



Delaware Health
And Social Services

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

Date: August 21, 2009

HSS 10 006
DACSES REPLACEMENT PROJECT
FOR
DIVISION OF CHILD SUPPORT ENFORCEMENT
Date Due: September 10, 2009 11:00 AM EDT

ADDENDUM #2

PLEASE NOTE: THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED BID

1. DACSES REPLACEMENT RFP Q&A
2. DACSES PROJECT TECHNICAL REQUIREMENTS (SECTION 4.6 ADDENDUM)

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**Questions & Answers
for
DACSES Replacement RFP (HSS-10006)**

August 24, 2009

1. In the document it mentions that Delaware will be procuring IV&V and QA services in support of this project. When these RFPs are expected to be released?

Response. The QA RFP was released on July 27. The IV&V procurement will be handled by the State Auditors office and at this point DCSE has no information about an RFP for that contract.

2. Is there any information that can be provided as to the extent of programming efforts that will be necessary for this project? Did the feasibility study or anyone from the State determine what development effort and/or programming modifications are necessary to customize ARCSIS application for Delaware?

Response. The programming efforts for this project should be estimated by the vendors using ARCSIS Source Code and DACSES Re-engineering Requirements provided in DVD at Bidders' Conference.

3. Sec 1.2 – The RFP refers to the “...transfer of the Arkansas (ARCSIS) system”. It appears this is a system the State of Arkansas had written specifically to meet its requirements, and not a commercial off the shelf system? If so, have any other states “transferred” this system in since its inception in Arkansas?

Response. That is correct. The ARCSIS system has been transferred to Michigan and New Jersey and was chosen for transfer as it closely matches to the requirements for Delaware DCSE.

4. Sec 2.5.2 and Sec 3.2, Figure 2 – The RFP indicates that Ciber was selected to provide project management services. Are the 2 positions on the Project Organizational Structure on p. 23 that Ciber will be filling the “Project Manager” and the “Project Control Administrator”? Will Ciber staff members fill any additional roles?

Response. Ciber's role as project manager is clearly stated in the RFP.

5. Throughout the RFP, there is reference to bidders submitting resumes for a “Project Manager” position. Is this in addition to the Project manager position that is already filled by Ciber? If so, where does it fall on the Org chart?

Response. Resumes requested in the RFP are resumes for key positions who will be working for the implementation vendor to manage the vendor's development and implementation effort. The CIBER project manager will manage the project on behalf of the State's Project Management Office.

6. Sec 3.2.5.3 – Under “Other Senior State Project Staffing Resources” the RFP indicates “The State plans the following staffing resources...”. It also states “.....these positions may be filled by contractors, depending on need.” Is there any clarification that can be given as to which positions are intended and expected to be filled by contractors?

Response. The successful bidder for RFP will not be permitted to provide any of the staffing resources for the State’s project management organization.

7. Sec 3.2.5.4 – Under “Other Key State Functions” – is there any clarification that can be given as to which positions are intended and expected to be filled by contractors?

Response. See response to question 6 above.

8. Sec 4.2 – How do the staffing requirements line up with the Organizational Structure outlined in Sec 3.2, Figure 2? Some of the positions for which resumes are being requested do not match up with the position names on the organization chart and vice versa.

Response. Resumes requested in the RFP are for key positions who will be working for the “Implementation Vendor”. All positions shown in Project Org Chart are “State” positions, in the State’s Project Management Office. Implementation Vendor should propose an “Organizational Chart” which complements the “State Project Organizational Chart” and describe how they intend to interact with “State Staff” during the implementation of the project.

9. Sec 4.2.1 – How many Help Desk Analysts are required?

Response. The help desk design and staffing should be proposed as part of the vendor’s solution.

10. Sec 4.2.2.3 – The RFP refers to the vendor securing a project site to house contractor staff and approximately 40 State project staff. Where do the 40 State staff members fit into the organization structure? Are some of them staff members who may have day to day responsibilities that will not directly tie to the project, but who will, during the course of the project, be involved at some level? Or are all of these staff members going to be working closely on the project day in and day out?

Response. The State will have a management team to perform the State's responsibilities as indicated in the RFP. The Vender must propose a vendor organization that is adequate to perform the vendor's responsibilities as described in the RFP. Both teams will be housed at the same project site for the duration of the project.

11. Sec 4.2.4 – PMP certification required – Is this only for the requested “Project Manager” position?

Response. Yes.

12. Sec 4.6.28 – Please clarify the need for the system to “report problems to the Help Desk automatically”.

Response. The intent is for the new system to automatically open a new ticket in the current DHSS Help Desk system when issues are identified by the new system after implementation. DCSE staff will continue to use the DHSS Help Desk system after implementation of the new DCSE system. Bidders may propose an internal project issue tracking solution during the development and warranty phases.

13. Sec 4.6.32 – Disaster Recovery requirement – Whose ultimate responsibility is the DR component?

Response. DACSES Replacement Implementation Vendor is responsible for providing Disaster Recovery Solution and implementing the solution. Disaster recovery deliverables are listed as part of “Implementation Vendor” deliverables in section “4.11 Itemized Deliverables”. In their proposal, bidders must provide high-level Failover and Disaster recovery plans and how they will test these capabilities during the acceptance testing phase.

14. If bidder has no experience in implementing an OCSE compliant Child Support Enforcement System, will the bidder automatically be removed from consideration for all possible contractor roles?

Response. No

15. It is my understanding all questions and responses will be posted on the website by Thursday, August 20, 2009. Is it correct to assume that if the answers are available before then, that the responses will be posted before hand?

Response. The responses to all questions will be posted at the same time as soon as they are completed, but after the closing date for the submission of questions, August 13, 2009.

16. I have seen nothing in the RFP document that specifically requests an on-site support presence in each of the three counties during the rollout of the new replacement system. Does the State plan to have any on-site support in each of the counties? Should this support be included in this RFP response?

Response. Yes

17. RFP Page 21, 2.7.1, Information Resources Management (IRM), This RFP Section indicates that *“IRM will provide DCSE management with staffing resources, consulting, support, and technical advice...”* Has IRM specified an FTE level for resources dedicated to the DACSES replacement project? If so, can DCSE please provide the IRM FTE levels by roles?

Response. No. IRM resources are part of state implementation resources and they are not available to the vendor.

18. RFP Page 22 and 26, 3.1, Overview of State Responsibilities, and 3.2.5.4, Other Key State Functions, This RFP Section indicates that *“The DCSE plans a significant commitment of its staff to work with the Contractor...on a day-to-day basis.”* RFP Section 3.2.5.4 provides information on the other key State resources that DCSE plans to make available. Can DCSE please provide information regarding the FTE level of each position? In addition, does DCSE plan to make other resources available, and if so, what are the roles and FTE levels for those resources?

