

No.	Category	Question	Response
1	RFI	Would it be possible to get a two week extension on this RFI?	ABC will extend the RFI response deadline by 1 week to July 7, 2026.
2	RFI	Would ABC consider extending the RFI response deadline by at least one week, or otherwise allowing vendors at least one week after ABC releases responses to vendor questions, so vendors have sufficient time to incorporate ABC's clarifications into their written responses, pricing assumptions, scope assumptions, and demonstration planning?	ABC will extend the RFI response deadline by 1 week to July 7, 2026.
3	RFI	Please confirm that responses to questions listed under Section B - Vendor Questions is the only chapter required to be submitted. If so, please let us know if ABC would consider receiving a cover letter, a short executive summary including a company profile, and the proposed approach.	Responses to the Vendor Questions in Section B are the only items required to be submitted. ABC will accept other documents that will help us understand the proposed approach and estimated costs.
4	RFI	Beyond the Section B format guidance, is there a preferred overall response template, or any page or length limits for the narrative portions?	There is no preferred response template and no page or length limits to narrative portions. Responses to the Vendor Questions in Section B are the only items required to be submitted. ABC will accept other documents that will help us understand the proposed approach and estimated costs.
5	RFI	How and where should responses be submitted (email or a secure portal), and is there a file-size limit?	Submit responses by email to lowela.goessling@abc.ca.gov . Emails greater than 35MB will need to be split into multiple emails.
6	RFI	Is ABC expecting this RFI to lead to a formal RFP/procurement, and if so what is the anticipated procurement timeline, contract vehicle, and decision process?	The implementation phase of this project is estimated to begin late 2028 or early 2029. Tentatively, ABC expects the solicitation to be released Spring of 2028. This RFI is initial market research for the purposes of identifying rough estimate of costs and potential solutions. Decisions on solicitation approach will be made at a later date.
7	RFI	How will ABC use vendor RFI responses and demonstrations to shape scope, budget, procurement requirements, and solution architecture decisions?	ABC is exploring the market - to the extent that there are tangible trade-offs between approach and costs, ABC may narrow the desired solution options to a preferred approach for the ultimate solicitation.
8	RFI	Are there specific constraints on vendor communication after the RFI submission, including follow-up workshops, discovery sessions, or solution co-design conversations?	ABC expects conversations within the scope of market research to continue. More detailed discussions around discovery or solution design are not in scope at this time.
9	RFI	Will ABC use a scoring rubric for RFI responses or demonstrations, and what capabilities or outcomes will carry the most weight?	ABC will not be using a scoring rubric for this RFI - this RFI is not connected to any competitive solicitation process. ABC is exploring the market in order to do financial planning and potentially narrow the development approach for the ultimate solicitation in 2028.
10	RFI	What does ABC consider the highest-value outcome of this market research: solution fit, cost estimate, architecture validation, implementation phasing, risk identification, or vendor capability?	ABC must get a sense for the approximate cost of the project and is interested in evaluating the pros/cons/costs of different solution approaches.

11	RFI	Are vendors expected to recommend a preferred platform/product, or is ABC primarily seeking implementation approach and market insight independent of platform?	ABC is expecting a recommendation on platform/product and estimated cost. An implementation approach and market insight would also be welcome.
12	RFI	What cost breakdown level does ABC want in the RFI response: software licensing, implementation, integrations, data migration, change management, infrastructure, support, and 5-year TCO?	ABC would like as much information as possible. ABC understands these would be estimated costs. It is very helpful for one-time vs ongoing costs to be clearly identified.
13	RFI	Should vendors include multiple implementation options, such as minimum viable release, recommended phased roadmap, and full enterprise modernization?	Yes. If vendors have multiple options, these should be included.
14	RFI	Are there any areas where ABC expects vendors to challenge assumptions, propose alternative approaches, or identify scope tradeoffs rather than simply answer the written questions?	Vendors should note any challenges, alternative approaches, or identify scope tradeoffs wherever they have them.
15	Demonstration	Demonstrations - Will ABC provide sample or representative data (license types, a sample application, a sample enforcement case) for the three demonstrations, or should vendors use their own illustrative data?	In the RFI_25-0166_LSR_Demo_info.pdf, vendors can use the linked and attached documents to obtain sample/representative data for the demo. In addition, vendors can look at the public reports on ABC's website https://www.abc.ca.gov/licensing/licensing-reports/
16	Demonstration	How much latitude do vendors have to adapt the three scenarios to best showcase their solution, versus following the supplied scripts exactly?	ABC included key areas vendors should highlight in their demos. However, if there are other features the vendor thinks would be important to ABC, they are free to include those.
17	Demonstration	What are the demonstration logistics — virtual or in-person, time allotted per scenario, total session length, and the expected audience?	The demonstrations will be virtual. The maximum time allotted for demo sessions will be 2 hours with no set time allotted between scenarios. The audience will include key executives and program subject matter experts.
18	Demonstration	Are vendors expected to conduct the demonstration in person or virtually?	The demonstrations will be virtual.
19	Demonstration	For the three requested demonstrations, should vendors prepare fully configured ABC-specific workflows, or may vendors use representative product demonstrations with narration showing how ABC-specific rules and forms would be configured?	ABC included key areas vendors should highlight in their demos. Vendors can use representative product demonstrations and narration to show how ABC-specific rules and forms would be configured if the vendor can clearly articulate how these key functions would work for ABC specifically.
20	Demonstration	Will ABC provide expected demo duration, attendee roles, evaluation criteria, and whether demonstrations may include slide overview, live system walkthrough, and/or recorded backup?	The maximum time allotted for demo sessions will be 2 hours with no set time allotted between scenarios. The audience will include key executives and program subject matter experts. The demos will not be scored. Demo can include slide overview, live system walkthrough, and or recorded backup as the vendor sees fit.
21	Demonstration	Can ABC confirm the expected duration for each vendor demonstration?	The maximum time allotted for demo sessions will be 2 hours with no set time allotted between scenarios.

