident response within 2 hours, which implies round-the-clock availability for incidents that can occur at any hour. Can the State confirm whether 24/7 on-call coverage is expected, and if so, whether the 2-hour resolution SLA applies during off-hours and weekends?	US-only staffing combined with a 2-hour PL1 resolution SLA at any hour requires appropriate staffing levels to accurately estimate.	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30, Service Level Agreements (SLAs), Item #3, SLA box, Definitions, "3. Resolution = Incident remediation released to Production, with State approval, and the incident has not re-occurred." and 34. GLOSSARY OF TERMS Priority Level 1 Incident/PL1 and Priority Level 2 Incident/PL2, "...and there is no workaround

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					or no workaround acceptable to the EDD...”
206	Exhibit B: Functional and Non-Functional Requirements / RFP Section 2.4.1	213, 18	Section 2.4.1 states that 'should' and 'may' indicate desirable but non-mandatory conditions. Many requirements in Exhibit B use 'should' language (e.g., 'The system should have the ability to...'). However, Exhibit B instructions state that a 'No' answer 'may be considered non-responsive.' Can the State confirm whether a Bidder may answer 'No' to a 'should' requirement without being deemed non-responsive?	There are many 'should' requirements across the stated requirements. If all are effectively mandatory despite the 'should' language, this changes the compliance analysis.	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS.
207	RFP Part 1: Section 3.1.1 (p.23), Section 3.1.3 (p.25), Attachment 15 Instructions (pp.96, 116)	23, 25, 96, 116	The RFP uses different anchor dates for the 10-year experience lookback period: 1. Section 3.1.1 (Bidder Qualifications): 'within ten (10) years prior to the solicitation release date' (June 2, 2026) 2. Section 3.1.3 (Key Staff Qualifications): 'within the last ten (10) years prior to the proposal due date' (July 21, 2026) 3. Attachment 15 Instructions (Key Staff Forms): 'within the last	These three references create a significant variance (June 2 vs. July 21) that could disqualify an otherwise responsive Bidder or Key Staff member whose project ended in late June/early July 2016. A single consistent anchor date is needed to ensure all Bidders apply the same standard.	See revisions in EDD RFP 3475 for Salesforce M&O Addendum 2, Part 1, Sections 3.1.1, Bidder Qualifications (M)(DS), and Part 2, Attachment 12, Bidder Qualifications Form – Instructions, and Attachment 15, Key Staff Qualifications Form - Instructions.

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			ten (10) years prior to the solicitation due date' Can the State confirm if the submission date can be the single date that should be used as the anchor for the 10-year experience lookback for both Bidder Qualifications and Key Staff Qualifications? This allows for movement in the case of a Key Action Date update with regard to the submission date.		
208	RFP Part 1: Section 3.3.11.1 Insurance Coverage / Section 3.3.11.2 Insurance Coverage	33-34	Sections 3.3.11.1 and 3.3.11.2 are both titled 'INSURANCE COVERAGE' and contain similar text. This appears to be a duplication. Can the State confirm whether: (a) one of these sections was intended to contain different insurance requirements (e.g., general liability vs. cyber/technology E&O coverage types and minimum amounts), or (b) this is a duplication error and one section should be removed?	Allows vendors to assess insurance coverage for contract award.	This is a duplication error. EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.3.11.2 has been removed.
209	General	N/A	Will the State allow for SLA and Liquidated Damage negotiations as a part of BAFO?	SLAs and Liquidated Damages impact price as vendors must staff accordingly. Allowing	Suppliers are strongly encouraged to submit clarifying questions and request changes to the

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				modifications during best and final may allow the State to receive improved pricing.	solicitation requirements in accordance with RFP Section 2.2.2, Questions Regarding the Solicitation Document. If a Bidder receives an invitation to negotiate, Bidders are welcome to identify items they would like to discuss during negotiations. The State, however, retains the discretion to determine the scope of negotiations, including which items will be discussed and whether any terms or provisions will be modified per RFP section 7, Negotiations.
210	Exhibit B: Functional and Non-Functional Requirements / RFP Section 2.4.1	213, 18	Are any of the Functional and Non-Functional requirements not currently implemented for existing orgs and applications, or wholly new as a part of this solicitation?	Understanding the existing requirements vs. Requirements that have not successfully been implemented allows vendors to make additional comments or suggestions for the State.	EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS lists all existing functionality within existing applications and orgs. Exhibit B1, Backlog, lists system improvements to be completed in the future per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 7, Solution Requirements.

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211	112 of 238	ATTACHMENT 15.3	Number #18. Desirable Scored: The requirement currently specifies "At least one (1) year of FTE experience working with California EDD systems." Could you please consider candidates with relevant experience in California EDD systems or comparable government workforce, unemployment insurance, and benefits administration systems as meeting this requirement?	112 of 238	The State has reviewed and considered this request, and no change will be made.
212	Exhibit C	B. Hourly Rate	Since multiple resources are required for each job title, should we list individual resource's hourly rate, or are we expected to propose a blended rate under the Hourly Rate column?	Exhibit C	See revisions in RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT C: COST WORKBOOK, Instructions, #B. Hourly Rates.
213	88 of 238	Attachment 13 & 14	Can subcontractor's experience be submitted to meet the bidder qualifications?	88 of 238	For Bidder Qualifications and References, see EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Attachment 12, Bidder Qualifications Form – Instructions. For Key Staff Qualifications and References, see EDD RFP 3475 for Salesforce M&O,

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					Addendum 2, Part 2, Attachment 15, Key Staff Qualifications Form – Instructions.
214	94 of 238	ATTACHMENT 15.3	Is there a maximum number of projects that that must be completed to meet the qualifications?	94 of 238	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.1.3, “The Bidder must cite up to six (6) projects per proposed Key Staff to meet the requirements.”
215	EXHIBIT A1: ADD, DELETE, OR SUBSTITUTE STAFF REQUEST FORM	207	Exhibit A1 requires that a resume meets MQs TDDC MSA requirements; however this is an RFP and is not leveraging the TDDC MSA. Please update Exhibit A1 to remove reference to TDDC MSA.	Exhibit A1 should be updated as this solicitation is not leveraging TDDC MSA.	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A1.
216	RFP 3475, Section 22. Software Needs	179	Could EDD please elaborate on the process and timing by which it intends to take title to the software licenses following assignment by vendor?	N/A	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 22. SOFTWARE NEEDS, the Contractor is responsible for the initial purchase and designation of all Salesforce licenses and shall assign them to EDD. EDD will hold title to the licenses upon assignment. Transition of licenses to EDD or a successor contractor at end of term shall

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					be coordinated to ensure no interruption of service. Title transfer occurs at the time of assignment, which shall be at the purchase/designation per SOW Section 22.
217	RFP 3475, Section 27. Knowledge Transfer and/or Training	181	Would the State please share the name of the current incumbent(s) that will need to be engaged during Knowledge Transfer? Also, please confirm what transition-in support (overlap time, KT, documentation handover) will be provided?	N/A	a) This information is outside of the scope to develop and submit a proposal in response to this RFP. b) Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 27 KNOWLEDGE TRANSFER AND/OR TRAINING, During the transition-in period, Contractor resources will be responsible to receive and assimilate system information from current <i>EDD staff or its designees</i> and satisfactorily complete an initial Operations Readiness Assessment”
218	Exhibit C: Cost Workbook, Tab C, SOW (myEDD)	Tab C	Please confirm the 2.38M myEDD Customer Community Plus monthly-login figure is the licensing basis and how overage will be handled.	N/A	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT C: COST WORKBOOK includes worksheet

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					D. Expanded SF License Count. If there is material change to the licensing terms, the State will follow the amendment process.
219	RFP 3475, Section 30. Service Level Agreements (SLAs); 2. Solution Response Time: Production Environment	187	Section 30 states that "The Contractor shall be responsible for meeting the Solution's Availability SLA". Request: Please update this section to clarify the conditions within the control of the Contractor under which this SLA will apply to the Contractor.	The current wording does not expressly define the performance boundary attributable to the Contractor. Stating the measurement start point and exclusion set directly will reduce disputes and align the SLA to controllable delivery performance.	The State has reviewed and considered this request, and no change will be made.
220	RFP 3475, Section 30. SLA 3 – PL1 / PL2 Incident Resolution Time	188	Please revise the Measurement Process to state that the Solution Response Time SLA measurement begins at the Contractor-controlled solution boundary and applies only to response-time elements within the Contractor's control. The SLA excludes latency attributable to the Salesforce platform, third-party services, State-managed systems, network conditions, browser/device performance,	The current wording ties SLA compliance to State approval timing, which is outside the Contractor's sole control, and to a non-recurrence standard that cannot be confirmed within the 2-hour / 4-hour resolution windows because it requires post-restoration	The State has reviewed and considered this request, and no change will be made.