Response. No. DCSE resources are part of state implementation team and will not available to the vendor to complete tasks that are the responsibility of the vender.

19. RFP Page 27, 3.3.1, State Review and Approval Timeline, RFP Section 3.3.1 states that *“The State reserves the right to extend the ten (10) State business day requirement for review and comment on any revised deliverable”* and further states that *“the total number of days for all extensions to review revised deliverables shall not exceed twenty-five (25) State business days.”* Please clarify if the maximum time allowed for review of revised deliverable is a total of 25 business days (the initial 10 business days plus 15 additional business days).

Response. DHSS has requested this timeframe for serial deliverable review. A maximum of 25 state business days is a reasonable goal for most deliverables on this project to keep the project on schedule. Timely deliverable review is a very high priority for the State. It is possible that some deliverables however may take longer than this for State approval.

Exceeding this timeframe will under no circumstances constitute implicit state approval of a deliverable.

20. RFP Page 35, 4.2, Staffing Requirements, This RFP Section contains Figure 3, Contractor Key Staff Job Responsibilities, which refers to a *“Technical Design Manager”* within the project responsibility description for the Contractor Developer Manager. This position is not referenced anywhere else within the RFP. Please indicate if this is an invalid reference. If not, please provide a description for this role.

Response. Technical Design Manager is a State position. The Contractor Development Manager, who is part of the vender’s team, will work with State’s Technical Design Manager. Refer to Project Organizational Structure on page 23, and the response provided to question 8.

21. RFP Page 44 and 165, 4.4, Requirements to Comply with HIPAA Regulations and Other Standards and 8.7, Appendix G – Mandatory Requirements Checklist, Item #19, RFP Section 4.4 and RFP Section 8.7, Appendix G, Item #19 state that the Contractor must comply with HIPAA regulations and requirements. Please confirm that the specific compliance requirements will be defined in a Business Associate Agreement to be executed by the parties.

Response. If there are any HIPAA regulations applicable to this engagement, they will be discussed during contract negotiations.

22. RFP Page 44 and 187, 4.4, Requirements to Comply with HIPAA Regulations and Other Standards and 8.19, Appendix S – IRS Publication 1075 – General Services, RFP Section 4.4 discusses the IRS Publication 1075 which is included as Appendix S in RFP Section 8.19 but does not call for its inclusion in the proposal submission. Can the State confirm if they would like us to include Appendix S with our proposal submission or if this form would be completed during contract signing? If it is to be included, can we assume it should appear in our response to RFP Section 4.4?

Response. These forms will be signed with the contract.

23. RFP Page 45, 4.6, Technical Requirements, This RFP Section states that we *“must address in detail the following technical requirements, to include the detail provided in DACSES Re-engineering Requirements...”* (DACSES Re-engineering Requirements were provided at the Bidders’ Conference). If the Re-engineering Requirement IV.F, Customer Service (numbers 1-3) is still within the scope of this contract, can the State clarify where this requirement should be addressed within the RFP Section 4.6, Technical Requirements?

Response. The Customer Service requirements should be addressed with requirements in section 4.7 Functional Requirements.

24. RFP Page 49, 4.6.24, Capacity for Growth, RFP Section 4.6.24 provides child support caseload growth “during the last five years”. However, the statistics provided are for the years 2002 through 2006. Can the State provide more current caseload growth statistics, i.e., through 2008, in order for vendors to provide accurate hardware sizing?

Response. The number of open cases for 2007 is 59,192 and for 2008 is 67,869. Only IV-D cases are included in these statistics.

25. RFP Page 50, 4.6.28, Help Desk – Problem Tracking and Reporting, What Help Desk software is the State currently using?

Response. See response to question 12

26. RFP Page 50, 4.6.28, Help Desk – Problem Tracking and Reporting, Can DCSE please elaborate on the requirement “*The Help Desk software must be integrated with the system to allow this interaction?*”

Response. See response to question 12

27. RFP Page 50, 4.6.30, System Backup, Does the State expect vendors to utilize the State's existing backup tools and infrastructure to backup servers for the DACSES Replacement system?

Response. State expects vendors to use existing backup tools and infrastructure for servers located in State’s environment. If the Bidders determine that available tools may be inadequate, the bidders may propose any additional required tools. The same backup tools and infrastructure should be used for the servers located at the project site. Bidders proposing alternative arrangements must describe these in detail and supply appropriate justification.

28. RFP Page 51, 4.6.32, Disaster Recovery, Does DCSE have a separate disaster recovery site for the current DACSES system? If so, can the current disaster recovery site be used for the DACSES replacement system?

Response. Yes and Yes.

29. RFP Page 51, 4.6.32, Disaster Recovery, What are the Recovery Time Objective (RTO) standards for disaster recovery for the current DACSES system and for the DACSES replacement system?

Response. State is in the process of defining continuity of operations plan (COOP) which provides RTO details. The details will be provided to the successful bidder.

30. RFP Page 51, 4.6.34, Data Conversion – Other Systems, How many other systems are expected to be part of data conversion scope for the DACSES

replacement system? Please provide any additional information available on the volume of the data to be converted (e.g. number of tables, size of tables in Megabytes, etc).

Response. A list of offline databases (spreadsheets and MS Access tables) that need to be converted are available in Appendix O – Inventory of DACSES interfaces. All the offline databases will be less than 2% of the DACSES database data which needs to be converted.

31. RFP Page 51, 4.6.34, Data Conversion – Other Systems, How many years of historical data exist in the current DACSES system; and of that data, how many years are required to be converted to the DACSES replacement system?

Response. 20+ years of historical data. The data that needs to be converted will be determined during the design sessions.

32. RFP Page 53, 4.6.35.6, Contractor-Provided Project control Structures Software, Bullet H, Central Project Repository Software, Does the DCSE current SharePoint portal have capabilities to capture action items, issues, and risks that the vendor would be able to utilize?

Response. Yes. The PMO vendor currently provides the project SharePoint portal.

33. RFP Page 53, 4.6.35.6, Contractor-Provided Project control Structures Software, RFP Section 4.6.35.6 states that all project control structure software “shall be conveyed to the State, consistent with the licensing provisions referenced in this document, at the end of the project period. Costs for such software, including post-project licensing requirements must be included in the Business proposal consistent with the provisions of Section 6, below.” Given the COTS nature of these applications, will the State please confirm that all transferred software will be subject to normal licensing terms mandated by the manufacturers? As a way to reduce costs on this project, will the State allow the successful vendor to leverage corporate tools that are non-transferable to the State at the end of the term?