22	Demonstration	What additional demo materials and scenarios, data sets, user roles, and evaluation criteria will ABC provide before vendor demonstrations are scheduled?	In the RFI_25-0166_LSR_Demo_info.pdf, vendors can use the linked and attached documents to obtain sample/representative data for the demo. In addition, vendors can look at the public reports on ABC's website https://www.abc.ca.gov/licensing/licensing-reports/
23	Demonstration	Will vendors be expected to demo configured workflows in a live platform, clickable prototypes, conceptual walkthroughs, or a combination?	Demo can include configured workflows in a live platform, clickable prototypes, conceptual walkthroughs or a combination.
24	Demonstration	Are vendors permitted to request anonymized sample data, forms, reports, and business-rule matrices to make demonstrations realistic?	In the RFI_25-0166_LSR_Demo_info.pdf, vendors can use the linked and attached documents to obtain sample/representative data for the demo. In addition, vendors can look at the public reports on ABC's website https://www.abc.ca.gov/licensing/licensing-reports/
25	Timeline	Can ABC share the anticipated procurement path and timeline following this RFI — for example, whether an RFP is expected and the target timeframe?	The implementation phase of this project is estimated to begin late 2028 or early 2029. Tentatively, ABC expects the solicitation to be released Spring of 2028. Decisions on solicitation approach will be made at a later date.
26	Timeline	Is a budget range or funding status available?	This RFI is ABC's market research to try to establish an order of magnitude budget and how costs may differ by approach, so we are not in a position to provide budget estimate at this time - we are fairly early in the process.
27	Timeline	The RFI states implementation is estimated to begin in late 2028 or early 2029. Should vendors treat this RFI primarily as market research/budget planning, or does ABC anticipate a formal procurement before that implementation window?	Tentatively, ABC expects the solicitation to be released Spring of 2028. This RFI is ABC's market research to try to establish an order of magnitude budget and how costs may differ by approach, so we are not in a position to provide budget estimate at this time - we are fairly early in the process.
28	Commercial & Deployment	What is the Department's preferred licensing model for the technology platform - named user licenses (each individual assigned a license), concurrent user licenses (a pool shared by all users with a maximum simultaneous limit), or a transaction-based model? For the approximately 539 internal users and potentially 1 million+ external portal users, does the Department expect a single unified licensing model or different models for internal staff versus external public users?	The exact structure of the licensing is not as important as 1) the need for predictable costs that can be effectively budgeted for and 2) overall ongoing TCO of the solution.
29	Commercial & Deployment	What is the Department's preferred deployment model - fully cloud-hosted by the technology vendor, hosted within a state-approved cloud environment (such as the California Department of Technology's approved cloud services), on-premises within state data centers, or a hybrid model? What are the Department's expectations for ongoing platform support, service level agreements, and the division of responsibilities between the technology vendor, the implementation partner, and the Department's internal information technology staff?	ABC prefers a cloud hosted or state-approved cloud model. ABC would like to limit involvement in maintaining the back-end components of the solution (upgrades, security updates, etc.); however, ABC remains open to a range of solution support approaches and requests that the vendor propose the solution best aligned with the department's modernization objectives. Propose support responsibilities and division of responsibilities. ABC will be service level agreements for LSR that will be communicated at a later time.

30	Commercial & Deployment	Can the Department share an estimated budget range (even an order-of-magnitude figure), the anticipated procurement vehicle and contract type, and the target go-live date for the Legacy System Refresh? Will this Request for Information lead to a formal solicitation, and if so, approximately when?	The implementation phase of this project is estimated to begin late 2028 or early 2029. Tentatively, ABC expects the solicitation to be released Spring of 2028. This RFI is ABC's market research to try to establish an order of magnitude budget and how costs may differ by approach, so we are not in a position to provide budget estimate at this time - we are fairly early in the process.
31	Commercial & Deployment	Does the Department have Small Business (SB) and/or Disabled Veteran Business Enterprise (DVBE) participation goals or preferences for this effort, and how will prime contractor and subcontractor team structures - for example, a systems integrator paired with a product or platform partner - be evaluated?	Any procurement preferences and scoring have not been identified at this time. We are focusing on evaluating approaches and costs. As long as the contracture is in line with state guidelines, ABC would accept a collaborative approach.
32	Commercial & Deployment	Does the Department have a preferred or pre-approved technology platform or stack for this solution (for example, a Microsoft / Azure environment, as is common across California state departments)? Would the Department accept a configurable low-code / no-code platform as the foundation for an enterprise system of record at this scale and criticality, or does it expect a commercial off-the-shelf licensing and permitting product or a custom-developed solution? Are there existing State enterprise agreements (Microsoft 365, Power Platform, Dynamics 365, Azure) that the solution could leverage?	ABC is open to a range of solution approaches and requests that the vendor propose the solution best aligned with the department's modernization objectives.
33	Business Priorities	What are ABC's top five pain points that must be solved in the first release to make the modernization successful?	Attachment B in RFI_25-0166_LSR_Attachments.pdf and the Objectives section, page 11 in RFI_25-0166_Legacy_System_Refresh_Market_Research_Initiative.pdf. provide the most concise description of success (and are reflective of the primary pain points).
34	Business Priorities	Which user groups should receive the earliest benefits: applicants, licensees, enforcement agents, licensing staff, OLS, executives, accounting, or IT?	Initial go live should prioritize licensing application processing, financial reconciliation and revenue accounting, as well as the public facing portal and self service capabilities. Within six months post launch, enforcement field operations, inspections, legal case management, and hearing workflows should be delivered. Future enhancements may include GIS mapping and spatial analysis, legislatively mandated reporting, and RBS, if included within scope.
35	Business Priorities	Which manual workarounds are most costly or risky today and should be prioritized for automation?	ABC will identify the most costly and risky manual workarounds which will be communicated later in the planning effort.
36	Business Priorities	Are there statutory or legislative deadlines that will drive the release sequence or scope prioritization?	Not currently.
37	Business Priorities	What level of business process standardization is ABC willing to enforce across district offices as part of modernization?	ABC is actively working on business process standardization across the state. While ABC expects the solution to facilitate standardization of business processes, it may need to be flexible enough to allow for different requirements imposed by local governments by county or city to be added or removed from the standard process for application workflows.

38	Business Priorities	What assumptions should vendors make about ABC's budget range, preferred delivery model, internal capacity, data readiness, and modernization governance if not yet finalized?	This RFI is ABC's market research to try to establish an order of magnitude budget and how costs may differ by approach. ABC requests that vendors propose the solutions they feel represent the best fit to ABC's business needs. To the extent a vendor is in a position to present different approaches at different "price points" and the related trade-offs, ABC would welcome that information.
39	Business Priorities	What dependencies outside ABC control could affect schedule or scope, including CDT approvals, security reviews, legislation, procurement, funding, or partner integrations?	CDT approvals, procurement and funding are dependencies outside ABC's control that could affect schedule or scope.
40	Business Priorities	What risks does ABC already view as most significant: data quality, scope breadth, field mobility, statutory complexity, change adoption, integrations, procurement timing, or funding?	There is no particular risk that stands out significantly - data quality/conversion, scope being broader than the existing system, and field mobility are known challenges.
41	Business Priorities	How will ABC measure whether the future solution has achieved the North Star outcomes for internal staff and the public?	While not all outcomes in the North Star are easily measurable - ABC's initial Business Analysis Document lays out ABC's initial thoughts on measureable outcomes related to the project's objectives: https://projecttracking.technology.ca.gov/Home/DownloadProposal?documentid=5d25f2d7-ca49-4788-9d84-e6ef2e8934d8&projectid=2100-015
42	Scope	For the systems slated for replacement (ABIS, LSP, RQS, LQS, BizMod, RBS), should the new solution fully replace each system's functionality, or are any expected to remain in place and integrate?	The solution should fully replace them. If RBS ends up being out of scope, there would be some integration between the systems.
43	Scope	Which current integrations should the new solution preserve — for example, CDTFA, USPS, Secretary of State, FTB, and the Fiserv payment integration — and are any expected to change?	All. USPS could be replaced by another address validation service. Fiserv could be replaced by another state compliant payment service.
44	Scope	Should the solution integrate with ABC's existing Laserfiche (document management) and ESRI/GIS platforms, or replace them?	Not clear at this point. ABC would make this decision based on costs and benefits related to the options given the scope and nature of Laserfiche's implementation at the time the decision needs to be made. ABC is interested in hearing about alternatives and key points to consider if vendors have insight to share.
45	Scope	Should vendors assume RBS is in scope, out of scope, or provide optional scenarios?	Including RBS in the scope of the LSR project is dependent on cost and solution. Vendors should provide the cost separately if it is a possible option within the solution provided.
46	Scope	Should vendors include PRA capabilities or assume integration with a separate SaaS platform?	PRA capabilities are not included in the scope of the project. ABC is open to considering it as part of a solution either for integration or included in a solution's capabilities. ABC requests that the vendor propose if available as part of a solution. Vendors should provide the cost separately if it is a possible option within the solution provided.

