



**Questions and Answers No. 1
RFP F50B6400029
Enterprise Social Engagement SaaS**

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. The statements and interpretations contained in the following responses to questions by potential Offerors are not binding on the State. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the Offeror asking the question.

- 1) Can the user training be delivered remotely?

RESPONSE: Yes.

- 2) Which features of the Social platform are most widely used/desired?

RESPONSE: The ability to have teams to manage accounts, schedule posts and review analytics.

- 3) When is the award date?

RESPONSE: DoIT has not identified a specific award date. The Contract will be awarded following completion of the Technical and Financial Proposal evaluations.

- 4) Section 3.2.2 first references 30 Facebook accounts and 41 Twitter accounts. Then in the same section, last sentence references 85 Facebook accounts and 92 Twitter accounts. Which is the more accurate count?

RESPONSE: The first quantities of social media accounts in Section 3.2.2 refer to the accounts in the current social media engagement used by the specific agencies listed. The second quantity refers to all agencies social media accounts.

- 5) On page 14, Section 1.10.2 it states "Requests for extension of this date or time shall not be granted." Upon review of the RFP, my team believes in order to prepare the most comprehensive response additional time will be required. Will the MD DoIT, consider an extension of the due date for this solicitation of two weeks?



RESPONSE: See Amendment #1.

- 6) Are any professional services being requested beyond the initial set up of the proposed solution?

RESPONSE: No.

- 7) Will there be a need for professional services for the on-going system maintenance and administration above those services which are included as part of the SaaS offering?

RESPONSE: No.

- 8) On page 23, Section 2.1 “Offeror Minimum Qualifications”, Item #2.1.2 it requests “as proof of meeting this requirement, the Offeror shall provide with its Proposal three (3) references from the past five (5) years able to attest to the Offeror’s experience in providing enterprise social engagement SaaS.” Would a response of “References available upon request” be an acceptable answer to 2.1.2?

RESPONSE: No.

Thank you,

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Procurement Officer