CMMS RFP: Summary Q&A during the online information meeting  
October 30, 2019

1. **How much will the Master Service Agreements have an impact on which vendor you choose?**  
   A: Some. Minnesota State has limited flexibility in indemnification and liability language and provisions that are required under state law, but we are open to some alterations.

2. **Have you reviewed any solutions to date and which ones?**  
   A: We have not reviewed any solutions formally. The intent of this process is to bring together a group of offerings to review at one time.

3. **You mentioned that we should note any concerns we have about the contract in the initial submittal. I just wanted to confirm if we will be able to work on terms should we progress forward.**  
   A: Yes, that’s correct, excepting as to the issues referenced above in Answer #1.

4. **Are you looking to rollout everyone at once?**  
   A: Not necessarily. Each of the campuses will have access to the Master contract list at the same time, but we’re not expecting the 35 campuses that don’t have a CMMS to contact everyone simultaneously. We estimated at least a half dozen campuses that may be immediately interested.

5. **Do you have an estimated user count for all facilities?**  
   A: The number of users at a campus will depend on the pricing structure. In some cases it may just be a handful of folks in Facilities. In other cases, we may want an interface that allows end user/customers to input work requests directly.

6. **Is the expectation that all functionality is out of the box?**  
   A: Yes. We are not looking for a customized solution.

7. **Do the schools have as-is processes mapped out today?**  
   A: Most do not.

8. **Why is the price point weighted so heavily - seems as if you would want the most functional fit as compared to the overall price with out of the box functionality**  
   A: We seek to balance price with functionality for the campuses.

9. **Will all campuses want to operate independently for their own rollout?**  
   A: Yes.
10. How many companies will be selected for this MEA - will it be just one or multiple that qualify? Is there any desired for roll up reporting to the system - even though these will be independent deployment?
   A: We’d like multiple firms qualify. There is no immediate expectation for a roll up reporting system to the system office. That may come in later phases. The solution should have the capability of reports and analytics.

11. How important is a mobile platform for tradespersons?
    A: It would be nice to have, but we do not have uniformity in mobile device usage on our campuses by trades and maintenance people.

12. How did you select the list of vendors that you reached out to for this RFP?
    A: Google and other campuses and higher education systems.