47	Scope	Should document management be replaced, integrated, or coexist with Laserfiche?	Not clear at this point. ABC would make this decision based on costs and benefits related to the options given the scope and nature of Laserfiche's implementation at the time the decision needs to be made. ABC is interested in hearing about alternatives and key points to consider if vendors have insight to share.
48	Scope	Can ABC provide a comprehensive list of required integrations and expected integration patterns (API, batch)?	Review RFI_25-0166_LSR_Attachments.pdf, Attachment W and X for some information. ABC is developing specific requirements for LSR that will be communicated at a later time.
49	Scope	Should vendors propose a centralized payment platform or integration with existing providers (e.g., Fiserv)?	Integration with existing provider may be preferred, but any options that are compliant with state rules would be considered.
50	Scope	Are vendors expected to provide implementation only or ongoing operations and support?	ABC will consider both options based on cost.
51	Scope	Should vendors include Public Records Act request management and redaction functionality in the proposed solution, or should vendors assume ABC's separately procured PRA/redaction solution will remain in place and integrate with the future LSR system?	Including PRA in the scope of the LSR project is dependent on cost and solution. Vendors should provide the cost separately if it is a possible option within the solution provided.
52	Scope	Should vendors assume ABC intends to migrate documents out of Laserfiche/eRecords into the new system, maintain Laserfiche as the document repository with integration, or evaluate both approaches?	ABC's decision is dependent on a future solution and costs. ABC will evaluate both approaches.
53	Scope	What historical period should vendors assume for migration of licensing, enforcement, complaint, inspection, accusation, financial, docket note, and document data? Should vendors assume all available history, active records plus retained records, or a defined number of years?	ABC is developing specific requirements for LSR that will be communicated at a later time.
54	Scope	The RFI notes ABC may need certain legacy systems available in read-only mode after go-live. Should vendors assume they are responsible for supporting read-only access, or will ABC/current vendors maintain those systems during transition?	ABC will maintain those systems.
55	Scope	Is the ABC replacing the RBS Portal with an all-inclusive ABC system that supports certification workflows? If so, does the ABC envision online assessments being tracked in the replacement system, or would these be routed via API to an existing exam provider?	Including RBS in the scope of the LSR project is dependent on cost and solution. Vendors should provide the cost separately if it is a possible option within the solution provided.
56	Scope	Would the ABC consider brand registration or label approval to be a licensing activity, and therefore included in the primary scope of the LSR project?	ABC does not perform label approval or brand registration. This functionality is not required.

57	Scope	Would the ABC consider licensee-driven regulatory reporting (shipping reports, excise tax, etc.) to be a licensing activity, and therefore included in the primary scope of the LSR project?	ABC does not collect excise taxes or regulate inventories and shipments in the supply chain. This functionality is not required.
58	Scope	The RFI contains background on several enforcement programs, including APP, Minor Decoy, TRACE, and more. What expectations does the ABC have for enforcement capabilities in the replacement system? Would Criminal and Administrative cases be handled by ABC staff?	Yes, administrative cases are handled by ABC. Criminal cases are tracked by ABC, but are handed over to the district attorneys. Call back to RFI - starts on page 35
59	Scope	Which systems are definitely in scope for replacement at this time: ABIS, LSP, LQS, RQS, BizMod, Laserfiche workflows, RBS Portal, Moodle, Fiserv integration, or others?	ABIS, LSP, LQS, RQS, and BizMod are in scope for replacement at this time. For Laserfiche, RBS (including Moodle), and Fiserv, ABC is open to options depending on cost and solution. ABC is interested in hearing about alternatives and key points to consider if vendors have insight to share.
60	Scope	Is the Responsible Beverage Service Portal in scope, out of scope, or optional based on cost, risk, and integration value?	Including RBS in the scope of the LSR project is dependent on cost and solution. Vendors should provide the cost separately if it is a possible option within the solution provided.
61	Scope	Are local law enforcement grant reporting and partner agency data submission workflows in scope for the future system?	These capabilities are desired.
62	Scope	Are human resources, accounting, and financial management workflows within scope only for integrations/reporting, or should they be included as business-process capabilities?	This is a program oriented system, core administrative systems are not within scope. Some opportunity for integration may exist, but are not currently in place or envisioned for the project.
63	Scope	Should the future solution replace ABC's public website lookup/reporting functionality or only feed data to the existing website?	ABC is open to considering the cost and benefits of options.
64	Delivery Approach	Is ABC expecting a phased implementation, big-bang cutover, pilot by district or program, or parallel run with legacy systems?	ABC is open to considering options based on costs, benefits and risks. RBS (if in scope) would likely be its own phase.
65	Delivery Approach	What constraints drive the estimated late-2028/early-2029 implementation start, and what activities can occur before that date?	CDT approvals, budget, and ABC readiness drive the implementation start date.
66	Delivery Approach	What project governance, decision rights, product ownership, SME availability, and executive sponsorship will ABC provide during implementation?	ABC will provide full support of these functions.
67	Delivery Approach	What level of ABC staff participation is expected for requirements validation, design workshops, data cleansing, testing, training, and change management?	ABC staff will participate in all areas of the project.
68	Delivery Approach	Are there blackout periods or business cycles, such as renewal peaks, that should constrain deployment windows or data migration cutovers?	There is an annual lottery process that occurs in Fall that should be avoided.

