



State of New Jersey

DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY
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February 11, 2026

To: All Interested Bidders

**Re: Bid Solicitation # 26DPP01244
T2659 – Maintenance and Operations (M&O) Support Services of Document Imaging
Management System (DIMS)**

Quote Submission Due Date: March 6, 2026 (2:00 p.m. Eastern Time)

Bid Amendment #1

The following constitutes Bid Amendment #1 to the above referenced Bid Solicitation:

- Answers to Electronic Bidder Questions submitted during the electronic Question and Answer period; and
- Optional Pre-Quote Conference Attendee List.

It is the sole responsibility of the Bidder to be knowledgeable of all of the additions, deletions, clarifications, and modifications to the Bid Solicitation and/or the New Jersey Standard Terms and Conditions relative to this Bid Solicitation as set forth in all Bid Amendments.

All other instructions, terms, and conditions of the Bid Solicitation shall remain the same.

Bid Solicitation # 26DPP01244
T2659 – Maintenance and Operations (M&O) Support Services of Document Imaging Management System (DIMS)

Answers to Questions

Where applicable, each question references the appropriate Bid Solicitation section.

Note: Some questions may have been paraphrased in the interest of readability and clarity.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
1	Quote Submission	Q. Please confirm a Bidder may deliver a hardcopy quote instead of submitting a response electronically. A. Please be advised that all Quotes shall be submitted electronically through NJSTART.
2	Quote Submission	Q. Should I check that I have properly completed and attached all of the required documents with my submitted Quote? A. Yes. Prior to the Quote Opening Deadline, a Bidder should review the documents comprising the submitted Quote to ensure that all of the required documents have been completed and attached. Oftentimes a Quote is deemed non-responsive because a Bidder fails to attach a required form or attaches a blank form. To review a submitted a Quote, a Bidder should log into NJSTART and review each document attached to the Quote submission. Instructions on how to review a submitted Quote can be found in the Quick Reference Guide entitled How to Review a Submitted Quote, which is available on the NJSTART Vendor Support Page under Vendor Reference Guides.
3	PDF Documents	Q. When trying to open a Portable Document Format (PDF), I am receiving an error message and am unable to access the PDF. How should I proceed? A. It is recommended that users utilize Microsoft Edge to view PDFs. Certain PDF forms cannot be opened in the Chrome or Firefox built in PDF viewers that are enabled by default. If using Chrome or Firefox it is recommended that the file is downloaded instead by clicking the download button in the upper right-hand corner of the browser after an error message is received. An alternative option is to disable the built in PDF viewers in Chrome or Firefox.
4	Exceptions	Q. Will the State allow Bidders to take exception to any of the Standard Terms and Conditions? A. As stated in Bid Solicitation Section 2.2, Exceptions to the State of NJ Standard Terms and Conditions (SSTC): "Questions regarding the State of New Jersey Standard Terms and Conditions and exceptions to mandatory requirements MUST be posed during the Electronic Question and Answer period and shall contain the Bidder's suggested changes and the reason(s) for the suggested change(s)." Moreover, as stated in Bid Solicitation Section 3.11, Bidder proposed terms or conditions that conflict with those contained in the State of New Jersey Standard Terms and Conditions may render a Quote non-responsive.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
5	Section 1.2 Background	Q. Can we get a recording of the optional Pre-quote conference? A. The optional Pre-Quote Conference recording will be released with the award file upon request after Notices of Intent to Award are issued.
6	Section 3.13 Forms, Registrations and Certifications to be Submitted with Quote	Q. Are Documents marked ‘required’ considered deliverables subject to acceptance criteria? A. The State cannot answer this question, as “acceptance criteria” is not a known term. Further, as indicated in Section 3.13, <i>Forms, Registrations and Certifications to be Submitted with Quote</i>, a Bidder is required to complete and submit certain forms. The instructions for submitting the required forms are outlined in Section 3.13 and corresponding subsections 3.13.1-3.27. Submissions required at the time of Quote submission are denoted with the term “shall,” and submissions required prior to contract award are denoted with the term “should.”
