



**State of Delaware**  
**Department of Technology and Information**

**Request for Proposal**  
**IT Project Portfolio Management Solution**

**Contract No. DTI12201-ITPPM\_SOL**

**December 6, 2011**

***- Deadline to Respond -***  
***January 12, 2012***  
***1:00 p.m. EDT***

**REQUEST FOR PROPOSAL  
CONTRACT NO.: DTI12201-ITPPM\_SOL  
IT Project Portfolio Management Solution**

December 6, 2011

**CONTRACT NO. DTI12201-ITPPM\_SOL**

ALL OFFERORS:

The enclosed packet contains a "REQUEST FOR PROPOSAL" for IT Project Portfolio Management Solution. The proposal consists of the following documents:

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- I. Purpose
- II. Overview
- III. Required Information
- IV. Proposal Evaluation Procedures
- V. Professional Services RFP Administrative Information
- VI. Proposal Reply Section
  - a. Attachment 1 - No Proposal Reply Form
  - b. Attachment 2 - Non-Collusion Statement
  - c. Attachment 3 – Exceptions
  - d. Attachment 4 – Company Profile and Capabilities
  - e. Attachment 5 – Confidentiality and Proprietary Information
  - f. Attachment 6 – Business References
  - g. Attachment 7 – Subcontractor Information Form
  - h. Attachment 8 – Monthly Usage Report
  - i. Attachment 9 – Subcontracting (2<sup>nd</sup> tier spend) Report
  - j. Attachment 10 - Contractor Confidentiality (Non-Disclosure) and Integrity of Data Agreement
  - k. Attachment 11 - Office of Minority and Women Business Enterprise Certification Application
  - l. Attachment 12 – Terms and Conditions for Cloud Providers
  - m. Attachment 13 - Minimum Requirements Checklist
  - n. Appendix A – Scope of Work details
  - o. Appendix B – Licensing and Pricing
  - p. Appendix C – Project Work Plan

In order for your proposal to be considered, the Proposal Reply Section shall be executed completely and correctly and returned in a sealed envelope clearly displaying the contract number by **1:00PM (EST) January 12, 2012** to be considered.

**Proposals shall be submitted to:**

**State of Delaware  
Department of Technology and Information  
801 Silver Lake Blvd.  
Dover, DE 19904**

Please review and follow the information and instructions contained in this Request for Proposal. Should you need additional information, please contact Carmen Herrera at [carmen.herrera@state.de.us](mailto:carmen.herrera@state.de.us).



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**III. REQUIRED INFORMATION**

The following information shall be provided in each proposal in the order listed below. Failure to respond to any request for information within this proposal may result in rejection of the proposal at the sole discretion of the State.

**A. Minimum Requirements**

The order of documents included in the Vendor’s proposal:

<p><b>Section 1</b>          Signed Cover (Transmittal) Letter, as stated on page 3          Attachment 13 – Minimum Requirements Checklist          Attachment 2 - Signed original Non-Collusion Statement</p>
<p><b>Section 2</b>          Table of Contents</p>
<p><b>Section 3</b>          Proof of Insurance (Provide evidence of insurance as stated in IV.D.5.e. Insurance shown on page 23.)          Attachment 3 – Exception Information</p>
<p><b>Section 4</b>          Attachment 4 – Company Profile &amp; Capabilities          Complete response to Appendix A</p>
<p><b>Section 5</b>          Complete response to Appendix B &amp; Appendix C</p>
<p><b>Section 6</b>          Attachment 6 – Business References          Attachment 7 – Subcontractor Information Form          Attachment 10 – Contractor Confidentiality (Non-Disclosure) and Integrity of Data Agreement</p>
<p><b>Section 7</b>          Audited or Reviewed income statements and balance sheets for two consecutive years.</p>
<p><b>Section 8 – Other</b>          Any information not listed above, including Attachment 5 – Confidentiality and Proprietary Information with or without separate envelope</p>

**B. General Evaluation Requirements**

**1. Contract Administration (50 points):**

- A. Provide the name(s) of the employee(s) who will be the assigned to this effort. Also list other jobs they have done of this magnitude for other customers.
- B. Explain how you will track support calls and make sure the Department of Technology and Information receives support.
- C. Explain your procedures for escalation of problems when they are called in.
- D. Explain your procedures for handling meeting schedules as required.
- E. Explain your procedures for working/coordination with the Department of Technology and Information to ensure compliance with all contract technical requirements and State policies.

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**III. REQUIRED INFORMATION**

**2. Service and Support Capabilities (100 points):**

- A. Provide a list of all current service employees, their certifications, their number of years of experience, and their job descriptions and/or territories. Please specify those that will be available to support this contract.
- B. Define your overall approach to include policies, procedures, systems, and organization for providing effective and timely service and support. This should include, but is not limited to the following:
  - 1. Process for software enhancements (including standard release frequency, maintenance release frequency, bug (defects) fix frequency) and the support provided with each type of release
  - 2. Implementation support including initial end-user training (should include the type of support on/offsite, length of support and availability of support (i.e. hours/days)
  - 3. Ongoing and/or periodic end-user training and support (should include the type of support on/offsite, length of support and availability of support (i.e. hours/days)
  - 4. Services offered.
  - 5. Training capabilities i.e. and in-house instructors and their certifications and/or any subcontractor resources the State could use. (If available, please supply examples of training documents)
  - 6. Include an explanation of your focus and philosophy on service quality and support.

**3. Capacity to meet the RFP requirements (300 points):**

This section of the proposal will cover the details of the offering and how the proposal addresses and meets the requirements of the contract.

**4. Experience, Reputation and References (50 points):**

Proposals shall include at least three (3) references the supplier has with currently, or within the last three (3) years that are of similar scope and value. Include business name, address, telephone number, fax number, e-mail address and a verified current contact person.

**5. Pricing/Pricing Structure (150 points):**

Prices submitted by vendors in Appendices B & C for services as part of the Request for Proposal Process will be included in the overall evaluation scoring to determine the overall points for each vendor.

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**IV. PROFESSIONAL SERVICES RFP ADMINISTRATIVE INFORMATION:**

**A. RFP Issuance**

**1. Obtaining Copies of the RFP**

This RFP is available in electronic form only through the State of Delaware's Bid Solicitation Directory website at [www.bids.delaware.gov](http://www.bids.delaware.gov). Paper copies of this RFP will not be available.

**2. Public Notice**

Public notice has been provided in accordance with 29 *Del. C.* § 6981 and § 6982.

**3. Assistance to Vendors with a Disability**

Vendors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the Designated Contact no later than ten days prior to the deadline for receipt of proposals.

**4. RFP Designated Contact**

All requests, questions, or other communications about this RFP shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid and may disqualify the vendor. Vendors should rely only on written statements issued by the RFP designated contact.

**Carmen Herrera  
IT Procurement Officer  
Department of Technology and Information  
801 Silver Lake Blvd  
Dover, DE 19904  
[carmen.herrera@state.de.us](mailto:carmen.herrera@state.de.us)**

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

**5. Consultants and Legal Counsel**

The State of Delaware may retain consultants or legal counsel to assist in the review and evaluation of this RFP and the vendors' responses. Vendors shall not contact consultant or legal counsel on any matter related to the RFP.

