

## **New York State Insurance Fund (NYSIF) Application Support for Adobe Experience Manager Forms Document Output and Print Solutions**

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**Title:** Application Support for Adobe Experience Manager Forms Document Output and Print Solutions

**Contract Number:** TBD

**Contract Term:** Three Years

**Opportunity Type:** General

NYSIF is seeking proposals from qualified firms capable of providing Application Support for Adobe Experience Manager Forms Document Output and Print Solutions. NYSIF recently completed a custom migration to AEM Forms and is seeking ongoing support for the solution.

**The following are the minimum requirements and potential bidders must be able to provide supporting documentation that all requirements can be met:**

- North American Based Application Support Service support for custom built AEM FORMS OSGI solutions
- Adobe Gold Partner
- Specialization in Adobe Experience Manager Forms
- North American based Product Support for Adobe Experience Manager 6.x
- North American based resources for consulting services, training and support
- Address environmental support issues (platform, network, OS versions, configuration, and security concerns)
- AEM Patching support
- 24/7 support for critical production issues

NYSIF is seeking a three-year term.

All amendments, clarifications and any announcements related to this procurement will be posted on NYSIF's website at: [www.nysif.com/procurement](http://www.nysif.com/procurement). It is the sole responsibility of the bidders to check the website for any amendments, clarifications or updates. All applicable amendment information must be incorporated into the firm's proposal. Failure to include this information in your proposal may result in the proposal being deemed non-responsive.

Interested firms must submit supporting documentation that they meet all of the requirements and details listed above.

Interested firms should email [contracts@nysif.com](mailto:contracts@nysif.com) by 2 pm EST on 3/18/2021.

Pursuant to State Finance Law § 139-j and § 139-k, this solicitation includes and imposes certain restrictions on communications between NYSIF personnel and a prospective bidder during the procurement process. Designated staff for this solicitation is Vincent Ginardi & Heather Baumann, NYSIF, PO BOX 66699, Albany NY 12206, [contracts@nysif.com](mailto:contracts@nysif.com). Contacts made to other NYSIF personnel regarding this procurement may disqualify the prospective bidder and affect future procurements with governmental entities in the State of New York.

NYSIF is committed to achieving its goal of increasing opportunities for New York State Minority and Women's Business Enterprises (M/WBE) and Service-Disabled Veteran Owned Businesses (SDVOB). Any company that feels it may meet the state requirements for MWBE certification but has not done so already is also encouraged to visit the NYS Empire State Development website at <http://www.esd.ny.gov/MWBE.html> for more information. We encourage any firm that believes it meets the state requirements for SDVOB certification to visit The Division of Service-Disabled Veterans' Business Development within the NYS Office of General Services (OGS) at <https://ogs.ny.gov/Veterans/>.