

Alaska Department of Natural Resources
Division of Support Services

Request for Quotations (RFQ) # 10-011-20

Kofax Licensing and Support Agreement

Addendum One

Date of Issue: May 28, 2020

Addendum One provides changes to the RFQ and changes the deadline for submission of Quotes. This Addendum One is hereby made part of the RFQ and is a total of 2 pages.

Issued by:

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RFQ Closing Date:

The RFQ closing date is changing from May 28, 2020 to June 1, 2020 at 2:00 p.m. Alaska Standard Time

Change 1: This portion of 3. SERVICE RESPONSE TIME is being deleted in its entirety:

~~This contract requires a service telephone number, available 24 hours per day, seven days per week, with unlimited telephonic support. The maximum service response time is two working hours for initial phone call response. The service technician must be available, ready to fix it, within no more than four working hours from the time the DNR places the service call. The Contractor must make arrangements that permit the DNR to contact the service technician.~~

and is replaced with:

This contract requires a service telephone number, available during State Business hours, Monday through Friday, 7:00 a.m. through 4:00 p.m. Alaska Time, with unlimited telephonic support. The maximum service response time is two working hours for initial phone call response. The service technician must be available, ready to fix it, within no more than four working hours from the time the DNR places the service call. The Contractor must make arrangements that permit the DNR to contact the service technician.

End of Addendum One