TEXAS A&M UNIVERSITY

Purchase Order		
Purchase Order Date	PO/Reference No.	Revision No.
Sep 2, 2020	**AB0562075**	**0**

Sales Tax Exemption

Texas A&M University is exempt from state and municipal sales taxes under Chapter 20 Title 122A, revised Civil Statutes of Texas, for all purchases made for the exclusive use of Texas A&M.

The laws of the State of Texas shall govern this Purchase Order.

Member of the Texas A&M University System.

Contact instructions for questions regarding this Purchase Order:

If Buyer Contact information is listed below, please contact the Buyer.

If not, please contact the Customer.

Buyer Contact:

Buyer	Buyer Email	Buyer Phone Number
paw - Winkler, Patty	p-winkler@tamu.edu	979.845.4556

Customer Contact:

Name:	TAMU ORDERING DEPT 02-QENG
Email:	purchasing@qatar.tamu.edu
Phone:	+974 4423 0521

Order acceptance instructions:

Vendor guarantees that the products delivered or the services performed as a result of this Purchase Order will meet or exceed all specifications herein. Any exceptions to the pricing or the description contained herein must be approved by Texas A&M's Department of Procurement Services prior to shipping or performance. This Purchase Order is governed by the laws of the State of Texas and Texas A&M's Terms & Conditions, which are available online: http://purchasing.tamu.edu/suppliers/bids-catalogue-tc-form/

Supplier Information		Delivery Information	
Supplier Name	RPI CONSULTANTS LLC	**Delivery Address**	
Address	101 N HAVEN ST STE 201 BALTIMORE, MD 21224 US	TAMUS Member:	02-Texas A&M University (02)
Phone	+1 410-276-6090	Rosalie Nickles (02-Executive Office)	
FOB / FREIGHT	Destination	Texas A&M University at Qatar	
Pre-Pay & Add	No	c/o Qatar Foundation	
Payment Terms	0, Net 30	PO Box 23874	
Contract Number - Header	*no value*	Education City	
Contract Number - Line	*no value*	Doha, XX 0	
Quote number		Qatar	
		Delivery Information	
		Required Delivery Date	
		Ship Via	Best Carrier-Best Way

Notes to Supplier

Shipping Instructions

Note to Supplier	Technical, Consulting & Project Management Services for the Perceptive Content (ImageNow) Version Upgrade as per the attached detailed specifications.
	Payment Terms: Net 30
Attachments for supplier	
Detailed Specific...	

PO Clauses

Header	001	No Collect Freight Charges Accepted	Neither COD nor "Collect" freight or handling charges will be accepted.
	102	TAMU Terms & Conditions	Terms & Conditions - Texas A&M University -This purchase order is issued on behalf of Texas A&M University and is governed by the Terms & Conditions found online:

http://purchasing.tamu.edu/suppliers/bids-catalogue-tc-form/ From this website please select "Texas A&M University" from the drop-down menu.

Line No.	Product Description	Catalog No.	Size / Packaging	Unit Price	Quantity	Ext. Price
1 of 4	Perceptive Content (ImageNow) Upgrade: Core Perceptive Content 7.1.5 to 7.3 Upgrade	n/a	HR	185.00 USD	60 HR	11,100.00 USD
2 of 4	Perceptive Content (ImageNow) Upgrade: Additional Components	n/a	HR	185.00 USD	30 HR	5,550.00 USD
3 of 4	Perceptive Content (ImageNow) Upgrade: Perceptive Experience Content Apps 3.0 Implementation	n/a	HR	185.00 USD	40 HR	7,400.00 USD
4 of 4	Perceptive Content (ImageNow) Upgrade: Project Management	n/a	HR	185.00 USD	20 HR	3,700.00 USD
				Total		**27,750.00 USD**

