JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

RFP IT-2025-01-SB
Managed Drupal Website Hosting

October 10, 2025

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1. **QUESTION**: Within the downloaded spreadsheet titled "rfp-it-2025-01-sb-attachment-12-requirements-matrix-and-response-form.xlsx" the available dropdown answers in columns f-k include the choices "1 – Must Have", "2 – Prefer", or "3 – Minor Nice to Have". Do these dropdown choices need to be updated to align with the titles of each column?

   ANSWER: Yes, update needed.

2. **QUESTION**: Within the downloaded spreadsheet titled "rfp-it-2025-01-sb-attachment-12-requirements-matrix-and-response-form.xlsx" BR 35 references a 2022 deadline. Is this still required, or does this need to be updated?

   ANSWER: Yes, update needed.

3. **QUESTION**: Is there a target launch date? Is it tied to an event or some sort of date deadlines like a fiscal year or event?

   ANSWER: Yes, hosting renewal is on Dec 23, 2025. Date verification needed.

4. **QUESTION**: How will the winning vendor be selected? Is there a scoring matrix or something similar?

   ANSWER: Please see RFP-IT-2024-01-SB Managed Drupal Website Hosting, Page 12, Section 9.0 Evaluation of Proposals.

5. **QUESTION**: Is there an incumbent? Will they be bidding?

   ANSWER: To obtain additional information not available on the courts website, Contractors will need to submit a records request through Public Access to Judicial Administrative Records (PAJAR). Please refer to this link for more information on requesting records: Public Records | Judicial Branch of California

6. **QUESTION**: Is there any preference for local vendors?

   ANSWER: No

7. **QUESTION**: What is the budget for this project?

   ANSWER: The budget will be determined at the time of award.

8. **QUESTION**: What is your current annual spend on CMS, hosting, and related support?

ANSWER: To obtain additional information not available on the courts website, Contractors will need to submit a records request through Public Access to Judicial Administrative Records (PAJAR). Please refer to this link for more information on requesting records: Public Records | Judicial Branch of California

9. **QUESTION**: Who built the current websites - your internal team or a vendor? If it was a vendor, who was it? If you used an outside vendor, how much did you spend on the implementation of your current sites?

   ANSWER: Initially, the websites were built by the internal team in collaboration with an outside vendor. Today, all the development is done by the internal team. To obtain additional information not available on the courts website, Contractors will need to submit a records request through Public Access to Judicial Administrative Records (PAJAR). Please refer to this link for more information on requesting records: Public Records | Judicial Branch of California

10. **QUESTION**: How many websites are in-scope for this project?

    ANSWER: 62 websites, with a slot of 10 more potential projects.

11. **QUESTION**: Is there a plan (or desire, if it's easy to do so) to create more sites in the future?

    ANSWER: Yes.

12. **QUESTION**: Are there any sites (or web apps) that are not directly referenced in this RFP that the county would benefit from consolidating into this new platform? If so, approximately how many?

    ANSWER: Yes, around 10. A handful of trial court sites are not yet in the platform. A few Judicial Council properties require modernization.

13. **QUESTION**: How do you envision the relationship with the developer post-launch? Do you need a maintenance contract to keep sites patched and secure?

    ANSWER: The hosting provider needs to provide technical support, security upgrades and patches, and threat response.

14. **QUESTION**: Who is the incumbent vendor for the current Drupal hosting contract, and how satisfied are you with their performance?

    ANSWER: The current Vendor provides great performance and support. To obtain additional information not available on the courts website, Contractors will need to submit a records request through Public Access to Judicial Administrative Records (PAJAR). Please refer to this link for more information on requesting records: Public Records | Judicial Branch of California

15. **QUESTION**: What was the past spend for Drupal hosting and related support over the previous contract term?

ANSWER: To obtain additional information not available on the courts website, Contractors will need to submit a records request through Public Access to Judicial Administrative Records (PAJAR). Please refer to this link for more information on requesting records: Public Records | Judicial Branch of California

16. **QUESTION**: What is the expected budget range for this new hosting contract?

    ANSWER: The budget will be determined at the time of award.

17. **QUESTION**: How many resources (dedicated or shared) do you expect the vendor to assign for this project (e.g., account managers, support engineers)?

    ANSWER: Account manager, technical support engineers, tier 1/2 support.

18. **QUESTION**: If a proposed key resource becomes unavailable at the start of the project, will substitutions with equivalent qualifications be acceptable?