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			and other causes outside the Contractor's control.	problem analysis and corrective actions.	
221	RFP 3475, Section 30. Service Level Agreements (SLAs), 5. Solution Deficiency Correction	192	Please revise the "Resolution" definition so SLA compliance is met upon implementation of a fix or workaround that restores the affected Service within the applicable PL1 / PL2 timeframes. State approval timing and any later recurrence should not determine SLA compliance.	The current SLA combines aggressive 24-hour / 48-hour timeframes with a measurement process tied to Passed Test, Passed UAT, or Rejected states, creating ambiguity as to whether the SLA measures only remediation or the full post-fix acceptance cycle.	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 34. GLOSSARY OF TERMS for definition for PL1 and PL2 incidents. Both do not have any workaround acceptable to the EDD. By definition PL1 and PL2 incidents do not have any work around. If there is an acceptable work around, it would not fall under the category of PL1 / 2.
222	RFP 3475, Section 30. Service Level Agreements (SLAs), 6. – Security Incident Notification and 7. Security Incident Mitigation Plan	194 -196	Can EDD please clarify whether the Severity 1 and Severity 2 timeframes measure only remediation and deployment, or also include State-driven testing, UAT, and acceptance timing?	The current two-level Major / Minor structure places too many incidents into the fastest notification and response bands. Standard Security operations use four severity levels so that 4-hour notification and 4-hour / 8-hour response commitments apply only to the highest priority incidents.	State driven testing does not apply to these SLAs.

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				Without additional severity tiering that places lower-priority security incidents into longer notification and response timeframes, the current SLA structure drives a higher-intensity support model than an industry standard four-tier service	
223	RFP 3475, Section 30. Service Level Agreements (SLAs), 9. Data Breach	197	Please revise SLA 6 and SLA 7 to replace the current two-level Major / Minor incident model with four severity levels (Sev1, Sev2, Sev3, Sev4). For SLA 6, please align notification / triage timeframes to 30 minutes (Sev1), 60 minutes (Sev2), 1 business day (Sev3), and 3 business days (Sev4). For SLA 7, please align mitigation-plan / response timeframes to 4 hours (Sev1), 8 hours (Sev2), 3 business days (Sev3), and 8 business days (Sev4).	The current damages provision, 100% of Contract value construct, is not commercially reasonable and should be revised to a fixed dollar Liquidated Damages amount.	The State has reviewed and considered this request, and no change will be made.
224	Exhibit C: Cost Workbook Exhibit A: Statement of Work, NFR-80/81	Tabs C, D, E	Which Agentforce and Einstein licenses, models, and consumption units are included, who bears consumption cost,	N/A	Agentforce and Einstein licenses, models, and consumption units are not currently included.

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			and where is that reflected in the license counts?		
225	Attachment 15.1: Engagement Manager Qualifications Form	98	Would the State revise #18 from "Experience working with California EDD Systems" to "Experience working with US State Labor Systems"?	Leveraging experience from other peer Employment/Labor agencies may bring a relevant / valuable perspective to new approaches to resolve similar problems.	The State has reviewed and considered this request, and no change will be made.
226	EXHIBIT C: COST WORKBOOK	Tab A	Can the State provide a breakdown view of ticket volumes across Contact Center Org, CA EDD Org and EDD UI Claims Org applications? As per the Cost Workbook Tab "A. M&O Services" the price breakdown is needed by Applications.	N/A	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Sections 15.4.1 WORKSHARE, 15.4.2 UNEMPLOYMENT INSURANCE (UI) ELECTRONIC DETERMINATIONS (E-DETS), 15.5 CONTACT CENTER ORG, and 15.6 EDD UI CLAIMS ORG.
227	Exhibit A: Statement of Work, Section 32.2. 10% Withhold	201	Could the State please update this section with additional detail on the conditions and timing under which the 10% withhold would be released for M&O? Since M&O is delivered on a recurring monthly basis without a defined singular completion milestone, we want to make sure we understand how the withhold would be	This information is important for vendors to accurately model the financial terms of the contract. We want to respond with confidence that our proposal reflects a clear and mutual understanding of when	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 32.2. 10% Withhold.

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			applied and eventually released in that context. Our recommendation with respect to release timeline is for a clear-in-month release mechanism tied to specific monthly activities and outputs.	withheld amounts will be remitted.	
228	Exhibit A: Statement of Work, Section 32.2. 10% Withhold	201	Could the State please update this section with additional detail on the conditions and timing under which the 10% withhold would be released for system improvements? Specifically, it would be helpful to understand the approving party, any required documentation, and the expected release timeline for each work type. Our recommendation with respect to release timeline is at the completion and delivery of the system improvement.	This information is important for vendors to accurately model the financial terms of the contract. We want to respond with confidence that our proposal reflects a clear and mutual understanding of when withheld amounts will be remitted.	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 32.2. 10% Withhold.
229	RFP 3475, GENERAL	N/A	To scope transition and any early remediation, will EDD share the current security posture for the in-scope organizations (e.g., the existing System Security Plan and POA&M, the most recent	N/A	No. This information will be shared with the awarded Contractor at contract execution under appropriate confidentiality and access controls

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			Salesforce Health Check or security assessment results), and any open security findings or vulnerability backlog?		
230	Exhibit B: Functional and Non-Functional Requirements	NFR-54	NFR-54 calls for security audits "at least annually," and individual applications require "routine security audits" to protect sensitive data. Could EDD clarify the expected nature of these audits? Are they Contractor self-assessments and configuration reviews, or independent third-party security assessments?	N/A	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1. MAINTENANCE AND OPERATIONS ACTIVITIES and its subsections for all tasks related to security.
231	Exhibit B: Functional and Non-Functional Requirements	NFR-73	NFR-73 requires all integrations to enforce secure authentication (OAuth 2.0, OIDC, signed tokens, or mutual TLS) with secrets stored in encrypted vaults and rotated periodically. Exhibit I shows a mix of patterns across the ~70 interfaces using a self-signed certificate (ICC and Work Share) and several SFTP file-transfer interfaces. Do the existing interfaces already meet the NFR-73 standard, or is bringing them into compliance part of the Contractor's scope? If so, is that treated as steady-	N/A	All existing applications and interfaces are already compliant with NFR-73.