69	Testing	What testing standards and acceptance criteria will ABC require for functional testing, security testing, performance testing, accessibility testing, UAT, data migration validation, and disaster recovery testing?	ABC will adhere to best practices in testing. ABC is developing specific requirements for LSR that will be communicated at a later time.
70	Change Management	What change management, training, communications, and adoption support does ABC expect for 539+ staff across statewide offices and external users?	ABC has minimal change management staff that can help support change. Include costs for change management support if available.
71	Change Management	Which groups are likely to require the most change support due to transition from paper-based or local workarounds to standardized digital workflows?	All groups will require change support during the transition because most are using paper-based process and local workarounds.
72	Support Model	What post-go-live support model does ABC expect from the vendor, including warranty period, tiered support, SLAs, release support, maintenance, and knowledge transfer?	ABC expects a warranty period, support (release, operational, etc.), and knowledge transfer. The specifics are unknown at this time and will, at least partially determined by the solution. ABC is open to a range of solution approaches and requests that the vendor propose the solution best aligned with the department's modernization objectives.
73	Support Model	Does ABC want the vendor to operate managed services long-term, train ABC to self-sufficiency, or support a hybrid operating model?	ABC is open to all options, but is leaning toward a hybrid operating model.
74	Functional Requirements & Business Rules	What specific capabilities must be available offline versus online?	ABC is developing specific requirements for LSR that will be communicated at a later time.
75	Functional Requirements & Business Rules	What is the structure for notifications to local law enforcement for license issuance?	Refer to page 14 of RFI_25-0166_Legacy_System_Refresh_Market_Research_Initiative.pdf.
76	Functional Requirements & Business Rules	How are daily licenses managed? Are they issued with an expiration date as of the day of the event?	Yes, they are issued for the days of the event.
77	Functional Requirements & Business Rules	Are specified ABC Board admins responsible for approvals by a specific region or type of license?	ABC is not clear on what is meant by ABC Board admins.
78	Functional Requirements & Business Rules	Are multiple departments or approvals required during the issuance process?	Multiple internal approvals are required during the license issuance process. No external department approvals are required.
79	Functional Requirements & Business Rules	Are reports for processing time and trends public or only for internal use?	Reports for processing times and trends are internal for now, but may be external in a future system.
80	Functional Requirements & Business Rules	What documentation or information is needed for legal processes or enforcement and how does this need to be presented?	ABC is developing specific requirements for LSR that will be communicated at a later time.
81	Functional Requirements & Business Rules	What are the baseline current and target processing timelines for licensing workflows?	ABC is developing specific requirements for LSR that will be communicated at a later time.

82	Functional Requirements & Business Rules	Of the 70+ license types currently administered by the Department, how many have distinct workflow paths (unique sequences of approval stages, investigation triggers, protest windows, and conditional branching)? Can the Department provide a prioritized tier list - for example, Tier 1 covering the highest-volume types that represent approximately 70% of annual application volume, Tier 2 for moderate-volume types, and Tier 3 for specialty and low-volume types?	One day license applications have a workflow distinct from applications for permanent license types (the 70+ we refer to here). For an application related to a permanent license, the most extensive workflow is for an Original (aka new) Retail License. These investigations require the most notification and inspection in the field as part of the premises investigation and would also require the investigation of the persons involved. The workflow for other transactions are typically a subset of tasks included in this workflow. For example, if the application is for a transfer from one owner to another, ABC does not need to reinvestigate the location if the business isn't changing or moving. Most applications to change a license will trigger a workflow that is a subset of the Original Retail workflow. So - there are a decent number of distinct workflows made up of a set of common task components that vary based on licenses category (retail vs non-retail), application type (Original, Transfer, Change), and whether its a master or secondary license. Page 26 of RFI_25-0166_Legacy_System_Refresh_Market_Research_Initiative.pdf. lists the most common license types and Attachment F in RFI_25-0166_LSR_Attachments.pdf provides a complete list with volumes. There is a significant drop in volume after the top four and the top eight essentially cover most traditional business models. However, as Attachment F illustrates, secondary types (lower volumes) can be paired with these high volume master license types. Also, as described above, the distinct license type has less influence on workflow than the application type (original, transfer, change) and license categorization (retail vs non-retail and Master vs Secondary).
83	Functional Requirements & Business Rules	What are the specific business rules and decision criteria for tied-house conflict detection under the three-tier system (manufacturer, wholesaler, retailer) as defined in the Business and Professions Code? Are these rules formally documented with complete decision trees, or do they primarily exist as institutional knowledge among experienced licensing staff?	ABC is developing specific requirements for LSR that will be communicated at a later time.

84	Functional Requirements & Business Rules	What are the complete fee calculation rules for all license types - including base fees, conditional surcharges (such as the 3% Appeals Board surcharge rounded to the nearest \$5 and the \$10 California Highway Patrol flat surcharge), entity-based modifiers, late fee tiers (50% after 30 days, 100% after 60 days), fingerprint fee reimbursements, and fund allocation splits across the Department of Alcoholic Beverage Control Fund, the Appeals Board Fund, the Motor Vehicle Account, and the State General Fund? How frequently do these rules change - annually by legislation or on an ad hoc basis?	With a few exceptions for fees created since 2019, here is the calculation: Base Fee in statute (mostly from B&P 23320) x (1+the current August CPI being employed/August 2018 CPI), rounded to the nearest \$5 (B&P 23320 (d)). Then, If a renewal/annual fee, take the amount calculated above and multiply by 3% and round to nearest \$5 for the Appeals Board Fee (B&P 23083.5). Add \$10 for CHP Surcharge (unless exempted - B&P 23320.5). Then add either \$24 or \$52 to specified types required by B&P 23053.5. Although ABC currently uses an allocation method to distribute these revenues to their respective funds, any new system would track these surcharges independently and distribute them to the funds (AB surcharge to the ABC AB Fund, CHP surcharge to the Motor Vehicle Account) 23320 (d) and (e) lay out the process for an annual opportunity for administrative increase related to CPI. ABC has used this authority consistently due to a relatively low fund balance. New fees are added when new license types or permits are added by statute...typically one or two per year.
85	Functional Requirements & Business Rules	What are the Department's requirements for exception handling and escalation workflows? For the most complex license type or transaction - in terms of approval stages, conditional branching, protest and hearing processes, multi-agency coordination, and investigation triggers - what is the maximum number of discrete decision points in a single workflow, and what percentage of applications require manual exception handling outside the standard workflow path?	ABC is developing specific requirements for LSR that will be communicated at a later time.
86	Functional Requirements & Business Rules	For the Responsible Beverage Service program with over 1 million registered servers and 335,083 active certifications, what are the Department's requirements for external user access - specifically: expected peak concurrent users during high-volume registration periods, the frequency and duration of typical user interactions (episodic one-time registration and exam versus ongoing regular portal access), and multi-language support requirements across the 8 currently supported languages?	For RBS, currently peak concurrent user is in the order of hundreds of users. Peak months have been between March through September. The peak day during these month has been around 2700 users. Average during non-peak months is around 800 users/day. The usage is episodic. Users register and pay. They take training outside of the system. A training provider confirms they have been trained in the system. The user logs in and takes the exam provided in the portal (estimated 1 to 2 hours) and then they are certified. Certification is good for 3 years before they need to recertify. Multi-language support across the supported languages is needed and could expand to more in the future. wWe don't have hard numbers for peak concurrent, but in a month, we had a peak of 23k users. The typical is about 7k in a month.