    ANSWER: Yes.

19. **QUESTION**: Are all resources required to be based onsite in California, or is remote/offshore support (e.g., India, Canada) allowed for portions of the work?

    ANSWER: Remote support within the United States.

20. **QUESTION**: Are there any legacy systems or third-party integrations we should be aware of that could affect hosting or migrations?

    ANSWER: Azure Entra ID, Sendgrid, SFTP hosting

21. **QUESTION**: The RFP notes support for both Drupal and WordPress. Can you clarify how many of the 63 websites are Drupal versus WordPress?

    ANSWER: 63 Drupal. We have a WordPress property that is currently not part of the current hosting.

22. **QUESTION**: What type of sites are anticipated for the planned 5–10 additional projects (Drupal, WordPress, or other)?

    ANSWER: Drupal.

23. **QUESTION**: Will the selected vendor be responsible for migrating all existing websites to the new hosting environment, or only maintaining the infrastructure after migration?

    ANSWER: Vendor with support from the internal team.

24. **QUESTION**: Can you share historical traffic/load patterns for high-traffic sites (e.g., Supreme Court, Courts of Appeal) to help size infrastructure properly?

    ANSWER: courts.ca.gov (1.2M unique visits), selfhelp (2.5M), supreme court (100K), appellate (100K)

25. **QUESTION**: Are specific high-profile sites considered mission-critical and requiring enhanced SLA guarantees beyond 99.95% uptime?

    ANSWER: Every profile is 99.95% uptime

26. **QUESTION**: Does the Council have a preferred provider for CDN services, or should vendors include CDN as part of the hosting solution?

    ANSWER: CDN as part of the hosting solution

27. **QUESTION**: Does the hosting provider need to manage Drupal core/module and WordPress plugin updates, or will this remain with Judicial Council staff?

    ANSWER: Judicial Council staff

28. **QUESTION**: How often does the Council anticipate adding new websites yearly beyond 5–10?

    ANSWER: Yes

29. **QUESTION**: Are specific compliance certifications required (e.g., FedRAMP, SOC 2, ISO 27001), or are general industry best practices sufficient?

    ANSWER: SOC 2

30. **QUESTION**: For backup and disaster recovery, what are the target RPO (Recovery Point Objective) and RTO (Recovery Time Objective)?

    ANSWER: Nightly backup, ~10 minutes

31. **QUESTION**: Should all data remain within California, or is U.S.-wide hosting (e.g., AWS US-East/West regions) acceptable?

    ANSWER: US

32. **QUESTION**: Will the Judicial Council perform its own penetration/security testing on the environment, and should vendors budget for remediation support?

    ANSWER: Judicial Council has an internal security team. Preferably, the vendor should also have security testing and remediation support in place.

33. **QUESTION**: Will the JCC provide SSL/TLS certificates, or must the vendor fully manage certificate issuance and renewal?

    ANSWER: Vendor must manage certs.

34. **QUESTION**: The RFP specifies New Relic APM Pro. Would the Council accept equivalent monitoring tools if cost/performance advantages are demonstrated?

    ANSWER: yes

35. **QUESTION**: For CI/CD integration, does the Council have a preferred tool (e.g., GitHub Actions, CircleCI), or should vendors propose best practice solutions?

    ANSWER: Currently using CircleCI, Github Actions. Open to alternatives.

36. **QUESTION**: What are the expected escalation/response times for Severity 1, 2, and 3 incidents under the 24x7x365 support model?

    ANSWER: Please see Attachment 2 – Standard Terms and conditions, Appendix E: Maintenance and Support services.

37. **QUESTION**: Is there a required cadence and format for incident and activity reporting (e.g., monthly dashboards, quarterly summaries)?

    ANSWER: monthly

38. **QUESTION**: Can you clarify the anticipated use cases and volume for the unlimited sandbox environments mentioned in the RFP?

    ANSWER: Anticipated 72 sites, each with develop, stage, uat, and live. An additional ~2 sandbox environments for each.

39. **QUESTION**: Can the JCC confirm the awarded vendor's required insurance levels (cyber liability, professional liability, general liability, etc.)?

    ANSWER: You will find insurance requirements in RFP-IT-2025-01-SB, Attachment 2, Standard Terms and Conditions. Look in Appendix C, Page C-9, Item 7. Insurance.

40. **QUESTION**: Beyond standard contract provisions, will any data confidentiality requirements (CJIS, HIPAA, etc.) apply to this hosting environment?

