

Event Summary - ImageNow Upgrade

Type	Invitation to Bid	Number	02QATAR-ITB-2485
Stage Title	-	Organization	TAMU
Currency	US Dollar	Event Status	Awarded
Work Group	TAMU-Qatar	Exported on	9/2/2020
Exported by	Patricia Winkler	For Requisition	134813442
Created Document	-	Estimated Value	29,250.00 USD
Payment Terms	-		

Bid and Evaluation

Respond by Proxy	Allow	Use Panel Questionnaire	No
Sealed Bid	Yes	Auto Score	No
		Cost Analysis	No
Alternate Items	No		

Visibility and Communication

Visible to Public Yes


Enter a short description for this public event

Texas A&M University at Qatar (TAMUQ) is seeking bids for technical, consulting and project management services for the Perceptive Content (ImageNow) Version Upgrade

Commodity Codes

None Added

Event Dates

Time Zone	CDT/CST - Central Standard Time (US/Central)
Released	-
Open	8/14/2020 12:00 AM CDT
Close	8/24/2020 2:00 PM CDT
Sealed Until	8/24/2020 2:00 PM
	 Show Sealed Bid Open Date to Supplier
Q&A Close	8/24/2020 2:00 PM CDT

Description

Texas A&M University at Qatar (TAMUQ) is seeking bids for technical, consulting and project management services for the Perceptive Content (ImageNow) Version Upgrade

Attention Bidders:

Texas A&M, Procurement Services is transitioning to an E-commerce system for all invitation for bids and purchase orders. We are asking all vendors to take a few moments and register as one of our vendors. This will allow you to respond to our bid invitations electronically as well as view other bid opportunities.

Please visit the following website to register:

<https://bids.sciquest.com/apps/Router/PublicEvent?CustomerOrg=TAMU>

If you have any questions in reference to registrations, please contact us at 979-845-2325.

All invitation for bid documents not submitted electronically via the AggieBid system will only be accepted via the following methods:

-Express Mail (FedEx, UPS, etc.)

-US Postal Service

-Hand Delivered

At this time, no email responses are acceptable. If your response is received via email, your response may be disqualified.

All invitation for bid documents not submitted electronically via the AggieBid system must be returned on our form.

As a bidder responding to this invitation upon submission of your response, regardless of the format of your submission, you and the entity you represent are agreeing to the terms and conditions presented here as well as the TAMU terms and conditions located at

<http://purchasing.tamu.edu/media/123743/bidtam.pdf>

Physical Address:

Texas A&M University

Procurement Services

Agronomy Road

College Station TX 77843-1477

Fax - 979-845-3800

NOTE: If responding manually, please submit with your bid response a W9. This will allow us to enter your company into our bid system and include your response on the electronic tabulation.

Stage Description

No description available.

1 ★ **Instructions To Supplier :**

Please acknowledge that additional terms and conditions have been reviewed

Certification

I certify that I have read and agree to the terms above.

Supplier Must Also Upload a File:

No

Prerequisite Content:

Bidders Response Components:

Bidders shall return the following components as part of their bid response:

- Project Plan – provide a detailed time frame in which the project will be delivered providing an estimated timeline for each stage
- Project Deliverables – provide details on each phase of the project
- Training – provide details on training provided and provide additional cost that may apply. Detail how the additional cost would be determined
- Texas A&M University at Qatar’s work week is Sunday through Thursday 7:30am-4:30pm Arabian Standard Time and vendor would be required to perform work during these hours. As requested above, upgrade for the production environment would be performed on Qatar weekend – Friday/Saturday.
- Provide details on how the upgrade to Experience Content Apps 3.0 will be performed, with details on how the upgrade will affect our existing linked systems, such as SharePoint
- Additional Cost – bidders must provide details of any additional cost that may apply. If cost are not indicated within your response, they will not be allowed to be added upon award of project.

NOTE: If bidder’s response does not include the above components to provide Texas A&M Qatar with a complete solution for the requested service, this may be grounds for the disqualification of your response.