Response. With prior approval from the State, the vendor may leverage corporate tools only if they will not be necessary for post-warranty maintenance activities. At the conclusion of the warranty period all software necessary for maintenance and ongoing support will be transferred to the State.

34. RFP Page 57 and 181, 4.7.8, Locate Data Management and 8.15, Appendix O – Inventory of DACSES Interfaces, Please clarify which interfaces included in Appendix O specifically relate to this requirement. Also, please confirm that

this requirement does not refer to interaction with any systems beyond those specified in Appendix O.

Response. The following interfaces are part of Locate Data Management module: Division of Motor Vehicles (DMV), Employer/New Hire Interface, Federal Case Registry Interface, Interstate Case Registry / CSENet, Interstate Unemployment Intercept, IRS Intercept Processing, IV-A Updates, National Directory of New Hires (NDNH), Office of Vital Statistics, Participant Medical Support Management, State Employment Security Administration, State Licensing Agencies, Title XIX Updates, Unemployment Compensation Intercept Processing, Credit Bureau Details, Public Utilities Data Match (PUDM), Department of Natural Resources and Environmental Control (DNREC), Master Client Index (MCI), Department of Labor (DOL), DELJIS data, Financial Institutions Data Match (FIDM), Department of Professional Licensing, Real/Personal Property Index, National Medical Support Network, USPS – Address Verification and Change of Address, Electronic Parent Locate Network, Child Support Lien Network, and Federal Department of State (Passport).

No, we cannot confirm the list of interfaces. DCSE might change the list of interfaces during the course of the development of the project.

35. RFP Page 58, 4.7.14, Imaging, Can DCSE please provide detailed information on the imaging system currently operating in the SDU including functionality that the new child support system must interface? We also request DCSE to provide the detailed interface requirements with the current SDU imaging system. Can DCSE also provide the following information for the imaging requirements for the new DACSES replacement system:

Response. The DACSES Replacement system will not interface with the SDU imaging system. The OPEX 3690i (hardware) scanner is available in the New Castle county office for scanning documents for DACSES Replacement system at that location. Refer to “Figure 2: Document Imaging System (DIS) Production Environment” in DHSS IT Environment Standards document for more details. Figure 2 will be provided to bidders with RFP Addendum 3 via encrypted e-mail. The SDU system is only to be used for remittance processing and correspondence. Any other documents to be scanned will utilize the DHSS standard FileNet solution being developed for DHSS.

- Is the system expected to accept both incoming and outgoing correspondence?

Response. Yes. In addition, the system needs to capture images of system generated correspondence.

- Is the vendor expected to bid scanning equipments?

Response. Yes. The OPEX 3690i scanner (hardware) in the New Castle county office is available for scanning documents for the DACSES Replacement system. Vendor is responsible for bidding on scanning equipment for the DCSE locations in Sussex and Kent counties.

- How many images per day and per location are expected to be scanned?

Response. Metrics for case correspondence are not available to estimate number of pages that will be scanned per day.

36. RFP Page 60, 4.8.1, Management of the Project, Bullet A, Contractor Management Responsibilities, bullet #10, Please clarify to what extent the contractor must participate in IV&V functions?

Response. Key project leaders may be interviewed by the IV&V team every 6 months during the project. The IV&V team will randomly audit a project related documentation maintained by both the state and the vender. The IV&V audits will last about 10 days every 6 months for the life of the project.

37. RFP Page 61, 4.8.1.1, Establishment, Management and Maintenance of the project site #3, RFP Section 4.8.1.1 says that the *"project site will remain in full operation until the Warranty Phase of the Project, at which point the project site will be phased out."* Please indicate if it is the State's expectation that the project site will be phased out at the beginning or the end of the Warranty Phase.

Response. State's expectation is that Vendor will remain onsite until the end of Warranty Phase. If possible the project site may be scaled down to accommodate only those staff that must remain until the end of the warranty period

38. RFP Page 63, 4.8.3, Quality Assurance, Bullet A, Implementation Contractor QA Responsibilities, bullet #1, This RFP Section requires the vendor to “Develop an overall software quality assurance plan.” Do IRM and/or DCSE have any formal QA procedures or methodologies that must be followed? If so, can these be made available to bidders?

Response. Refer to RFP section 4.3 and Appendix D for details.

39. RFP Page 66 and 96, 4.8.5, Analysis and Design and 4.11, Itemized Deliverables, This section of the RFP indicates that the Training and Testing Plan deliverables are due as part of the Design and Analysis phase. RFP Section 4.11 indicates that a “Test Management Plan” and a “Training Management Plan” are required as part of the Planning Deliverables. Can the State please clarify in which phase the Training and Testing Plan deliverables are required?

Response. RFP Page 66 defines State and Vendor responsibilities for each deliverable. In section 4.11-Itemized Deliverables, describes deliverables listed.

40. RFP Page 68, 4.8.7, Legacy Data Conversion, Does DCSE take regular backup of legacy data as well as data from other systems/platforms? Will that extract be available for initial data conversion efforts?

Response. Yes. The DACSES database is backed up daily. A copy can be made available for conversion

41. RFP Page 68, 4.8.7, Legacy Data Conversion, Do the State systems have capability to provide incremental data updates after a certain benchmark?

Response. No. The DACSES database is backed up daily. A copy can be made available for conversion. Special extract routines can be written by the vendor for this purpose.

42. RFP Page 68, 4.8.7, Legacy Data Conversion, Does the State expect the Data Conversion team to de-identify converted data to protect personal information for use during unit test/system testing?

Response. Yes.

43. RFP Page 72 and 46, 4.8.9, Acceptance and Distribution Testing, and 4.6.3, Application Environments, RFP Section 4.8.9 specifies the need to establish a “*special test environment...for the Distribution Testing process.*” Please clarify if this environment is in addition to those specified in RFP Section 4.6.3 or if this environment is combined with one of the environments defined within RFP Section 4.6.3 (such as the User Acceptance Test environment).

Response. This is envisioned to be a separate additional test environment.

44. RFP Page 73, 4.8.10, Statewide Implementation, Please define the Help Desk software to be utilized by the State in the provision of Level 1 Help Desk support in connection with the Statewide Implementation.

Response. See response to Question 12

45. RFP Page 75, 4.8.12, Warranty and Post-Implementation Support Period, RFP Section. 4.8.12 states that “*The Contractor shall warranty the system against any defects for a period of 12 months from the State’s formal acceptance of the system and the implementation of the system into full production.*” It is our assumption that implementation delays that are outside of the vendor’s control should not be grounds for postponing the warranty period. Accordingly, will the State consider the following modification to the aforementioned provision? “*The Contractor shall warranty the system against any defects for a period of 12 months from the State’s formal acceptance of the system when the State receives beneficial use thereof.*”

Response. No.

