

Technology Acquisition and Professional IT Services

Questions and Answers

Item #	Question	Answer
1	How many members do you have? And how many awards are you looking to extend?	The resulting cooperative contract from this competitive, collaborative solicitation process seeks to award a single supplier. This will allow for rapid government acquisition of desired products and services; reduce barriers and cost between the awarded supplier and Participating Entities; and deliver competitive pricing. Participating Entities will be able to use the resulting contract after the single supplier is selected and awarded.
2	How many agencies are in membership? Or expected to be in membership?	This is a brand new solicitation. The Town of Greece, NY is the Lead Agency; after award is established Participating Entities will be able to use the resulting contract.
3	Has products and specs already been scoped out?	The scope of this solicitation is for various IT hardware; software; cloud solutions; compatible IT ancillary products; servers; and professional IT services. This will include, but is not limited to, IT hardware (e.g. laptops, tablets, desktop PCs, etc); related compatible IT ancillary products (e.g. peripherals, components, upgrades, accessories, etc.); servers and related products; software licenses; cloud solutions; and professional IT services (e.g. warranties, imaging, asset tagging, implementation services, device monitoring, consultation, etc.) The resulting Contract from this solicitation is intended to allow Participating Entities to: • Get exactly what they want and source it through the resulting Contract vendor; • Know generally what they need but receive support from the resulting Contract vendor in selecting the right products and services to meet their procurement needs;

		• Receive consulting support from the resulting Contract vendor for identified IT problem solving needs; • Obtain OEM-specific products and services in the resulting Contract vendor's catalog, subject to Contract discounts; and • Non-OEM-specific products and services in the resulting Contract vendor's catalog, subject to Contract discounts. The resulting Contract vendor must have comprehensive IT expertise, strong financial stability to meet procurement needs across national markets, strong customer service, and robust IT distribution and consulting capabilities. (Solicitation, Appendix B, Section F, 11. Scope of Work, 11.1 General Requirements and Expectations)
4	Are the anticipated volumes in the bid documents?	Estimated quantity IDIQ. While no minimum volume is guaranteed to Supplier, the estimated annual volume is projected based on the current annual volumes among Lead Agency and other Participating Agencies that are anticipated to utilize the resulting Master Agreement to be made available to them through the Program and volume growth into other public agency members through a coordinated marketing approach between Supplier and CoreTrust. (Solicitation, Appendix B, Section G, Estimated Quantities)
5	The requirement for verifiable sales is a significant administrative task that makes responding to the solicitation prohibitive. Will you consider other evidence of national capacity? (SECTION G.4)	We have revised the Solicitation to notify Bidders the following: -Bidders will complete a Verifiable Sales Attestation form with their bid submission; -Only the apparent awardee will be asked to complete Verifiable Sales documentation; and -The apparent awardee has the option to supply their own sales data instead of 24COR-018GR Verifiable Sales (Excel).

		Please refer to the revisions found in Solicitation, Appendix B, Section G, 4. Verifiable Sales. Verifiable Sales is designed to be a metric proving the Bidder's financial and distribution capability of in-scope Products and Services at scale. We additionally reserve the right to audit and request additional information to support Verifiable Sales documentation.
6	To future proof the contract, would the town of Greece consider a discount by category list, instead of or in addition to a specific catalog product listings? (SECTION G.4)	Please refer to the revisions found in Solicitation, Appendix B, Section G, 4. B, Cost Proposal and Solicitation, Appendix B, Section F, 11.5, Contract Price List Updates. The end goal of the solicitation is to offer Participating Entities transparent, competitive pricing to drive participation and engagement of the resulting Contract. The resulting awarded Contractor's Section O – Cost Proposal, which will become the Contract Price List, will detail the base pricing of all items in-scope (the Contract NTE List Price with suggested Manufacturer's List Price for comparison). It will clearly indicate the applicable Lots for all Products and Services. It will detail the Manufacturers offered per Lot and the discount percentage offered against the Contract Net NTE Price per Manufacturer, per Lot. It will also identify any further discounts available per Manufacturer, per Lot (such as volume discounts or product category discounts). No out-of-scope Products or Services will be permitted in the resulting contract price list. In addition, we believe we have addressed future-proofing the resulting Contract with the named revisions, above.
7	The required software list includes some niche software and also some platforms and software	These products are desired by governmental entities. If a Bidder must take exception or if they have a deviation to a requirement from