87	Functional Requirements & Business Rules	What factors will drive the Department's decision on whether the Responsible Beverage Service portal is incorporated into the Legacy System Refresh platform or remains a standalone system? What are the functional requirements that must be met for incorporation - including exam delivery, certificate generation, employer verification, renewal tracking for 517,322 expired certifications, and provider management?	Including RBS in the scope of the LSR project is dependent on cost and solution. Vendors should provide the cost separately if it is a possible option within the solution provided.
88	Functional Requirements & Business Rules	How does the Department prioritize the following functional areas for the Legacy System Refresh - from must-have for initial go-live, to important for delivery within six months post-launch, to desirable for future enhancement: licensing application processing, enforcement field operations and inspections, legal case management and hearing workflows, financial reconciliation and revenue accounting, Geographic Information System mapping and spatial analysis, public-facing portal and self-service capabilities, and legislatively mandated reporting?	ABC is prioritizing the following: Initial go-live: licensing application processing, financial reconciliation and revenue accounting, public-facing portal and self-service capabilities Important for delivery within six months post-launch: enforcement field operations and inspections, legal case management and hearing workflows Desirable for future enhancement: Geographic Information System mapping and spatial analysis, legislatively mandated reporting, RBS (if included in scope)
89	Functional Requirements & Business Rules	What are the top 3 to 5 critical operational pain points with the current systems - the Alcoholic Beverage Information System, the Licensing Services Portal, the Report Query System, and the License Query System - that the Legacy System Refresh must resolve in its initial deployment? For each pain point, what does the Department consider a successful resolution (for example, specific time savings, error reduction targets, or process elimination goals)?	ABC is developing specific requirements for LSR that will be communicated at a later time.
90	Functional Requirements & Business Rules	What are the Department's requirements for enforcement inspection and investigation workflows - including the number of distinct inspection form types, required data capture elements (photographs, signatures, Global Positioning System coordinates, violation codes), field supervisor review and approval stages, and the workflow from initial inspection through administrative citation issuance and Appeals Board hearing referral?	Refer to page 34 of RFI_25-0166_Legacy_System_Refresh_Market_Research_Initiative.pdf.
91	Functional Requirements & Business Rules	For the Alcoholic Beverage Information System (the system of record) and the eServices Application Programming Interface layer that connects it to the Licensing Services Portal, what is the Department's intended disposition for each - replace wholesale, re-platform/migrate, or retain behind a new front end? Is technical documentation available for the eServices interface (endpoints, data contracts, authentication)?	ABC intends to replace ABIS, eServices, and LSP wholesale.

92	Functional Requirements & Business Rules	For licensing and enforcement fieldwork, should vendors assume full offline data entry and later synchronization are required, or is mobile-responsive online access with limited offline capability sufficient?	ABC is open to a range of solution approaches and requests that the vendor propose the solution best aligned with the department's modernization objectives.
93	Functional Requirements & Business Rules	Can ABC provide detailed current-state and target-state process maps for original applications, transfers, changes, temporary permits, one-day licenses, renewals, and protests?	ABC is developing specific requirements for LSR that will be communicated at a later time.
94	Functional Requirements & Business Rules	Which licensing workflow variations differ by district office, license type, retail/non-retail category, or application type?	ABC is actively working on business process standardization across the state.
95	Functional Requirements & Business Rules	What business rules determine required forms, fees, approvals, investigations, notices, and conditions for each license type and transaction type?	ABC is developing specific requirements for LSR that will be communicated at a later time.
96	Functional Requirements & Business Rules	Is ABC seeking a configurable rules engine for license type eligibility, license combinations, population/census limits, duplicate licenses, and tied-house restrictions?	A configurable rules engine is preferred. However, ABC remains open to a range of solution approaches and requests that the vendor propose the solution best aligned with the department's modernization objectives.
97	Functional Requirements & Business Rules	How should the future system handle license combinations, secondary licenses, branches, duplicates, and limits that are currently tracked manually?	A future system must be adaptable to these complexities.
98	Functional Requirements & Business Rules	Do licensing documents need to be generated as official forms, or can be replaced by structured online intake and system-generated records?	These can be replaced.
99	Functional Requirements & Business Rules	What identity verification, notarization replacement, signature, and delegated-authority requirements must be supported for applicants and licensees?	ABC is developing specific requirements for LSR that will be communicated at a later time.
100	Functional Requirements & Business Rules	What level of digital self-service should protestants and complainants have for submission, tracking, communication, and document access?	Vendors should assume all levels provided. ABC is developing specific requirements for LSR that will be communicated at a later time.
101	Functional Requirements & Business Rules	Can ABC provide detailed target-state process maps for complaint intake, ABC-61 assignments, inspections, investigations, NOV's, LOW's, RFAs, accusations, hearings, suspensions, and revocations?	ABC is developing specific requirements for LSR that will be communicated at a later time.
102	Functional Requirements & Business Rules	What complaint priority rules, service-level targets, escalation rules, and statute-of-limitations alerts should be automated?	ABC is developing specific requirements for LSR that will be communicated at a later time.
103	Functional Requirements & Business Rules	Should the future solution support anonymous complaints, public complaint status tracking, and complainant notifications?	Yes, the future solution support anonymous complaints, public complaint status tracking, and complainant notification.
104	Functional Requirements & Business Rules	What level of integration is needed between enforcement assignments, daily reports, case reports, evidence, citations, legal handoff, and OLS case tracking?	ABC is developing specific requirements for LSR that will be communicated at a later time.

