

## Answers to clarification request

### **RFP22-4036 – Support services for MS Dynamics Navision 2017**

**Date:** March 21<sup>st</sup>, 2023

**Question:** Since annual maintenance and support are both percentages of the total list price (purchase price) of your Navision licenses, can you please share your current annual maintenance/support fee and all additional objects you have purchased.

**Answer:** Given this is a competitive bidding process where we are asking you to quote maintenance costs in relation to the need expressed and the price list, we cannot share these documents, nor our budget.

However, we can share that the volume of requests for corrective maintenance is about 10 to 20 hours per year, which should help bidders provide a quote for the maintenance/support fees.

As for the maintenance/support fees, the bidders should quote based on their respective customers and not what SPC is currently paying.