Clarification Notice No. 1
RFQ Reference: SWA-NOE02.2/2026
Title: Supply of RMM and PSA Software Licensing
Issue Date: 4 Feb 2026

This Clarification Notice is issued to all prospective suppliers to address questions received regarding the scope, evaluation, and commercial treatment under the above-referenced RFQ. This notice forms part of the RFQ documentation.

1. RMM Licensing Basis

The Authority has not prescribed a preferred licensing basis for RMM solutions. Suppliers may propose per-device, per-technician, or hybrid licensing models, provided the proposed solution meets the functional requirements specified in Part 5.

2. PSA Functionality Scope

The Authority is seeking core PSA functionality only, as specified in Part 5 (including ticketing, workflows, time logging, and reporting).

Advanced PSA features (for example billing, contract management, SLAs, or advanced automation) are optional. Where offered, such features must be clearly identified and priced separately. Optional features are provided for information purposes only and are not mandatory.

3. Data Residency (ANZ Hosting)

ANZ data residency is noted as a preference only. It is not a scored evaluation criterion and does not operate as a tie-breaker. This information is requested for compliance and assurance purposes only.

4. Year 2 Renewal Pricing

The Authority does not guarantee that quantities in Year 2 will be the same as Year 1. Suppliers are required to disclose renewal pricing in accordance with the RFQ to support assessment of total cost of ownership.

5. Currency of Quotation

Suppliers may submit pricing in either Samoan Tala (SAT) or New Zealand Dollars (NZD), consistent with the RFQ requirements.

6. Platform Suitability Clarification

For clarity and consistency of interpretation:

- The Authority has a preference for RMM and PSA platforms that are appropriate and well-suited for internal IT operations, including usability, licensing structure, administrative control, and operational alignment.

- Platforms designed primarily for managed service provider (MSP) delivery models are not excluded from consideration. Where such platforms are proposed, suppliers must clearly demonstrate how the solution meets the RFQ requirements, is suitable for internal IT use, and provides the Authority with full administrative control and data ownership.

- Optional or advanced platform features are not mandatory but must be clearly itemised and priced where offered.

All other terms and conditions of the RFQ remain unchanged. Suppliers are required to take this clarification into account when preparing their submissions.

//End of Clarification Notice No. 1