

18R-ITSM RFP Questions and Answers

Whether companies from Outside USA can apply for this? (like,from India or Canada)

Country of origin is not a factor in our rubric, but service and support is.

Whether we need to come over there for meetings?

No, we do not require onsite meetings.

Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Scores for sales, service and support are higher for companies with a presence in the US and even higher for companies with a regional support presence.

Can we submit the proposals via email?

Unfortunately, no, not at this time.

Is this fee[Admin_Fee] applicable to the Implementer and/or reseller of the solution also? If so, what is the fee amount and what's it entail?

The admin fee is 3% and applies to the total of any sale to a member based off of the contract.

Section III, pg. 8 A2 (Personnel) and B1 (Organization) appears to be almost identical but are slightly different. Will an Org. Chart provided in B1 serve as documentation acceptable to OETC to meet the requirements of A2? It appears that it will answer the question posed.

Yes!

Section 5 In many statewide price agreements there is a Master Services and Subscription Agreement (MSSA) negotiated that all members can ride off thereby eliminating RFP and individual contract negotiations. There does not appear to be any MSSA type language referenced in the RFP. Can you please confirm that this is a pricing agreement only and that individual members have an expectation of signing approved vendors individual contracting documents?

This RFP is for pricing. We may negotiate MSSA for our membership with the awardee(s).

Section VI, A4, pg. 14 #A4 suggests that orders may be placed by both member organizations as well as directly by OETC.

a. In scenarios in which member organizations place orders, what is the reporting mechanism that vendors must adhere in order for OETC to know what members have purchased?

When members place orders through OETC, OETC pays the vendor/reseller less the amount of the admin fee.

When members place order directly with vendor/reseller, the vendor/reseller reports the admin fees on a quarterly basis.

b. What is the scenario in which OETC may acquire for a member? What % of business historically has been procured by OETC for member organizations?

Around 30% of the \$70M annual spend on OETC contracts comes directly through the OETC Store.

Section VI, D3, pg. 16 D3 states that member organizations may enter into lease agreements. Is this leasing via a leasing agency provided by OETC or are all vendors expected to provide leasing? This practice is extremely rare in software.

Via a separate leasing agency, and will come up if members are bundling software with hardware and want to spread payments out.

Attachment A – Pricing What is the difference between Category and Manufacturer Line? I expected SKU and product name?

Category is a type of software or service that can span multiple manufacturers (such as "Anti-virus").

If you are the manufacturer and just submitting pricing for your single software, then please use SKU and Product Name.

Attachment A – Pricing Our software is priced via pricing tiers. Is it acceptable to provide on "sku" or price per tier rather than a price for every single unit? i.e. SKU 1 - 1 seat = \$10, SKU 2 – 2 seats = \$20, etc., etc?

Yes.

Attachment A – Pricing Is the OETC Discount the same as what a member organization would pay?

Yes.

While the title of column C in the spreadsheet is “OETC discount” it appears that is dealt with in section A1 Pricing Support on pg. 21 of the RFP document.

For scoring reasons please fill out the spreadsheet.

The pricing sheet (column C) asks about OETC Discount off of MSRP but nowhere does it ever ask what MSRP is so there is no way to communicate unit pricing on the spreadsheet. Do you guys not care at this point about SKU’s and are only trying to identify discount margins to your members?

Please submit your MSRP price list. Typically we deal in discounts for classes of products because product SKUs and features change over time, and our members need to know what their pricing will be over the lifetime of the contract. If you do not change your products offerings or SKUs, then feel free to just identify those on the response.