

**University of Maine System**  
**Configuration Management Services - RFP # 61-15**  
**ADDENDUM #1**

Questions

1. I am planning on responding via a reseller (DLT Solutions). We'll use our information in Section 5, including past performance, etc. DLT will provide final cost information. Is that acceptable?  
**ANSWER:** You will need to provide the DLT cost information with your response.
  
2. What level of support would UMS like to have quoted? We offer 8x5 and 24x7 support on our product. I can also quote both if desired.  
**ANSWER:** Please provide both figures as an option.
  
3. Some of the security questions in section 8.4 seem to be asking how Ansible, Inc. will protect UMS data at Ansible, Inc. We don't ingest, collect, or host any UMS protected, confidential, or proprietary data as part of our offering. How would you suggest we answer these?  
**ANSWER:** We cannot advise you how to best address the response. Keep in mind we are also asking for professional services as outlined in Section 2.0 Scope of Work.
  
4. Some of the security questions in section 8.4 seem to be asking about how Ansible's products are secured. We can answer those, but we wanted to be sure we completely understood the scope of section 8.4. Should we answer all of these questions from the perspective that UMS would be using our software on-premises, and therefore not further exposing to Ansible, Inc. any UMS information or data?  
**ANSWER:** We cannot advise you how to best address the response. Keep in mind we are also asking for professional services as outlined in Section 2.0 Scope of Work.
  
5. In section 5.1.7, we're asked to provide résumés for staff. Two questions:  
a) We are not certain who on our staff would be tasked to deliver the services, and  
b) Are you asking for résumés of staff responsible for development of and management of the actual product we sell?  
**ANSWER:** The requirement states 'The Bidder shall provide resumes for each staff member responsible for design, implementation, project management, or other positions identified in the requirements of this document. Resumes shall include education, experience, license, and/or certifications of each individual.'

Additionally, in the Scope of Work the professional services are described as follows:

- Professional services to assist in installing and implementing the software listed and training in how to use it.
- Professional services to assist us in creating profiles and templates appropriate to our environment.