46. RFP Page 77, 4.8.13.1, Training Location/Classroom Facilities, RFP Section 4.8.13.1 requires that training facilities must be selected within 10 miles of each child support office. To ensure that adequate classrooms are identified, how many individuals from each child support office will be available to attend training at any one time? Also, please indicate the State’s expectation on when training will occur (i.e., during normal business hours or outside of normal business hours)?

Response. DCSE has an 18 seat training lab available in the New Castle County office and DCSE will assist vendor in identifying additional training facilities throughout the state. Training class size can be as large as 30. All training sessions should include hands on activities in the proposed DACSES Replacement system. Employees are available for training during the normal business hours.

47. RFP Page 78, 4.8.13.4, Training Scope, RFP Section 4.8.13.4 indicates that *“Bidders should base their training costs on a total of approximately 300 users”*. Please provide the number of employees requiring training at each DHHS location. Additionally, please provide the breakdown of users at each location by job function (e.g., supervisor, worker, etc.).

Response. Training on the implemented system is required for approximately 300 employees and users including staff of Family Court, and the Department of Justice. These employees are located in New Castle (246), Sussex (27), and Kent (27) county offices of DCSE. Majority of these users will be in New Castle County. The Customer Service unit is also located in New Castle County and staff for this unit is included in these numbers.

48. RFP Page 78, 4.8.13.4, Training Scope, Please define the number of State employees that require technical training, including where these employees are located and the type of technical training required. Also, please indicate if these employees are part of the 300 employees defined in RFP Section 4.8.13.4 or if they would be in addition to the 300 employees.

Response. Yes, they are part of 300 employees. There are approximately 20-30 staff requiring technical training. The type of technical training is dependent on the solution and tools proposed by the Vendor. State expects Vendor to train the technical staff on administration and maintenance of the DACSES Replacement system and any tools proposed for the system.

49. RFP Page 83, 4.9.3, Proposed Modifications to Phases, Deliverables and/or Milestones, Will the State allow for progress payments on the larger program phases, such as phases 3 through 9?

Response. No. Payments will be made to the bidder after the successful completion of the phases. Bidders can suggest different phases for the implementation.

50. RFP Page 97 and 66 and 87, 4.11, Itemized Deliverables, Various Subsections and 4.8.5, Analysis and Design and 4.9.4, Narrative of Project Phases, Phase 3, There appear to be some discrepancies regarding when testing plan deliverables are due. Specifically:

- RFP Section 4.11.B.n lists the *Test Management Plan* as the only test-related deliverable required during the Planning Phase. Additional testing-related plans are required in RFP Section 4.11.G (*Development and Unit Testing Plan, Ease of Use Development Plan, Ease of Use/Test QA Plan, Security Test/QA Plan*); RFP Section 4.11.H (*Integration, System and Performance Test Plan, Ease of Use Test Plan, Security Test Plan*) and RFP Section 4.11.I (*Acceptance and Distribution Testing Plan*).
- RFP Section 4.8.5 requires the contractor to *Prepare the Testing Plan deliverables* during the Analysis and Design Phase. In RFP Section 4.11, however, there are no testing plan deliverables listed in subsections C – Analysis and Design Functional Design Deliverables or D – Analysis and Design Technical Design Deliverables.
- In RFP Section 4.9.4, Phase 3, the description of the Analysis and Design Phase does not indicate that any testing activities are required during this phase.

Could DCSE please clarify what testing plan deliverables are due during the Planning Phase, what testing plan deliverables are due during the Analysis and Design phase, and if testing plan deliverables are due during any other phase?

Response. The only deliverable related to testing that is part of the Planning Phase is the Test Management Plan.

51. RFP Page 113, 6, Bidder Instructions, RFP Section 6 states *“The proposal must be submitted in eight (8) separate, sealed volumes bound separately and submitted under separate cover, as follows:”* In the details that follow, the State calls for ten (10) copies of Volume 1 and ten (10) copies of Volume 2. Can the State confirm that they would like a total of ten (10) copies of each Volume, comprised of three (3) signed originals and seven (7) copies?

Response. Yes

52. RFP Page 113, 6, Bidder Instructions, We recognize the State has required Two CD-ROMs for the Technical Proposal and Two CD-ROMs for the Business Proposal. In addition the State has requested a CD Directory in .doc format and the Project Plan in .mpp format. Please clarify this requirement concerning RFP Technical Proposal .doc and .pdf knowing that some of our source documents / forms are not available in .doc format.

Response. Proposals should be provided in both .doc and .pdf formats.

53. RFP Page 122 and 183, 6.14.6, Staff Qualifications and Experience (Section F) and 8.16, Appendix P – Sub-Contractor Roster, RFP Section 6.14.6 states *“If a*

Bidder is including subcontractors in their proposal, the Bidder shall include the following information in their proposal:

- *In the format provided in Appendix U:*
 - *The name, address and phone number of each sub-contractor entity*
 - *The percentage of contractor work planned for each subcontractor as represented by the percentage of the total contract bid price and as a percentage of the total contract labor hours*
 - *A description of the subcontractors planned role or function on the project”*

Please confirm that the reference to Appendix U is actually referring to RFP Section 8.16 Appendix P, as there is no Appendix U contained within the RFP and the requested information appears to match the requirements of Appendix P. If there is an additional Appendix U required, please provide a sample of Appendix U and clarify where Appendix P should be included in our proposal submission.

Response. Yes. Please note the correction to RFP, Appendix U referred on page 122 of RFP is Appendix P – Sub-contractor Roster.

54. RFP Page 144, 8.3, Appendix C – Standard Departmental Contract, Section B.10, This RFP Section states that *“The Contractor agrees to provide to the Divisional Contract Manager, on an annual basis, if requested, information regarding its client population served under this Contract by race, color, national origin or disability.”* Please clarify the client population being referred to.

Response. This clause is not applicable to this contract.

55. RFP Page 148, 8.3, Appendix C – Standard Departmental Contract, Section C.5, This RFP Section states that *“Contractor shall also maintain the financial information and data used by Contractor in the preparation of support of its bid or proposal”* and that the Department can access such records by way of the audit provision. The disclosure of financial records used in preparation of a bid would require the Contractor to disclose proprietary pricing methodologies, including confidential information concerning G&A and mark-ups. Such information would subsequently become discoverable by competitors by way of public disclosure laws. Given the fixed price nature of this agreement, would the State consider the following modification to the aforementioned provision? *“Contractor shall also maintain the financial information and data **required to ensure compliance with the payment provisions of the Contract** used by Contractor in the preparation of support of its bid or proposal.”*

Response. State will discuss this provision with the successful bidder.

