

6. Describe in detail the following:

a. The unique features, characteristics, or capabilities of the goods, service or construction.

Cornerstone OnDemand, Inc. (CSOD) provides a proprietary, cloud-based Learning Management System (LMS) delivered exclusively as a software-as-a-service (SaaS) subscription. CSOD is the sole owner and provider of its software code, system architecture, and hosting environment. The platform is not licensed for third-party hosting or support; therefore, all system access, maintenance, updates, and technical support can only be provided directly by CSOD.

The Hawai'i State Judiciary's (Judiciary) implementation of the CSOD platform includes extensive system-specific configurations that are uniquely structured within CSOD's proprietary environment. These configurations include, but are not limited to, customized user roles and permissions, employee group hierarchies, training assignment logic, compliance tracking rules, reporting structures, and integration of internal and external learning content.

Additionally, the LMS contains several years of accumulated institutional data that is stored in CSOD's proprietary data schema. This includes employee training histories, certifications, compliance records, course completion data, and learning content libraries. The structure and functionality of this data are tightly coupled with CSOD's platform design and cannot be directly migrated, replicated, or supported outside of the CSOD environment without significant data transformation, potential loss of fidelity, and operational disruption.

Because CSOD retains exclusive control over its platform, infrastructure, and underlying codebase, no third-party vendor is authorized or capable of providing equivalent access, hosting, maintenance, or support services for the existing system.

b. How the unique features, characteristics or capabilities of the goods, service or construction are essential for the department.

The Judiciary relies on the CSOD LMS as a mission-critical platform to administer, track, and document employee training, including mandatory compliance and continuing education requirements. The Judiciary's training operations are fully integrated within the CSOD system, which serves as the centralized system of record for all employee learning activities.

The platform's existing configuration, developed and refined over multiple years, supports Judiciary-specific organizational structures, employee groupings, training assignment rules, certification tracking, and reporting requirements. These configurations enable automated assignment of required training, real-time tracking of completion status, and generation of compliance reports necessary for internal management and external accountability. CSOD's tracking, analytics, and reporting capabilities are essential for ensuring that employees meet mandatory training requirements and that supervisors can effectively monitor compliance and performance. The ability to maintain accurate, auditable training records is critical to reducing organizational risk and supporting operational oversight.

Additionally, the system provides secure, role-based access and remote availability, allowing Judiciary employees across multiple locations to access required training and resources. This capability ensures continuity of operations and consistent delivery of training regardless of location.

Due to the Judiciary's reliance on CSOD as its established system of record, and the extensive customization of workflows, data structures, and reporting mechanisms within the platform, the continued use of CSOD is essential to maintain uninterrupted training operations, preserve historical data integrity, and meet compliance obligations.

7. Describe the efforts and results in determining that this is the only vendor/contractor/service provider who can provide the goods, services or construction:

The Judiciary evaluated the availability of alternative vendors capable of providing maintenance and support services for the existing CSOD LMS. Based on this review, it was determined that no third-party vendors are authorized, nor do they possess the technical capability to provide maintenance and support for the current system.

CSOD retains exclusive ownership of the software code, system architecture, and hosting environment. The platform is delivered as a fully managed SaaS solution and is not licensed for third-party hosting, maintenance, or support.

Access to the system's backend infrastructure, source code, and administrative support tools is restricted solely to CSOD. As a result, no external vendor can legally or technically provide maintenance, updates, troubleshooting, or system support for the Judiciary's existing implementation.

Additionally, while other vendors offer learning management systems, those vendors would only be able to provide entirely separate platforms and would not be able to support, maintain, or integrate with the Judiciary's current CSOD system environment. Transitioning to an alternate system would constitute a full system replacement rather than a continuation of services and would require significant reimplementation, data migration, and retraining efforts.

This determination is based on the proprietary nature of the CSOD platform, vendor confirmation, and the absence of any authorized third-party service providers capable of supporting the existing system.

8. Alternate source. Describe the other possible sources for the goods, services, or construction that were investigated but did not meet the department's needs.

While other vendors in the marketplace provide learning management systems, no alternate sources were identified that can provide maintenance and support services for the Judiciary's existing CSOD system.

Market awareness and prior evaluations confirm that other LMS providers offer their own proprietary platforms; however, these vendors do not have the ability to access, maintain, or support the CSOD system due to its proprietary architecture and vendor-controlled hosting environment. As a result, any alternative vendor would require the Judiciary to procure and implement a completely new system rather than continue services for the existing platform.

A transition to an alternate LMS would involve significant costs and risks, including system reimplementation, reconfiguration of business rules and workflows, migration and validation of historical training records, staff retraining, and potential disruption to ongoing compliance tracking and reporting.

Because this procurement is specifically for the continuation of maintenance and support services for the existing system, not for the acquisition of a new system, no alternate vendors are capable of meeting the department's needs.

9. Identify the primary responsible staff person(s) conducting and managing this procurement. (Appropriate delegated procurement authority and completion of mandatory training required).

*Point of contact (Place asterisk after name of person to contact for additional information).

Name	Division/Program	Phone Number	email address
Todd Rasmussen	Information Technology & Systems	808.538.5358	Todd.A.Rasmussen@courts.hawaii.gov
Dawn Nagatani*	Human Resources/Judicial Education Office	808.539.4344	Dawn.M.Nagatani@courts.hawaii.gov

Department shall ensure adherence to applicable administrative and statutory requirements, including HAR chapter 3-12, Subchapter 15, Cost Pricing Data, if required.

All requirements/approvals and internal controls for this expenditure is the responsibility of the Division/Program. I certify that the information provided above is, to the best of my knowledge, true and correct.

/s/ Eric Tanigawa

05/04/2026

Department/Division/Program Head Signature

Date

For Chief Procurement Officer Use Only

Date Notice Posted: _____

Inquiries about this request shall be directed to the contact named in Item 9. Submit written objection to this NOTICE OF REQUEST FOR SOLE SOURCE within seven (7) calendar days, or as otherwise allowed, from the Date Notice Posted to:

Chief Procurement Officer – The Judiciary
Financial Services Department
Contracts & Purchasing Office
1111 Alakea Street, 6th Floor
Honolulu, Hawaii 96813-2807

Chief Procurement Officer (CPO) Comments:

Approved

Disapproved

Action Required

Chief Procurement Officer Signature

Date