Award

In accordance with Texas Education Code 51.9335, Texas A&M University shall make the award based on, but not limited to, the following best value criteria:

- The purchase price;
- The reputation of the vendor and of the vendor's goods or services;
- The quality of the vendor's goods or services;• The extent to which the goods or services meet the institution's needs;
- The vendor's past relationship with the institution;
- The impact on the ability of the institution to comply with laws and rules relating to historically underutilized businesses and to the procurement of goods and services from persons with disabilities;
- The total long-term cost to the institution of acquiring the vendor's goods or services;
- Any other relevant factor that a private business entity would consider in selecting a vendor; and
- The use of material in construction or repair to real property that is not proprietary to a single vendor unless the institution provides written justification in the request for bids for use of the unique material specified.

Other relevant factors deemed necessary to evaluate the offer and determine the best value for the University:

- Vendor’s ability to meet the minimum specifications;
- Delivery requirement;
- The quality, availability and adaptability of equipment offered to required application.
- References

By submitting a bid in response to this solicitation, bidder agrees to the selection and award process, and accepts Texas A&M University’s judgment and decision of award. Texas A&M reserves the right to accept or reject any or all bids, waive informalities and technicalities, and accept the offer considered the most advantageous to the University. Texas A&M reserves the right to make the decision as to the system, product or service best meets the minimum specifications and best suits the needs of the University. The decision by Texas A&M University is final.

Buyer Attachments

Detailed Specifications

02Qatar-ITB-2485.docx

../Attachments/02Qatar-ITB-2485.doc
x

TAMU Standard Terms & Conditi

<http://purchasing.tamu.edu/media/123743/bidtamu.pdf>

Page 1

Group 1

- 1.1 Payment Terms - Quote 100% Net 30 Upon Receipt, Installation and Acceptance. If quoting as specified, type "Agreed" in the required field. If quoting otherwise, indicate here-in. ★
Text (Single Line)
- 1.2 INDICATE CURRENCY QUOTED:
NON-QATAR VENDORS: Please bid in your local currency (bank account currency).
FOR QATAR VENDORS, Please bid in Qatari Riyals (QAR).
Text (Single Line)
- 1.3 Delivery Terms: Quote delivery time, upon receipt of each order ★
Text (Single Line)
- 1.4 References: Provide a listing of your references ★
File Upload
- 1.5 Response Component - Project Plan - provide a detailed time frame in which the project will be delivered providing an estimated timeline for each stage. ★
Text (Single Line)
- 1.6 Response Component - Project Deliverables - provide details on each phase of the project. ★
Text (Single Line)
- 1.7 Response Component - Training - provide details on training provided and provide additional cost that may apply. Detail how the additional cost would be determined. ★
Text (Single Line)
- 1.8 Respond Component - Provide details on how the upgrade to Experience Content Apps 3.0 will be performed, with details on how the upgrade will affect our existing linked systems, such as SharePoint. ★
Text (Single Line)
- 1.9 Response Component - •Texas A&M University at Qatar's work week is Sunday through Thursday 7:30 am-4:30 pm Arabian Standard Time and vendor would be required to perform work during these hours. As requested above, upgrade for the production environment would be performed on Qatar weekend – Friday/Saturday. Are you in agreement to work within this time frame? Yes or No ★
Yes/No
- 1.10 Response Component - bidders must provide details of any additional cost that may apply. If cost are not indicated within your response, they will not be allowed to be added upon award of project. ★
Text (Single Line)
- References:
Bidders shall submit a minimum of three (3) references of higher education institutions that they have conducted business with within the last two (2) years.
- 1.11 References shall include Company Name, Contact Person, Company Address, Telephone & Fax Number, Email Address and some details of the work performed for each reference. ★
Texas A&M University reserves the right to contact these references to verify the proposer's ability to perform these services.
A negative or non-higher education reference may be grounds for the disqualification of your proposal.