Billing Information	Billing Address
To assure timely payment please e-mail invoices to the email provided in the bill to address. If the invoice is sent via email, please do not send a duplicate copy through the mail. Only if email is not an option then submit invoices to the billing address indicated in the "Billing Address" section. To inquire about electronic invoicing via cXML, CSV or PO flip through the supplier portal, e-mail abvendorhelp@tamu.edu. Invoice must include the PO/Reference number shown above.	Texas A&M University-Accounts Payable ***Do Not Mail Invoices*** Email invoices to invoices@tamu.edu 750 Agronomy Road - Suite 3101 6000 TAMU College Station, TX 77843-6000 United States

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)
	Technical, Consulting and Project Management Services for the Perceptive Content (ImageNow) Version Upgrade on the campus of Texas A&M University at Qatar (TAMUQ) located in Doha, Qatar.					
	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:					
	- Banner Student Information System - Microsoft SharePoint - HRIS					
	TAMUQ has the following Perceptive Content Licenses:					
	- ImageNow Server - Perceptive Content Client/WebNow Combo Licenses - Business Insight - iScript - Output Agent - Retention Policy					
	Scope of Work: Under the assumptions of the below SOW, vendor will provide technical, consulting, and project management services to meet the following objectives:					
	1. Perceptive Content (ImageNow) Version Upgrade ▪ **Upgrade Perceptive Content (ImageNow) from Version 7.1.5.1602 to Version 7.3.**					

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

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

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Vendor will provide technical and product consulting services to upgrade TAMUQs Perceptive 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 Perceptive WebNow that is being discontinued. · 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. ***Professional Services included in this scope are detailed in Line Item 1 below*** **Travel Expenses:** On-site travel is not expected for the projects. **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. **Payment Terms:** 100% Net 30 upon receipt of goods, invoice, completion of installation, acceptance, whichever is later.					
	1. Perceptive Content (ImageNow) Version Upgrade					
	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. 1.0 Project Planning & Solution Design 1.1 Project Planning & Administration - 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. · 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
	
	1.2 System Evaluation
	   - 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).
	       · 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.
	
	1.3 Request and Confirm any Required New Licenses
	   - 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.
	
	2.0 Configuration & Custom Development
	
	2.1 Deploy & Upgrade New (Pre) Production Environment
	   - 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.
	       · Vendor will support the database administrator to backup and restore the existing production database within the new pre-production environment.
	       · 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.
	
	2.2 Software and Component Upgrades
	  - The following software products, agents, and components will be upgraded as part of the scope of this engagement.
	     • 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
	
	2.3 Additional Software Components Upgrade
	  - The following software components will be upgraded:
	     • Perceptive Email Agent
	     • User Replication Agent
	     • Output Agent
	     • Business Insight
	     • Retention Policy Manager
	     • Document Filters
	     • Integration Server
	     • RabbitMQ
	     • Erlang Programming Language
	
	2.4 Perceptive Experience Content Apps 3.0 Implementation
	  - TAMUQ is current user of Perceptive WebNow and wants to be upgraded to Perceptive Experience Content Apps.
	     • 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.
	     • Perceptive Experience Content Apps will be deployed to users after the version upgrade is complete.
	
	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
	
	3.0 System Testing & Quality Assurance						

3.1 System Integration Testing
- 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.
   · 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.
 	
3.2 User Acceptance Testing (UAT)
- 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.
   · 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.
 	
4.0 Production Cutover and Go-Live Support
 	
4.1 Production Cutover
- 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.
   · 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. 4.2 Go-Live Support - Vendor will provide ad hoc go-live support following the production cutover for a limited amount of time. · 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. 4.3 Test Environment Migration - Vendor will work with the database and server administrator to backup new production environment and deploy to virtual or physical test environment. 4.4 Project Completion and Transition - 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. · Vendor will deliver the upgrade summary report which will include open issues and/or recommendations for system enhancement opportunities.					
1	Core Perceptive Content 7.1.5 to 7.3 upgrade	60	HRS	185.00	11,100.00	
2	Additional Components	30	HRS	185.00	5,550.00	
3	Perceptive Experience Content Apps 3.0 Implementation	40	HRS	185.00	7,400.00	
4	Project Management	20	HRS	185.00	3,700.00	

	2. Out of Scope Items					
5	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.					
	Total				$27,750.00	