



the dtic

Department:
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NOTIFICATION TO ALL BIDDERS

dtic 01/25-26: QUESTION & ANSWER

BID dtic 01/25-26: TO INVITE INTERESTED SERVICE PROVIDERS TO SUBMIT PROPOSALS TO MAINTAIN, SUPPORT AND LICENSE THE DEPARTMENT'S ENTERPRISE CONTENT MANAGEMENT ENVIRONMENT (DOCUMENTUM) FOR A PERIOD OF FIVE YEARS.

QUESTIONS AND ANSWERS IN LINE WITH PAR. 4.32 OF THE SPECIFICATION.

1. Please confirm - Price schedule Page 25

Line item 1 – Licenses – is this Annual Software license maintenance?

Response: This refers to the cost paid annually to use the software for a specific period. It will be the license cost due to OpenText.

Line item 2 – Maintenance – is this installation and configuration of new releases and upgrades?

Response: Yes.

2. Helpdesk hours are for 8h to 5d support but the proposed Service Levels also requires after hours. Please clarify/explain where we should include the costing for after hours?

Response: On line 3 (Helpdesk Services) of the price schedule.

3. Please confirm if work over weekends will be required? If required, where should we include the costs for this?

Response: Yes. It will be required where upgrades, installation of patches, etc must be done outside of normal working hours which will result in downtime, and as per Change Control Board approval. It should be included in line item 2 (Maintenance).

4. On-site Administrator Support - per hour used - **is this on a time and material basis?**

Response: Yes (Actual hours worked).

5. System changes as per year Documentum environment roadmap - Per hour used - **is this a time and material?** Please confirm if this will be used for enhancements?

Response: Yes. The service provider should implement system changes (configuration updates, enhancements, or new features) based on requests from business users, as long as those changes align with the planned development of the Documentum system. These are not routine maintenance tasks or scheduled upgrades, but changes to meet evolving user needs.

6. The table under RATE OF EXCHANGE INFORMATION par. 5.2, page 26 needs to be confirmed. E.g. the table heading column 2 reads: description license for ECM 1 environment as per list of products indicated in 3.1.1”.

Response: The heading is confirmed and 3.1.1 refers to par. 3.1.1 in the specification.

7. On the local vs foreign price list page 26, please elaborate on line 6 and 7 of the table. Is it a duplicate.

Response: Correct, it is a duplicate.