



**AMENDMENT #1
INVITATION FOR BID
Corticon Maintenance Renewal IFB
Invitation for Bids # - BPM025176**

July 29, 2021

This Amendment is being issued to amend and clarify certain information contained in the above named IFB. All information contained herein is binding on all Offerors who respond to this IFB. Specific parts of the IFB have been amended. The following changes/additions are listed below; new language has been underlined and language deleted has been marked with a double strikeout (ex. ~~language deleted~~).

Corrections have also been made in the larger IFB document in **Scope or Work, Section 2.4, item #6.**
The last line in the Scope of Work has been deleted.

1. Amend Scope of Work as follows:

SECTION 2 — SCOPE OF WORK

Section 2.4: Scope of Standard Support

A. The following items will be covered as part of this support:

1. Product guidance

- Providing explanations & guidance of:
 - Standard product functionality
 - Intended use of functions
 - Coding techniques
 - Product capabilities
 - Configurations
- Diagnosing/troubleshooting warnings, errors and exceptions within Progress products or customer code made with Progress products.

2. Product defects and Enhancement requests

- Diagnosing and reporting bugs that appear to be in Progress products or Progress code.
- Diagnosing bugs in user-created files and source code generated using Progress products Customer shall isolate issue to a sample of reproducible files or code
- Suggests workaround for product defects where possible

- Providing information on scheduled versions to fix
- Facilitating access to service packs and hotfixes
- Providing guidance to log Enhancement Requests on Progress Community

3. Product, Compatibility and Version information

- Providing clarification of Platform Availability and product compatibility
- Provide information (where available) on planned platform certification
- Suggesting specific Progress products to accomplish specific goals

4. Performance related support

- Reporting of performance bugs in Progress products
- Providing general guidance on performance improvements (no system specific tuning)
- Some tuning for non OpenEdge Progress products

5. Remote assistance and Virtual Machines

- Providing remote assistance when needed. Customer will have the responsibility and control of the session.
- Diagnosing/troubleshooting customer issues in virtualized environment provided by customer where appropriate.

6. Working with Support

- Providing assistance on issues with:
 - SupportLink
 - Communities
 - Company websites
 - Download Center
 - ~~Providing support for Evaluation licenses for DataDirect Connector~~