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10/26/2021

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Quotes (RFQ) for Dynatrace Saas, bid number 2021-60-IT. Material in this Amendment supersedes any contradictory material in the RFQ.

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

All bids are due 11/5/2021, by 2:00 p.m.(eastern).

Sincerely,

A handwritten signature in black ink, appearing to read "Terron Victoria", written in a cursive style.

Terron Victoria  
Contract Management Specialist

**Name**  
**RFQ # 2021-60-IT Dynatrace SAAS**  
**Amendment 1**

Question #	RFQ Page #	RFQ Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1			Whether companies from Outside USA can apply for this? (like, from India or Canada)	There is not a prohibition on companies headquartered or based outside of the US, however a foreign country must: (1) Be able to provide evidence of responsibility and legal authority to do business with NY State and, (2) Not be a debarred business entity by NY State, (3) Vendors must consent to service of process, legal jurisdiction and choice of applicable laws in the State of New York, USA, and finally, (4) Security requirements may restrict storage and use of NYSIF data (in any form) to the United States
2			Whether we need to come over there for meetings?	In person meetings are not required
3			Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Vendor must meet all requirements outlined in the RFQ, no matter their location, and be subject to service of process, legal jurisdiction, and choice of applicable law in the State of New York, USA; NYSIF data security requirements may restrict storage and use of NYSIF data (in any form) to the United States.
4			Can we submit the proposals via email?	Yes, proposals can be submitted to <a href="mailto:contracts@nysif.com">contracts@nysif.com</a>
1	45	Appendix B1, Section 2	Dynatrace does not allow acceptance testing of purchased software, as this introduces financial deferrals. A full POC was executed with the NYSIF team for over 6 months to validate the Dynatrace technology prior to the purchase decision. Is there a way to remove this requirement from the RFQ?	Requirements in NYSIF appendices can be discussed following an award being made.

**Name**  
**RFQ # 2021-60-IT Dynatrace SAAS**  
**Amendment 1**

Question #	RFQ Page #	RFQ Section and Sub-Section Reference #/Heading	Question	NYSIF Response
2	28; 54	Appendix B: Sec. 24(e); Appendix C, Section 5	Dynatrace does not allow for adjustments to pricing. Is there a way to remove this requirement from the RFQ?	Requirements in NYSIF appendices can be discussed following an award being made.
3	53	Appendix C, Sec 2(b)	Dynatrace does not allow termination for convenience in multi-year term purchases, otherwise from a financial perspective it becomes a 1-year term commitment. If NYSIF wants to include termination for convenience then NYSIF would need to pay for the entire 3 year term up front.	Requirements in NYSIF appendices can be discussed following an award being made.
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