105	Functional Requirements & Business Rules	Should local law enforcement partners have external portal access to submit police reports, grant activity, complaint referrals, or program results?	These capabilities are desired.
106	Functional Requirements & Business Rules	What are the complete case management requirements for OLS, including docket notes, pleadings, settlements, hearing scheduling, appeals, penalties, and case status reporting?	ABC is developing specific requirements for LSR that will be communicated at a later time.
107	Functional Requirements & Business Rules	Should the future solution replace OLS tracking tools or integrate with separate legal case management tools?	ABC is open to options.
108	Functional Requirements & Business Rules	What strict segregation is required between OLS, General Counsel, Director's Office, and Administrative Hearing Office for case independence?	OLS can have full access. The Director, General Counsel, and AHO has no access to enforcement information within the system.
109	Functional Requirements & Business Rules	What payment types must be supported on day one: credit card, debit card, eCheck, ACH, mailed check, cashier's check, in-office manual entry, refunds, penalties, and payment plans?	The payment types to be supported on day one are credit card, debit card, eCheck, ACH, mailed check, cashier's check, and in-office manual entry. Refunds and penalty fee payments must also be available
110	Functional Requirements & Business Rules	Should Fiserv remain the required payment processor, or may vendors recommend other State-approved payment services?	It is acceptable to recommend other state-approved services.
111	Functional Requirements & Business Rules	What accounting, reconciliation, fee earning, refund, suspense, deposit, and audit requirements must be supported?	ABC is developing specific requirements for LSR that will be communicated at a later time.
112	Functional Requirements & Business Rules	How should the future solution manage annual fee calculations, CPI updates, surcharges, late penalties, duplicate renewals, and legislative fee changes?	A future solution needs to allow future changes in fees and calculations. ABC is developing specific requirements for LSR that will be communicated at a later time.
113	Functional Requirements & Business Rules	What is the source of truth for license, person, business entity, premises, disciplinary history, documents, payments, and evidence records today?	ABIS is currently the source of truth.
114	Functional Requirements & Business Rules	Who will own data definitions, data quality decisions, master data rules, and ongoing data governance in the target operating model?	ABC will own data definitions, data quality decisions, master data rules, and ongoing data governance in the target operating model.
115	Functional Requirements & Business Rules	Should the future solution replace Laserfiche for license and enforcement documents, integrate with Laserfiche, or support a hybrid transition?	Not clear at this point. ABC would make this decision based on costs and benefits related to the options given the scope and nature of Laserfiche's implementation at the time the decision needs to be made. ABC is interested in hearing about alternatives and key points to consider if vendors have insight to share.
116	Functional Requirements & Business Rules	What document types require retention schedules, legal holds, versioning, redaction, eSignature, official correspondence, or public disclosure controls?	ABC's retention schedule is attached. ABC is developing specific requirements for LSR that will be communicated at a later time.

117	Functional Requirements & Business Rules	How should the future solution link scanned legacy files, newly submitted documents, generated forms, evidence, email/messages, and official records?	ABC is developing specific requirements for LSR that will be communicated at a later time.
118	Functional Requirements & Business Rules	Which specific licensing and enforcement tasks must work offline on tablets or phones, and what data can be stored locally on devices?	ABC is developing specific requirements for LSR that will be communicated at a later time.
119	Functional Requirements & Business Rules	What are the requirements for conflict resolution, sync timing, retry behavior, data purge, encryption, and audit logs when offline data is synchronized?	ABC is developing specific requirements for LSR that will be communicated at a later time.
120	Functional Requirements & Business Rules	Should the mobile solution support route optimization, GPS capture, mapping, photo/video capture, signatures, license lookup, and electronic delivery of notices?	These capabilities are desired.
121	Functional Requirements & Business Rules	Which GIS capabilities are required for licensing and enforcement, including census tract validation, 500-foot radius notices, density analysis, complaint hotspots, and route planning?	ABC is open to options.
122	Functional Requirements & Business Rules	What authoritative GIS datasets and geocoding services should the solution use for premises, census tracts, county/city boundaries, schools, churches, residences, and law enforcement jurisdictions?	ABC is open to options.
123	Functional Requirements & Business Rules	Should predictive modeling and workload forecasting be included in the initial scope or treated as a future capability?	Predictive modeling and workload forecasting is desired. ABC is developing specific requirements for LSR that will be communicated at a later time.
124	Functional Requirements & Business Rules	Can ABC provide user personas, transaction volumes, pain points, accessibility needs, language needs, and service expectations for applicants, licensees, complainants, protestants, partners, and staff?	ABC is developing specific requirements for LSR that will be communicated at a later time.
125	Functional Requirements & Business Rules	What public-facing transactions must be available without authentication versus through an authenticated portal?	ABC is developing specific requirements for LSR that will be communicated at a later time.
126	Functional Requirements & Business Rules	What notifications are required by email, SMS/text, portal message, mail, or staff task, and which notices must remain official/legal correspondence?	ABC is developing specific requirements for LSR that will be communicated at a later time.
127	Technical Requirements & Performance	Does ABC expect a single unified platform or a modular integrated ecosystem?	ABC would prefer a Singular platform/ecosystem. The experience can jump between modules as long as the user has a SSO experience and it feels like a single system. ABC remains open to a range of solution approaches and requests that the vendor propose the solution best aligned with the department's modernization objectives.

128	Technical Requirements & Performance	What are the Department's specific performance requirements for the Legacy System Refresh platform - including maximum acceptable page load time for complex multi-tab license application forms, maximum search response time when querying across the full license database (93,385+ active premises plus historical records), maximum report generation time for legislatively mandated reports under Business and Professions Code Section 23055, and acceptable system availability percentage (for example, 99.9% or 99.99% uptime)?	At this time, ABC's requirements are 3 second max page load for some painted content. 10 seconds for all elements to load. Maximum search time should be less than 1 second. Large/schedulable reports (e.g. annual, quarterly, monthly) within 24 hours. Ad Hoc basic/dashboards (My tasks, open applications, single license report) should be a max of 10 seconds. ABC is developing specific requirements for LSR that will be communicated at a later time.
129	Technical Requirements & Performance	What are the Department's requirements for mobile and offline operation for enforcement field agents - specifically: the maximum expected duration without network connectivity (hours versus multiple days for rural operations or large multi-day events), the data and workflow functions that must be available offline (read-only reference versus full create-and-edit capability for inspection records, investigation notes, and citations), and the conflict resolution expectations when offline changes are synchronized?	ABC is developing specific requirements for LSR that will be communicated at a later time.
130	Technical Requirements & Performance	What are the Department's data retention, archival, and purge requirements - including how many years of active license records, enforcement actions, legal case files, and financial transactions must remain in the live production system versus archived storage? Are there specific state records retention schedules or legislative mandates that govern these periods?	All active records need to be included in the new solution. ABC's retention schedule is attached. ABC is developing specific requirements for LSR that will be communicated at a later time.
131	Technical Requirements & Performance	What are the Department's Recovery Time Objective (RTO) requirements (maximum acceptable system downtime after a failure) and Recovery Point Objective (RPO) requirements (maximum acceptable data loss measured in time)? Is geographically redundant disaster recovery across multiple data center regions required, or is single-region deployment with defined backup and restoration procedures acceptable?	Currently ABC's RTO is 4 hours and RPO is 1 hour. A single region is acceptable when considering costs. ABC is developing specific requirements for LSR that will be communicated at a later time.
132	Technical Requirements & Performance	What are the Department's requirements for reporting and analytics - including the number and complexity of legislatively mandated reports, the need for ad hoc user-created reports versus pre-built dashboards, real-time operational reporting versus scheduled batch reporting, and any requirements for predictive analytics or trend analysis capabilities?	Refer to page 17 - 19 of RFI_25-0166_Legacy_System_Refresh_Market_Research_Initiative.pdf.