    ANSWER: PII compliance

41. **QUESTION**: If subcontractors are used to meet DVBE or Small Business participation goals, is there a required minimum percentage beyond the 3% DVBE target?

    ANSWER: Please see RFP-IT-2025-01-SB Managed Drupal Website Hosting, Page 13, Item 12.0 Disable Veteran Business Enterprise Incentive. Please see RFP-IT-2025-01-SB Attachment 10 – DVBE Declaration. Please see RFP-IT-2025-01-SB Attachment 11 – Bidder Declaration.

42. **QUESTION**: Will vendors be expected to provide training or knowledge transfer sessions for Judicial Council staff during onboarding?

    ANSWER: yes

43. **QUESTION**: What transition/overlap period is expected with the incumbent vendor to ensure a smooth cutover by December 22, 2025?

ANSWER: 1 month before

44. **QUESTION**: For the Management Summary and Experience & Ability evaluation criteria, can the Council clarify which elements will be most heavily weighted (e.g., infrastructure design vs. migration experience vs. account management)?

    ANSWER: infrastructure design

45. **QUESTION**: Will shortlisted vendors be asked to provide a live demonstration of their platform? If so, what areas (e.g., CI/CD workflows, dashboards, DR failover) should be emphasized?

    ANSWER: dashboards, deployment workflow, backup/recovery, tooling/scripts

46. **QUESTION**: During the public cost opening, will competitor pricing details be fully disclosed to all bidders, or only summary totals?

    ANSWER: Column F and G of the Attachment 13 – Cost Matrix, will be read at the public cost opening.

47. **QUESTION**: Is monitoring limited to APM, or are other services needed? The RFP requires "Uptime monitoring and alerts for every site and environment" and protection against DDOS attacks and abusive traffic. In addition to APM, will JCC require any of the following:

    a) New Relic Synthetics (for website uptime checks and automated browser test flows)

    b) New Relic Infrastructure monitoring (Host Metrics & Logs; e.g. CPU, storage, ram, OS logs, docker containers)

    c) New Relic Browser for real user digital experience monitoring (e.g. Page Load Time, Session Replay, Core Web Vitals, javascript errors)

    d) Advanced security features (e.g. Vulnerability Management)

    ANSWER: Synthetics, Alerts, APM, Browser

48. **QUESTION**: Are there any estimates for web analytics for all 63 applications? If you require real user digital experience monitoring, we can best estimate costs using two metrics:

    a) Total Monthly number of page views (def. every individual time a page on your website is loaded)

    b) Total Monthly number of user sessions (def. a single visit by a user that can include multiple Pageviews)

    ANSWER: 2 sites have ~2 million unique visits. 10 sites have 400k-800k visits. 10 sites have 200k-400k visits. 10 have 100k-200k. The rest are between 20k – 100k visits.

49. **QUESTION**: Are there any estimates for data traffic or data ingest? Understanding the expected monthly data volume (in GB) from logs, metrics, and application performance would be crucial for a usage-based pricing model and for capacity planning.

    ANSWER: 2 sites have ~2 million unique visits. 10 sites have 400k-800k visits. 10 sites have 200k-400k visits. 10 have 100k-200k. The rest are between 20k – 100k visits. This is an estimate, and the numbers can fluctuate +/-

50. **QUESTION**: How many individuals will need access to New Relic? The solution requires "team management tools for developers and site administrators". To quote accurately, we need to know the estimated number of developers, administrators, and Judicial Council staff who will require a "full Platform" user license for analysis, dashboarding, and alert configuration.

    ANSWER: 10 devs, but shared account is acceptable.

51. **QUESTION**: What level of access will different user roles require? Will most users only need to view dashboards (basic User), or will they be actively querying data and configuring alerts (Full Platform User)?

    ANSWER: Synthetics, Alerts, APM, Browser

52. **QUESTION**: How should growth be factored into the quote? The RFP states that the provider will be expected to host an additional 5-10 projects soon. Should the quote include pricing tiers that account for this growth over the five-year initial term and two optional on-year extensions? Please include estimates for both user license count and data traffic.

    ANSWER: 4 sites with ~800k monthly unique visits. 1 with 400k. 3 with 200k. 3 with 75k limit.

53. **QUESTION**: Will New Relic be procured directly or through a bundled VAP/Systems Integrator? The RFP requirements for a container-based architecture and developments tools are very similar to platforms like Pantheon.io, which often bundle New Relic.