7	Section 3.13.8.1 Small Business and/or Disabled Veterans’ Business Subcontracting Set-Aside Contract	Q. Is small business set-aside a requirement of this RFP? A. No. Sections 3.8, <i>Small Business Set-Aside Contracts</i>, and 3.9, <i>Disabled Veterans’ Business Set-Aside Contract</i>, are not applicable to this procurement because this procurement is not a full Small Business or Disabled Veterans’ Business set-aside. This procurement is a subcontracting Small Business and Disabled Veteran-Owned Business set-aside, which makes Section 3.13.8.1, <i>Small Business and/or Disabled Veterans’ Business Subcontracting Set-Aside Contract</i>, applicable to this procurement.
8	Section 3.26 State-Supplied Price Sheet Instructions	Q. Please confirm whether Item 209-13 (Application Software, Servers) is intended to include professional services such as system maintenance, operations support, monitoring, and administrative support, or if pricing should be limited strictly to software licensing and/or server infrastructure. A. As indicated in Section 3.26, <i>State-Supplied Price Sheet Instructions</i>, the Bidder must submit its pricing using the State-Supplied Price Sheet accompanying this Bid Solicitation and located on the “Attachments” Tab. Price Line 1 is a firm-fixed all-inclusive monthly fee for ongoing maintenance and operation of DIMS, including travel and material costs. “Item 209-13,” under Price Line 8 in the item tab in NJSTART, is actually an NIGP class code designation and utilized to systemically create the bidding list. Q: Additionally, please clarify whether the Unit Cost should reflect an annual cost, total contract cots, or another defined pricing period. A: Bidders must submit a monthly fee for Price Line 1 as indicated in Section 3.26 and the State-Supplied Price Sheet attachment. Q: Finally, please confirm whether the Manufacturer/Brand/Model fields may be entered as “N/A Professional Services” if no proprietary software or hardware is being supplied.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		A: The State cannot answer this question since there are no manufacturer/brand/model lines on the State-Supplied Price Sheet. Bidders are reminded that they must fill out all price lines on the State-Supplied Price Sheet pursuant to the instructions in Bid Solicitation Section 3.26.
9	Section 3.26 State-Supplied Price Sheet Instructions	Q. For Item 209-13, please clarify how the listed Quantity of “1” and Unit of Measure “EA – Each” should be interpreted. Specifically, does this represent a single system, a single annual service unit, or another defined deliverable. A. Please see first response to Question #9. Q: Additionally, please confirm whether bidders may submit bundled pricing that includes multiple components (e.g., software, hosting, support, and maintenance) under a single line item, or if pricing must reflect a standalone component only. A: All pricing is to be submitted as outlined on the State-Supplied Price Sheet and corresponding instructions in Bid Solicitation Section 3.26, and are to be all-inclusive as noted in the applicable bid sections. Q: Please also advise whether functional equivalents or service-based solutions are acceptable in lieu of a named manufacturer or model. A: The contract is to support existing State-owned equipment.
10	Section 3.26 State-Supplied Price Sheet Instructions	Q. Please confirm the primary evaluation criteria that will be used to assess bids for Item 209-13, including whether price, technical approach, experience, or past performance are weighted equally or if any factors are considered mandatory for responsiveness. A. All responsive Quotes will be evaluated pursuant to Bid Solicitation Section 8.9, <i>Evaluation Criteria</i>. Q: Additionally, please advise whether bidders without prior State of New Jersey contract history may be considered responsive provided all submission, compliance, and technical requirements are met. A: Yes, Bidders without prior State of New Jersey contract history may be considered responsive provided all submission, compliance, and technical requirements are met. Q: Please also confirm whether failure to complete non-applicable fields (e.g., Manufacturer/Model for service-based offerings) may result in a bid being deemed non-responsive, or if “N/A” entires are acceptable. A: The State is unsure as to the meaning of this question, as there are no non-applicable fields, such as manufacturer/model, on the State-Supplied Price Sheet, and cannot provide a response based on assumptions.