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			state M&O or as System Improvement (backlog) work?		
232	RFP 3475, GENERAL	N/A	Would the State please provide their latest organizational chart?	N/A	This information is outside of the scope to develop and submit a proposal in response to this RFP.
233	RFP 3475, 3.1.3.1. FULL-TIME/PART-TIME MONTH EQUIVALENTS DEFINITION	25	The State defines full-time support to be a minimum of 20 working days, however there are certain months when there are only 19 business days. Can the State please confirm how we should account for those months throughout the life of the contract?	N/A	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 3.1.3.1.
234	SOW Section 15. PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS	168 -172	Can the State confirm if all the apps in the CA EDD ORG, CONTACT CENTER ORG and EDD UI CLAIMS ORG are supported by different vendors?	N/A	Specific incumbent support details will be provided to the awarded Contractor as applicable during transition-in per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Exhibit A, Statement of Work, Section 27. KNOWLEDGE TRANSFER AND/OR TRAINING.
235	SOW Section 15. PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS	168 -172	Please provide the total count of EDD staff and/or external incumbent staff that currently support the Apps for Maintenance and Operations.	N/A	Specific incumbent support details will be provided to the awarded Contractor as applicable during transition-in per EDD RFP 3475 for Salesforce M&O, Addendum 2,

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					Part 1, Exhibit A, Statement of Work, Section 27 KNOWLEDGE TRANSFER AND/OR TRAINING.
236	SOW Section 15. PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS	168 -172	How long will the incumbent be available to provide the transition-in services for the initial Knowledge Transfer?	N/A	Vendors are expected to propose their transition-in plan as part of "Onboarding and M&O Transition Strategy" as described in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, ATTACHMENT 16: NARRATIVE RESPONSE.
237	EXHIBIT B1: BACKLOG	UI_CLAIMS-4; CA_EDD-12	Epic UI_CLAIMS-4 ("AI Readiness," covering fraud anomaly detection, predictive analytics, and Agentforce notifications) is sized Small. Confirm the size and the deliverable boundary between data and dashboard enablement versus building the AI models.	N/A	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1 DELIVERABLE EXPECTATION DOCUMENT (DED), "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities."
238	EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS, NFR-83 Exhibit A: Statement of Work, 30. SERVICE LEVEL AGREEMENTS (SLAs)	N/A	Confirm Contractor accountability for AI output accuracy against UI and DI policy and legal requirements, and how that interacts with the SLAs and liability.	N/A	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B1.

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239	RFP 3475, 3.3.10 3.3.10. GENERATIVE ARTIFICIAL INTELLIGENCE (GENAI) DISCLOSURE NOTIFICATION EXHIBIT D: SPECIAL TERMS AND CONDITIONS (REV 09-24), 15. GENERATIVE ARTIFICIAL INTELLIGENCE (GENAI) REQUIREMENTS	N/A	Please confirm whether Contractor use of internal GenAI accelerators or third-party tools in delivering M&O (i.e., code or test generation) is allowable, and what level of STD 1000 detail is expected at bid vs post award?	N/A	Currently, there are no Gen AI solution components implemented in Production. Per Exhibit A, Statement of Work, Section 3.3.10, "Bidder must notify the State in writing if it: (1) intends to provide GenAI as a deliverable to the State; or (2), intends to utilize GenAI, including GenAI from third parties, to complete all or a portion of any deliverable that materially impacts: (i) functionality of a State system, (ii) risk to the State, or (iii) Contract performance. For avoidance of doubt, the term "materially impacts" as used in this section shall have the same meaning set forth in the State Administrative Manual (SAM) § 4986.2 Definitions for GenAI" GenAI Reporting & Factsheet Form (STD 1000) retired and no longer required. Refer to DGS PD 402 IT General Provisions (ITGP) Cloud Computing Services (Rev.
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					2/20/25) Section 22: GENERATIVE ARTIFICIAL INTELLIGENCE and State Administrative Manual (SAM) § 4986.9 GenAI PROCUREMENT on what is expected prior to contract award to be in compliance with security and privacy standards for GenAI and completion of SIMM 5305-F GenAI Risk Assessment.
240	RFP 3475, EXHIBIT H: SECURITY AND DATA PROTECTION	Items 11 - 12	Exhibit H (items 11–12) restricts access to State data from outside the territorial United States. Would EDD approve the use of offshore resources where those resources are restricted, by enforced controls, from accessing (i) any confidential or sensitive data, including FTI and PII, and (ii) the production environment?	N/A	No, per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 5 LOCATION & AVAILABILITY, “All Contractor work must be performed at the EDD Headquarters, remotely or a combination of these locations. The proposed contractor staff shall be based in the United States. Work locations must be approved by the EDD Contract Manager via written communication.”
241	Exhibit A: Statement of Work, 15.1.5. DOCUMENTATION AND KNOWLEDGE TRANSFER	181	Confirm the state of existing documentation/runbooks and access to the EDD-hosted GitHub repo at contract start.	N/A	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 27. KNOWLEDGE TRANSFER AND/OR TRAINING and

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					Section 15.1.5. DOCUMENTATION AND KNOWLEDGE TRANSFER for current status of available documentation and knowledge transfer process. Documents within this section are up to date. Access to the EDD-hosted GitHub repository will be provided upon contract award subject to security controls.
242	SOW Section 11.4 Support Staff Team	151	What is the current construct of the M&O team? Please provide the number of resources and their role.	N/A	Specific incumbent support details will be provided to the awarded Contractor as applicable during transition-in per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 27. KNOWLEDGE TRANSFER AND/OR TRAINING.
243	Exhibit A: Statement of Work, 15.2.1. Backlog Efforts	166	Please confirm the team construct (1 BSA, 2 Dev, 1 QA; 3- week sprint) is the assumed costing unit and whether bidders may propose an alternate pod composition.	N/A	As described in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.2.1. BACKLOG EFFORTS - "The System Improvements have been estimated by EDD to be performed by a small-sized

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					Agile Team (comprising 1 (One) Business Solution Analyst, 2 (Two) Developers and 1 (One) Quality Assurance) for a sprint duration of 3 weeks. Future backlog efforts will be priced per EXHIBIT C: COST WORKBOOK, tab F, System Improvement Activities, with these sizes as guidance."
244	Exhibit A: Statement of Work, 31. Liquidated Damages	199	Industry standard is to align liquidated damages for SLA violations to a % of monthly fees at risk - not total contract value. Would the State consider aligning liquidated damages to a % of monthly fees at risk to better align performance incentives to industry standards and minimize cost to the State.	Requirements were provided but not clearly tied to scope, creating ambiguity on what vendors are committing to.	The State has reviewed and considered this request, and no change will be made.
245	RFP 3475, Section 15.1.1. System Operations	156	Please revise Section 31 to clarify that Liquidated Damages will not be applied more than once for the same underlying event or failure, and that where multiple SLA Liquidated Damages could apply to the same event, only the single highest applicable Liquidated Damages amount will apply.	The current provision does not address multiple Liquidated Damages applying to the same underlying event.	The State has reviewed and considered this request, and no change will be made.

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246	Exhibit A: Statement of Work, Section 32.2. 10% Withhold RFP 3475, Section 15.1.1. System Operations	200	Please revise Section 15.1.1.1 to include a three (3) month stabilization period following the M&O commencement date. SLA performance measurement may begin at M&O commencement; however, Liquidated Damages should not apply until after the expiration of the three (3) month stabilization period.	The current provision does not include a stabilization period before Liquidated Damages commence. A three (3) month stabilization period is needed to validate SLA performance before Liquidated Damages apply.	Vendors are expected to propose their transition-in plan as part of "Onboarding and M&O Transition Strategy" as described in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, ATTACHMENT 16: NARRATIVE RESPONSE. "1. Service Continuity and SLA Compliance a. Approach to meeting the Service Level Agreements (SLAs) defined in SECTION 30. SERVICE LEVEL AGREEMENTS (SLAS)." See revision in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30, Service Level Agreements (SLAS) for guidance. "The State will not hold the Contractor responsible for incidents outside the Contractor's control. Completion of root cause analysis will determine, on a
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					case by case basis, if an SLA violation has occurred."
247	Exhibit A: Statement of Work, 15.2. SYSTEM IMPROVEMENT ACTIVITIES and 11. KEY STAFF QUALIFICATIONS AND SKILLS	165, 147	Are the current-backlog Epics expected to be delivered by the baseline M&O team already priced for these services (the seven named Key Staff and the nine Support Staff), or by an incremental Agile pod staffed separately from that baseline?	N/A	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT A, Statement of Work, Section 15.2.1, Backlog Efforts, "Future backlog efforts will be priced per Exhibit C, Cost Workbook, tab F, System Improvement Activities, with these sizes as guidance."
248	Exhibit A: Statement of Work, Section 31. Liquidated Damages	199	We would appreciate clarification of the liquidated damages (LD) provisions related to data breach events. As currently written, the Data Breach SLA contemplates per-instance LDs of up to 100% of the Total Contract Value (TCV), following a State process to determine the extent of damages. At the same time, the SOW includes a general LD cap of 10% of TCV, and the applicable Information Technology General Provisions (Cloud and Non-Cloud), incorporated by reference, allow the Parties to establish a dollar limitation on	N/A	The Data Breach provisions limit the LD to 100% of the Contract Amount. A Data Breach is not subject to the ten percent (10%) cap of the Contract Amount. The ten percent (10%) cap is per incident. The dollar amount set by the department is the Contract Amount for a Data Breach incident. The SOW specifically excludes Data Breach incidents from the cap of ten percent (10%) of the Contract Amount, per incident. With the exception of Data Breaches, LDs will not exceed ten percent (10%) of the Contract Amount, per incident.

