Questions and Responses 5.8.18

Question 1: The RFP seems to be authored for both sides of a platform purchase – the licensing and the implementation services. As we are not a reseller, but strictly a service provider, we are not equipped to answer the more licensing-focused questions or quoting pieces.
Our intention is to respond to the RFP for the implementation services only and suggest that you work directly with a specified license provider to get the best pricing and training options available. Are you ok with this approach?
Response: We can work directly with the reseller for licensing and would be willing to review their RFP if it is for professional services only.

Question 2: Can companies from Outside USA can apply for this?
Response: We will accept proposals from companies owned outside the US.

Question 3: Will we need to come to CML for meetings?
Response: There will be meetings that require a representative to be physically present.

Question 4: Can we perform the tasks (related to RFP) outside USA?
Response: The work for this project will need to be performed inside the US.

Question 5: Can we submit the proposals via email?
Response: Submission instructions are located in the RFP. Email submissions will not be accepted.

Question 6: We understand that there is also interest in adding on an Asset Management component to your future ITSM platform. We need to know how many assets you would be deploying our agent on to? Please only include computers, laptops and servers in your count - as all other devices would be free and unlimited.
Response: We have about 2,200 assets that would need to be tracked.

Question7: Will you be adding a table for Asset Management pricing to Appendix B: Cost Proposal?
Response: We will not be adding any addenda to the RFP at this time.

Question 8: In the System Implementation Services section, there is a requirement that states: "2. Setup and configuration of all integrations fully supported in the current release of the product including, but not limited to Active Directory and single sign-on." I'd like to know if we can limit the scope of "all integrations fully supported in the current release of the product" to include only those integrations relevant to the core functionality. For example, the current release of the product includes an integration to salesforce.com. That integration may not be useful for CML, so I'd like to eliminate it and extraneous integrations from the implementation plan.
Response: Yes, this is acceptable.

Question 9: The RFP requests a copy of an Insurance certificate. We plan to respond to the RFP with a generic certificate of insurance to verify the required coverage is in place. We will provide a certificate of insurance listing CML as an additional insured upon award. Will that arrangement be acceptable?
Response: Yes, this is acceptable.