**6. Contact with State Employees**

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

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**IV. PROFESSIONAL SERVICES RFP ADMINISTRATIVE INFORMATION:**

**7. Organizations Ineligible to Bid**

Any individual, business, organization, corporation, consortium, partnership, joint venture, or any other entity including subcontractors currently debarred or suspended is ineligible to bid. Any entity ineligible to conduct business in the State of Delaware for any reason is ineligible to respond to the RFP.

**8. Exclusions**

The Proposal Evaluation Team reserves the right to refuse to consider any proposal from a vendor who:

- a) Has been convicted for commission of a criminal offense as an incident to obtaining or attempting to obtain a public or private contract or subcontract, or in the performance of the contract or subcontract;
- b) Has been convicted under State or Federal statutes of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or other offense indicating a lack of business integrity or business honesty that currently and seriously affects responsibility as a State contractor;
- c) Has been convicted or has had a civil judgment entered for a violation under State or Federal antitrust statutes;
- d) Has violated contract provisions such as:
  - 1) Knowing failure without good cause to perform in accordance with the specifications or within the time limit provided in the contract; or
  - 2) Failure to perform or unsatisfactory performance in accordance with terms of one or more contracts;
- e) Has violated ethical standards set out in law or regulation; and
- f) Any other cause listed in regulations of the State of Delaware determined to be serious and compelling as to affect responsibility as a State contractor, including suspension or debarment by another governmental entity for a cause listed in the regulations.

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**IV. PROFESSIONAL SERVICES RFP ADMINISTRATIVE INFORMATION:**

**B. RFP SUBMISSIONS**

**1. Acknowledgement of Understanding of Terms**

By submitting a bid, each vendor shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and exhibits hereto, and has fully informed itself as to all existing conditions and limitations.

**2. Proposals**

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The State reserves the right to reject any non-responsive or non-conforming proposals. Each proposal must be submitted with one paper copy and seven electronic copies on CDs. The paper copy shall be marked "Master Copy" and will contain original signatures in all locations requiring a vendor signature. The remaining copies do not require original signatures.

All properly sealed and marked proposals must be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**State of Delaware  
Department of Technology and Information  
801 Silver Lake Blvd., Dover, DE 19904**

Any proposal submitted by US Mail shall be sent by either certified or registered mail. Proposals must be received at the above address no later than **1:00 PM EST on January 12, 2012**. The contents of any proposal shall not be disclosed or made available to competing entities during the negotiation process.

Upon receipt of vendor proposals, each vendor shall be presumed to be thoroughly familiar with all specifications and requirements of this RFP. The failure or omission to examine any form, instrument or document shall in no way relieve vendors from any obligation in respect to this RFP.

**3. Proposal Modifications**

Any changes, amendments or modifications to a proposal must be made in writing, submitted in the same manner as the original response and conspicuously labeled as a change, amendment or modification to a previously submitted proposal. Changes, amendments or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

**4. Proposal Costs and Expenses**

The State of Delaware will not pay any costs incurred by any Vendor associated with any aspect of responding to this solicitation, including proposal preparation, printing or delivery, attendance at vendor's conference, system demonstrations or negotiation process.

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**5. Proposal Expiration Date**

Prices quoted in the proposal shall remain fixed and binding on the bidder at least 180 days from the deadline date for proposal submission. The State of Delaware reserves the right to ask for an extension of time if needed.

**6. Late Proposals**

Proposals received after the specified date and time will not be accepted or considered. Any proposal received after this date shall not be considered and shall be returned unopened. The proposing vendor bears the risk of delays in delivery. To guard against premature opening, sealed proposals shall be submitted, plainly marked with the proposal title, vendor name, and time and date of the proposal opening. Evaluation of the proposals is expected to begin shortly after the proposal due date. To document compliance with the deadline, the proposal will be date and time stamped upon receipt.

**7. Proposal Opening**

The State of Delaware will receive proposals until the date and time shown in this RFP.

A public opening of all proposals received by the date and time listed above will occur immediately after that time. Only the names of the Offerors will be announced. No additional information will be disclosed at that time.

**8. Non-Conforming Proposals**

Non-conforming proposals will not be considered. Non-conforming proposals are defined as those that do not meet the requirements of this RFP. The determination of whether an RFP requirement is substantive or a mere formality shall reside solely within the State of Delaware.

**9. Concise Proposals**

The State of Delaware discourages overly lengthy and costly proposals. It is the desire that proposals be prepared in a straightforward and concise manner. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are not desired. The State of Delaware's interest is in the quality and responsiveness of the proposal.

**10. Realistic Proposals**

It is the expectation of the State of Delaware that vendors can fully satisfy the obligations of the proposal in the manner and timeframe defined within the proposal. Proposals must be realistic and must represent the best estimate of time, materials and other costs including the impact of inflation and any economic or other factors that are reasonably predictable.

The State of Delaware shall bear no responsibility or increase obligation for a vendor's failure to accurately estimate the costs or resources required to meet the obligations defined in the proposal.

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**IV. PROFESSIONAL SERVICES RFP ADMINISTRATIVE INFORMATION:**

**11. Confidentiality of Documents**

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Team or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract.

The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 *Del. C.* Ch. 100. Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. Vendor(s) are advised that once a proposal is received by the State of Delaware and a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except proprietary information.

Vendor(s) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a contract written without reference to any proprietary information. If a vendor feels that they cannot submit their proposal without including proprietary information, they must adhere to the following procedure or their proposal may be deemed unresponsive and will not be recommended for selection. Vendor(s) must submit such information in a separate, sealed envelope labeled "Proprietary Information" with the RFP number. The envelope must contain a letter from the Vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 *Del. C.* § 10002(d), and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed.

**12. Multi-Vendor Solutions (Joint Ventures)**

Multi-vendor solutions (joint ventures) will be allowed only if one of the venture partners is designated as the "**prime contractor**". The "**prime contractor**" must be the joint venture's contact point for the State of Delaware and be responsible for the joint venture's performance under the contract, including all project management, legal and financial responsibility for the implementation of all vendor's systems. If a joint venture is proposed, a copy of the joint venture agreement clearly describing the responsibilities of the partners must be submitted with the proposal. Services specified in the proposal shall not be subcontracted without prior written approval by the State of Delaware, and approval of a request to subcontract shall not in any way relieve Vendor of responsibility for the professional and technical accuracy and adequacy of the work. Further, vendor shall be and remain liable for all damages to the State of Delaware caused by negligent performance or non-performance of work by its subcontractor or its sub-subcontractor.

Multi-vendor proposals must be a consolidated response with all cost included in the cost summary. Where necessary, RFP response pages are to be duplicated for each vendor.

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***a. Primary Vendor***

The State of Delaware expects to negotiate and contract with only one “prime vendor”. The State of Delaware will not accept any proposals that reflect an equal teaming arrangement or from vendors who are co-bidding on this RFP. The prime vendor will be responsible for the management of all subcontractors.

Any contract that may result from this RFP shall specify that the prime vendor is solely responsible for fulfillment of any contract with the State as a result of this procurement. The State will make contract payments only to the awarded vendor. Payments to any-subcontractors are the sole responsibility of the prime vendor (awarded vendor).

Nothing in this section shall prohibit the State of Delaware from the full exercise of its options under Section IV.B.17 regarding multiple source contracting.

***b. Sub-Contracting***

The vendor selected shall be solely responsible for contractual performance and management of all subcontract relationships. This contract allows subcontracting assignments; however, vendors assume all responsibility for work quality, delivery, installation, maintenance, and any supporting services required by a subcontractor.