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			the costs the Contractor is obligated to bear for breaches involving Personal Information. Could the State please clarify how these provisions are intended to operate together, specifically: whether Data Breach SLA amounts are subject to the 10% aggregate LD cap; and how those amounts are intended to interact with the overall limitation of liability framework under the contract, including any limitations on costs associated with data breach events under the General Provisions? To the extent the Data Breach SLA is intended to operate outside of these caps or limitations, we would appreciate confirmation of the intended total financial exposure and whether a consistent, overarching liability cap applies across all LD and SLA provisions.		LDs are not subject to an aggregate cap. If LDs are imposed, with the exception of Data Breaches, Liquidated Damages will not exceed ten percent (10%) of the Contract Amount, per incident. The Department cannot provide a “total financial exposure” since LDs are assessed based on a vendor’s failure to adhere to the SLAs.
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249	Exhibit A: Statement of Work, 32. Budget Detail and Payment Provisions Exhibit C: Cost Workbook	200	We would welcome clarification on the intended purpose of the hourly rates tab included in Exhibit C, as the Maintenance & Operations (M&O) scope appears to be structured as fixed price. Specifically: (a) Could the State clarify whether hourly rates are intended to apply only to enhancements and system improvement activities (Section 15.2), or whether they may apply to M&O (Section 15.2) work as well? (b) Are current and future system improvement activities expected to be priced as fixed price in the Cost Workbook, or will vendors have the opportunity to refine their pricing once full scope and requirements are better defined?	Understanding how fixed-price and time-and-materials pricing models are intended to interact will help vendors submit well-structured, consistent, and comparable proposals. We want to make sure our pricing approach aligns with the State's expectations.	a) Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 30, Service Level Agreements (SLAS), 10, Key Staff Replacement, Liquidated Damages, "For each State business day, over the number of days required to replace key staff, as defined in SECTION 12. KEY PERSONNEL CHANGES, the State may assess liquidated damages in the amount of the key staff hourly rate defined in EXHIBIT C: COST WORKBOOK multiplied by eight (8) hours per business day until an approved key staff replacement starts." b) See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT C: COST WORKBOOK - Instructions for F. System Improvement Activities.
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250	Exhibit A: Statement of Work, 32.1 Invoicing and Payment Exhibit A2: Deliverable Expectation Document	200	Section 32.1 and Exhibit A2 references invoice requirements that include personnel names, classifications, hourly rates, and hours worked. We would like to better understand how these requirements apply to fixed-scope, fixed-price work such as M&O, where labor detail is typically not tracked or reported at the individual level. Could the State please confirm whether these invoice elements are intended to apply exclusively to time-and-materials engagements such as enhancements, and advise what documentation would be appropriate for fixed-price M&O invoices?	We want to ensure our invoicing and DED approach meets the State's needs while remaining practical for fixed-price work. Clarification here will help us design an invoicing process that is both compliant and efficient for both parties.	This information is outside of the scope to develop and submit a proposal in response to this RFP.
251	Exhibit A: Statement of Work, SOW 32.2 10% Withhold	201	We would appreciate clarification on whether the 10% payment withhold is intended to apply to M&O services, system improvements, or both.	We raise this in the spirit of ensuring the contract terms are workable for both parties. Defining how the withhold applies to each work type will allow vendors to plan accordingly and submit pricing that	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 32.2. 10 % WITHOLD, "the State will withhold, from each invoiced payment amount to the Contractor, an amount equal to 10% of the approved invoice."

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				accurately reflects the financial structure of the agreement.	This applies to all invoices related to the contract.
252	Exhibit B: Functional and Non-Functional Requirements	N/A	Can the client clarify how the provided functional and non-functional requirements should be interpreted for this M&O engagement (e.g., are vendors expected to attest to current-state system compliance or future-state delivery)?	N/A	EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS captures the current state of the existing applications. Vendors are expected to attest to providing M&O support for the existing applications.
253	Exhibit B: Functional and Non-Functional Requirements	N/A	If current applications do not fully meet the listed requirements, what is the expected vendor response approach (e.g., remediation, assumptions, or exceptions)?	N/A	All requirements in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS reflect capabilities of the existing in-scope applications that the awarded Contractor shall maintain as part of the M&O scope. See Addendum 2, EXHIBIT B to clarify this. Bidders shall answer Yes to each requirement to commit to maintaining the capability.
254	Exhibit B: Functional and Non-Functional Requirements	N/A	Can the client confirm whether the functional/non-functional requirements reflect current operational scope only, or	N/A	EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL

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			include any future enhancements or backlog items?		REQUIREMENTS reflects the operational requirements of the in-scope applications today, which the Contractor shall maintain under M&O scope. EXHIBIT B1: BACKLOG represents prioritized future enhancements addressed through System Improvement Activities.
255	Exhibit A: Statement of Work, 30. SERVICE LEVEL AGREEMENTS (SLAS)	185	Please confirm if the current existing applications (as currently deployed into production) meet the proposed SLAs and Security Requirements.	N/A	The State confirms the current existing applications meet the proposed SLAs and Security Requirements.
256	Exhibit A: Statement of Work, 28. MAINTENANCE AND OPERATIONS (M&O)	182	During delivery, once more information is provided on epics, if we determine that a system improvement activity was not properly sized (either larger or smaller), what is the change process?	N/A	Any material change to the scope will follow the process as described in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 4. AMENDMENT.
257	Exhibit A: Statement of Work, Section 7. SOLUTION REQUIREMENTS and SOW 15.2.1 System Improvement Activities	145, 166	The sprint-to-size mapping differs between sources: the SOW defines small (1-2), Medium (3-4) and Large (5-6) sprints, while the B1 footnote implies small (1), Medium (2) and Large (3) sprints. These are provided for the UI Claims -	N/A	a) Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.2.1. BACKLOG EFFORTS for sizing guidelines.

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	Exhibit B1: Backlog, UI Claims tab note, Exhibit C: Cost Workbook, Tab F for XL question		does these apply across CA-EDD, Contact Center or only to UI Claims Epics? Please confirm the effort band (hours) per size tier. The BI note states 320-360 / 720 / 1,080. The SOW does not define these hours. B1 references X-Large tier as 4 sprints and 1,440 hours but Tab F has no X-Large row. Does X-Large apply to the future backlog / how do we apply and price this tier.		"The System Improvements have been estimated by EDD to be performed by a small-sized Agile Team (comprising 1 (One) Business Solution Analyst, 2 (Two) Developers and 1 (One) Quality Assurance) for a sprint duration of 3 weeks. <table><tr><th>Size</th><th>Number of Sprints</th></tr><tr><td>Small</td><td>1 - 2 Sprint(s)</td></tr><tr><td>Medium</td><td>3 - 4 Sprint(s)</td></tr><tr><td>Large</td><td>5 - 6 Sprint(s)</td></tr></table> This applies to all Orgs. b) All the epics in Exhibit B1 BACKLOG are sized based on this guidance.	Size	Number of Sprints	Small	1 - 2 Sprint(s)	Medium	3 - 4 Sprint(s)	Large	5 - 6 Sprint(s)
Size	Number of Sprints												
Small	1 - 2 Sprint(s)												
Medium	3 - 4 Sprint(s)												
Large	5 - 6 Sprint(s)												
258	15.4 CA EDD ORG 15.5 CONTACT CENTER ORG 15.6 EDD UI CLAIMS ORG	168, 169, 171, 172	Incident Volume Basis: The volume tables label the metric "Total reported incidents for 6 months" but the column header says, "Monthly Average." Please confirm whether the figure (e.g., 30 for the Contact Center Org) is monthly or a six-month total.	N/A	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Statement of Work, Section 15.4.1, 15.4.2, 15.5 and 15.6.								