	with limited partners in the market. Can you eliminate these or move them to optional services. (Section F 11.4) For example: Sales Force Splunk SAP Mule Soft Zscaler Informatica Genesys Slamon Consulting Commvault	Solicitation, Appendix B, Section F, 11.4, please explain why in your submission response. As an example, if one brand has an exclusive deal with someone else, please highlight that and bring it to our attention. Bidders shall communicate any proposed exceptions or deviations in the Master Agreement Acceptance Form provided in Section J of this Solicitation. (Solicitation, Appendix B, Section F, 6. Master Agreement, A. Master Agreement)
8	Each organization that can respond to this solicitation is structured for services differently. Please confirm you will accept alternative delivery models for customer service for Technology specialization, including an ability to demonstrate how we manage deploying a solution vs specific org charts for each as called out in the RFP. (Section F 11.9.5)	Our intention is to understand how your customer service is organized in a way that is transparent to Participating Entities. Our goal is to see how Bidders manage these areas of expertise and how Bidders manage them at scale. We request that Bidders respond to Section F 11.9.5 to the best of their ability in a way that satisfies the requirement. Detail your organization charts/service delivery models/etc. as applicable.
9	You ask for pricing by item on the pricing sheets, would discounting by category and including a link to our website with pricing be acceptable? If not, there would be 1M+ line items and unmanageable as well as not include any new items that are released during the	Yes. We have revised the Solicitation and Pricing Pages to align with Bidders supplying a dedicated proposal link in lieu of transferring their catalog to the Pricing Pages. Please refer to the revisions found in Solicitation, Appendix B, Section G, 4. B, Cost Proposal and Solicitation, Appendix B, Section F, 11.5, Contract Price List Updates. The end goal of the solicitation is to offer Participating Entities transparent, competitive

	contract period (EXL. file 24COR-018GR)	pricing to drive participation and engagement of the resulting Contract. The resulting awarded Contractor's Section O – Cost Proposal, which will become the Contract Price List, will detail the base pricing (the Contract NTE List Price with suggested Manufacturer's List Price for comparison). It will clearly indicate the applicable Lots for all Products and Services. It will detail the Manufacturers offered per Lot and the discount percentage offered against the Contract Net NTE Price per Manufacturer, per Lot. It will also identify any further discounts available per Manufacturer, per Lot (such as volume discounts or product category discounts). In addition, we believe we have addressed future-proofing the resulting Contract with the named revisions, above.
10	Will this contract award allow for subcontracting dealer arrangements allowing subcontractors to transact on their own paperwork? Invoice and collect directly from the end user agency?	The resulting Contract allows for subcontracting. Please refer to Solicitation, Appendix F, 11.5 Contractor Responsibility for Subcontractors. <i>Any deliverable (product or service) provided or furnished by a Subcontractor shall be deemed for the purposes of the resulting Contract to be provided or furnished by the Contractor.</i>
11	Will subcontractor socioeconomic status flow through the subcontracting plan?	Please refer to 24COR-018GR Contact Information, Subcontractor Information tab. Bidders can indicate their Subcontractors' socioeconomic status in Columns U-W.
12	Will discounted contract fee be considered for individual volume orders?	This question appears to be related to the Administrative Fee. Please refer to the revised Solicitation, Section K, Attachment A, 7. Definitions, a. <i>“Administrative Fee” means an amount equal to one percent (1%) of the total sales price of all Products & Services purchased by the Participating Agencies and billed by Supplier (excluding taxes).</i>
13	Will a discounted contract fee be considered if total	Please see the answer above for Question #12.

	sales meet a certain threshold per year?	
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