Use of subcontractors must be clearly explained in the proposal, and major subcontractors must be identified by name. **The prime vendor shall be wholly responsible for the entire contract performance whether or not subcontractors are used.** Any sub-contractors must be approved by State of Delaware.

***c. Multiple Proposals***

A primary vendor may not participate in more than one proposal in any form. Sub-contracting vendors may participate in multiple joint venture proposals.

**13. Performance Bond Requirement**

The Department of Technology and Information reserves the right to invoke the bonding requirement on a case-by-case basis at their own discretion. The cost of such bonding shall be negotiated by and for the account of the requesting entity.

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**14. Discrepancies and Omissions**

Vendor is fully responsible for the completeness and accuracy of their proposal, and for examining this RFP and all addenda. Failure to do so will be at the sole risk of vendor. Should vendor find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any questions arise concerning this RFP, vendor shall notify the State of Delaware's Designated Contact, in writing, of such findings at least ten (10) days before the proposal opening. This will allow issuance of any necessary addenda. It will also help prevent the opening of a defective proposal and exposure of vendor's proposal upon which award could not be made. All unresolved issues should be addressed in the proposal.

Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Designated Contact, in writing, no later than ten (10) calendar days prior to the time set for opening of the proposals.

**a. RFP Question and Answer Process**

The State of Delaware will allow written requests for clarification of the RFP until 1:00PM EST on December 15, 2011. All questions will be then consolidated into a single set of responses and posted on the State's website at [www.bids.delaware.gov](http://www.bids.delaware.gov) by 4:30 PM EST, December 23, 2011. Vendors' names will be removed from questions in the responses released. Questions should be submitted in the following format:

Section number  
Paragraph number  
Page number  
Text of passage being questioned  
Question

Deviations from this format will not be accepted. Questions should be e-mailed to [carmen.herrera@state.de.us](mailto:carmen.herrera@state.de.us), faxed to Carmen Herrera at 302-677-7049, or mailed to Carmen Herrera, Department of Technology and Information, 801 Silver Lake Blvd., Dover, DE 19904.

Questions not submitted electronically shall be accompanied by a CD and questions shall be formatted in Microsoft Word.

**15. State's Right to Reject Proposals**

The State of Delaware reserves the right to accept or reject any or all proposals or any part of any proposal, to waive defects, technicalities or any specifications (whether they be in the State of Delaware's specifications or vendor's response), to sit and act as sole judge of the merit and qualifications of each product offered, or to solicit new proposals on the same project or on a modified project which may include portions of the originally proposed project as the State of Delaware may deem necessary in the best interest of the State of Delaware.

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**16. State's Right to Cancel Solicitation**

The State of Delaware reserves the right to cancel this solicitation at any time during the procurement process, for any reason or for no reason. The State of Delaware makes no commitments expressed or implied, that this process will result in a business transaction with any vendor.

This RFP does not constitute an offer by the State of Delaware. Vendor's participation in this process may result in the State of Delaware selecting your organization to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the State of Delaware to execute a contract nor to continue negotiations. The State of Delaware may terminate negotiations at any time and for any reason, or for no reason.

**17. State's Right to Award Multiple Source Contracting**

Pursuant to 29 *Del. C.* § 6986, the State of Delaware may award a contract for a particular professional service to two or more vendors if the agency head makes a determination that such an award is in the best interest of the State of Delaware.

**18. Notification of Withdrawal of Proposal**

Vendor may modify or withdraw its proposal by written request, provided that both proposal and request is received by the State of Delaware prior to the proposal due date. Proposals may be re-submitted in accordance with the proposal due date in order to be considered further.

Proposals become the property of the State of Delaware at the proposal submission deadline. All proposals received are considered firm offers at that time.

**19. Revisions to the RFP**

If it becomes necessary to revise any part of the RFP, an addendum will be posted on the State of Delaware's website at [www.bids.delaware.gov](http://www.bids.delaware.gov). The State of Delaware is not bound by any statement related to this RFP made by any State of Delaware employee, contractor or its agents.

**20. Exceptions to the RFP**

Any exceptions to the RFP, or the State of Delaware's terms and conditions, must be stated in writing on the page provided in the proposal labeled as Attachment 3.

The State will not use or be bound by any supplemental agreements, order forms or terms and conditions stipulated by the vendor which have not been approved as part of this RFP process. Vendors must submit all additional service level agreements, order forms, or terms and conditions which may be necessary for purposes of individual purchases. All such supplemental information must be included as an exception to the RFP.

Acceptance of exceptions is within the sole discretion of the evaluation committee.

**21. Award of Contract**

The final award of a contract is subject to approval by the State of Delaware. The State of Delaware has the sole right to select the successful vendor(s) for award, to reject any

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proposal as unsatisfactory or non-responsive, to award a contract to other than the lowest priced proposal, to award multiple contracts, or not to award a contract, as a result of this RFP.

Notice in writing to a vendor of the acceptance of its proposal by the State of Delaware and the subsequent full execution of a written contract will constitute a contract, and no vendor will acquire any legal or equitable rights or privileges until the occurrence of both such events.

**a. RFP Award Notifications**

After reviews of the evaluation committee report and its recommendation, and once the contract terms and conditions have been finalized, the State of Delaware will award the contract.

The contract shall be awarded to the vendor whose proposal is most advantageous, taking into consideration the evaluation factors set forth in the RFP.

It should be explicitly noted that the State of Delaware is not obligated to award the contract to the vendor who submits the lowest bid or the vendor who receives the highest total point score, rather the contract will be awarded to the vendor whose proposal is the most advantageous to the State of Delaware. The award is subject to the appropriate State of Delaware approvals.

After a final selection is made, the winning vendor will be invited to negotiate a contract with the State of Delaware; remaining vendors will be notified in writing of their selection status.

**C. RFP Evaluation Process**

An evaluation team composed of representatives of the State of Delaware will evaluate proposals on a variety of quantitative criteria. Neither the lowest price nor highest scoring proposal will necessarily be selected.

The State of Delaware reserves full discretion to determine the competence and responsibility, professionally and/or financially, of vendors. Vendors are to provide in a timely manner any and all information that the State of Delaware may deem necessary to make a decision.

**1. Proposal Evaluation Team**

The Proposal Evaluation Team shall be comprised of representatives of the State of Delaware. The Team shall determine which vendors meet the minimum requirements pursuant to selection criteria of the RFP and procedures established in 29 *Del. C.* §§ 6981 and 6982. **The Team may negotiate with one or more vendors during the same period and may, at its discretion, terminate negotiations with any or all vendors.** The Team shall make a recommendation regarding the award to the Secretary of the Department of Technology and Information. The Secretary or his designee shall have final authority, subject to the provisions of this RFP and 29 *Del. C.* § 6982, to award a contract to the successful vendor in the best interests of the State of Delaware.

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**2. Proposal Selection Criteria**

The Proposal Evaluation Team shall assign up to the maximum number of points for each Evaluation Item to each of the proposing vendor’s proposals. For items having quantitative answers, points will be proportionate to each proposal’s response. Items with qualitative answers will receive the average of points assigned by Proposal Evaluation Team members. The individual scores of each evaluator will be averaged to determine a total score. All assignments of points shall be at the sole discretion of the Proposal Evaluation Team.