133	Technical Requirements & Performance	Beyond the approximately 15 million scanned images already referenced, what is the total historical record volume to migrate - including all-time licenses, applications, investigations, accusations, and financial transactions - and what are the current Alcoholic Beverage Information System / Oracle database sizes? These figures are needed to estimate data migration effort and total cost of ownership.	About 658 GB for locally stored documents. About 1TB for Oracle table space. ABC is currently evaluating what historical records will need to migrated. This will be communicated at a later time.
134	Technical Requirements & Performance	What identity provider(s) should vendors assume for internal ABC users and public/licensee users? Should public portal users authenticate through a State identity service, vendor-managed accounts, or another required approach?	Internal ABC users would use the M365 Entra IDP. External users are not stored in an IDP. Different applications use internal user tables to track users but wouldn't be expected to be preserved/converted. This information can be used for on onboarding campaign. Vendor managed accounts would be preferred and do not have to be specifically SAML/SSO. Currently, there is no State identity service, however, one may be in development and ABC may require at a later point to authenticate through this. ABC remains open to a range of solution approaches and requests that the vendor propose the solution best aligned with the department's modernization objectives.
135	Technical Requirements & Performance	For planning and pricing estimates, can ABC confirm expected internal named users, peak concurrent internal users, expected public portal/licensee users, and anticipated public lookup or transaction volumes?	Currently, ABC has 550 internal users (200 concurrent users). 50k LSP users, + 750k RBS users (For RBS, currently peak concurrent user is in the order of hundreds of user) 242k visits per month and 1.1 million monthly requests for the public site.
136	Technical Requirements & Performance	Would ABC be interested in evaluating solutions that leverage Multi-Agent AI capabilities, including MCP integrations and business process orchestration?	ABC is open to a range of solution approaches and requests that the vendor propose the solution best aligned with the department's modernization objectives.
137	Technical Requirements & Performance	Does ABC prefer SaaS, PaaS, low-code, COTS, custom build, or a hybrid architecture, and are any platforms prohibited or preferred?	ABC prefers SaaS or hybrid. ABC would like to limit involvement in maintaining the back-end components of the solution; however, ABC remains open to a range of solution approaches and requests that the vendor propose the solution best aligned with the department's modernization objectives.
138	Technical Requirements & Performance	What cloud hosting requirements apply, including CDT, AWS, Azure, FedRAMP, State data center constraints, network connectivity, and environment separation?	The State Administrative Manual (SAM) defines the requirements. LSR will not directly access, store or process CJIS. ABC will continue to access CLETS separately.
139	Technical Requirements & Performance	What non-functional requirements exist for availability, RTO/RPO, peak renewals, concurrent users, mobile sync, query performance, and public portal traffic?	ABC is developing specific requirements for LSR that will be communicated at a later time.
140	Technical Requirements & Performance	What level of configurability is required for forms, workflows, business rules, notices, license types, fee schedules, reports, and role-based access?	Configurable forms, workflows, business rules, notices, license types, fee schedules, reports, and role-based access is preferred. However, ABC remains open to a range of solution approaches and requests that the vendor propose the solution best aligned with the department's modernization objectives.

141	Technical Requirements & Performance	Should ABC prioritize reducing the number of technologies it maintains even if that means adopting more platform-native capabilities?	Yes. ABC is open to a range of solution approaches and requests that the vendor propose the solution best aligned with the department's modernization objectives.
142	Integration & Data Exchange	What GIS system and integration is being used?	ABC is using GIS through CDT. It is SaaS ArcGIS. The current implementation does not meet ABC's full requirements. For the future solution, ABC does not have a preferred solution. Vendors should propose an approach.
143	Integration & Data Exchange	For each external system integration - including the California Department of Tax and Fee Administration (daily batch data exchange), the Franchise Tax Board (tax compliance verification), the Department of Justice (background check submissions and results), and other state or federal agencies - can the Department provide: the current data exchange method (file transfer, Application Programming Interface, database link, or manual), the data format and schema, the frequency and volume of exchanges, and whether technical documentation or Application Programming Interface specifications exist?	ABC is developing specific requirements for LSR that will be communicated at a later time.
144	Integration & Data Exchange	Is there an existing contract that mandates the continued use of the current payment processing gateway, or does the Department have flexibility to evaluate alternative payment processors as part of the Legacy System Refresh? If the current gateway must be retained, can Application Programming Interface documentation and a sandbox testing environment be provided to the implementation team?	There is an existing contract. The department does have flexibility to use other options, but must make sure that it meets State standards. If the current gateway is the best option, documentation can be provided.
145	Integration & Data Exchange	For the document management system containing approximately 15 million scanned images, what is the Department's required integration approach: read-only retrieval and display of historical documents, bidirectional synchronization where new documents are also stored in the existing document management system, or full migration of all historical documents into the new platform? What is the expected ongoing document ingestion volume (new documents per day or month)?	ABC is not clear on an integration approach with Laserfiche. This decision would be based on costs and benefits related to the options given the scope and nature of Laserfiche's implementation at the time the decision needs to be made. ABC is interested in hearing about alternatives and key points to consider if vendors have insight to share.

146	Integration & Data Exchange	Can the Department confirm that the Legacy System Refresh platform is not expected to directly access, store, or process Criminal Justice Information Services-classified data, and that enforcement agents will continue to access the California Law Enforcement Telecommunications System through the existing separate secure state-managed application? If any Criminal Justice Information Services data must flow through the new platform, what specific data elements are involved?	Yes, confirmed - LSR will not directly access, store or process CJIS. ABC will continue to access CLETS separately.
147	Integration & Data Exchange	For Geographic Information System and geospatial functionality - including the 500-foot radius resident notification requirement, tied-house proximity analysis, overconcentration evaluation under Business and Professions Code Section 23958.4, and distance-to-school measurements under Section 25658.1 - what level of geospatial accuracy is required (parcel-level versus street-level geocoding), and does the Department require straight-line (Euclidean) distance or actual walking and driving distance calculations?	Current processes are typically manual and predate most modern technology options. ABC is developing specific requirements for LSR that will be communicated at a later time.
148	Integration & Data Exchange	What are the Department's requirements for real-time versus batch data exchange with external systems? For each integration, what is the acceptable data latency - must updates be reflected within seconds (real-time), within hours (near-real-time batch), or is daily batch processing acceptable? Are there specific transactions where real-time validation against external systems is required before processing can proceed?	ABC is developing specific requirements for LSR that will be communicated at a later time.
149	Integration & Data Exchange	What authentication and authorization framework does the Department require for external user access - specifically: is integration with the state's existing identity provider mandatory, are there specific multi-factor authentication requirements for different user roles (internal staff, licensees, Responsible Beverage Service training providers, public portal users), and what are the session management and access logging requirements?	Currently, there is no State identity service, however, one may be in development and ABC may require at a later point to authenticate through this. ABC remains open to a range of solution approaches and requests that the vendor propose the solution best aligned with the department's modernization objectives.
150	Integration & Data Exchange	Can ABC provide, or confirm it will provide in a future solicitation, a target integration inventory that identifies each required integration, system owner, directionality, protocol/API availability, transaction volume, and whether the interface is required for day-one go-live?	ABC is developing specific requirements for LSR that will be communicated at a later time.