56. RFP Page 149, 8.3, Appendix C – Standard Departmental Contract, Section D.1, Please provide vendors with a copy of the following DHSS Policy Memoranda:

PM #46, effective 3/11/05; PM #40, effective 3/10/08; and PM #36, effective 9/24/08.

Response. The policy memorandum #36, #40, #46 will be provided as attachments to this document. DHSS Policy Memorandum #36, effective September 24, 2008 is Standardized Requirements during the Development Phase of Community Based Residential Homes for the DHSS/Division. DHSS Policy Memorandum #40 effective March 10, 2008 is Criminal Background Check Policy- Long Term Care Facilities, and DHSS Policy Memorandum #46 effective April 18, 2008 is Injury to Clients.

57. RFP Page 175, 8.10, Appendix J – Bidder’s Signature Form, Can the State verify that the three lines, as titled below, are not applicable to the DE CSES bid? If they are applicable can the State clarify what information it required for each line?
- Delivery Days/Completion Time
 - F.O.B.
 - Terms:

Response. These are not applicable for this procurement.

58. RFP Page 11, DACSES Reengineering Federal Feasibility Study, IV.A.1, Automated Referral Processing, bullet #8, This requirement states, *“Collecting born of a marriage and paternity status information for each of the children.”* Does “collecting” refer to an automated interface mapped to specific data elements in the system or just the ability to manually enter this information?

Response. Both

59. RFP Page 15, DACSES Reengineering Federal Feasibility Study, IV.A.7, Employer Management, This requirement states, *“This system must interface with the Delaware Department of Labor to establish and maintain an employer table.”* The word “establish” implies there is not an existing employer table in DACSES. Is this correct? If an employer table already exists in DACSES, how in sync is current DACSES employer data with Delaware Department of Labor and the Federal Case Registry?

Response. DACSES has an employer table and it is synchronized every quarter with the Delaware Department of Labor. The data could be 6 months old. Employer table is not synchronized with Federal Case Registry.

60. RFP Page 16, DACSES Reengineering Federal Feasibility Study, IV.A.9, Application Form Generation This requirement states, *“This functionality must*

provide for capturing a digital signature and for printing the document with signature or storing the document to the imaging system.” The obtaining of a digital signature generally requires an electronic signature pad for the applicant to sign for the signature to be affixed to electronic application. Please clarify where the State requires digital signature capability be included. Will it be at each local office? How many locations? How many devices per location?

Response. The number of office locations and anticipated number of users for the new system are clear in the RFP. State expects Vendor to propose solution for this requirement that is in compliance with State Standards.

61. RFP Page 16-17, DACSES Reengineering Federal Feasibility Study, IV.A.10-12, Referrals (V-A, Title XIX, and Child Welfare IV-E), Federal certification requirements include very specific lists of data elements that should be shared for each of these programs. IV-A, IV-E, and Title XIX are all listed as existing interfaces. Please clarify/confirm if these existing interfaces include all federally required data or if it is expected these interfaces will need enhanced.

Response. Existing interfaces include federally required data and will need enhancements.

62. RFP Page 21, DACSES Reengineering Federal Feasibility Study, IV.A.27, Imaging, Please provide the specifications of the *“imaging system operating in the SDU”* and the expectations for that capability.

Response. See response to question 35.

63. RFP Page 23 – 26 and 181, DACSES Reengineering Federal Feasibility Study, IV.B.8-23 and RFP Section 8.15, Appendix O – Inventory of DACSES Interfaces, There does not appear to be a mention in RFP Section 8.15, Appendix O of requirement IV.B.11, Department of Corrections or requirement IV.B.18, General Assistance System as an existing or new interface. Please clarify. In addition, for those interfaces that are listed as “existing” in RFP Section 8.15, Appendix O, please confirm whether or not the existing interface contains the full functionality as requested in the RFP or if these will require enhancements.

Response. There are no existing interfaces with the Department of Corrections and General Assistance System and the State needs these new interfaces in the new system.

64. RFP Page 24, DACSES Reengineering Federal Feasibility Study, IV.B.13, Does the State have a common address validation and normalization

component or software tool/product that can be used to satisfy the postal service requirements of the DACSES Replacement system?

Response. No. The department is currently considering a solution for address standardization. However bidders are requested to propose a solution along with a description of its capabilities. Include product cost information in the business proposal.

65. RFP Page 27, DACSES Reengineering Federal Feasibility Study, IV.C.3, Paternity Acknowledgement Access, Where are these document images now located?

Response. DCSE does not currently have images of these documents.

66. Page 28, DACSES Reengineering Federal Feasibility Study, IV.C.10, Guidelines Support Calculation, Is there an existing application that is accessed for guidelines application that will continue to be used or is it expected that this will be built in the system with mapping of the results to relevant data fields?

Response. State expects Vendor to build this capability into the system.

67. Page 48, 49, and 50, DACSES Reengineering Federal Feasibility Study, IV.H.4, Program Management Reporting, IV.H.8, Integrated Reporting Tool, IV.H.9, Management Analysis Reporting, and IV.H.10, Ad Hoc Reporting, These four requirements appear to be closely related. Please provide more detail to clarify the expected functionality for each of these individually.

Response. Detailed requirements will be provided during JAD sessions.

68. General Question. In the ZIP archive file provided at the bidder's conference that contains the updated Delaware Standards as PDF files, there are hyperlinks within those documents that are not accessible. For example, the "WebsiteCLF.pdf" file contains a hyperlink to Presentation Guidelines on page 4 under the VI Components Assets section. There are many other examples in the documentation you provided. How can vendors obtain access to that information?

Response. The state is aware that some of the links are not working in the standards documents. All the critical information required for the bid is provided in the Bidder's Handout DVD. The other documents will be made available to the successful bidder.

69. General Question. What is the state plan under the Deficit Reduction Action (DRA) for Distribution of support:

- a. DRA or PRWORA distribution.
- b. Pass through option in current-assistance cases and former-assistance cases.
- c. Discontinuation of assignments for pre-1997 and post-1997 arrearages.
- d. Arrearage category conversion option if the state choose DRA distribution or continues PRWORA distribution?

Response. DCSE does not plan to implement any of the DRA Distribution options. DCSE will continue PRWORA distribution and does not anticipate any distribution programming changes relative to DRA at this time.

