

### **Questions and Responses 5.18.18**

1. Do you have a list of approved MBE/WBE vendors with ServiceNow experience we can contact?

**Response: CML does not have a list of approved MBE/WBE vendors.**

2. No MBE/WBE percentages were specified in your RFP document, what participation goals have been established for this engagement or is this a “Best Effort” target?

**Response: MBE/WBE participation is not a requirement. The diversity form is there to collect information if the vendor has information to provide.**

3. Listed in the RFP (p. 16 under Implementation Design and Planning) is a request for Product Documentation, could you please clarify what you all are looking for here? Either a feature list, documentation on the build of our platform, etc?

**Response: Product Documentation covers all the requirements for the product, features, and describes what the product should do.**

4. Is CML under any specialized NDA or MSA that would affect this engagement?

**Response: No**

5. We have privacy and non-disclosure agreements in place with our reference clients, we will provide organization name and project information initially and ask that you work through your Account Executive to schedule reference client contact. Does this present a problem for our response?

**Response: No**

6. Are the concurrent user licenses a requirement to respond to this RFP?

**Response: No, CML wants to see pricing for concurrent licensing if this license type is offered.**

7. Is MIM in considered in scope for the initial implementation?

**Response: No**

8. Does the recommended solution require the ability to set pre-approved communications, response templates, and phone messages?

**Response: This would be considered during proposal review but is not required.**

9. Does the recommended solution require the ability to accept legal acceptable use policy, Permission to repair, not held liable, etc.?

**Response: These items might come up during the review process if applicable.**

10. Does the recommended solution require the ability to query external data sources to create more comprehensive reports?

**Response: This would be considered during proposal review but is not required.**

11. Is a Portal considered in scope for Phase 1 of this engagement?

Response: The customer portal is considered in scope.

12. What is the preferred method of training for administrators?

Response: Onsite, web, virtual classroom in that order.

13. What is the preferred method of training for end-users?

Response: Onsite, web, virtual classroom in that order.