



AMENDMENT ONE

Request for Quotations (RFQ)

RFQ #AGOITS22005 - IBM Content Manager and OpenText Captiva Services

This Amendment is being issued to provide information to aid vendors in the preparation of their quote response.

Purpose: The AGO is soliciting responses for the selection of a vendor to provide on-going, on-demand support of the IBM Content Manager and OpenText Captiva products being used by various applications within the AGO environment. These will be time and materials support services such as, but not limited to, break/fix, remote troubleshooting, installation of updates, other types or proactive and reactive services and basic usability assistance by a vendor/consultant with specific Content Manager and OpenText Captiva experience.

Software Versions:

- Captiva InputAccel – 16.6
- Content Manager – 8.4

Platform/OS:

- Captiva InputAccel – Windows Server 2019, SQL 2017
- Content Manager – Windows Server 2019, DB2 11.1, WebSphere

End users:

- Captiva – 30
- Content Manager – 100

Average number of documents added:

- Monthly Average – 30,000

Onsite Work:

- Not expected to be needed. Emergency with a significant outage may initiate a request for onsite assistance.

Average Number of Support Calls:

- 5 – 10 per month

The RFQ Quote Submission is also revised as follows:

Quote Submission: All responses must be submitted no later than ****March 26 at 1:00 PM**** Eastern Time via email to: Procurement@OhioAttorneyGeneral.gov, referencing the RFQ title: RFQ #AGOITS22005 **IBM Content Manager and OpenText Captiva Services**. Any quotation received after the required time and date specified for receipt shall be considered late and non-responsive. Any late quotations will not be evaluated for award.