151	Integration & Data Exchange	Is continued use of Fiserv required, or may vendors propose an alternative payment processor if it meets State requirements? Are accounting/reconciliation integrations beyond payment processing expected in the baseline scope?	Vendors propose an alternative payment processor if it meets State requirements. This is a program oriented system, core administrative systems are not within scope.
152	Integration & Data Exchange	For geospatial validation, census tract analysis, license density, proximity checks, and mapping, does ABC have preferred authoritative GIS datasets/tools, or should vendors assume responsibility for proposing the GIS/geocoding approach?	ABC does not have a preferred solution. Vendors should propose an approach.
153	Integration & Data Exchange	Please provide more background on the ABC's expectations for system integrations, including a list of integrations the ABC desires to maintain, replace in kind, or add as net-new?	ABC is developing specific requirements for LSR that will be communicated at a later time.
154	Integration & Data Exchange	Can ABC provide a complete integration inventory with system owners, data exchanged, frequency, API availability, security method, and future disposition?	ABC is developing specific requirements for LSR that will be communicated at a later time.
155	Integration & Data Exchange	Which integrations must be real-time versus batch, and what are the latency, reliability, monitoring, and error-handling expectations?	GIS/Payment/Address validation should be real time. Reports, data file transfers (FTB/DCSS/CDTFA) should be batched. Latency for live services should be low. Reliability should be high. Status for each call should be monitored and tracked. Error handling for live services should allow the user to resume later. Errors w/ batch jobs should notify the operator, handle bad records appropriately (exclude and/or report), etc. ABC is developing specific requirements for LSR that will be communicated at a later time.
156	Integration & Data Exchange	What integrations are required with DOJ/FBI Live Scan, CLETS-related workflows, DMV or other law enforcement sources, USPS address validation, GIS services, and local government systems?	USPS is live validation through an API (can be achieved via alternate address validation services). Local government systems are batch files and should be automated. The above are required integrations. GIS is also a required integration and is currently done through batch files. The current implementaion does not meet ABC's full requirements. For the future soutuion, ABC does not have a preferred solution. Vendors should propose an approach. DOJ/FBI, CLETS, DMV and other Law Enforcement integrations are not required. ABC is developing specific requirements for LSR that will be communicated at a later time.
157	Integration & Data Exchange	What expectations exist for Microsoft 365, Entra ID, SharePoint, Teams, email, Intune, and device management integration?	ABC is developing specific requirements for LSR that will be communicated at a later time.
158	Integration & Data Exchange	What integrations are required with FI\$Cal, State accounting systems, banking systems, or other financial systems?	No integrations are required with FI\$Cal, State accounting systems, banking systems, or other financial systems other than a payment gateway.

159	Data Migration	What is the expected scope of data migration from ABIS, LSP, RBS, LQS/RQS databases, BizMod, Laserfiche metadata, spreadsheets, SharePoint, and local files?	ABC is developing specific requirements for LSR that will be communicated at a later time.
160	Data Migration	What are the data quality issues ABC already knows about, and what level of cleansing, deduplication, standardization, and governance is expected from the vendor?	ABC is developing specific requirements for LSR that will be communicated at a later time.
161	Data Migration	What historical data must be migrated versus archived, and what retention rules apply by record type?	ABC is developing specific requirements for LSR that will be communicated at a later time.
162	Data Migration	Are source system data dictionaries, entity relationship diagrams, API specifications, batch jobs, and data quality reports available to vendors?	Not at this time.
163	Security & Compliance	What specific security certifications and compliance standards must the selected technology platform hold? If a vendor holds Service Organization Control Type II and International Organization for Standardization 27001 certifications but not Federal Risk and Authorization Management Program authorization, would the Department accept a formal National Institute of Standards and Technology 800-53 control mapping demonstrating equivalent security coverage? What is the Department's process for evaluating and approving alternative security documentation?	All CA standards defined in the SAM (State Admin Manual). Yes, ABC would accept a formal National Institute of Standards and Technology 800-53 control mapping demonstrating equivalent security coverage. ISO would review design/documentation. FedRAMP may not be necessary. LSR will not directly access, store or process CJIS. ABC will continue to access CLETS separately.
164	Security & Compliance	What are the Department's data residency requirements - must all data be stored within the United States, within California, or within state-managed data centers? What are the access control requirements for different data classification levels, and are there specific requirements regarding vendor personnel background checks, citizenship, or physical location when accessing Department data?	Data must reside in the US. Access to data follows the principle of least privilege. Data should only be accessed from within the US. Background checks for employees/contractors would need to be completed to access the data.
165	Security & Compliance	For cloud-hosted SaaS solutions, does ABC require vendors to independently maintain all security certifications and compliance attestations identified in the RFI (Security and Compliance Standards), or will ABC consider solutions that leverage FedRAMP-authorized cloud infrastructure (e.g., Microsoft Azure, AWS) and inherit applicable infrastructure, physical security, and operational controls from the hosting environment while maintaining vendor-level certifications such as SOC 2 Type II?	ABC does require the vendor to maintain the security certifications and compliance attestations. Leveraging FedRAMP infrastructure is valid but simply being in FedRAMP infrastructure does not make the system compliant.

166	Security & Compliance	What security standards (e.g., CJIS, State of California) must the solution comply with?	All CA standards defined in the SAM (State Admin Manual). LSR will not directly access, store or process CJIS. ABC will continue to access CLETS separately.
167	Security & Compliance	What security standards, policies, audits, accessibility standards, privacy rules, CJIS/CLETS-related controls, and State compliance requirements must be met?	All CA standards defined in the SAM (State Admin Manual). LSR will not directly access, store or process CJIS. ABC will continue to access CLETS separately.
168	Security & Compliance	What role-based access, field-level security, encryption, audit logging, data masking, and segregation-of-duties requirements are mandatory?	The principal of least privilege is mandatory. Each role should have the minimal amount of access to their job. Fields should be restricted accordingly. Encryption should always happen at rest and in transit (end to end). User activity should be logged. Data masking could be covered with field-level security. If this is in reference to masking/obfuscating data between environments, then this would be good to have no production data in non-prod environments. ABC is developing specific requirements for LSR that will be communicated at a later time.
169	Security & Compliance	What data classifications apply to applicant PII, criminal history, enforcement cases, undercover activity, payment data, and public records?	PII is internal. Criminal history, Enforcement (including undercover) cases, are Confidential. Payment data should be the least amount of information (receipt number or transaction ID) and is Internal. Public Records is public. ABC is developing specific requirements for LSR that will be communicated at a later time.