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259	15.4 CA EDD ORG 15.5 CONTACT CENTER ORG 15.6 EDD UI CLAIMS ORG	168, 169, 171, 172	In the tables which provide details of the Incident counts Total P1-P4 incident tickets count is much higher than the "Total sum of Incident tickets count" in the tables for all these ORGs. Please confirm if the numbers are accurate.	N/A	See revisions in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Statement of Work, Section 15.4.1, 15.4.2, 15.5 and 15.6. Exhibit I: SF INTERFACES
260	Exhibit B: Functional and Non-Functional Requirements Exhibit B1: Backlog	N/A	How should bidders interpret the relationship between Exhibit B (requirements) and Exhibit B1 (backlog)? Should Exhibit B items be assumed as already prioritized backlog, or is prioritization expected post-award?	N/A	EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS reflects the operational requirements of the in-scope applications today, which the Contractor shall maintain under M&O scope. "Details of the solicitation requirements are included in EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS." EXHIBIT B1: BACKLOG represents prioritized future enhancements addressed through section 15.2. SYSTEM IMPROVEMENT ACTIVITIES.

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					"The initial backlog identified for the System Improvements is provided in EXHIBIT B1: BACKLOG." Prioritization is described in Exhibit A, Statement of Work, Section 16.1. DELIVERABLE EXPECTATION DOCUMENT (DED) "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities."
261	Exhibit B1: Backlog; Exhibit C: Cost Workbook	Tab F	For the 40 current-backlog Epics priced as fixed cost, will the State provide story-level detail / acceptance criteria, or are bidders to price solely off the Epic description and assigned size?	N/A	For the purpose of the RFP, use epic description and assigned size listed in Exhibit B1: Backlog for pricing.
262	Exhibit B1: Backlog (CA_EDD-1 etc.)	N/A	Several Epics labeled "Small" bundle multiple capability areas (e.g., CA_EDD-1: decisioning logic, business rules, UI/UX debt, mobile responsiveness, WCAG). Please confirm the	N/A	The State confirms the assigned sizes are intended as-is.

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			assigned sizes are intended as-is.		
263	Exhibit A: Statement of Work, 15.1.3 RELEASE MANAGEMENT	161	Do we assume each environment will require release and deployment management support per month? What tools and level of automation exist for environment and release management?	N/A	a) As described in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 16.1. DELIVERABLE EXPECTATION DOCUMENT (DED), each application will have its own release schedule based on release planning. "The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities." b) Refer to Exhibit A, Statement of Work, Section 15.1.1. SYSTEM OPERATIONS #8 Code and Repository Management - for tooling details that exist for release management
264	Exhibit A: Statement of Work, 15.1.3 RELEASE MANAGEMENT	161	Please provide the current DevOps toolchain details: Source Control (e.g. Git?), CI/CD Pipeline tools, Release orchestration, ITSM/Ticketing	N/A	EDD uses Github for Source Control and CI/CD Pipeline tools and ServiceNow for ITSM/Ticketing Platform

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			Platform currently used by the team.		Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1.1. SYSTEM OPERATIONS, #8b: Code and Repository Management: "Maintain all application code in an EDD-hosted GitHub repository, ensuring secure access controls, audit logging, and adherence to version control best practices."
265	Attachment 16: NARRATIVE RESPONSE	126	We would like to clarify the expectation for on call vs. dedicated after-hours support and whether it is included in base scope?	N/A	There is no specific reference for on call or dedicated after hours in the EDD RFP 3475 for Salesforce M&O. As described in ATTACHMENT 16: NARRATIVE RESPONSE #5 - Operational Support and Service Delivery Strategy, we expect the vendor to provide their "Approach to meeting the Service Level Agreements (SLAs) defined in SECTION 30. SERVICE LEVEL AGREEMENTS (SLAS)."
266	Attachment 16: NARRATIVE RESPONSE	126	What is the required regression testing scope and frequency across releases?	N/A	a) See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work,

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			Is regression expected to be full regression (all modules plus integrations), or Risk-based / selective regression only? How often?		Section 15.1.3. RELEASE MANAGEMENT for details. b) Regression testing is done as part of release management for any change getting released into Production.
267	Exhibit A: Statement of Work, 15.1.1 SYSTEM OPERATIONS	156	The RFP requires maintaining integrations across Salesforce Orgs and external systems, what level of ownership is expected for end-to-end and integration testing? Is the vendor responsible for Salesforce only validation or full end to end testing across all integrated system? If so, will external systems be available for testing or should mocking/stubbing be built and maintained?	N/A	Vendor is expected to support the systems and interfaces defined within the scope of the EDD RFP 3475 for Salesforce M&O. All details related to testing is detailed in Exhibit A, Statement of Work, Section 15. PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS and Section 25. TESTING ACTIVITIES
268	Exhibit A: Statement of Work, 15.1.1 SYSTEM OPERATIONS	156	The RFP lists WCAG / ADA testing as a required testing type. a) What WCAG conformance level is required (2.1 AA or higher)? b) Is accessibility testing expected for every release, or only for releases that	N/A	a) See revision in As described in EDD RFP 3475 for Salesforce, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1.1 SYSTEM OPERATIONS b) Vendor is expected to provide operational support and issue resolution for Accessibility Testing

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			modify user-facing interfaces? c) Will EDD provide an accessibility testing tool, or is the vendor expected to procure one?		c) As described in EDD RFP 3475 for Salesforce, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1.1 SYSTEM OPERATIONS, #9a. Testing and Issue Resolution: <i>"Provide Operational Support</i> to other system teams for various environments for integration/interface testing types including: viii. Web Content Accessibility Guidelines (WCAG) & Americans with Disabilities Act (ADA) Testing"
269	RFP 3475, Section 27. Knowledge Transfer and/or Training	181	The RFP explicitly requires continuous training and knowledge enablement. What are the ongoing training expectations (audience, frequency, and ownership) during the M&O phase?	N/A	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 27. KNOWLEDGE TRANSFER AND/OR TRAINING, "...Contractor resources shall participate in knowledge management activities, both at the beginning of the contract (transition-in), and as resources are added, reduced, or replaced throughout the contract period."

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270	EXHIBIT I: SF INTERFACES	N/A	Is there an existing Middleware system to support the integrations listed in Exhibit I? Who is the vendor responsible for changes to Middleware during the contract term?	N/A	There is no middleware system to support existing integrations listed in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT I: SF INTERFACES. Vendor is expected to manage the integrations and interfaces for all the applications within the EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15. PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS.
271	Exhibit A: Statement of Work, 15.1.2 Platform Maintenance	159	What is the expectation for support for new API's based on evolving business needs. Are these covered as part of system Improvement Activities? Is there a relation between the new APIs expected in M&O which are already included in "Exhibit B. Functional and Non-Functional Requirements"?	N/A	See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1.2. PLATFORM MAINTENANCE sub-section 5. API Integration and Resource Management: This section applies to existing interfaces and covers any adaptive changes to support exiting APIs. New APIs for business needs identified post award fall under

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					System Improvement Activities per Tab F sizing
272	EXHIBIT H: SECURITY AND DATA PROTECTION #1	236	Is the contractor responsible for maintaining the configuration and security of any software that may be integrated with the Salesforce environment, e.g., fraud detection/prevention, identity governance and role-based access control, authentication/authorization/federation technologies and customized APIs?	N/A	Vendor is expected to manage the security, configuration, integrations and interfaces for all the applications within the EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15. PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS and EXHIBIT I: SF INTERFACES. For example, myEDD integrates with ICAM (Okta). Vendor is responsible for maintaining and managing myEDD, integrations with ICAM; whereas ICAM will be managed by other EDD teams.
273	EXHIBIT H: SECURITY AND DATA PROTECTION #5	237	Will the Contractor be given the chance to assess the environment (vulnerability or other scans) to establish and document pre-existing vulnerabilities, and is remediation of pre-existing vulnerabilities the responsibility of the Contractor?	This could have material impact on risk and price.	All the systems are currently following the process as described in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 15.1.2. PLATFORM MAINTENANCE to manage vulnerabilities.