The proposals all contain the essential information on which the award decision shall be made. The information required to be submitted in response to this RFP has been determined by the State of Delaware to be essential for use by the Team in the proposal evaluation and award process. Therefore, all instructions contained in this RFP shall be met in order to qualify as a responsive and responsible contractor and participate in the Proposal Evaluation Team’s consideration for award. Proposals which do not meet or comply with the instructions of this RFP may be considered non-conforming and deemed non-responsive and subject to disqualification at the sole discretion of the Team.

The Team reserves the right to:

- Select for contract or for negotiations a proposal other than that with lowest costs.
- Reject any and all proposals or portions of proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all vendors during the contract review and negotiation.
- Negotiate any aspect of the proposal with any vendor and negotiate with more than one vendor at the same time.
- Select more than one vendor pursuant to 29 Del. C. §6986. Such selection will be based on the following criteria: DTI reserves the right to reject any or all bids in whole or in part, to make multiple awards, partial awards, award by types, item by item, or lump sum total, whichever may be most advantageous to the State of Delaware.

**a. Criteria Weight**

All proposals shall be evaluated using the same criteria and scoring process. The following criteria shall be used by the Evaluation Team to evaluate proposals:

	<b>Criteria</b>	<b>Points</b>
1.	Contract Administration	50
2.	Service & Support Capabilities	100
3.	Capability to meet the requirements of the RFP.	300
4.	Experience, Reputation and References	50
5.	Pricing and Pricing Structure	150
	<b>Total</b>	<b>650</b>

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**3. Proposal Clarification**

The Evaluation Team may contact any vendor in order to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Proposals may not be modified as a result of any such clarification request.

**4. References**

The Evaluation Team may contact any customer of the vendor, whether or not included in the vendor's reference list, and use such information in the evaluation process. Additionally, the State of Delaware may choose to visit existing installations of comparable systems, which may or may not include vendor personnel. If the vendor is involved in such site visits, the State of Delaware will pay travel costs only for State of Delaware personnel for these visits.

**5. Oral Presentations**

Selected vendors may be invited to make oral presentations to the Evaluation Team as required. The vendor representative(s) attending the oral presentation shall be technically qualified to respond to questions related to the proposed system and its components.

All of the vendor's costs associated with participation in oral discussions and system demonstrations conducted for the State of Delaware are the vendor's responsibility.

**D. Contract Terms and Conditions**

**1. General Information**

- a. The term of the contract between the successful vendor and the State shall be for two (2) years with two (2) extensions for a period of one (1) year for each extension.
- b. The selected vendor will be required to enter into a written agreement with the State of Delaware. The State of Delaware reserves the right to incorporate standard State contractual provisions into any contract negotiated as a result of a proposal submitted in response to this RFP. Any proposed modifications to the terms and conditions of the standard contract are subject to review and approval by the State of Delaware. Vendors will be required to sign the contract for all services, and may be required to sign additional agreements.
- c. The selected vendor or vendors will be expected to enter negotiations with the State of Delaware, which will result in a formal contract between parties. Procurement will be in accordance with subsequent contracted agreement. This RFP and the selected vendor's response to this RFP will be incorporated as part of any formal contract.
- d. The State of Delaware's standard contract will most likely be supplemented with the vendor's software license, support/maintenance, source code escrow agreements, and any other applicable agreements. The terms and conditions of these agreements will be negotiated with the finalist during actual contract negotiations.

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- e. The successful vendor shall promptly execute a contract incorporating the terms of this RFP within twenty (20) days after award of the contract. No vendor is to begin any service prior to receipt a State of Delaware purchase order signed by two authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office and the Department of Finance. The purchase order shall serve as the authorization to proceed in accordance with the bid specifications and the special instructions, once it is received by the successful vendor.
- f. If the vendor to whom the award is made fails to enter into the agreement as herein provided, the award will be annulled, and an award may be made to another vendor. Such vendor shall fulfill every stipulation embraced herein as if they were the party to whom the first award was made.

**2. Collusion or Fraud**

Any evidence of agreement or collusion among vendor(s) and prospective vendor(s) acting to illegally restrain freedom from competition by agreement to offer a fixed price, or otherwise, will render the offers of such vendor(s) void.

By responding, the vendor shall be deemed to have represented and warranted that its proposal is not made in connection with any competing vendor submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the vendor did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of the State of Delaware participated directly or indirectly in the vendor's proposal preparation.

Advance knowledge of information which gives any particular vendor advantages over any other interested vendor(s), in advance of the opening of proposals, whether in response to advertising or an employee or representative thereof, will potentially void that particular proposal.

**3. Lobbying and Gratuities**

Lobbying or providing gratuities shall be strictly prohibited. Vendors found to be lobbying, providing gratuities to, or in any way attempting to influence a State of Delaware employee or agent of the State of Delaware concerning this RFP or the award of a contract resulting from this RFP shall have their proposal immediately rejected and shall be barred from further participation in this RFP.

The selected vendor will warrant that no person or selling agency has been employed or retained to solicit or secure a contract resulting from this RFP upon agreement or understanding for a commission, or a percentage, brokerage or contingent fee. For breach or violation of this warranty, the State of Delaware shall have the right to annul any contract resulting from this RFP without liability or at its discretion deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

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All contact with State of Delaware employees, contractors or agents of the State of Delaware concerning this RFP shall be conducted in strict accordance with the manner, forum and conditions set forth in this RFP.

**4. Solicitation of State Employees**

Until contract award, vendors shall not, directly or indirectly, solicit any employee of the State of Delaware to leave the State of Delaware's employ in order to accept employment with the vendor, its affiliates, actual or prospective contractors, or any person acting in concert with vendor, without prior written approval of the State of Delaware's contracting officer. Solicitation of State of Delaware employees by a vendor may result in rejection of the vendor's proposal.

This paragraph does not prevent the employment by a vendor of a State of Delaware employee who has initiated contact with the vendor. However, State of Delaware employees may be legally prohibited from accepting employment with the contractor or subcontractor under certain circumstances. Vendors may not knowingly employ a person who cannot legally accept employment under state or federal law. If a vendor discovers that they have done so, they must terminate that employment immediately.

**5. General Contract Terms**

**a. Independent contractors**

The parties to the contract shall be independent contractors to one another, and nothing herein shall be deemed to cause this agreement to create an agency, partnership, joint venture or employment relationship between parties. Each party shall be responsible for compliance with all applicable workers compensation, unemployment, disability insurance, social security withholding and all other similar matters. Neither party shall be liable for any debts, accounts, obligations or other liability whatsoever of the other party, or any other obligation of the other party to pay on the behalf of its employees or to withhold from any compensation paid to such employees any social benefits, workers compensation insurance premiums or any income or other similar taxes.

It may be at the State of Delaware's discretion as to the location of work for the contractual support personnel during the project period. The State of Delaware shall provide working space and sufficient supplies and material to augment the Contractor's services.

**b. Licenses/Permits/Forms**

In performance of the contract, the vendor will be required to comply with all applicable federal, state and local laws, ordinances, codes, and regulations. The cost of permits and other relevant costs required in the performance of the contract shall be borne by the successful vendor. The vendor shall be properly licensed and authorized to transact business in the State of Delaware as provided in 30 *Del. C.* § 2502.