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11	Section 3.26 State-Supplied Price Sheet Instructions	Q. Please confirm there is only one(1) tab in the current posted State Supplied Pricing Sheet. A. Yes. As indicated in Section 3.26, <i>State-Supplied Price Sheet Instructions</i>, the Bidder shall fill out the price lines on the State-Supplied Price Sheet, Section A: Ongoing Maintenance and Operation of DIMS Costs (Price Line 1), Section B: Labor Rates (Price Lines 2-16), and Section C: Maintenance and Operation for Additional DIMS Modules Costs (Price Lines 17-18 and 19), all of which are included on one (1) tab in the Excel spreadsheet.
12	Section 4.1 Overview	Q. Is this replacing a current service provided by a 3rd party vendor? A: Yes, this Bid Solicitation is for services currently provided by a 3rd party vendor.”
13	Section 4.1 Overview	Q. What is specifically meant in terms of the Contractors scope by the statement “the contractor shall support all hardware and software (including licenses)”? A: The Contractor shall be responsible for providing Maintenance and Operations (M&O) Support Services for the Document Imaging Management System (DIMS) using all hardware, owned by Office of the Information Technology (OIT) and administered by Department of Human Services (DHS), and software and its components owned and administered by the Department of Human Services (DHS), including Datacap licensing. DIMS system consists of IBM Content Manager and Navigator (ICN), Datacap and Content management components, custom code, AIX and Windows Server operating systems, and an Oracle relational database. The system utilizes IBM Content Manager as the document management platform, AIX as the operating systems, Windows operating system for the Datacap hosts, Oracle as the database, and Java as the programming language. DIMS operates within a three-tier application architecture consisting of CM8, Oracle, IBM Content Navigator, and Datacap. Middleware and database administration, as well as hardware and operating systems, is outside the scope of this contract and will be handled by the State or other contracted resources. Q: Please include a list of all hardware, software and Licenses A: Please refer to section 4.5 Technical Environment that details the Technology requirements with Current Applications Versions for DIMS-related products (Table 6), DIMS-Related Pre-Requisite and Co-Requisite Software Version Numbers (Table 7), and Application Versions for Software Used in Supporting DIMS (Table 8). Q: Where in the Pricing sheet should Hardware, Software and Lic. costs be captured? A: Administration of middleware, database, hardware, and operating systems is not included within the scope of this contract and will be the responsibility of the State or its designated contracted resources. All hardware is owned by OIT and administered by DHS. The software components are owned and administered by DHS. The price sheet captures three (3) components: Section A for ongoing DIMS maintenance and operations costs (Section 4.6); Section B for labor rates as specified

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		in Sections 4.3.2, 4.4.7, and 4.4.8; and Section C for maintenance and operations costs associated with additional DIMS modules (Section 3.26).
14	Section 4.2.1 Work Location	Q. Under Section 4.2 Contractor Logistics, specifically 4.2.1 Work Location, the RFP states that all work must be performed on-site at Quakerbridge Plaza. However, the section also notes that work may be performed remotely at the State's discretion. For this RFP, there are numerous subject matter experts required to ensure the success of the support. Travel for onsite work could become quite expensive. Would NJ accept remote support assuming all the employees are US based? A. Yes. As indicated in Section 4.2.1, <i>Work Location</i>, at the State's discretion, work may be performed remotely as long as the Contractor provides the remote workspace for the Contractor's DIMS M&O team. The current contractor is provided access through a Citrix solution that requires login into a physical machine. The team has access to the State email ID, Microsoft Teams, and OneDrive.
15	Questions (General)	Q. Can we get an extension on questions A. The State does not accept this proposed modification.
16	Q&A (General)	Q. Are exceptions to T&C required thru Q&A A. Please see response to Question #4.
17	RFP (General)	Q. Details to Q10 – bidder did not receive any information on the bid solicitation at the available date and do not have sufficient time to meet the Q&A deadline. Requesting two additional weeks. A. The State does not accept this proposed modification.
18	Exceptions (General)	Q. Clarification to Q11 – a) bidder does not have time to review and provide exceptions to the Terms and Conditions or the 1-9- Q&A deadline. Bidder has an agreed upon waiver to the State's T&C's. Can this agreed upon waiver be used as part of the bidder's response. b) If not, bidder requests and extension to provide exceptions to State Standard T&C's. A. The State does not accept this proposed modification.

Optional Pre-Quote Conference Attendee List	
Representative	Firm
John Bourdeau	enChoice®, Inc.
Nishit Dani	Global Solutions Group, Inc.
13153911010	Firm/Name Unlisted