



**Questions and Answers No. 2**  
**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) I have received the pricing form entitle attachment F and I noticed that there is not line item to include the initial set-up cost and the on-going support cost. Can you please tell me how you want us to include these cost.

**RESPONSE: The activation and support cost should be included in Attachment F – Base Years 1 -2, line items #1 and #7. Support cost should also be included in the Option Periods (Year 3 – Year 5), line item #6. See Amendment #2.**

Thank you,

Alicia Baltimore  
Procurement Officer