70. Section 3.5.5 Data Center Business Continuity and Disaster Recovery, page 29 of 189. In section 3.5.5 the RFP states, "The Biggs Data Center and the systems hosted therein are covered by a comprehensive business continuity and disaster recovery plan. Power is conditioned and outside supply fluctuations can trigger a switch to automatic local power generation capability, when/if needed." In section 4.6.32 Disaster Recovery the RFP states, "the system must have a full disaster recovery plan with an active remote location for continued operations, in compliance with state requirements." It is assumed that the current business continuity and disaster recovery plan includes the availability of a warm standby or hot site. Does one exist for the existing applications within the Biggs Data Center? Where is that located? What are the State's requirements with respect to timeframes associated with business resumption after a disaster has occurred? Does the current disaster recovery plan take into account remote locations in the counties? It is assumed that the scope of the vendors responsibilities include only the assets associated with the new child support system. Can the vendor use the warm standby or hot site location as a DR site for the new child support system or will a separate facility and space be required? Does the disaster recovery plan include the resumption of the Production environment only in the event of a disaster or all environments?

Response. DCSE is developing a COOP/COG plan as part of a statewide initiative. The warm site for the Biggs Data Center is with a third party vendor. Unless there are compelling reasons to utilize another recovery service, bidder will be expected to propose utilizing the current service. Currently only the production environment is being restored. In their proposal, bidders may recommend the restoration of other environments as appropriate.

71. Section 4.2 Staffing Requirements, page 34 of 189. The RFP requests resumes of key staff in Section E of the vendor's response (via RFP Section 4.2). However, the same resumes are also requested in Section F of the vendor's response. To facilitate a concise response for State reviewers, is it acceptable to the State for

our response to include the resumes only in our response to Section F with a reference to the location of the resumes in our response to Section 4.2?

Response. Yes.

72. Section 4.6.2, Technical Architecture, page 46 of 189. In section 4.6.2 of the RFP it state, "the system must employ a fully scalable, multi-tier/multi-layered architecture consisting of presentation, application, and data tiers/layers. Each tier/layer must reside in a separate environment; the presentation tier/layer must use a Graphical User Interface (GUI)". On page 65-66 of the DACSES Reengineering Requirements Definitions For DACSES Replacement System document provided at the bidder's conference Section 2 Technical architecture it states that, "The architecture must structured so it is not possible to get to the database environment from the presentation environment. " It also states on page 66, "The architecture must be integrated into the State architecture." Is the expectation of the state that the incoming transfer system is fully compliant with these architecture requirements?

Response. Bidders are expected to ensure that the transferred system will be fully compliant with State and DHSS architectural requirements.

73. Section 4.6.8 Integrated Reporting Tool, page 47 of 189. Is it not required to use the reporting tool of the transfer system ARCSIS since the transfer system has BI reporting?

Response. Bidders may propose the reporting tool of their choice. This tool must be in compliance with State & DHSS standards.

74. Section 4.6.9 Programming Languages, page 47 of 189. In section 4.6.9 the RFP state, "the system presentation layer should be developed using Microsoft Visual Studio.Net Professional IDE and C Sharp in addition to HTML, SQL, and XML." Is the expectation of the state that the incoming transfer system is fully compliant with these programming languages?

Response. See response for question 72.

75. Section 4.6.20 Public Key Infrastructure, page 49 of 189. Are the PKI (Section 4.6.20) or the Digital Signature (Section 4.6.19) infrastructures required in the RFP currently in use within DHSS and what is the technology currently in use? Does the application need to be capable or does the application need to be integrated with the State's PKI infrastructure?

Response. The application requires digital and electronic signature capabilities, and must be compatible with the State Electronic Signature standard.

76. Section 4.6.36 Installation of IT Hardware and Software, page 54 of 189. In section 4.6.36 the RFP states, “The State requires that the enabling system hardware and software be installed within the Biggs Data Center, and that the associated developmental and acceptance testing associated with this RFP be performed within the Biggs Data Center environment.” This requirement seems somewhat unclear as it indicates that associated developmental and acceptance testing associated with this RFP be performed within the Biggs Data Center. Does this mean the application development and testing team is to be housed at the Biggs Data Center? Can the state clarify this requirement in the RFP?

Response. Environments using project-created or de-identified data (i.e. development, unit/integration, etc.) may be located at the project site. Environments requiring identified data (i.e. training, UAT, production, etc.) must be located at the Biggs Data Center.

77. Section 4.7.1 Case Initiation, page 55 of 189. On page 55 of the RFP document it says, “A real time automated linkage must be established with the IV-A, Title XIX and IV-E systems.” But, on page 69 of the Detailed Re-engineering Requirements Definition document (out of the Feasibility Study), V.A.8. Enterprise Application Integration/Interface it says “The system must have the capability to provide real time, near real time or batch interaction, or an interface, with systems supporting the IV-A, Food Stamps, Medicaid eligibility, Title XIX, Child welfare (IV-E) and the Office of the Court at a minimum.” Do we need to create a real time interface with the above agencies or can it be real time, near real time or batch?

Response. The State prefers real-time or near real-time interfaces where practical in terms of level of effort and cost, but batch is an option as well. Interface requirements will be identified in the functional requirements phase.

78. Section 4.8.7 Legacy Data Conversion, page 68 of 189. There is a reference to “phased implementation” in this section. Is the implementation to be “phased” or it is implemented statewide on the same day as stated in 4.8.10 Statewide Implementation?

Response. It will be implemented on the same day.

79. Section 4.8.13 Training, page 77. Does DHSS have an existing Learning Management System (LMS)? Would you like us to use this in our training solution if you an existing LMS?

Response. DHSS is currently in the procurement process for an LMS and intends that this will be the department standard. Bidders are expected to propose the use of this system for this project. Additional information will be provided during contract negotiations.

80. Section 4.8.13 Training, page 77. In the Training Deliverables section, a “Web Center” is mentioned. Can the state clarify and/or define “Web Center”?

Response. In Section 4.11.K.g, the reference is for web-based training center. State expects the web-based training site to be accessed from user desktops.

81. Section 4.8.13.5 Scheduling, page 78. Does the DCSE have a reproduction facility (for printing, copying, binding, etc.)?

Response. No

82. Section 4.10 Project Deliverables, page 92 of 189. In Section 4.10 Project Deliverables, the RFP requests the vendor to “discuss each category of deliverable to document their understanding of each deliverable category.” By category does the RFP mean those specified in the table provided in 4.3.10.1 or the high level deliverable groupings in Section 4.11 on pages 96-103?

Response. Section 4.11

83. Section 6 Bidder Instructions, page 113 of 189. Should the reference to eight separate, sealed volumes on page 113 actually read two separate, sealed volumes?

Response. See question and response to question 51.