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Prior to receiving an award, the successful vendor shall either furnish the State of Delaware with proof of State of Delaware Business Licensure or initiate the process of application where required. An application may be requested in writing to: Division of Revenue, Carvel State Building, P.O. Box 8750, 820 N. French Street, Wilmington, DE 19899 or by telephone to one of the following numbers: (302) 577-8200—Public Service, (302) 577-8205—Licensing Department.

Information regarding the award of the contract will be given to the Division of Revenue. Failure to comply with the State of Delaware licensing requirements may subject vendor to applicable fines and/or interest penalties.

All awarded State of Delaware vendors are required to submit a completed Department of the Treasury Form W-9, Request for Tax payer Identification Number and Certification before the State will submit a purchase order against this contract.

**c. Notice**

Any notice to the State of Delaware required under the contract shall be sent by registered mail to:

<b>NAME</b>	<b>Carmen Herrera, IT Procurement Officer</b>
<b>DEPARTMENT</b>	<b>Department of Technology and Information</b>
<b>ADDRESS</b>	<b>801 Silver Lake Blvd., Dover, DE 19904</b>

**d. Indemnification**

**(1) General Indemnification**

By submitting a proposal, the proposing vendor agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the State of Delaware, its agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the vendor's, its agents and employees' performance work or services in connection with the contract, regardless of whether such suits, actions, claims or liabilities are based upon acts or failures to act attributable, whole or part, to the State, its employees or agents.

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 which have not been previously paid to Vendor.

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**(2) Proprietary Rights Indemnification**

Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or other proprietary rights of any third party. In the event of any claim, suit or action by any third party against the State of Delaware, the State of Delaware shall promptly notify the vendor in writing and vendor shall defend such claim, suit or action at vendor's expense, and vendor shall indemnify the State of Delaware against any loss, cost, damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

If any equipment, software, services (including methods) products or other intellectual property used or furnished by the vendor (collectively "Products") is or in vendor's reasonable judgment is likely to be, held to constitute an infringing product, vendor shall at its expense and option either:

- (a) Procure the right for the State of Delaware to continue using the Product(s);
- (b) Replace the product with a non-infringing equivalent that satisfies all the requirements of the contract; or
- (c) Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficacy of the product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the Product(s) to a degree that the State of Delaware agrees to and accepts in writing.

**e. Insurance**

- (1) Vendor recognizes that it is operating as an independent contractor and that it is liable for any and all losses, penalties, damages, expenses, attorney's fees, judgments, and/or settlements incurred by reason of injury to or death of any and all persons, or injury to any and all property, of any nature, arising out of the vendor's negligent performance under this contract, and particularly without limiting the foregoing, caused by, resulting from, or arising out of any act of omission on the part of the vendor in their negligent performance under this contract.
- (2) The vendor shall maintain such insurance as will protect against claims under Worker's Compensation Act and from any other claims for damages for personal injury, including death, which may arise from operations under this contract. The vendor is an independent contractor and is not an employee of the State of Delaware.
- (3) During the term of this contract, the vendor shall, at its own expense, carry insurance minimum limits as follows:

a.	Comprehensive General Liability	\$1,000,000
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b.	Professional Liability/Misc. Error & Omissions/Product Liability	\$1,000,000/\$3,000,000
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If the contractual service requires the transportation of departmental clients or staff, the vendor shall, in addition to the above coverages, secure at its own expense the following coverage:

a.	Automotive Liability (Bodily Injury)	\$100,000/\$300,000
b.	Automotive Property Damage (to others)	\$ 25,000

(4) Before any work is done hereunder, the Certificate of Insurance and/or copies of the insurance policies, referencing the contract number stated herein, shall be filed with the State. The certification holder is as follows:

**IT PROCUREMENT OFFICER  
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 DEPARTMENT OF TECHNOLOGY AND INFORMATION  
 801 SILVER LAKE BLVD  
 DOVER DE 19904**

**f. Performance Requirements**

The selected Vendor will warrant that its possesses, or has arranged through subcontractors, all capital and other equipment, labor, materials, and licenses necessary to carry out and complete the work hereunder in compliance with any and all Federal and State laws, and County and local ordinances, regulations and codes.

**g. Warranty**

The Vendor will provide a warranty that the deliverables provided pursuant to the contract will function as designed for a period of no less than one (1) year from the date of system acceptance. The warranty shall require the Vendor correct, at its own expense, the setup, configuration, customizations or modifications so that it functions according to the State's requirements.

**h. Costs and Payment Schedules**

All contract costs must be as detailed specifically in the Vendor's cost proposal. No charges other than as specified in the proposal shall be allowed without written consent of the State of Delaware. The proposal costs shall include full compensation for all taxes that the selected vendor is required to pay.

Prices and/or rates shall remain firm for the term of the contract, unless further negotiations are deemed necessary by DTI. The pricing policy that you choose to submit must address the following concerns:

- The structure must be clear, accountable and auditable.
- It must cover the full spectrum of services required.
- Costs and compensation must be consistent with the rates established or negotiated as a result of this RFP or P.O. issued based on this contract.

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- Overtime is not covered by this RFP. If overtime is necessary, it will be negotiated at the time the services are requested.

The State of Delaware will require a payment schedule based on defined and measurable milestones. Payments for services will not be made in advance of work performed. The State of Delaware may require holdback of contract monies until acceptable performance is demonstrated (as much as 25%).

The State of Delaware will authorize and process for payment each invoice within thirty (30) days after the date of receipt of a correct invoice. The State of Delaware may elect to pay by the State's authorized procurement (credit) card, ACH transfer or conventional check. The vendor shall be able to accept the State's credit card. There shall not be any additional cost to the State for use of the credit card. Also, it is expected that ACH payments are a benefit to the contractor and should result in lower pricing to the State.

**i. Performance Penalties**

All work described in these specifications shall be completed with reasonable promptness. As used in this Section, the State shall be the sole judge of the term "reasonable". If the Contractor does not begin the work in a reasonable amount of time, they will be notified that if they fail to initiate the work promptly, the contract may be terminated and the State will forthwith proceed to collect for non-performance of work.

In the event of the delay in delivery of any deliverable which is a component of work authorized under this contract, and in addition to and not in limitation of any other rights or remedies of the State, the Contractor will pay to the State the sum of \$1,000 for each day of such delay in delivery as agreed liquidated damages.

Work that begins under this contract shall continue until completed even if this contract is cancelled or expires. The work shall be covered by the State's authorized documents until those specific documents expire. Any continuing work shall be covered by a subsequent DTI contract or an agency specific contract.

**j. Termination of Individual Orders or Purchase Orders:**

As a central contract, the contract resulting from this RFP shall include individual orders from State agencies and other entities authorized by law to procure from this contract. The individual orders (or purchase orders) may be terminated as follows:

(1) Termination for Cause: If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner his obligations, or if the Vendor violates any of the covenants, agreements, or stipulations of this contract, the individual ordering agency shall have the right to terminate the P.O. by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least five (5) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor in the performance of the P.O. shall, at the option of the individual ordering agency, become its property, and the Vendor shall be entitled to

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receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the Agency.

(2) Termination for Convenience: The individual ordering agency may terminate the P.O. at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the department, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials which are usable to the individual ordering agency.

(3) Termination for Non-Appropriations: In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

**k. Termination of Contract:**

As a central contract, the contract resulting from this RFP may be terminated as follows by the State.

(1) Termination for Cause: If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner its obligations under this Contract, or if the Vendor violates any of the covenants, agreements, or stipulations of this Contract, the State shall thereupon have the right to terminate this contract by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least 30 days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor under this Contract shall, at the option of the State, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the State.