Question and Answer Set #1

					We expect the vendor to continue the process moving forward.
274	SOW Section 5. Location & Availability EXHIBIT H: SECURITY AND DATA PROTECTION	144	Please clarify that the "proposed contractor staff" referenced in this section is inclusive of support staff (i.e., all resources on this contract are required to be based in the United State). This clarification is required as Exhibit H states that remote access to data from outside the United States may be approved by the State.	N/A	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 5, "All Contractor work must be performed at the EDD Headquarters, remotely or a combination of these locations. The proposed contractor staff shall be based in the United States. Work locations must be approved by the EDD Contract Manager via written communication."
275	Exhibit A: Statement of Work, 28. MAINTENANCE AND OPERATIONS (M&O)	182	Please define how completion of the transition of services will be measured by EDD.	N/A	Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 27. KNOWLEDGE TRANSFER AND/OR TRAINING Transition completion shall be measured by successful completion of the Operations Readiness Assessment.
276	Exhibit A: Statement of Work, 27. KNOWLEDGE TRANSFER AND/OR TRAINING	181	Please confirm the transition-in period length.	N/A	Vendors are expected to propose their transition-in plan as part of "Onboarding and M&O Transition Strategy" as

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					described in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, ATTACHMENT 16: NARRATIVE RESPONSE.
277	Exhibit A: Statement of Work, 26. TRANSITION OF OPERATION TO NEW CONTRACTOR OR TO STATE	181	Please confirm transition-out obligations and any holdback tied to exit/Knowledge Transfer at end of term.	N/A	Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Exhibit A, Statement of Work, Section 15.1.5. DOCUMENTATION AND KNOWLEDGE TRANSFER.
278	Exhibit A: Statement of Work, Section 27 - Transition In Exhibit A: Statement of Work, 28. Maintenance and Operations (M&O)	181	To ensure successful transition between incumbent and contractor and business continuity, it is in the State's best interest to modify SOW statement Section 27 to include: Transition-In Period Definition, incumbent obligation during transition-in, in-flight defect responsibilities, and operations readiness assessment criteria and acceptance.	The incumbent's obligations during the transition window are undefined and create risk to the State for business continuity.	The State has reviewed and considered this request, and no change will be made. See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Exhibit A, Statement of Work, Section 27. KNOWLEDGE TRANSFER AND/OR TRAINING "During the transition-in period, Contractor resources will be responsible to receive and assimilate system information from current EDD staff or its designees and satisfactorily complete an initial Operations Readiness Assessment."

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279	EXHIBIT H: SECURITY AND DATA PROTECTION #8	236	Can the first sentence of #8 be modified to require documented evidence. For consideration: "The Contractor shall be responsible for all costs incurred by the State due to a security incident resulting from the Contractor's failure to perform or negligent acts or omissions of its personnel, provided that there is sufficient documented evidence demonstrating that the Contractor was at fault and that such fault directly caused or materially contributed to the incident, and resulting in an unauthorized disclosure, release, access, review, destruction, loss, theft, or misuse of an information asset."	This update strengthens the State's position by ensuring that contractor liability is based on clear, documented evidence of fault; thereby improving defensibility, encouraging collaboration during incidents, and promoting fair, competitive contracting without weakening the State's ability to recover costs where responsibility is proven.	The State has reviewed and considered this request, and no change will be made.
280	For ["05._EXHIBIT_I-_Salesforce_INTERFACES" excel, myEDD tab, row #17 to #29] and [02._EXHIBIT_B-_FUNCTIONAL_AND_NON - FUNCTIONAL_REQUIREM	N/A	Request to add experience with Okta / Salesforce Integration as a minimum qualification for the Technical Lead role.	These referenced requirements necessitate knowledge of integrating Salesforce with Okta. The Technical Lead would need Salesforce and ICAM (Okta) integration knowledge	The State has reviewed and considered this request, and no change will be made.

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	ENTS excel requirement myEDD-16, 20, 21 and 78]			to adequately support critical myEDD (EDD SSO) system.	
281	For "05._EXHIBIT_I-_Salesforce_INTERFACES" excel, ICC tab, row #10 - Salesforce KMS system	N/A	Request to add experience with OAuth Integration using Connected App between multiple Salesforce Organizations as a minimum qualification for the Technical Lead role.	Hands-on knowledge of OAuth Integration using Connected App between multiple Salesforce Organizations is critical to address and/or support the requirement for a Technical Lead. This critical knowledge requirement is missing in Technical Lead mandatory qualifications.	The State has reviewed and considered this request, and no change will be made.
282	For "05._EXHIBIT_I-_Salesforce_INTERFACES" excel, ICC tab, row #12 - Snowflake (AWS Glue)	N/A	Request to add Snowflake and AWS Glue experience as a minimum qualification for the Technical Lead role.	Hands-on knowledge of Snowflake and AWS Glue is critical to address and/or support the system for a Technical Lead. This critical knowledge is missing in Technical Lead mandatory qualifications.	The State has reviewed and considered this request, and no change will be made.
283	RFP section Security 15.1.4.b	163	Request knowledge of Elastic in a State / Local / Federal government) be included as a	Elastic is a critical component of the security posture at	The State has reviewed and considered this request, and no change will be made.

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			minimum qualification for the Technical Lead role.	EDD. Knowledge of this tool and the integration with the EDD Salesforce Orgs is essential to the success of the Technical Lead role.	
284	For [02._EXHIBIT_B-_FUNCTIONAL_AND_NON - FUNCTIONAL_REQUIREMENTS excel, NFR tab requirement NFR-33]	N/A	Request hands-on SSP knowledge in a State / Local / Federal government project) be included for Technical Lead role.	Hands-on knowledge of building the System Security Plan (SSP) is critical to address this requirement for Technical Lead. This critical ability to produce and maintain SSP requirement is missing in Technical Lead mandatory qualifications.	The State has reviewed and considered this request, and no change will be made.
285	For [02._EXHIBIT_B-_FUNCTIONAL_AND_NON - FUNCTIONAL_REQUIREMENTS excel, NFR tab requirement NFR-34]	N/A	Request experience developing the SAD (in a State / Local / Federal government project) be included for technical lead?	Hands-on knowledge of building the SAD is critical to address this requirement for Technical Lead to be able to support the Salesforce orgs. This critical ability to produce SAD requirement is missing in Technical Lead	The State has reviewed and considered this request, and no change will be made.

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				mandatory qualifications.	
286	RFP Section Section 15.1.5. DOCUMENTATION AND KNOWLEDGE TRANSFER 1.d	163	Request that experience developing the ISRP (in a State / Local / Federal government project) be included for technical lead role.	The ISRP is the plan outlining the steps to recover the system in the event of a failure. Knowledge of this process and drafting this deliverable is essential to the Technical Lead role and should be included as a minimum qualification.	The State has reviewed and considered this request, and no change will be made.
287	For "05._EXHIBIT_I-_Salesforce_INTERFACES" excel, WorkShare tab, row #7 - Nintex Managed Package	N/A	Request that experience with Nintex Docgen for PDF generation on a State / Local / Federal project be added as a minimum qualification for the Technical Lead role.	Knowledge of Salesforce integration with Nintex Managed Package for Document (PDF) Generation is critical to support the applications at EDD. The Technical Lead must be able to support this technology to perform their function.	The State has reviewed and considered this request, and no change will be made.
288	For [02._EXHIBIT_B-_FUNCTIONAL_AND_NON - FUNCTIONAL_REQUIREM	N/A	Request that experience with integrating Salesforce with Socure on a State / Local / Federal project be added as a	Direct experience and knowledge of the integration of Salesforce with Socure	The State has reviewed and considered this request, and no change will be made.