84. Section 6 Bidder Instructions, page 113 of 189. In what version of Microsoft office will the State accept the electronic files on CD?

Response. Microsoft Office 2003.

85. Section 6 Bidder Instructions, page 113 of 189. What version of Adobe will the State accept the electronic files on CD?

Response. Acrobat Reader 7 or later

86. Section 6 Bidder Instructions, page 113 of 189. What version of Microsoft Project will the State accept the .mpp files?

Response. Microsoft Project 2003.

87. Section 6.1 Proposal Delivery, page 114 of 189. Is the correct address for proposal delivery found on page 114 of the RFP: Sandra Skelley, Procurement Administrator; DE Department of Health & Social Services; Procurement Branch, DHSS Campus; Administration Building – 2 nd Floor Main Building, Room 259; 1901 N. DuPont Highway; New Castle, DE 19720? Or should vendors deliver the proposal to the address found on page 2 of the RFP: Delaware Health and Social Services; Division of Management Services; Procurement Branch; Herman M. Holloway Sr. Campus; 1901 N. DuPont Highway; New Castle, Delaware 19720?

Response. Sandra Skelley, Procurement Branch, DHSS Campus; Administration Building – 2nd Floor Main Building, Room 259; 1901 N. DuPont Highway; New Castle, DE 19720

88. Section 6.14.5 Project Requirements, page 121 of 189. Should Section E in our proposal response be labeled Project Requirements to match page 121 of the RFP or Contractor Responsibilities/Project Experience to match page 118 of the RFP?

Response. Contractor Responsibilities and Project Requirements should be part of Section E. Project Experience should be part of Section G, Firm's Past Performance and Qualifications.

89. Section 6.14.5 Project Requirements, page 121 of 189. Is it acceptable to the State for us to respond to each numbered subsection of Section 4 even if the subsection is not included on Appendix I? For example, Sections 4.1, 4.1.3, 4.1.4, 4.1.4.1, 4.1.4.2 and 4.1.4.3 are included in the RFP Section 4 but not in Appendix I.

Response. Yes.

90. Section 6.14.5 Project Requirements, page 121 of 189. Is it acceptable to the State for us to label our responses to the subsections of Section 4 to match the RFP, for example our tabs would be 4.0 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.11?

Response. Yes.

91. Section 6.14.6 Staff Qualifications and Experience, page 121 of 189. Will the State provide vendors with a copy of Appendix U referenced on page 122 of the RFP?

Response. See response to question 53.

92. Section 6.15.3 Bidder Stability and Resources, page 125 of 189. Is it acceptable to the State for subcontractors to provide a summary Dunn and Bradstreet report?

Response. No. Refer to page 126 for details.

93. Appendix E Key Position Resume, page 152 of 189. Is it acceptable for us to recreate Appendix E in a word format as long as we keep all of the requirements and table set up with the exact same order and content of the RFP?

Response. Yes

94. Appendix I Crosswalk of RFP Section, page 167 of 189. Is it acceptable to the State for us to include our response to Appendix I right before our response to Section E and the Section 4 subsections? Or does the State prefer that we include the document in two places:

- a. Prior to our response to Section E and the Section 4 subsections and
- b. In response to Section B, Number 4?

Response. Crosswalk of RFP should be provided as part of Volume 1 – Section B.

95. Appendix L Bidder Project Experience, page 178 of 189. Is it acceptable to the State for us to include our response to Appendix L within Section G, Firm's Past-Performance and Qualifications (Section 6.14.7 of the RFP)?

Response. Project Experience Template is in Appendix L. It can be part of Section G in the proposals.

96. Appendix L Bidder Project Experience, page 178 of 189. Is it acceptable for us to recreate Appendix L in a word format as long as we keep all of the requirements and table set up with the exact same order and content of the RFP?

Response. Yes

97. Appendix L Bidder Project Experience, page 178 of 189. Appendix L requires us to use one page per client. Is one page the maximum limit for each qualification?

Response. Yes

98. Appendix L Bidder Project Experience, page 178 of 189. Can the State please define the requirement Type of Facility? Please provide an example.

Response. The venue the project was conducted.

99. Appendix S IRS Publication 1075 – General Services, page 187 of 189. Does the State expect bidder’s to include an executed Appendix S in their response or will this be executed upon award?

Response. It will be executed with the contract.

100. Appendix A DACSES Reengineering Federal Feasibility Study, Section 4. Application Environment, e. Production Environment, page 68 of 71. On page 68 it states that, “Only executable application modules can reside in this environment, which must also have the capability to reject source code and data.” Please explain what it means by “which must also have the capability to reject source code and data”? Does this refer to some software product or must this be incorporated into the application code of the new Delaware system?

Response. Production environment should have only the executable components and should not include source code (if possible). DCSE requires bidders to propose a solution on promoting code and executable components from Development to Test, and Production environment.

101. Appendix A ADACSES Reengineering Federal Feasibility Study, Section 4. Application Environment, f. Failover Environment, page 68 of 71. On page 68 it states that, “The failover environment must provide the ability to recover immediately and normally in an alternate state managed production environment supported by the same platform components.” This appears to refer to something other than a disaster recovery site. Is this correct? It also refers to an “alternate state managed production environment”. It is unclear what is meant by this sentence. Does this refer to some other location than the Biggs Data center? Does it refer to a disaster recovery site? Please explain more details about this failover environment.

Response. This refers to a failover environment not disaster recovery site.

102. Appendix A DACSES Reengineering Federal Feasibility Study, Section C. Application Development Standards, 1. Programming Languages, page 71 of 71. On page 71 it states that, "If a system is to transfer to Delaware from another state, an automated source code conversion tool must be available." You have requested that Delaware transfer the Arkansas ARCSIS system. If the ARCSIS system is currently in the source code architecture that you have prescribed in the RFP, why is an automated source code conversion tool required? What is the purpose of this tool?

Response. The successful bidder must evaluate the source code in the transfer system to determine if it's compatible to the states requirements. In the event it is not compatible, the successful bidder must propose a conversion tool, detail the finding(s) and propose a mechanism to resolve the non-compliance.

103. DACSES Reengineering Federal Feasibility Study, Section F. Cost Allocation, page 76 of 71. On page 76 it states that, "The system must have the capability to monitor system central processing unit (CPU) usage and disk access (I/O) and other I/O by system software object or by user for use in cost allocation if the technical platform is not fully dedicated to the new DACSES application. This capability must exist if the processing and database tiers run on a mainframe or in a client/server environment. This capability applies to the database and presentation environments as well. Note that the State currently has such a tool with which the system must interact. This section seems to pertain to whether the proposed solution utilizes an existing shared mainframe infrastructure. If the vendor proposes the architecture prescribed in the RFP which is present also present in the transfer system, does the expectation that this interaction with tool mentioned above still occur? What is this tool? What is its underlying architecture?"