(2) Termination for Convenience: The State may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the State, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the State.

(3) Termination for Non-Appropriations: In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of

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the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

**i. Non-discrimination**

In performing the services subject to this RFP the vendor will agree that it will not discriminate against any employee or applicant for employment because of race, creed, color, sex or national origin. The successful vendor shall comply with all federal and state laws, regulations and policies pertaining to the prevention of discriminatory employment practice. Failure to perform under this provision constitutes a material breach of contract.

**m. Covenant against Contingent Fees**

The successful vendor will warrant that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement of understanding for a commission or percentage, brokerage or contingent fee excepting bona-fide employees, bona-fide established commercial or selling agencies maintained by the Vendor for the purpose of securing business. For breach or violation of this warranty the State of Delaware shall have the right to annul the contract without liability or at its discretion to deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

**n. Vendor Activity**

No activity is to be executed in an off shore facility, either by personnel, a subcontracted firm or a foreign office or division of the vendor. The vendor must attest to the fact that no activity will take place outside of the United States in its transmittal letter. Failure to adhere to this requirement is cause for elimination from future consideration.

**o. Work Product**

All materials and products developed under the executed contract by the vendor are the sole and exclusive property of the State. The vendor will seek written permission to use any product created under the contract.

**p. Contract Documents**

The RFP, the purchase order, the executed contract and any supplemental documents between the State of Delaware and the successful vendor shall constitute the contract between the State of Delaware and the vendor. In the event there is any discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter: contract, State of Delaware's RFP, Vendor's response to the RFP, purchase order and other supplemental documents. These documents will constitute the entire agreement between the State of Delaware and the vendor.

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**q. Applicable Law**

The laws of the State of Delaware shall apply, except where Federal Law has precedence. The successful vendor consents to jurisdiction and venue in the State of Delaware.

In submitting a proposal, Vendors certify that they comply with all federal, state and local laws applicable to its activities and obligations including:

- (1) the laws of the State of Delaware;
- (2) the applicable portion of the Federal Civil Rights Act of 1964;
- (3) the Equal Employment Opportunity Act and the regulations issued there under by the federal government;
- (4) a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury; and
- (5) that programs, services, and activities provided to the general public under resulting contract conform with the Americans with Disabilities Act of 1990, and the regulations issued there under by the federal government.

If any vendor fails to comply with (1) through (5) of this paragraph, the State of Delaware reserves the right to disregard the proposal, terminate the contract, or consider the vendor in default.

The selected vendor shall keep itself fully informed of and shall observe and comply with all applicable existing Federal and State laws, and County and local ordinances, regulations and codes, and those laws, ordinances, regulations, and codes adopted during its performance of the work.

**r. Scope of Agreement**

If the scope of any provision of the contract is determined to be too broad in any respect whatsoever to permit enforcement to its full extent, then such provision shall be enforced to the maximum extent permitted by law, and the parties hereto consent and agree that such scope may be judicially modified accordingly and that the whole of such provisions of the contract shall not thereby fail, but the scope of such provisions shall be curtailed only to the extent necessary to conform to the law.

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**s. 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. Enterprise Standards and Policies may be found at <http://dti.delaware.gov/information/standards-policies.shtml>. 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.

**t. 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, Attachment 10, and made a part of this RFP. Contractor employees, individually, may be required to sign the statement prior to beginning any work.

**u. 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 and processes do not compromise the security of its IT infrastructure or assets. The SANS Institute and the FBI maintain a report describing the Top Cyber Security Risks. The information is available at <http://www.sans.org/top-cyber-security-risks/?ref=top20> 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.

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**v. 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, software code or processes that compromise 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.

**w. Information Security**

Multi-function peripherals must be hardened when used or connected to the network. They should be configured to harden the network protocols used, management services, processing services (print, copy, fax and scan), logging, and physical security. Care shall be taken to ensure that any State non-public data is removed from memory before service calls and/or equipment disposal.

Electronic information storage devices (hard drives, tapes, diskettes, compact disks, USB, multi-function peripherals, etc.) shall be disposed of in a manner corresponding to the classification of the stored information, up to and including physical destruction. The physical destruction or wholesale deletion of information required by the State of Delaware is subject to audit to ensure its proper disposal.

**x. Required Reporting**

One of the primary goals in administering this contract is to keep accurate records regarding its actual value/usage. This information is essential in order to update the contents of the contract and to establish proper bonding levels if they are required. The integrity of future contracts revolves around our ability to convey accurate and realistic information to all interested Vendors.

A Usage Report (Attachment 8) shall be furnished on the 15<sup>th</sup> (or next business day after the 15<sup>th</sup> day) of each month by the successful Vendor **Electronically in Excel format** detailing the purchasing of all items on this contract. The reports (Attachment 8) shall be submitted electronically in EXCEL and sent as an attachment to [DTIVendorReports@state.de.us](mailto:DTIVendorReports@state.de.us). It shall contain the six-digit department and organization code. Any exception to this mandatory requirement may result in cancellation of the award. Failure to provide the report with the minimum required information may also negate any contract extension clauses. Additionally, Vendors who are determined to be in default of this mandatory report requirement may have such conduct considered against them, in assessment of responsibility, in the evaluation of future proposals.

In accordance with Executive Order 14 – Increasing Supplier Diversity Initiatives within State Government, the State of Delaware is committed to supporting its diverse business industry and population. The successful Vendor will be required to report

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on the participation by a minority and/or women owned business (MWBE) under this awarded contract. The reported data elements shall include but not be limited to; name of state contract/project, the name of the MWBE, MWBE contact information (phone, email), type of product or service provided by MWBE and any MWBE certifications for the subcontractor (State MWBE certification, Minority Supplier Development Council, Women's Business Enterprise Council). The format used for this 2<sup>nd</sup> Tier report is found in Attachment 9.

2nd tier reports (Attachment 9) shall be submitted to the contracting Agency's Supplier Diversity Liaison found at [http://gss.omb.delaware.gov/omwbe/docs/sdc/mwbe\\_liaisons.xls](http://gss.omb.delaware.gov/omwbe/docs/sdc/mwbe_liaisons.xls) and the OMWBE at [DTIVendorReports@state.de.us](mailto:DTIVendorReports@state.de.us) on the 15<sup>th</sup> (or next business day) of the month following each quarterly period. For consistency quarters shall be considered to end the last day of March, June, September and December of each calendar year. Contract spend during the covered periods shall result in a report even if the contract has expired by the report due date.

**y. Other General Conditions**

- (1) Status Reporting** – The selected vendor will be required to lead and/or participate in status meetings and submit status reports to an individual designated by DTI covering such items as progress of work being performed, milestones attained, resources expended, problems encountered and corrective action taken, until final system acceptance.
- (2) Regulations** – Services must meet all applicable local, State and Federal regulations in effect on the date of the contract.
- (3) Changes** – No alterations in any terms, conditions, delivery, price, quality, or specifications of services ordered will be effective without the written consent of the State of Delaware.
- (4) Additional Terms and Conditions** – The State of Delaware reserves the right to add terms and conditions during the contract negotiations including the Terms and Conditions for Cloud Providers listed in Attachment 12.

