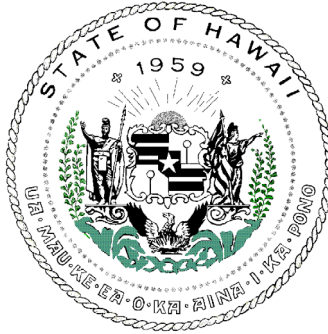




RELEASE DATE: June 29, 2026

**State of Hawaii
Department of Transportation
Request for Information**

No. ADM-CON-2026-01

Contract Lifecycle Management System

RESPONSES ARE DUE NO LATER THAN:

JULY 9, 2026 at 4:00 PM, HST

(or at such later date as may be established by the State of Hawaii by Addenda to this RFI)

BY SUBMISSION VIA EMAIL TO THE RFI CONTACT:

**KRYSTAL-LEE TABANGCURA
KRYSTAL-LEE.TABANGCURA@HAWAII.GOV**

ALL QUESTIONS REGARDING THIS RFI, QUESTIONS OR ISSUES RELATING TO THE ACCESSIBILITY OF THIS RFP (INCLUDING THE ATTACHMENTS AND EXHIBITS AND ANY OTHER DOCUMENT RELATED TO THIS RFP) AND REQUESTS FOR ACCOMMODATIONS FOR PERSONS WITH DISABILITIES IN CONNECTION WITH THIS RFI, SHALL BE SUBMITTED TO THE RFI CONTACT ABOVE NO LATER THAN JULY 2, 2026 AT 4:00 P.M., HST.

I. GENERAL INFORMATION

Overview

The Procurement and Contract Services Office (CON) at the Hawaii Department of Transportation (HDOT) – Administration is seeking information about contract lifecycle management systems. This Request for Information (RFI) aims to gather insight on modern contract management business practices and effective solutions for automating the contract lifecycle. HDOT is looking for a comprehensive all-in-one system to replace the various manual systems and archaic processes currently used to track and monitor contract data and store contract documents.

Disclaimer

This RFI will be used for planning, evaluation and information gathering and may be used to prepare a Request for Proposals (RFP) or Invitation for Bids (IFB) without compensation to the respondent. This RFI does not constitute a commitment to issue an RFP, award or contract, or pay or reimburse any costs incurred in preparing a response to the RFI.

Submitting a response to this RFI is not a guarantee in any way that a vendor will be selected for any work contemplated in the RFI or from a subsequent RFP or IFB, if any. This RFI shall not limit any rights of the HDOT, and the HDOT reserves all its rights, including but not limited to its right to procure the goods and/or services that are the subject of this RFI and its right to procure them from a vendor that has not responded to this RFI.

The HDOT reserves the right to recall the RFI in its entirety or in part. The information provided in the RFI is subject to change and is not binding on the State.

Please note that all responses will be public record. **Do not submit confidential information in your response.**

Participation is optional and is not required to respond to any subsequent procurement action that HDOT may take. Neither HDOT nor the interested party responding has any obligation under the RFI.

RFI Contact

The following individual shall serve as the official point of contact for this RFI. This individual is the only authorized contact permitted to communicate on behalf of the HDOT about this RFI:

Krystal-Lee Tabangcura, Departmental Program Officer (CON)
Email: krystal-lee.tabangcura@hawaii.gov

RFI Timeline

Please review the RFI timeline below. Dates may be modified or amended by the HDOT, at its sole discretion. Any change to the timeline will be done via an addendum to the RFI issued on the State of Hawaii Awards and Notices Data System (HANDS).

Event	Date
RFI Released	June 29, 2026
Deadline for Vendor Questions	July 2, 2026 No later than 4:00 PM, HST
HDOT Response to Vendor Questions	July 7, 2026
Deadline for Responses to RFI	July 9, 2026 No later than 4:00 PM, HST

Submission Details

Please submit your RFI responses via email to the RFI Contact by the date and time above. When submitting a response, please make sure the file size for the email does not exceed 25 MB and include the RFI number and title in the subject line of your email. For example: **RFI# ADM-CON-2026-01, CLMS**

If you have any questions about this RFI, please submit them in writing to the RFI Contact by the date and time above.

Informational Meetings and Product Demonstrations

At its option, HDOT may request follow-up information from vendors. HDOT may also contact vendors to engage in informational meetings to learn more about product solutions. HDOT may even select one or more of the vendors to provide virtual product demonstrations. Additionally, HDOT may request that one or more vendors provide fully functional evaluation copies of their solutions for HDOT to trial to learn more about the product features and functionality.

II. PREFERRED SPECIFICATIONS

Background

CON's primary responsibilities include drafting contract documents and managing contracting resources for HDOT. Currently, CON uses various systems to generate contracts, collect and monitor contract data, and store contract documents. The primary system CON uses to collect contract information and monitor and track contract the progress of contracts through the execution process is an online informational portal known as ServiceNow. The service catalog on the portal includes two databases used for storing contract data, including the contract number, approval dates, comments to note contract status, as well as a copy of the executed contract document:

- **DOT Consultant Contracts.** This database tracks data related to professional

services contracts or contracts for consultants procured via the professional services method.

- **DOT Competitive Bid (IFB) Contracts.** This database tracks data related to all other types of contracts, other than professional services, which are procured by all other methods of procurement, i.e. Invitation for Bids (IFB), Requests for Proposals (RFP), etc.