File Upload

1.12

Vendor to indicate contact person and contact phone and fax numbers where orders are to be placed: Contact: Telephone Number: Fax Number: Email:
Text (Multi-Line)



Product Line Items

★ Required Product Line Items

Group P1

#	Item Name, Commodity Code, Description	Qty.	UOM	Target Price	Allow Alternates	Requested Delivery
P1.1	Core Perceptive Content 7.1.5 to 7.3 Upgrade ★	60	HR - Hour	-		-
99900294 - Other Contracted Services - no specific comm code available 5670 / Core Perceptive Content 7.1.5 to 7.3 Upgrade, per Detailed Specifications						
P1.2	Additional Components ★	30	HR - Hour	-		-
99900294 - Other Contracted Services - no specific comm code available 5670 / Perceptive Content (ImageNow) Upgrade: Additional Components per Detailed Specifications						
P1.3	Perceptive Experience Content Apps 3.0 Implementation ★	40	EA - Each	-		-
99900294 - Other Contracted Services - no specific comm code available 5670 / Perceptive Content (ImageNow) Upgrade: Perceptive Experience Content Apps 3.0 Implementation per Detailed Specifications						
P1.4	Project Management ★	20	EA - Each	-		-
99900294 - Other Contracted Services - no specific comm code available 5670 / Project Management per Detailed Specifications						
P1.5	Out of Scope Items	1	LO - Lot	-		-
Detail any Out of Scope Items, per Detailed Specifications						
Indicate rate per hour for: Senior Consultants and Senior Technical Architects. Provide details under Supplier Attachment Section						

Service Line Items

There are no Items added to this event.

Price Components

There are no Price Components added to this event.

Reference AggieBid # 02QATAR-ITB-2485
 Technical, Consulting & Project Management Services
 Perceptive content: ImageNow upgrade

Item #	Item & Description	Qty	Unit	Unit Price (USD)	Extension	Delivery (Days)
	<p>Texas A&M University at Qatar (TAMUQ) is seeking bids for technical, consulting and project management services for the Perceptive Content (ImageNow) Version Upgrade</p> <p>Texas A & M – Qatar is a current user of Perceptive Content 7.1.5. TAMUQ is seeking assistance to upgrade the existing Perceptive Content environments to Perceptive Content 7.3. TAMUQ is also a current user of Perceptive WebNow and wants to be upgraded to Perceptive Experience Content Apps 3.0. TAMUQ has the following business systems:</p> <ul style="list-style-type: none"> - Banner Student Information System - Microsoft SharePoint - HRIS <p>TAMUQ has the following Perceptive Content Licenses:</p> <ul style="list-style-type: none"> - ImageNow Server - Perceptive Content Client/WebNow Combo Licenses - Business Insight - iScript - Output Agent - Retention Policy <p>Scope of Work: Under the assumptions of the below SOW, vendor will provide technical, consulting, and project management services to meet the following objectives:</p> <p>1. Perceptive Content (ImageNow) Version Upgrade</p> <ul style="list-style-type: none"> ▪ Upgrade Perceptive Content (ImageNow) from Version 7.1.5.1602 to Version 7.3. <p>Vendor will provide technical and product consulting services to upgrade TAMUQs Perceptive</p>					

1477 TAMU
 P.O. Box 30013
 College Station, TX 77842-3013

Tel. 979.845.5887 Fax. 979.845.3800
<http://purchasing.tamu.edu>

Content (ImageNow) version 7.1.5.1602 to version 7.3 and Perceptive Experience Content Apps 3.0. Services will include server and network support, solution testing, and super-user training, in addition to creating any documentation and deliverables agreed upon by both parties.

- Upgrade will include Perceptive Content Server and currently installed components and agents.
- Upgrade will include replication of current system configuration and functionality.
- Upgrade two environments – Production and Test.
- TAMUQ will deploy new servers and Operating Systems per requirements of Perceptive Content version 7.3
- Desired timing for upgrade is during Qatar weekends, which is Friday/Saturday.