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	ENTS excel, myEDD tab requirements myEDD-27, 37, 38, 39, 40, 59, 60, 61, 62, 65, 66, 67, 70, 71, 74, 75 and 77]		minimum qualification for the Technical Lead role.	is critical to address these requirements for the Technical Lead role. Socure ID Proofing is directly in the flow for applying for UI or DI benefits – it would be high risk to omit this requirement.	
289	For [02._EXHIBIT_B-_FUNCTIONAL_AND_NON - FUNCTIONAL_REQUIREMENTS excel, UI_DI_KMS tab requirement KMS-1] and [tab eDets requirements eDet-427, 430]	N/A	Request that experience with Salesforce Knowledge Management on a State / Local / Federal project be added as a minimum qualification for the Technical Lead role.	Direct experience with Salesforce Knowledge Management System is critical to address these requirements for the Technical Lead role to be able to support the mission-critical UI and DI KMS systems.	The State has reviewed and considered this request, and no change will be made.
290	For "05._EXHIBIT_I-_Salesforce_INTERFACES" excel, myEDD tab, row #35 to #38	N/A	Request that experience with the OpenShift Container Platform on a State / Local / Federal project be added as a minimum qualification for the Technical Lead role.	Experience and knowledge of OCP (OpenShift Container platform) is critical for the Technical Lead to be able to support the mission-critical myEDD system.	The State has reviewed and considered this request, and no change will be made.
291	For "05._EXHIBIT_I-_Salesforce_INTERFACES" excel, ICC tab, row #6	N/A	Request that experience with the Amazon Connect Computer Telephony Integration (CTI) Adapter managed package on a State / Local / Federal project be	Knowledge of the Amazon Connect Computer Telephony Integration (CTI) Adapter Managed	The State has reviewed and considered this request, and no change will be made.

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			added as a minimum qualification for the Technical Lead role.	Package is critical to support the ICC system for a Technical Lead.	
292	N/A	N/A	We are working on developing our response to EDD RFP 3475 for Salesforce M&O, and we were wondering if the state planned to release MS Word versions of the required response templates (Attachments 1-17). We've attempted to convert the PDFs to MS Word for ease of editing, but the converted documents aren't easy to work with.	N/A	The State will not provide the solicitation documents in Microsoft Word format. It is okay for Bidders to reproduce the forms as long as they meet all requirements set forth in the RFP, including section 5.4, Proposal Format and Content.
293	N/A	N/A	The RFP states that a five percent (5%) proposal preference is available to non-small business Bidders that commit to subcontracting at least 25% of the net proposal price with one or more California-certified small businesses. Given that the RFP requires the Bidder to own and include the Salesforce licensing costs as part of the proposal, please clarify whether the 25% California-certified small business subcontractor	N/A	Per GSPD-05-105 (REV 08/09) Bidder Declaration's Instructions states, "% of bid price—Enter the corresponding percentage of the total bid price for the goods and/or services to be provided by each subcontractor." Per Government Code Section 14838(a)(b), 2 CCR § 1896.8(b), and EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 1, Section 6.8.2, "A 5% preference shall

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			participation requirement will be calculated against the services component only, excluding Salesforce licensing and other pass-through software/license costs, for purposes of qualifying for the non-small business subcontractor preference. Alternatively, if the State expects the 25% participation to be calculated against the total net proposal price inclusive of Salesforce licensing costs, please confirm.		be offered to a non-small business (non-SB) that commits to subcontract at least 25 percent (25%) of its net bid price to a California certified SB(s).” Refer to Government Code 14837(d)(4) and Attachment 10 of RFP 3475 on how the SB subcontractor performs at least 25% of the net proposal price.
294	Request for Proposal, Section 1.4.2 Proposed Environment; Section 4 Cost; Section 4.1 Cost Workbook; Section 4.2 Cost Workbook Instructions; Exhibit C: Cost Workbook, Tabs 5-7 Salesforce License Counts	12, 38-40, 215	We respectfully request that the State clarify and revise the Salesforce license pricing instructions in Exhibit C: Cost Workbook, specifically Tabs 5, 6, and 7 for Current Salesforce License Count, Expanded Salesforce License Count, and Reduced Salesforce License Count. As currently structured, the Cost Workbook requests Salesforce license information at a level and/or in a format that does not appear to align with Salesforce’s current licensing, quoting, and reseller pricing model. We are a State of	The requested change is necessary to preserve a fair, accurate, and competitive procurement. The RFP requires the Contractor to provide Salesforce licenses as described in Exhibit C and requires all cost data to be entered in the format prescribed by the Cost Workbook. The RFP also states that modifying the Cost Workbook,	The State has reviewed and considered this request, and no change will be made. The requested licensing structure in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT C: COST WORKBOOK is aligned with the existing licensing structure with expanded and reduced footprint for licensing.

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			California SLP Salesforce reseller and have discussed the requested license information with Salesforce. Based on those discussions, the requested license information does not provide sufficient commercially actionable detail for Salesforce to validate, quote, and support compliant pricing for the required license scenarios. We support the State's objective of receiving complete, comparable, and competitively priced cost submissions. However, without clarification or revision, Bidders may be required to enter pricing that cannot be validated by the SaaS vendor, does not correspond to Salesforce's available license structure, or is based on assumptions that cannot be stated elsewhere in the proposal without risking non-responsiveness.	leaving cells blank, submitting incomplete pricing, or using alternative pricing structures may be grounds for a proposal being deemed non-responsive. As a result, Bidders currently face an unavoidable compliance issue: they must complete the Cost Workbook exactly as provided, but the Salesforce license information requested cannot be reliably validated or quoted by Salesforce in its current form. This creates a material risk that Bidders may submit non-comparable, assumption-based, or commercially unsupported SaaS pricing. It may also disadvantage Bidders who are attempting to	
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				follow Salesforce's official quoting process and provide accurate SLP reseller pricing. Clarifying or revising the Cost Workbook will allow all Bidders to submit consistent, supportable, and compliant pricing while still allowing the State to evaluate total cost on a fair and transparent basis.	
295			Scope & Delivery Model • Are there current SLAs and KPIs that the incumbent is meeting which bidders should baseline against? • How is the work allocation split between M&O vs. enhancement/backlog delivery expected to be managed? • Is there a prioritization framework currently used for backlog items across the three orgs?		• System availability SLA is provided in EDD RFP 3472 for Salesforce M&O, Addendum 2, Part 2, Exhibit A Statement of Work, Section 30 SERVICE LEVEL AGREEMENTS (SLAS), "The Solution is available 99.90% of the time, calculated on a monthly basis, measured 24 hours per day, 7 days a week". • Refer to EDD RFP 3472 for Salesforce M&O, Addendum 2, Part 2, Exhibit A Statement of Work,

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					Section 15 PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS as it calls out deliverable enhancements. • M&O and system improvement/backlog activities are managed through the quarterly release planning process per Exhibit A Section 16.1. the Contractor works with EDD stakeholders to refine the backlog and complete a DED in the State-approved Project Schedule/Work Plan before starting work. Current backlog Epics by Org and assigned size are provided in EXHIBIT B1: BACKLOG
296			Existing Environment & Incumbent a) Is there an incumbent vendor currently supporting Salesforce M&O? If yes, are they eligible to bid b) What is the current team size and composition		a) The State is unable to comment on the eligibility of any specific vendor through the question-and-answer process. Eligibility for any follow-on contract will be evaluated in accordance with applicable

