



Documentum Licenses SOW

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1 Introduction

This document is designed to serve as a reference for any proposed modifications to the contract and solution, and typically forms the basis of the agreement between the International Criminal Court (ICC) and the supplier regarding the contents of the product that is going to be provisioned. It should, in so far as it is possible at this stage, accurately and completely represent the requirements.

2 Background

ICC is considering implementing Documentum ECM for the purposes of supporting judicial processes and is planning to leverage the Legal Workflow solutions built by its sister tribunals. Based on our understanding of the Legal Workflow solution, the ICC would be required to purchase the necessary licenses to be able to operate the following modules:

- Documentum Content Server
- Trusted Content Services
- Document Image Services
- Business Process Integrator
- xCP Platform
- xPlore Search Engine
- ADTS
- Documentum Administrator
- Brava
- xCP Designer, Composer
- Content Trans Services Document
- xCP User

3 Statement of Work

The purpose of this document is to outline the number of licenses needed by ICC per type of user license throughout the five-year rollout period, determine the cost per type of license and the corresponding support and maintenance costs. The intention is to purchase licenses per year based on the table below.

Type of License	2019	2020	2021	2022	2023
Developer	5	5	5	5	5
Administrator	3	3	5	5	5
Read-Write	0	200	700	750	750
Read Only	100	100	250	250	250
Growth per year	-	200	652	50	0
Total Licenses	108	308	960	1,010	1,010

4 Detailed Requirements

1. Please list the licenses required for the above modules, indicating the type of licenses as identified in the table in Section 3 and whether the licenses are perpetual or subscription. ICC intends to have an on-premise solution so indicate if this impacts the types of license required. Your response should list the licenses for the modules above and the description of functions per type of license.
2. The Court is planning to follow best practice to build three environments: development, test and production. Include in your response any prerequisites, licensing or otherwise, for setting up a development and test environment.
3. Specify details of what services are provided by Open Text to initiate and complete the installation of the development and test environment. The proposal should clearly indicate if this is provided as part of the initial license purchase or if there is an additional professional services charge.
4. Provide information and pricing regarding the different types of maintenance and support options that your company offers. Do include information on the below items per option:
 - a) Hours of support
 - b) Response time to tickets
 - c) Escalation process
 - d) Availability and frequency of health checks
 - e) Availability of training for standard functionalities arising from new releases, upgrades, etc., that are included in the package
5. Please include in your response information about your license model, pricing options, including license bundling and details of applicable public sector discounts, particularly for multi-year agreements.
6. If you have an existing Master Services Agreement with a UN agency, please indicate this in your proposal and which organisation this is with.
7. In order for the Court to assess the long term viability of Documentum as the platform to build the customised solution for ICC judicial processes, information on the Documentum product roadmap is required, specifically:
 - a) Product development for the base xCP platform
 - b) Product roadmap for the other core components such as Brava

- c) Release schedule for upgrades and patches for the next 3 years
 - d) Support schedule for current and planned upgrades for the next 5 years
8. Please confirm that Documentum will be supported by OpenText as a platform for at least 10 years; and ICC will not be forced to migrate to another platform of Open Text's preference.

5 Technical requirements:

1. Specify all solution architecture requirements for the supporting infrastructure including the supported versions for the Documentum base platform and the additional modules required by the ICC.
 - a) Please provide supported server OS and two major supported windows versions or Linux operating system. ICC prefers Windows operating systems.
 - b) Please provide the virtual environment that is supported, ICC supports only VMware from version ESXi 6.5 and above.
 - c) What database backend platform does the software support, ICC supports SQL Server from SQLServer 2016 and above, Oracle 12c and above.
 - d) Please specify high availability options provided by Documentum platform, and indicate if extra licensing is required for it.
 - e) Please confirm if the software offers interoperability standard API's like RESTful.
 - f) Please confirm the supported versions of Java.
 - g) Please confirm the solution allows SCCM packaging and deployment where applicable.
 - h) Please provide the technical requirement on the web server if applicable and the supported versions.
 - i) Please confirm if solution supports encryption, both at rest and in transit and the type of encryption that is possible.

6 Commercial Proposal Template

Please submit filled in commercial proposal separately to ICC Procurement.