▪ **Perceptive Content Server (7.1.5 to 7.3)**

- ImageNow Database
- Import Agent(s)
- Batch Agent
- External Message Agent
- File System Agent
- Job Agent
- Monitor Agent
- Notification Agent
- OSM Agent
- Task Agent
- Alarm Agent
- Retention Agent
- Workflow Agent
- WebNow and Apache Tomcat

▪ **Additional Components to be Upgraded**

- Perceptive Email Agent
- User Replication Agent
- Output Agent
- Business Insight
- Retention Policy Manager
- Document Filters
- Integration Server
- RabbitMQ
- Erlang Programming Language

▪ **Perceptive Experience Content Apps from 3.0 Implementation**

- TAMUQ is currently using Perceptive Content WebNow and desires to be upgraded to Perceptive Experience Content Apps 3.0.
- Perceptive Experience Content Apps are an HTML5-based application that is browser independent. This is the replacement for

	<p>Perceptive WebNow that is being discontinued.</p> <ul style="list-style-type: none"> Hyland offers a free upgrade to Perceptive Experience Content Apps and TAMUQ will have to request this license when requesting the Perceptive Content 7.3 licenses. This will be deployed to users after the version upgrade is complete. <p>**Professional Services included in this scope are detailed in Line Item 1 below**</p> <p>Travel Expenses: On-site travel is not expected for the projects.</p> <p>Change Orders: All change order must be approved by Procurement Services prior to any work being performed. If approved, a Change Order will be issued to the resulting purchase order and copies will be distributed to all parties. If approval of the change order is not obtained prior to the work being performed, the additional cost will be the responsibility of the Vendor, not TAMU-Qatar.</p> <p>Payment Terms: 100% Net 30 upon receipt of goods, invoice, completion of installation, acceptance, whichever is later.</p> <p>*****</p> <p>INDICATE CURRENCY QUOTED: NON-QATAR VENDORS: Please bid in your local currency (bank account currency).</p> <p>FOR QATAR VENDORS, Please bid in Qatari Riyals (QAR).</p>					
	<p>1. Perceptive Content (ImageNow) Version Upgrade</p>					
	<p>Professional Services in Scope: Vendor will provide technical and product consulting services to upgrade Texas A & M - Qatar's implementation of Perceptive Content (ImageNow) version 7.1.5.1602 to version 7.3. Services will include server and network support, solution testing, and super-user training, in addition to creating any documentation and deliverables defined in this document.</p> <p>1.0 Project Planning & Solution Design</p> <p>1.1 Project Planning & Administration</p>					