    ANSWER: bundled.

54. **QUESTION**: Is the JCC asking the provider to build a net new solutions from scratch which would then also be managed as a managed service or is JCC asking the provider to only support, manage and maintain an existing solution?

    ANSWER: An existing managed product is preferred.

55. **QUESTION**: Are you looking to replace your current service provider with a new service provider?

    ANSWER: No comment.

56. **QUESTION**: If this is an existing solution, does it currently meet the requirements outlined in SB attachment 12?

    ANSWER: Yes.

57. **QUESTION**: Does the provider need to have an existing web hosting solution or is JCC looking to build a customized solution?

    ANSWER: Existing.

58. **QUESTION**: Is this a buy vs build decision?

    ANSWER: Buy, not build.

59. **QUESTION**: Why is JCC asking for these qualities in a hosted solution: high-performance stack that includes Nginx, PHP, Solr, Varnish, Redis, and MariaDB, and must support Drupal websites.

    ANSWER: Our portfolio is vastly Drupal.

60. **QUESTION**: If JCC is moving off of the existing solution how quickly does the new solution need to be in production?

    ANSWER: 1 month.

61. **QUESTION**: Is this just a renewal?

    ANSWER: we are seeking to support/manage the Drupal websites.

62. **QUESTION**: What have you paid every year for the existing solution? And how many years have you had this solution?

    ANSWER: 5 years

63. **QUESTION**: Please provide an authoritative inventory of all sites in scope, with counts of Dev, UAT, Stage, and Live per site, and the current container size per Live site. The narrative references 63 websites with multi-environment topology. Can you confirm the exact count and any sites slated to be added during the contract start period.

    ANSWER: 63 websites, each with a dev, stage, uat, and live instances. Each instance has a solr, redis, db.

64. **QUESTION**: For each site, please share approximate monthly HTTP requests, or Page Views (not sessions of visits). Additional information such as peak concurrent users, peak RPS, and average vs peak bandwidth consumption will help us provide an accurate bid.

    ANSWER: Pages served in September

```
2025-09-01 869,124
2025-09-01 26,465
```

2025-09-01 571,064
2025-09-01 244,718
2025-09-01 58,701
2025-09-01 34,714
2025-09-01 500,962
2025-09-01 4,918,424
2025-09-01 82,050
2025-09-01 10,062
2025-08-01 21,654
2025-09-01 513
2025-09-01 178,607
2025-09-01 709,422
2025-09-01 47,361
2025-09-01 87,309
2025-09-01 117,198
2025-09-01 42,191
2025-09-01 18,534
2025-09-01 644,233
2025-09-01 104,226
2025-09-01 50,344
2025-09-01 63,509
2025-09-01 100,467
2025-09-01 176,371
2025-09-01 43,926
2025-09-01 122,556
2025-09-01 160,111
2025-09-01 31,218
2025-09-01 40,663
2025-09-01 251,235
2025-09-01 161,002
2025-09-01 110,088
2025-09-01 9,859,986
2025-09-01 2,335,320
2025-09-01 106,863
2025-09-01 85,953
2025-09-01 76,543
2025-09-01 1,109,789
2025-09-01 638,558
2025-09-01 1,875,953
2025-09-01 1,068,837
2025-09-01 154,419
2025-09-01 772,030
2025-09-01 169,715
2025-09-01 49,738
2025-09-01 50,128
2025-09-01 194,163
2025-09-01 294,115
2025-09-01 374,982
2025-09-01 396,084
2025-09-01 485,029
2025-09-01 95,198
2025-09-01 57,370
2025-09-01 33,090
2025-09-01 261,558

```
2025-09-01 63,951
2025-09-01 2,384
2025-09-01 70,137
```

65. **QUESTION**: For each site, please confirm the required amount of storage required (persistent storage such as /sites/XYZ/files, etc

    ANSWER:
    30GB – 25 Sites
    50GB – 15 Sites
    100GB – 15 Sites
    200GB – 17 Sites

66. **QUESTION**: Who owns migration tasks? Will the vendor be responsible for migrating all sites, environments, data, files, and DNS, or will the Judicial Council or its development partners handle part of the work? Or would a hybrid approach be preferred?

    ANSWER: Hybrid

67. **QUESTION**: Please confirm the target migration approach. Big-bang on a freeze date, phased waves by site cohorts, or continuous cutover with dual-run. Any blackout periods the vendor must avoid?

