



PO BOX 66699; ALBANY, NY 12206
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10/23/2025

The following (Q&A) will serve as Amendment #2 to NYSIF's Request for Quotes (RFQ) for Salesforce Marketing Cloud Renewal, bid number 2025-91-IT. Material in this Amendment supersedes any contradictory material in the RFQ.

Please note that the due date for the submission of bids **remains unchanged**.

All bids are due 10/28/2025, by 2:00 p.m.(eastern).

Sincerely,

Keisha Rivera

Keisha Rivera
Contract Management Specialist 1

Name Salesforce Marketing Cloud Renewal

RFQ # 2025-91-IT

Amendment 1

Question #	RFQ Page #	RFQ Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1	3	Section II – Minimum Qualifications	Can non-reseller firms participate by partnering with an authorized Salesforce reseller, provided that the reseller invoices under the prime’s contract?	Pursuant to RFQ Section 12 Mandatory Requirements, vendors must be authorized to provide the requested products/services.
2	3	Section II – Minimum Qualifications	Will NYSIF accept proof of Salesforce authorization at the subcontractor level, if the prime MWBE/SDVOB firm manages contract delivery?	Prime contractors and any subcontractors must be authorized to resell.
3	2	Section I – Overview	Can NYSIF confirm whether the licensing renewal must be transacted directly with Salesforce or via a Salesforce Partner/Reseller?	NYSIF will not restrict the reselling path, however, all parties involved must be authorized resellers of Salesforce and meet the mandatory requirements.
4	5	Section III – Bid Submission Requirements	Will NYSIF accept multi-year pricing with annual true-ups, or must pricing be fixed for the full five-year term?	Pricing does not need to be fixed across all 5 years, however, pricing submitted on the Appendix Z - Fee schedule cannot be altered.
5	6	Section IV – Scope of Work	Will NYSIF permit co-termination or license transfer assistance from Salesforce or the incumbent reseller?	NYSIF requires all licenses to be in place at the start of the term.
6	3	Section II – Minimum Qualifications	Is MWBE or SDVOB certification an absolute requirement for eligibility, or may a non-certified firm participate if it commits to MWBE/SDVOB subcontracting goals?	NYS MWBE or SDVOB Certification is a requirement.
7	3	Section II – Minimum Qualifications	If a firm is currently in the process of obtaining NYS MWBE certification, will proof of application or pending status satisfy the eligibility requirement at submission?	By the bid submission deadline, firms must be fully NYS certified MWBE/SDVOB.
8	3	Section II – Minimum Qualifications	For firms certified as MWBE/SDVOB in other states or federally (e.g., SBA 8(a)), will such certifications be recognized or reciprocated for this procurement?	No.

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9	2	Section I – Procurement Overview	Does the discretionary purchase limit of \$1.5 million mean no competitive evaluation beyond verifying compliance and price reasonableness?	Correct, given all mandatory criteria are met.
10	5	Section III – Bid Submission Requirements	Is there a preferred format or template for the cost proposal (Appendix Z), or should bidders structure pricing around Salesforce SKU unit pricing plus applicable service fees?	Vendors must submit their cost proposal on the Appendix Z - Fee Schedule.
11	6	Section IV – Scope of Work	Will NYSIF consider price adjustments if Salesforce changes its licensing or support structure during the contract term?	No.
12	6	Section IV – Scope of Work	Will NYSIF provide access to the current Salesforce Marketing Cloud instance to verify license configuration prior to renewal?	This can be discussed with the awarded vendor.
13	6	Section IV – Scope of Work	Can proposers offer value-added support services (training, analytics, or automation setup) beyond the listed SKUs?	No.
14	6	Section IV – Scope of Work	Are product substitutions or equivalent SKUs permissible if Salesforce renames or retires any existing license codes?	This is not material to the RFQ.
15	6	Section IV – Scope of Work	Does NYSIF anticipate any data-residency or compliance requirements (e.g., NYS data-center hosting) for the Marketing Cloud environment?	No.
16	7	Section V – Contract Terms	Will the awarded contract incorporate the Salesforce Master Subscription Agreement (MSA), or is NYSIF's Appendix A-1 solely governing?	NYSIF's Appendix A will govern.
17	5	Section III – Administrative Requirements	Are bidders required to register in the NYS Vendor Responsibility System (VendRep) prior to submission, or only upon award recommendation?	Vendors must register or submit Appendix E with submission.

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Question #	RFQ Page #	RFQ Section and Sub-Section Reference #/Heading	Question	NYSIF Response
18	7	Section V – Insurance Requirements	Will NYSIF allow electronic delivery of Certificates of Insurance via ACORD forms, or must state-specific versions (C-105.2 / DB-120.1) be used?	Please reference RFQ Section 7, Insurance Requirements.
19	111	FEE SCHEDULE PROPOSAL	The manufacturer stated the overage would be billed monthly, in arrears, for each month that Customer exceeds its then-current volume. Could you please clarify, how could we price for overage charges?	Overages on this contract are not anticipated, and will be addressed on a as-needed basis if required.