	<ul style="list-style-type: none"> - Texas A & M - Qatar will be assigned a dedicated Project Coordinator that will organize a project kickoff and project planning meeting to review requirements and introduce project resources and tools. <ul style="list-style-type: none"> • Setup TAMUQ Dashboard and Project Management Views • Create and Approve Project Plan / Timeline • Assign and Schedule Vendor Resources • Define TAMUQ resource requirements and request scheduling confirmation <p>1.2 System Evaluation</p> <ul style="list-style-type: none"> - Vendor's Technical consultant will work with Texas A & M - Qatar server and/or system administrators to review the existing environments for engagement planning. Infrastructure and usage will be analyzed across the Perceptive Content server, Database server, and Remote Agent servers (as applicable). <ul style="list-style-type: none"> • Vendor will provide a System Architecture Recommendation document with server resources and details based on past and planned future usage, including new components that may be included as part of the scope of this engagement. <p>1.3 Request and Confirm any Required New Licenses</p> <ul style="list-style-type: none"> - Vendor will provide an inventory of any licenses that will need to be requested and obtained to support the upgrade or any new product installations. <p>2.0 Configuration & Custom Development</p> <p>2.1 Deploy & Upgrade New (Pre) Production Environment</p> <ul style="list-style-type: none"> - Based on the System Architecture Recommendations, Texas A & M - Qatar will provide a new virtual or physical server environment to test upgrade scripts and files. This environment will serve as the new production environment following the upgrade. <ul style="list-style-type: none"> • Vendor will support the database administrator to backup and restore the existing production database 					
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	<p>within the new pre-production environment.</p> <ul style="list-style-type: none"> • Vendor will run database upgrade scripts and perform all release and patch upgrades for the Perceptive Content server, server components, and installed agents and modules. • Vendor will make any required configuration changes or updates to replicate current functionality and workflows. • No new features will be configured unless otherwise specified below. <p>2.2 Software and Component Upgrades</p> <ul style="list-style-type: none"> - The following software products, agents, and components will be upgraded as part of the scope of this engagement. <ul style="list-style-type: none"> • Perceptive Content Server, including INOW Database, Import Agent, Batch Agent, External Message Agent, File System Agent, Job Agent, Monitor Agent, Notification Agent, OSM Agent, Task Agent, and Workflow Agent • WebNow and Apache Tomcat • User Replication Agent <p>2.3 Additional Software Components Upgrade</p> <ul style="list-style-type: none"> - The following software components will be upgraded: <ul style="list-style-type: none"> • Perceptive Email Agent • User Replication Agent • Output Agent • Business Insight • Retention Policy Manager • Document Filters • Integration Server • RabbitMQ • Erlang Programming Language <p>2.4 Perceptive Experience Content Apps 3.0 Implementation</p> <ul style="list-style-type: none"> - TAMUQ is current user of Perceptive WebNow and wants to be upgraded to Perceptive Experience Content Apps. <ul style="list-style-type: none"> • Applications will be installed with the Version Upgrade. • WebNow is currently linked to SharePoint and equivalent functionality will be implemented in Perceptive Experience Content Apps. 					
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	<ul style="list-style-type: none"> • Perceptive Experience Content Apps will be deployed to users after the version upgrade is complete. <p>2.5 Converting 3 application plans to perform screen capture, so that it can be used with any browser, not just IE. Hence, it should be browser independent</p> <p>3.0 System Testing & Quality Assurance</p> <p>3.1 System Integration Testing</p> <ul style="list-style-type: none"> - Vendor will complete System Integration Testing of all software products, integrations, and custom development components to prove the new environment replicates all current functionality and workflows. <ul style="list-style-type: none"> • Testing includes all current iScripts, eForms, and automated Connectors or Integrations. • Testing includes all current Workflow Routing and Alarm Rules. • Testing includes all current Views, including public filters but not private filters. <p>3.2 User Acceptance Testing (UAT)</p> <ul style="list-style-type: none"> - Vendor will provide support to TAMUQ's system administrators and end users during User Acceptance Testing (UAT), however vendor is not responsible for administration or successful completion of UAT. <ul style="list-style-type: none"> • Vendor will provide sample UAT test plans to Texas A & M - Qatar but is not responsible for updating test plans according to the organization's specific workflows and use cases. • Vendor will provide limited train-the-trainer training to system administrators so far as it supports their ability to administer UAT with end users. • Vendor will address all issues identified through UAT and either work to resolve issues as they fall within the scope of the engagement or provide documentation on how the TAMUQ may address those issues. 					
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	<p>4.0 Production Cutover and Go-Live Support</p> <p>4.1 Production Cutover</p> <ul style="list-style-type: none"> - Vendor will coordinate with all affected technical and functional resources to schedule and begin system downtime to complete the production cutover and final upgrade activities. <ul style="list-style-type: none"> • Vendor will work with the database administrator to create a backup and deploy the production database in the new production environment. • Vendor will perform database upgrade scripts on the production database and confirm no issues or errors. • Vendor will confirm database is in sync with Object Storage Management (OSM) for content continuity. • Vendor will restart all product and software services and confirm no issues or errors. • Vendor will provide support to Texas A & M - Qatar to complete desktop TAMUQ and scan station upgrades. <p>4.2 Go-Live Support</p> <ul style="list-style-type: none"> - Vendor will provide ad hoc go-live support following the production cutover for a limited amount of time. <ul style="list-style-type: none"> • Vendor will work with TAMUQ to determine a clear go-live support and issue management plan. • Vendor will provide ongoing communication regarding status of go-live and open issues. • Vendor will work with the TAMUQ to determine an appropriate time to consider go-live support complete. <p>4.3 Test Environment Migration</p> <ul style="list-style-type: none"> - Vendor will work with the database and server administrator to backup new production environment and deploy to virtual or physical test environment. <p>4.4 Project Completion and Transition</p> <ul style="list-style-type: none"> - Vendor will coordinate a project completion and transition meeting with Texas A & M - Qatar to confirm all objectives have been met and that the scope of the engagement has been satisfied. <ul style="list-style-type: none"> • Vendor will deliver the upgrade summary report which will include 					
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	open issues and/or recommendations for system enhancement opportunities.					
1	Core Perceptive Content 7.1.5 to 7.3 upgrade	60	HRS			
2	Additional Components	30	HRS			
3	Perceptive Experience Content Apps 3.0 Implementation	40	HRS			
4	Project Management	20	HRS			
2. Out of Scope Items						
5	<p>Any out of scope items or additional work must be approved by Procurement Services prior to any work being performed. If approved, a Change Order will be issued to the resulting purchase order and copies will be distributed to all parties. If approval of the change order is not obtained prior to the work being performed, the additional cost will be the responsibility of the Vendor, not TAMU-Qatar.</p> <p>Indicate rate per hour:</p> <p>Senior Consultants _____</p> <p>Senior Technical Architects _____</p>					
<p>Note To Bidders:</p> <p>Bidders Response Components:</p> <p>Bidders shall return the following components as part of their bid response:</p> <ul style="list-style-type: none"> • Project Plan – provide a detailed time frame in which the project will be delivered providing an estimated timeline for each stage • Project Deliverables – provide details on each phase of the project • Training – provide details on training provided and provide additional cost that may apply. Detail how the additional cost would be determined • Texas A&M University at Qatar’s work week is Sunday through Thursday 7:30am- 						