Response. Bidders are expected to propose a monitoring tool for cost allocation purposes and include the monitoring tool costs in their business proposal.

104. Appendix A DACSES Reengineering Federal Feasibility Study, Section G. Financial Management 1. Obligation Maintenance, page 40 of 71. Is the expectation that the system will only monitor for electronic receipt of court from the Delaware Court system and no other sources?

Response. No. The system will communicate electronically with the Delaware Court system and CSENet, and must also monitor hard copy receipt /data entry of court orders.

105. Appendix A DACSES Reengineering Federal Feasibility Study, Section G. Financial Management 4. Debt Types and 5. Account Charging, page 41 of 71. Will/does Delaware charge interest on individual interstate cases for outstanding arrearage balances as interest is listed as a debt type and again in Account Charging?

Response. No

DACSES Project Technical Requirements

Section 4.6 Addendum

Following are specific project requirements.

1. Project Site

The vendor is wholly responsible for the project site IT technical environment, including but not limited to, voice and data networks, video conferencing, and security. The site must be secured to safeguard IT resources. The procurement and costs strategy for the hardware and software for staff at the project site must be identified in a separate schedule in the bidders cost proposal. In accordance with Appendix F of the RFP, the state reserves the right to purchase such hardware and software directly. Hardware and software procured with project funds must meet state and DHSS standards and will become the property of the state.

The vendor project site must have internet accessibility for communicating with state staff and systems utilizing SSL VPN and SFTP. The vendor will assume costs associated with SSL VPN accounts.

2. Staff

All vendor staff working on this project will be subject to a criminal background check (CBC) conducted by the State Bureau of Investigation. The vendor will be responsible for the cost of staff CBCs. The cost of a federal and state criminal background check is \$69.00. State of Delaware's Department of Technology and Information (DTI) Chief Security Officer will make the final decision on whether a criminal background check which is performed less than 6 months from start of employment is still valid. In order to make a determination, the following information is required:

1. Who did the criminal background check? Was it the federal or state government? If state government, which state performed the CBC?
2. What was the date of the clearance?
3. Copy of the certified letter of the clearance notification.

Information on the criminal background check process is available at the SBI website at the following URL: <http://dsp.delaware.gov/SBIinfo.shtml#CrimHist>

They will be required to fill out DTI's Acceptable Use Policy and the DHSS Non-Disclosure agreement for necessary authorizations before starting work at the project site. Vendor staff will adhere to all State, DHSS and IRM policies, and are subject to the same security requirements as state staff. Vendor staff will be granted access to state facilities as appropriate and/or required in accordance to department policies.

3. Hardware and Software

All hardware and software purchased to support the solution for this project will become the property of the State. All project hardware and software must adhere to State and DHSS standards. All software licenses procured for this project will be licensed in the name of State of Delaware, Department of Health and Social Services to prevent transition issues at the conclusion of the contract. In accordance with Appendix F of the RFP, the state reserves the right to purchase such hardware and software directly.

All project documentation will be accessible and stored via Windows SharePoint Services (WSS) Server, currently hosted by the DHSS DCSE PMO.

Only the development environment, including the file and print servers will be located at the project site. The vendor is responsible for backing up and disaster recovery of the development environment. Vendors will take the necessary measures needed to restore their IT environments. All other environments will be housed at the Biggs Data Center in New Castle, DE.

The vendor must identify staff responsible for migrations for the environments hosted at the Biggs Data Center.

4. System Architectural Requirements

Please see State of Delaware System Architecture Standard and DHSS IT Environment Standards for more information.

Architecture diagrams are a key component in terms of the proposed system meeting state architecture requirements. As part of contract negotiations, the selected vendor will be required to work with the State Project team to produce a preliminary set of architecture diagrams that demonstrates compliance with State and DHSS architecture standards.

Additional DTI Requirements for Standards, Cyber Security, and Confidentiality

STANDARD PRACTICES:

With respect to work provided to or conducted for the state by a contractor, the contractor(s) shall be responsible for the professional quality, technical accuracy, timely completion, and coordination of all services furnished to the state. The contractor(s) shall follow practices consistent with generally accepted professional and technical policies and standards. The contractor(s) shall be responsible for ensuring that all services, products and deliverables furnished to the state are coordinated with the Department of Technology and Information (DTI) and are consistent with practices utilized by, or policies and standards promulgated by DTI. If any service, product or deliverable furnished by a contractor(s) does not conform to **State** policies, standards or general practices, the contractor(s) shall, at its expense and option either (1) replace it with a conforming equivalent or (2) modify it to conform to **State** policies, standards or practices.

CONFIDENTIALITY AND DATA INTEGRITY:

The Department of Technology and Information is responsible for safeguarding the confidentiality and integrity of data in State computer files regardless of the source of those data or medium on which they are stored; e.g., electronic data, computer output microfilm (COM), tape, or disk. Computer programs developed to process State Agency data will not be modified without the knowledge and written authorization of the Department of Technology and Information. All data generated from the original source data, shall be the property of the State of Delaware. The control of the disclosure of those data shall be retained by the State of Delaware and the Department of Technology and Information.

The Contractor is required to agree to the requirements in the **CONFIDENTIALITY AND INTEGRITY OF DATA STATEMENT**, which will be provided to the selected vendor. Contractor employees, individually, may be required to sign the statement prior to beginning any work.

SECURITY:

Computer, network, and information security is of paramount concern for the State of Delaware and the Department of Technology and Information. The State wants to ensure that computer/network hardware and software does not compromise the security of its IT infrastructure. The SANS Institute and the FBI have released a document describing the Top 20 Internet Security Threats. The document is available at www.sans.org/top20.htm for your review. The Contractor is guaranteeing that any systems or software provided by the Contractor are free of the vulnerabilities listed in that document.

CYBER SECURITY LIABILITY:

It shall be the duty of the Vendor to assure that all products of its effort do not cause, directly or indirectly, any unauthorized acquisition of data that compromises the security, confidentiality, or integrity of information maintained by the State of Delaware. Vendor's agreement shall not limit or modify liability for information security breaches, and Vendor shall indemnify and hold harmless the State, its agents and employees, from any and all liability, suits, actions or claims, together with all reasonable costs and expenses (including attorneys' fees) arising out of such breaches. In addition to all rights and remedies available to it in law or in equity, the State shall subtract from any payment made to Vendor all damages, costs and expenses caused by such information security breaches that have not been previously paid to Vendor.