



STATE OF IOWA – JUDICIAL BRANCH

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JB120417 – RFP FOR INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM) SOLUTION QUESTIONS/REQUESTS FOR CLARIFICATIONS RESPONSE 12/14/17

1. Whether companies from Outside USA can apply for this? (like from India or Canada)
Agency Response: There is no restriction on companies outside of the United States responding to this RFP. There are, however, requirements for possible onsite demos, onsite training and other onsite trips on occasion, as outlined in Section 4 and Section 5.2.
2. Whether we need to come over there for meetings?
Agency Response: Please see Section 5 – Evaluation and Selection; 5.2 – Evaluation Committee. If a Contractor is selected for the Contractor Short list, they may be required to provide demonstrations at our Agency office, as outlined in this section.
3. Can we perform the tasks (related to RFP) outside USA? (like from India or Canada)
Agency Response: Please refer to Section 4 – Specifications. As stated, Agency requires on-site training for system administration. We believe on-site trips will be necessary on at least a few occasions.
4. Can we submit the proposals via email?
Agency Response: No. Please see Section 3 – Form and Content of Proposals. As detailed in this section, there are very strict requirements for submission of proposals.
5. I was reviewing the RFP with our team today and noticed there is no mention of the number of IT employees that will be in the tool at the same time. Please provide that information so that we can prepare an accurate response to this RFP.
Agency response: There will be the potential of up to 55 employees in the system at the same time.

6. We have reviewed your RFP and have noticed that your insurance requirements are significantly higher than we typically see from other public sector clients, especially from a software engagement

Below we have listed the table we provided with a column added that lists the typical coverage we provide. Would you please let us know if your requirements are firm? Or if you would accept our coverage limits.

<u>Type of Insurance</u>	<u>Limit</u>	<u>Amount</u>	<u>Proposed Amount</u>
General Liability (including contractual liability) written on an occurrence basis	General Aggregate Products – Comp/Op	\$15 million	\$5 million
	Aggregate Personal injury		
	Each Occurrence	\$15 million	\$1 million
Excess Liability, umbrella form	Each Occurrence Aggregate	\$15 million	\$1 million
		\$5 million	\$1 million
Technology Errors and Omissions Insurance	Each Occurrence Aggregate	\$5 million	\$5 million
		\$15 million	\$1 million
Workers Compensation and Employer Liability	As Required by Iowa law	\$2 million	\$1 million

Agency response: We are open to negotiating the insurance requirements. The proposed amounts listed above are acceptable to the Agency.