	<p>4:30pm Arabian Standard Time-and vendor would be required to perform work during these hours. As requested above, upgrade for the production environment would be performed on Qatar weekend – Friday/Saturday.</p> <ul style="list-style-type: none"> • Provide details on how the upgrade to Experience Content Apps 3.0 will be performed, with details on how the upgrade will affect our existing linked systems, such as SharePoint • Additional Cost – bidders must provide details of any additional cost that may apply. If cost are not indicated within your response, they will not be allowed to be added upon award of project. <p>NOTE: If bidder’s response does not include the above components to provide Texas A&M Qatar with a complete solution for the requested service, this may be grounds for the disqualification of your response.</p> <p>References:</p> <p>Bidders shall submit a minimum of three (3) references of higher education institutions that they have conducted business with within the last two (2) years.</p> <p>References shall include Company Name, Contact Person, Company Address, Telephone & Fax Number, Email Address and some details of the work performed for each reference.</p> <p>Texas A&M University reserves the right to contact these references to verify the proposer’s ability to perform these services.</p> <p>A negative or non-higher education reference may be grounds for the disqualification of your proposal.</p> <p>Award</p> <p>In accordance with Texas Education Code 51.9335, Texas A&M University shall make the award based on, but not limited to, the following best value criteria:</p> <ul style="list-style-type: none"> • The purchase price; • The reputation of the vendor and of the vendor's goods or services; • The quality of the vendor's goods or services; 					
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<ul style="list-style-type: none"> • The extent to which the goods or services meet the institution's needs; • The vendor's past relationship with the institution; • The impact on the ability of the institution to comply with laws and rules relating to historically underutilized businesses and to the procurement of goods and services from persons with disabilities; • The total long-term cost to the institution of acquiring the vendor's goods or services; • Any other relevant factor that a private business entity would consider in selecting a vendor; and • The use of material in construction or repair to real property that is not proprietary to a single vendor unless the institution provides written justification in the request for bids for use of the unique material specified. <p>Other relevant factors deemed necessary to evaluate the offer and determine the best value for the University:</p> <ul style="list-style-type: none"> • Vendor's ability to meet the minimum specifications; • Delivery requirement; • The quality, availability and adaptability of equipment offered to required application. • References <p>By submitting a bid in response to this solicitation, bidder agrees to the selection and award process, and accepts Texas A&M University's judgment and decision of award. Texas A&M reserves the right to accept or reject any or all bids, waive informalities and technicalities, and accept the offer considered the most advantageous to the University. Texas A&M reserves the right to make the decision as to the system, product or service best meets the minimum specifications and best suits the needs of the University. The decision by Texas A&M University is final.</p>					
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