    ANSWER: Big bang

68. **QUESTION**: The RFP requests distributed, container-based instances with horizontal scale and an integrated CDN. Please confirm whether a specific CDN provider is preferred, or if any enterprise-grade CDN meeting the requirements is acceptable.

    ANSWER: Any

69. **QUESTION**: Search: please confirm Apache Solr version expectations if any.

    ANSWER: Solr 8

70. **QUESTION**: Redis: are there any eviction policy or memory quota expectations or requirements?

    ANSWER: Default setting

71. **QUESTION**: “Unlimited sandbox environments” are requested. Please define sandbox characteristics, retention, and expected concurrency limits. Please explicitly explain if these are beyond the “Develop”, and “Stage” environments.

    ANSWER: Potentially 3 more environments per instance (in addition to dev, stage, uat, and live) for ad-hoc features/testing, as the need arises

72. **QUESTION**: SLAs, SLOs, and Maintenance - The narrative specifies a **99.95% uptime SLA**. Please confirm if any attachment or matrix requires **99.99% (as stated in the**

description field). There is a discrepancy between the description and the requirement field, please clarify which value governs evaluation and contract performance.

ANSWER: 99.95% for alll

73. **QUESTION**: SLAs, SLOs, and Maintenance - Please provide required response and restoration time targets by severity (P1 through P4), including on-call expectations outside business hours.

    ANSWER: Please see Attachment 2 – Standard Terms and conditions, Appendix E: Maintenance and Support services.

74. **QUESTION**: SLAs, SLOs, and Maintenance - Planned maintenance windows - Are there operational windows, frequency, and duration constraints for the JCC ecosystem?

    ANSWER: Please see Attachment 2 – Standard Terms and conditions, Appendix E: Maintenance and Support services.

75. **QUESTION**: Monitoring, Telemetry, and APM - The RFP requires **New Relic APM Pro** for every site and environment. Can functionally equivalent APM be proposed, or is New Relic specifically mandatory?

    ANSWER: Equivalent ok.

76. **QUESTION**: Monitoring, Telemetry, and APM - Are New Relic Synthetics checks required? If yes, please specify frequency, locations, and ownership of monitors.

    ANSWER: 2 locations, ping ~10 pages per site, every 5 minutes

77. **QUESTION**: Monitoring, Telemetry, and APM - Please confirm ownership of APM accounts and data. Should APM be in a Judicial Council-owned org with vendor access, or vendor-owned with customer access?

    ANSWER: vendor-owned with customer access

78. **QUESTION**: Monitoring, Telemetry, and APM - Log management and SIEM: do you require central log shipping to a customer SIEM? If so, what formats, retention, and transport? Any PII redaction standards for logs?

    ANSWER: log visits from cdn. error logs for nginx, php, mysql

79. **QUESTION**: Performance and Capacity Management – Are there baseline performance targets per site, such as TTFB, cache hit ratios, origin offload, or response times under defined load?

    ANSWER: 2s LCP

80. **QUESTION**: Performance and Capacity Management - Load testing: do you require an annual or pre-go-live load test per site? Who authors scripts, which tools are approved, and what pass criteria apply?

    ANSWER: Internal team

81. **QUESTION**: Security and Compliance - Network protections: the RFP requires L3/L4 DDoS protection. Is L7 application DDoS mitigation and WAF also required? Is there any preferred WAF provider?

    ANSWER: Yes. Currently Fastly. Equivalent is ok.

82. **QUESTION**: Security and Compliance - Please confirm expectations for IP allowlists, geo-fencing, and rate limiting policies for public, admin, and API endpoints.

    ANSWER: Sanctioned countries are blocked. Blacklist available. Bot management desired. Block JA3 fingerprint.

83. **QUESTION**: Security and Compliance - Malware and antivirus: please define the required scanning cadence, scope of file scanning, and quarantine or takedown procedures currently in place.

    ANSWER: Deferring to vendor.

84. **QUESTION**: Security and Compliance - Compliance: beyond ADA references and standard state requirements, are there any mandated controls mappings, CIS benchmarks, or California-specific policies we should align to?

    ANSWER: Internal team handles accessibility.

85. **QUESTION**: Data Residency, Privacy, and Records - The RFP states data residency and region availability in the US. Is California region preference required, or is any US region acceptable?

    ANSWER: any US region.