The ServiceNow databases tracks very basic contract information and only recently was enhanced to include an automated six-month contract expiration email reminder notice. When the contract is fully executed, it is then uploaded to the DOT Contract Management System (DOT-CMS). This is an archaic system that CON would like to replace with a solution that is more user friendly and effective in terms of storing, managing, and searching for contract documents and information.

Aside from the ServiceNow and DOT-CMS systems discussed above, CON continues to rely on excel spreadsheets and other manual means of tracking contract data. Recently, CON has been looking to modernize these contract lifecycle management processes and implement a more comprehensive CLMS.

Features and Functionality

The following describe HDOT's desired features and functionality for a CLMS solution. HDOT is ideally looking for a system where users can set up automatic alerts and notifications for contract expirations and submit them to multiple State employees; a system that will allow users to set up and export reports or specific views of data for reporting purposes; and a system with automated workflows for contract drafting, processing and execution to track contract status and progress.

For each feature or requirement listed below, vendor must indicate whether its solution satisfies the requirement and includes a detailed, yet concise explanation as to how the solution fulfills the requirement:

1. Contract drafting
 - a. Generates a contract form on a standard DOT template that uses prompts to gather information from the user to populate the fields on the template
 - b. Allows user to export either a PDF or a Word copy of the contract so user can edit and make changes offline if necessary
2. E-Sign feature
 - a. Allow contracts to be electronically routed for review and signature through Adobe Sign or an equivalent electronic signature solution
3. Workflow management
 - a. Keep track of the status of the contract throughout each stage
 - b. Implement a notification system to maintain progression
 - i. Notifies designated personnel (such as the project

- manager) at various periodic intervals through email or other means of distributing notifications
 - c. Ability to interact with other State systems that are commonly in use, such as Adobe Sign
- 4. User interface
 - a. Uses a user-friendly interface to improve user adoption and efficiency
 - b. Uses a cloud-based system to allow for access via the web or from a mobile device
 - c. All information and documents can be easily interacted with
 - d. Allows user to search and retrieve all related information across the entire database
 - e. Reduced manual processes where applicable
- 5. Reporting
 - a. Create different reports based on user queries
 - b. Displays all relevant data on a dashboard to generate a comprehensive overview

III. REQUESTED INFORMATION

Target Market

HDOT is requesting information from qualified and experienced software providers to furnish a comprehensive contract lifecycle management system with a proven track record of successful implementations in government or other similar large organizations.

Required Information

- a. Company and Product Overview
 - 1. Provide company overview and history with developing, implementing, and supporting CLMS software solutions.
 - 2. Describe your company's history working with public sector organizations such as state or local government agencies.
 - 3. Describe the composition and size of your company's customer base.
 - 4. Describe what differentiates your CLMS software solution to others in the market.
- b. Software Functionality – Please respond to the following questions:
 - 1. Are users able to access the software on mobile phones or tablets?
 - 2. Is the software usable even with slow or limited internet connection?
 - 3. What type of alert notifications are available for contract renewals or expirations and other key dates, as may be needed? Is this function easily customizable to add additional alerts or notify additional contacts via email? Are notifications limited to those that are users of the system or can users input external email addresses for system notifications?
 - 4. Describe the system's document storage capacity and limitations.
 - 5. Describe any additional functionality of vendor's solutions not
 - 6. mentioned above that would be beneficial for HDOT.

- c. Security and Data Management
 - 1. Describe security measures used to protect contract data from unauthorized access or potential threats.
 - 2. How does the software solution ensure secure logins, security, encryption, privacy, access controls, security audits, vulnerability assessments, and accessibility (including ADA compliance) of sensitive government data?
 - 3. What methods are available to import existing contract data or export contract records to relative formats such as PDF, Microsoft Word, or Excel?
 - 4. Describe the data backup and recovery features.
 - 5. Can the software solution accommodate single sign-ons with Hawaii.gov accounts?
- d. Pricing and Licensing
 - 1. Describe the pricing structure for the software solution, including the basis for pricing (such as user count, features, or usage).
 - 2. Identify all recurring costs, including licensing, maintenance, or utilization fees.
 - 3. Provide a detailed breakdown of all upfront and ongoing costs, including implementation, training, data conversion, technical support, and any optional or conditional charges.
 - 4. Are there discounts offered for government customers, and/or discounts for multi-year agreements?
- e. Integration and Training
 - 1. What is the typical implementation timeline? Provide a step-by-step overview of the process.
 - 2. Does the company have in-house resources to migrate data from ServiceNow or similar contract management systems to theirs?
 - 3. Describe system's integration capabilities with Adobe Sign or equivalent electronic signature software.
 - 5. Describe training resources available to assist with the onboarding of users and available support after implementation.
- f. Future Enhancements and Technology
 - 1. Describe any enhancements or upgrades anticipated for the software solution over the following decade.
 - 2. Describe the innovative technology (such as Generative AI), if any, integrated into the software solution that could provide additional efficiency.

IV. APPENDIX

Thank you for taking the time to engage with HDOT through this RFI. HDOT welcomes any additional details or suggestions you deem valuable for HDOT's prospective

solution. If there are aspects of the software solution or capabilities not addressed in our previous questions that you consider important, please include them in your response.

Additionally, please indicate if you are interested in potentially presenting the software solution in person or through an online platform such as Microsoft Teams or Zoom. This will help HDOT in scheduling further discussions and demonstrations as needed.

HDOT appreciates all interested vendors' dedication and effort invested in providing these insights, which are fundamental to the success of modernizing our contract lifecycle management system.