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- (5) Audit Access to Records** - The Vendor shall maintain books, records, documents, and other evidence pertaining to this Contract to the extent and in such detail as shall adequately reflect performance hereunder. The Vendor agrees to preserve and make available to the State, upon request, such records for a period of five (5) years from the date services were rendered by the Vendor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Vendor agrees to make such records available for inspection, audit, or reproduction to any official State representative in the performance of their duties under the Contract. Upon notice given to the Vendor, representatives of the State or other duly authorized State or Federal agency may inspect, monitor, and/or evaluate the cost and billing records or other material relative to this Contract. The cost of any Contract audit disallowances resulting from the examination of the Vendor's financial records will be borne by the Vendor. Reimbursement to the State for disallowances shall be drawn from the Vendor's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.
- (6) Remedies** - Except as otherwise provided in this contract, all claims, counterclaims, disputes, and other matters in question between the State and the Vendor arising out of, or relating to, this contract, or a breach of it may be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State of Delaware.
- (7) Amendments** - This contract may be amended, in writing, by mutual agreement of the successful vendor and the Department of Technology and Information.
- (8) Contract Extension** - The State reserves the right to extend this contract on a month-to-month basis for a period of up to three months beyond the contract expiration date.
- (9) Vendor Emergency Response Point of Contact** - The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan dated November 2009 or in the event of a local emergency or disaster where a governmental entity other than a State Agency requires the services of the vendor. Failure to provide this information could render the proposal as non-responsive.

**REQUEST FOR PROPOSAL  
CONTRACT NO.: DT112201-ITPPM\_SOL  
IT Project Portfolio Management System**

**IV. PROFESSIONAL SERVICES RFP ADMINISTRATIVE INFORMATION:**

**E. RFP MISCELLANEOUS INFORMATION**

**1. No Press Releases or Public Disclosure**

Vendors may not release any information about this RFP. The State of Delaware reserves the right to pre-approve any news or advertising releases concerning this RFP, the resulting contract, the work performed, or any reference to the State of Delaware with regard to any project or contract performance. Any such news or advertising releases pertaining to this RFP or resulting contract shall require the prior express written permission of the State of Delaware.

**2. RFP Reference Library**

The State of Delaware has made every attempt to provide the necessary information within this RFP. The State of Delaware will make the reference library available only to the winning bidder.

**3. Definitions of Requirements**

To prevent any confusion about identifying requirements in this RFP, the following definition is offered: The words *shall*, *will* and/or *must* are used to designate a mandatory requirement. Vendors must respond to all mandatory requirements presented in the RFP. Failure to respond to a mandatory requirement may cause the disqualification of your proposal.

**PROPOSAL REPLY SECTION**

**CONTRACT NO. DTI12201-ITPPM\_SOL**

**IT PROJECT PORTFOLIO MANAGEMENT SOLUTION**

Please fill out the attached forms fully and completely and return with your proposal in a sealed envelope clearly displaying the contract number to Department of Technology and Information by 1:00 P.M., (EST) January 12, 2012.

**Proposals shall be submitted to:**

**State of Delaware  
Department of Technology and Information  
801 Silver Lake Blvd.  
Dover, DE 19904**

A public opening of all proposals received by the date and time listed above will occur immediately after that time. Only the names of the Offerors will be announced. No additional information will be disclosed at that time.

**NOTE: A Public Log will be kept of the names of the vendors that submit proposals.**

CONTRACT NO. DTI12201-ITPPM\_SOL  
 Contract Name IT Project Portfolio Management Solution  
 PROPOSAL REPLY SECTION

NO PROPOSAL REPLY FORM

**CONTRACT DTI12201-ITPPM\_SOL**

**CONTRACT TITLE: IT PROJECT  
 PORTFOLIO MANAGEMENT  
 SOLUTION**

To assist us in obtaining good competition on our Request for Proposals, we ask that each firm that has received a proposal, but does not wish to bid, state their reason(s) below and return in a clearly marked envelope displaying the contract number. This information will not preclude receipt of future invitations unless you request removal from the Vendor's List by so indicating below, or do not return this form or bona fide proposal.

Unfortunately, we must offer a "No Proposal" at this time because:

1.	We do not wish to participate in the proposal process.
2.	We do not wish to bid under the terms and conditions of the Request for Proposal document. Our objections are:
3.	We do not feel we can be competitive.
4.	We cannot submit a Proposal because of the marketing or franchising policies of the manufacturing company.
5.	We do not wish to sell to the State. Our objections are:
6.	We do not sell the items/services on which Proposals are requested.
7.	Other: _____

FIRM NAME	SIGNATURE

	We wish to remain on the Vendor's List <b>for these goods or services.</b>
	We wish to be deleted from the Vendor's List <b>for these goods or services.</b>

CONTRACT NO.: DTI12201-ITPPM\_SOL

TITLE: IT PROJECT PORTFOLIO MANAGEMENT SOLUTION

Attachment 2

OPENING DATE: January 12, 2012

**NON-COLLUSION STATEMENT**

This is to certify that the undersigned Vendor has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal, **and further certifies that it is not a sub-contractor to another Vendor who also submitted a proposal as a primary Vendor in response to this solicitation** submitted this date to the State of Delaware, Issuing Agency

It is agreed by the undersigned Vendor that the signed delivery of this bid represents the Vendor's acceptance of the terms and conditions of this Request for Proposal including all specifications and special provisions.

**NOTE:** Signature of the authorized representative **MUST** be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, Issuing Agency

COMPANY NAME \_\_\_\_\_

Check one)

<input type="checkbox"/>	Corporation
<input type="checkbox"/>	Partnership
<input type="checkbox"/>	Individual

NAME OF AUTHORIZED REPRESENTATIVE  
(Please type or print) \_\_\_\_\_

SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_

COMPANY ADDRESS \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_ FAX NUMBER \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_ E-RATE SPIN NUMBER \_\_\_\_\_

FEDERAL E.I. NUMBER \_\_\_\_\_ STATE OF DELAWARE LICENSE NUMBER \_\_\_\_\_

	(circle one)		(circle one)		(circle one)	
COMPANY CLASSIFICATIONS: CERT. NO. _____	<u>Women Business Enterprise (WBE)</u>	Yes No	<u>Minority Business Enterprise (MBE)</u>	Yes No	<u>Disadvantaged Business Enterprise (DBE)</u>	Yes No

[The above table is for information and statistical use only.]

PURCHASE ORDERS SHOULD BE SENT TO:  
(COMPANY NAME) \_\_\_\_\_

ADDRESS \_\_\_\_\_

CONTACT \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_ FAX NUMBER \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

**AFFIRMATION:** Within the past five years, has your firm, any affiliate, any predecessor company or entity, owner, Director, officer, partner or proprietor been the subject of a Federal, State, Local government suspension or debarment?

YES \_\_\_\_\_ NO \_\_\_\_\_ if yes, please explain \_\_\_\_\_

**THIS PAGE SHALL BE SIGNED, NOTARIZED AND RETURNED WITH YOUR PROPOSAL TO BE CONSIDERED**

SWORN TO AND SUBSCRIBED BEFORE ME this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_

Notary Public \_\_\_\_\_ My commission expires \_\_\_\_\_

City of \_\_\_\_\_ County of \_\_\_\_\_ State of \_\_\_\_\_



CONTRACT NO. DTI12201-ITPPM\_SOL  
Contract Name IT Project Portfolio Management Solution  
PROPOSAL REPLY SECTION

**COMPANY PROFILE & CAPABILITIES**

Suppliers are required to provide a reply to each question listed below. Your replies will aid the evaluation committee as part of the overall qualitative evaluation criteria of this Request for Proposal. Your responses should contain sufficient information about your company so evaluators have a clear understanding of your company's background and capabilities. Failure to respond to any of these questions may result in your proposal to be rejected as non-responsive.