86. **QUESTION**: Data Residency, Privacy, and Records - Data retention and deletion: please define required retention schedules for backups, logs, and APM data, and procedures for legal hold and defensible deletion at term end.

    ANSWER: logs can be transferred to azure storage. nightly backups for 6 months.

87. **QUESTION**: Data Residency, Privacy, and Records - Content categories: do any sites process PII requiring heightened safeguards. Any PHI, CJIS, or student data that would invoke stricter controls.

    ANSWER: yes, one site that is password protected has PII.

88. **QUESTION**: Disaster Recovery Backup - Please confirm RPO and RTO targets per environment if applicable.

    ANSWER: Nightly, recovery within 10 mins

89. **QUESTION**: Disaster Recovery Backup - Backup encryption, immutability, and off-platform portability requirements.

    ANSWER: except for 1 site, encryption not required. must be portable.

90. **QUESTION**: Application Stack and Versions - Please confirm supported Drupal core versions, PHP versions, and any required module policies.

    ANSWER: Drupal 9,10,11. PHP 8.4.

91. **QUESTION**: Application Stack and Versions - For WordPress, confirm core and PHP version policies.

    ANSWER: WP 6. PHP 8.4

92. **QUESTION**: Application Stack and Versions - Cache strategy: required varnish policies, cache purge hooks, and expectations for urgent purges related to court orders or late-breaking content.

    ANSWER: default

93. **QUESTION**: DevOps Workflow and CI/CD - The RFP references CI with GitHub and CircleCI. Will the Council provide org-level repositories and CI projects, or should the vendor host pipelines with customer visibility.

    a) Are these purely to support the existing vendor? Or are there code integrations outside of working around existing vendor Git approaches?

    ANSWER: Judicial Council maintains the repo, circleci, and custom deployment outside of existing vendor.

94. **QUESTION**: DevOps Workflow and CI/CD - “Isolated development environments for every git branch” are required - please define concurrency expectations, auto-suspend behavior, and retention rules for ephemeral environments.

    ANSWER: Nice to have. Only persistent environments are dev, stage, uat, and live, plus 3 ephemeral environments.

95. **QUESTION**: Support, Reporting, and Governance - Please specify the required cadence and format for uptime, incident, capacity, and security reports.

    a) The RFP asks for sample incident and activity reports.

    b) Please provide any mandatory metrics templates you would like to stick to

    c) Please proved (redacted if necessary) current reports

ANSWER: Please see Attachment 2 – Standard Terms and conditions, Appendix E: Maintenance and Support services.
To obtain additional information not available on the courts website, Contractors will need to submit a records request through Public Access to Judicial Administrative Records (PAJAR). Please refer to this link for more information on requesting records: Public Records | Judicial Branch of California

96. **QUESTION**: Pricing and Commercials - Attachment 13 requires firm fixed pricing in unprotected Excel, and prohibits travel costs.

    a) Will the JCC accept firm pricing per unit (IE traffic based pricing)?

    b) Can we propose tiered per-site pricing buckets by traffic or container size, with clearly defined overage pricing?

    ANSWER: Please use Attachment 13 to provide your cost proposal.

97. **QUESTION**: Pricing and Commercials - The Administrative Rules allow the JBE to withhold up to 10% until final deliverable acceptance.

    a) For ongoing managed services, please confirm how "final deliverable" is defined and whether the withhold applies monthly or only to one-time professional services?

    ANSWER: Only applicable to one-time professional services.

98. **QUESTION**: Pricing and Commercials - The RFP asks for government or comparable favorable rates.

    a) Please confirm whether multi-year term discounts count, and if price adjustment mechanisms are allowed on option years.

    ANSWER: Please use attachment-13-CostMatrix and provide the cost for all listed years. Multi-year term discounts are welcome, please include them in your cost on Attachment-13.

99. **QUESTION**: We may submit a redlined Attachment 2 with exceptions?

    a) Are there mandatory non-negotiable clauses we should be aware of?

    ANSWER: Yes, you may submit a redlined Attachment 2 with exceptions. Please review RFP IT-2025-01-SB for instructions. All requested changes to the agreement will be submitted to our legal team for review/approvals/negotiations.

100. **QUESTION**: Please provide required insurance types and minimum limits, including Cyber and Tech E&O if applicable?

    ANSWER: You will find insurance requirements in RFP-IT-2025-01-SB, Attachment 2, Standard Terms and Conditions. Look in Appendix C, Page C-9, Item 7. Insurance.