RFP 60-24-07 Tungsten Automation Partner: Licensing & Support
Questions & Answers

1. Can SURS provide the level of support currently required to support the users of the SURS KTA install?

   SURS needs on-call support for existing applications and upgrades. We may also need emergency on-call support if systems go down for some reason.

2. Does SURS have specific items that it would like to see installed/updated as part of the multi-year engagement?

   Nothing specific. We may need help staying reasonably up-to-date on releases and updates. We will probably require some help when we replace our pension system in the next few years.

3. Can the minimum qualification of "A proven history of engagements of similar size and scope…" be related to the people we plan to use to support SURS or does this minimum qualification have to be related to the vendor?

   We are interested in the experience the vendor will bring to bear. Calling out the qualifications of people would be helpful as well.

4. What is SURS looking for as part of the evaluation criteria – Timeline for recommended solution to be implemented"? The RFP states that KTA is already installed and no other specific tasks were identified, so is this just when we expect to be able to support the SURS KTA environment or something different? Please clarify.

   No specific tasks are required at this time. We do have custom workflows that will need to be supported. That support could include minor modifications.

5. What is SURS looking for as a response to the proposed methodology and work plan to be used in the process? Is this how the vendor expects to be engaged to support the KTA environment since no other work has been specifically identified? Please clarify?

   We would like to have some idea of how we would work with the vendor in support and/or upgrade situations.