

From: [Tony Ng](#)
To: [Hempel, Mark](#)
Subject: RE: RFP 22-70621 IDOA/IOT WLA Clarifications
Date: Friday, August 26, 2022 2:07:31 PM
Attachments: [image001.png](#)
[70621 Mainline Post-Oral Clarifications.docx](#)

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Hi Mark. Please find attached our response to the recent clarification request.

Also, in addition, there is a distinction between BMC's warranty for 12 months and BMC's Continuous Support the State will have 24x7 access to for any issues that need to be fixed as they arise. The warranty guarantees that the product performs "in substantial accordance" with its documentation. BMC's Continuous Support will fix any defects, issues, etc., regardless, for the duration of the term. BMC's Control-M has been around since 1982 and we have over 5k customers worldwide using the product. In our experience, there is almost 0% probability that the product wouldn't perform in substantial accordance with its documentation.

If there are any questions about support, specifically Severity 1 issues, BMC's Support Leadership is available for Q&A if the State needs further clarification as a part of the evaluation process.

Thanks.

Tony Ng
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From: Hempel, Mark <mhempel@idoa.IN.gov>
Sent: Wednesday, August 24, 2022 4:42 PM
To: Tony Ng <Tony.Ng@mainline.com>
Subject: RFP 22-70621 IDOA/IOT WLA Clarifications

Hi Tony:

Thanks again for Mainline's and BMC's presentation and demonstration in response to this RFP. We have a few additional clarifications attached and would like to have responses by close of business 8/26/2022.

Regards,

Mark Hempel

Indiana Department of Administration

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