

RFP '16/21/P Digital Assets Management System and Implementation Services

Listed below are the questions that have been raised concerning the aforementioned RFP.

1. **Section Reference:** 2.1 The Organization (Under Scope of Services) **Statement:** The tool usage will be broken up by light users and regular users with only one IT staff member and at least two TOURISM Santa Fe staff members given administrative privileges. **Cognizant assetSERV Query:** What is the expected number of light users at Go Live? What is the expected growth rate of light users over the next 2 years?

Response: The expected number of Go Live light users is 6-10.
The expected growth over the next 2 years is 10-15.

2. **Section Reference:** 2.1- The Organization (under Scope of Services) **Statement:** The tool usage will be broken up by light users and regular users with only one IT staff member and at least two TOURISM Santa Fe staff members given administrative privileges. **Cognizant assetSERV Query:** What is the expected number of administrative users at Go Live? What is the expected growth rate of administrative users over the next 2 years?

Response: The expected number of Go Live administrative users is 2. The expected growth over the next 2 years is 5.

3. **Section Reference:** 1.1- Solution Requirements- Functional Requirements (F1) **Statement:** Provide role-based secure access to the software through user accounts and passwords, including admins, editors, regular users, expiring users, and view-only users. **Cognizant assetSERV Query:** What is the current Identity Management system that the DAM system is expected to integrate with?

Response: Currently, the City does not utilize a Digital Assets Management System. The files are stored on a shared drive. The only interface would be to the City's Website.

4. **Section Reference:** 1.1- Solution Requirements- Technical Requirements (IT3) **Statement:** Provide 24x7 help desk access for technical support. **Cognizant assetSERV Query:** Would a 16x5 help desk model be acceptable? Or is 24x7 the minimum level of supported expected?

Response: We would like pricing and capability for both.

5. **Section Reference:** 1.3- Deployment Models **Statement:** Please indicate the types of pricing/installation models offered by your enterprise by placing an "X" under the "Available" column. **Cognizant assetSERV Query:** Is there a preference between SaaS and On-Premise implementation?

Response: Due to limitations with current City IT staffing levels, SaaS solution is preferable.

6. **Section Reference:** 1.5- Cost **Statement:** Please provide information about the systems/applications that the proposed DAM should integrate with. **Cognizant assetSERV Query:** Please provide information about the systems/applications that the proposed DAM should integrate with.

Response: Currently, the City does not utilize a Digital Assets Management System. The files are stored on a shared drive. The only interface would be to the City's Website.

7. **Section Reference:** General (no section in particular) **Statement:** Timelines **Cognizant assetSERV Query:** What is the desired implementation timeline (if any)? In other words, what is the desired Go Live date (approximate)?

Response: Between March 9 and May 1, 2016.

8. Out of the 18 users, how many staff and admin users do you estimate will be logged in at one time?

Response: We estimate that no more than 3 users will be logged in at one time. We currently do not utilize a DAM system and would like your recommendation based on your experience with businesses.

9. How many staff users will only need search, read and write access?

Response: Between 6-10 users at go live date with an expected growth over the next two years to 10-15 users.

10. How many users will need access to Adobe InDesign (not including the admins and IT department within the count)?

Response: 2 users at go live date with an expected growth over the next two years to 5 users.