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			(roles, onsite/offshore mix)? c) Can EDD share any performance challenges or gaps with the current solution/vendor? d) Are there any planned transitions or knowledge transfer expectations from the incumbent? e) What tools (DevOps, monitoring, ticketing) are currently in use by the incumbent?		laws, regulations, and procurement requirements. b) Specific incumbent support details will be provided to the awarded Contractor as applicable during transition-in per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 27 KNOWLEDGE TRANSFER AND/OR TRAINING. c) This information is outside of the scope to develop and submit a proposal in response to this RFP. d) Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A, Statement of Work, Section 27 KNOWLEDGE TRANSFER AND/OR TRAINING, " Contractor resources will be responsible to receive and assimilate system
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					information from current EDD staff or its designees and satisfactorily complete an initial Operations Readiness Assessment.” e) EDD uses Github for Source Control and CI/CD Pipeline tools and ServiceNow for ITSM/Ticketing Platform
297			Budget & Commercial • Is there an estimated budget range or not-to-exceed value for this procurement? • What is the expected annual spend split across: ○ M&O ○ Enhancements/backlog ○ Salesforce licensing • Are bidders expected to optimize licensing costs or strictly price based on current quantities? • What is the anticipated mix of fixed vs. variable (T&M or backlog-based) pricing?		• It is the responsibility of the Bidder to determine the cost of the work to be completed. Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A Statement of Work, Section 32. BUDGET DETAIL AND PAYMENT PROVISIONS and EXHIBIT C: COST WORKBOOK. • EDD does not disclose a budget range or not to exceed value. Bidders shall price all cost elements (M&O, system improvement/backlog, and Salesforce licensing) in EXHIBIT C: COST WORKBOOK per the worksheet instructions.

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					• Current and projected license counts are provided in EXHIBIT C worksheets C (Current), D (Expanded), and E (Reduced) SF License Count. • Deliverables are fixed.
298			Salesforce Licenses • Should bidders assume reseller responsibility for Salesforce licenses or only management? • Are there any existing enterprise agreements or discounts that must be preserved? • How frequently does EDD expect license scaling (increase/decrease)?		• The Contractor is responsible for the procurement and management of Salesforce licenses for the supported Orgs per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A Statement of Work, Section 22 SOFTWARE NEEDS and EXHIBIT C: COST WORKBOOK. The prime Contractor is not required to be the Salesforce reseller of record and may use an authorized reseller, provided the prime remains fully responsible for all licensing obligations under the Agreement. • No, it is the responsibility of the Bidder to determine the cost of the work to be

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					completed. See EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit C, Cost Workbook. • Current and projected license counts, including scaling scenarios, are provided in EXHIBIT C worksheets C (Current), D (Expanded), and E (Reduced) SF License Count.
299			Integration & Architecture • What are the critical external systems that must be supported (beyond ID.me, Socure, mainframe)? • Are there any planned modernization initiatives that may impact integrations during the contract term?		• All known tasks and deliverables related to interfaces are provided in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A Statement of Work, Section 23. COMPATIBILITY AND INTERFACE and Section 15. PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS, and in EXHIBIT I: SF INTERFACES. • Regarding modernization, ICMS is an ongoing EDD initiative. Bidders shall scope data staging and integration support per

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					EXHIBIT I, EXHIBIT B1, and EXHIBIT B requirements, with ICMS-side timing coordinated through M&O governance.
300			Functional Requirements • Can EDD identify high-priority modules/applications (e.g., myEDD, AskEDD, LSRT) critical at go-live?		All in-scope applications and their requirements are provided in EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS and Exhibit A Section 15 PROJECT (CONTRACTOR) TASKS AND DELIVERABLE REQUIREMENTS. This is a Maintenance and Operations engagement. the Contractor shall maintain all in-scope applications (including myEDD, AskEDD, and LSRT) as currently implemented. EDD does not designate a separate go-live priority ranking, as all in-scope applications are already in production.
301			Backlog & Enhancement Delivery • Can EDD share the estimated total backlog size		• Current backlog Epics by Org and assigned size (Small/Medium/Large) are provided in EDD RFP 3475 for Salesforce M&O,

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			and complexity distribution (small/medium/large)? • What is the expected turnaround time or SLA for backlog delivery items? • Will backlog prioritization be EDD-driven or vendor-managed with recommendations?		Addendum 2, Part 2, EXHIBIT B1: BACKLOG. Backlog refinement, prioritization, and delivery are managed through the quarterly release planning process per Exhibit A, Statement of Work, Section 16.1 DELIVERABLE EXPECTATION DOCUMENT, in which the Contractor works with EDD stakeholders and completes a DED before starting work. • Per Exhibit A, Statement of Work, Section 16.1 DELIVERABLE EXPECTATION DOCUMENT, “The Contractor will work with EDD stakeholders as part of a quarterly release planning process to refine the backlog and other Maintenance and Operations Support Activities. The Contractor must complete a DED in the State-approved Project Schedule/Work Plan before
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					starting any work as part of the contract.” • Prioritization is EDD driven with Contractor recommendations.
302			DevOps & Tools • Does EDD have a preferred DevOps toolchain (e.g., Copado, Gearset, native DevOps Center)? • Are vendors allowed to propose their own tools, or must they align with existing tools? • Is there an existing CI/CD pipeline maturity level across the orgs?		• EDD uses GitHub for source control and CI/CD pipeline and ServiceNow for ITSM/ticketing. Refer to EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A Statement of Work, Section 15.1.1 SYSTEM OPERATIONS, #8 Code and Repository Management ("Maintain all application code in an EDD hosted GitHub repository"). • The Contractor must use EDD assigned accounts and EDD provided tools. • EDD uses Github for Source Control and CI/CD Pipeline tools
303			Staffing & Location • Are there any onsite, nearshore, or offshore restrictions for staffing?		Per EDD RFP 3475 for Salesforce M&O, Addendum 2, Part 2, Exhibit A Statement of Work, Section 5 LOCATION & AVAILABILITY, All Contractor

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			• What level of onsite presence (if any) is expected for key roles? • Are background checks or additional staff clearance requirements needed?		work must be performed at the EDD Headquarters, remotely or a combination of these locations. The proposed contractor staff shall be based in the United States. Work locations must be approved by the EDD Contract Manager via written communication. Background investigations, including DOJ/FBI fingerprinting clearance, are required before Contractor staff may access EDD data assets.
304			Bidder Qualifications & References • If a bidder's qualifying project experience was performed as a subcontractor rather than as the prime contractor, how should the Bidder Qualification Form and Bidder Reference Form be completed • Specifically: ○ May the bidder use subcontractor project experience to satisfy the		• Bidder's qualifying project experience must be performed as a prime contractor. Refer to Salesforce M&O, Addendum 2, Part 2, Attachment 12, Box 8, Bidder was Prime Contractor. • Specifically: ○ No, bidder may not use subcontractor's project experience. Refer to Salesforce M&O, Addendum 2, Part 2, Attachment 12, Box 8,

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			minimum qualification requirements? ○ Should the bidder document only the scope of work it directly performed? ○ Are references from the prime contractor acceptable, or must references come from the end client? ○ If both are acceptable, which reference will be used for evaluation purposes?		Bidder was Prime Contractor: Check the appropriate response, “Yes” or “No”. If the “No” box is checked, time spent on that project will not count towards Bidder experience. ○ Refer to Salesforce M&O, Addendum 2, Part 2, Attachment 13, Box 11 through 13 for mandatory and desirable scored requirements on the work performed as a prime contractor on a cited project. ○ References must meet all the criteria listed in Salesforce M&O, Addendum 2, Part 1, Section 3.1.2. ○ Refer to all the criteria that must be met for the Bidder’s References in Salesforce M&O, Addendum 2, Part 1, Section 3.1.2.
305	ATTACHMENT 15: KEY STAFF QUALIFICATIONS FORM – INSTRUCTIONS	94	“If a degree(s) is required, and it is not in English, it must be accompanied by a translation		An official credential evaluation from a NACES member will satisfy the State’s

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			performed by a member of the National Association of Credential Evaluation Services (NACES).” Please confirm whether an official credential evaluation from a NACES member will satisfy the State’s requirements stated in this section, or whether a separate certified translation is also needed to meet this requirement.		requirement, if a degree(s) is required, and it is not in English.
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