1.	Brief history of organization (prime contractor)

2.	Brief history of subcontractor, if necessary

3.	<b>Contract Administration:</b> <ol style="list-style-type: none"><li>1. Provide the name(s) of the employee(s) who will be the assigned to this effort. Also list other jobs they have done of this magnitude for other customers.</li><li>2. Explain how you will track support calls and make sure the Department of Technology and Information receives support.</li><li>3. Explain your procedures for escalation of problems when they are called in.</li><li>4. Explain your procedures for handling meeting schedules as required.</li><li>5. Explain your procedures for working/coordination with the Department of Technology and Information to ensure compliance with all contract technical requirements and State policies.</li></ol>

4.	<p><b>Service and Support Capabilities:</b></p> <p>Provide a list of all current service employees, their certifications, their number of years of experience, and their job descriptions and/or territories. Please specify those that will be available to support this contract.</p> <p>Define your overall approach to include policies, procedures, systems, and organization for providing effective and timely service and support. This should include, but is not limited to the following:</p> <ol style="list-style-type: none"><li>1. Process for software enhancements (including standard release frequency, maintenance release frequency, bug (defects) fix frequency) and the support provided with each type of release</li><li>2. Implementation support including initial end-user training (should include the type of support on/offsite, length of support and availability of support (i.e. hours/days)</li><li>3. Ongoing and/or periodic end-user training and support (should include the type of support on/offsite, length of support and availability of support (i.e. hours/days)</li><li>4. Services offered.</li><li>5. Training capabilities i.e. and in-house instructors and their certifications and/or any subcontractor resources the State could use. (If available, please supply examples of training documents)</li><li>6. Include an explanation of your focus and philosophy on service quality and support.</li></ol>



CONTRACT NO. DTI12201-ITPPM\_SOL  
 Contract Name IT Project Portfolio Management Solution  
 PROPOSAL REPLY SECTION

**Business Reference Form**

**List a minimum of three business references. Use a separate form for each reference and do not list any State Employee as a business reference. If you have held a State contract within the last 5 years, please list the contract.**

Offeror Name or Subcontractor Name: \_\_\_\_\_

Reference Information (Current/Prior Services Performed)

Name of Reference Company:	
Address of Reference Company Street Address City, State, Zip	
Reference Contact Person Information: Name Phone # Fax # E-mail Address	
Dates of Services:	
If terminated, specify reason:	
Dollar Value of Services	
Description of Services Performed	

CONTRACT NO. **DTI12201-ITPPM\_SOL**  
 Contract Name: IT Project Portfolio Management Solution  
 PROPOSAL REPLY SECTION

**ATTACHMENT 7**

## SUBCONTRACTOR INFORMATION FORM

Vendors must use a separate form for each subcontractor. If no subcontractors will be used, proposing vendor should write NONE in block 4a.

<b>PART I – STATEMENT BY PROPOSING VENDOR</b>		
1. CONTRACT NO. DTI12201-ITPPM_SOL	2. Proposing Vendor Name:	3. Mailing Address
4. SUBCONTRACTOR		
a. NAME	4c. Company OMWBE Classification: Certification Number: _____	
b. Mailing Address:	4d. Women Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4e. Minority Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4f. Disadvantaged Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. DESCRIPTION OF WORK BY SUBCONTRACTOR		
6a. NAME OF PERSON SIGNING	7. BY ( <i>Signature</i> )	8. DATE SIGNED
6b. TITLE OF PERSON SIGNING		
<b>PART II – ACKNOWLEDGEMENT BY SUBCONTRACTOR</b>		
9a. NAME OF PERSON SIGNING	10. BY ( <i>Signature</i> )	11. DATE SIGNED
9b. TITLE OF PERSON SIGNING		





CONTRACT NO. **DTI12201-ITPPM\_SOL**  
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**ATTACHMENT 10**



State of Delaware  
**DEPARTMENT OF TECHNOLOGY AND INFORMATION**

William Penn Building  
801 Silver Lake Boulevard  
Dover, Delaware 19904

**Contractor Confidentiality (Non-Disclosure) and Integrity of Data Agreement**

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.

I/we, as an employee(s) of \_\_\_\_\_ or officer of my firm, when performing work for the Department of Technology and Information, understand that I/we act as an extension of DTI and therefore I/we are responsible for safeguarding the States' data and computer files as indicated above. I/we will not use, disclose, or modify State data or State computer files without the written knowledge and written authorization of DTI. Furthermore, I/we understand that I/we are to take all necessary precautions to prevent unauthorized use, disclosure, or modification of State computer files, and I/we should alert my immediate supervisor of any situation which might result in, or create the appearance of, unauthorized use, disclosure or modification of State data. Penalty for unauthorized use, unauthorized modification of data files, or disclosure of any confidential information may mean the loss of my position and benefits, and prosecution under applicable State or Federal law.

This statement applies to the undersigned Contractor and to any others working under the Contractor's direction.

I, the Undersigned, hereby affirm that I have read DTI's Policy on Confidentiality (Non-Disclosure) and Integrity of Data and understood the terms of the above Confidentiality (Non-Disclosure) and Integrity of Data Agreement, and that I/we agree to abide by the terms above.

Contractor or Employee Signature \_\_\_\_\_

Date: \_\_\_\_\_

Contractor Name: \_\_\_\_\_

Rev. 1/19/2006

**Please use the most recent OMWBE Certification Application found  
at:**

**[http://gss.omb.delaware.gov/omwbe/docs/certapp\\_022510.pdf](http://gss.omb.delaware.gov/omwbe/docs/certapp_022510.pdf)**

## **State of Delaware**

### **Office of Minority and Women Business Enterprise Certification Application**



#### **Complete application and mail to:**

Office of Minority and Women Business Enterprise (OMWBE)  
100 Enterprise Place Suite # 4 Dover, DE 19904-8202  
Telephone: (302) 857-4554 Fax: (302) 677-7086  
Email: [deomwbe@state.de.us](mailto:deomwbe@state.de.us)  
Website: [www.state.de.us/omwbe](http://www.state.de.us/omwbe)

CONTRACT NO. **DTI12201-ITPPM\_SOL**  
 Contract Name IT Project Portfolio Management Solution  
 PROPOSAL REPLY SECTION

**ATTACHMENT 12**

Terms and Conditions for Cloud Providers  
 As of May 17, 2011

No.	Doc	Item
1	T&C	Ownership of Information The State of Delaware shall own all right, title and interest in its data that is related to the services provided by this contract.
2	T&C	Privacy of Information Protection of personal privacy must be an integral part of the business activities of the Service Provider to ensure that there is no inappropriate use of State of Delaware information at any time. To this end, the Service Provider shall comply with the following conditions: Personal information obtained by the Service Provider will become and remain property of the State of Delaware. At no time will any information, belonging to or intended for the State of Delaware, be copied, disclosed, or retained by the Service Provider or any party related to the Service Provider for subsequent use in any transaction that does not include the State of Delaware. The Service Provider may not use any personal information collected in connection with the service issued from this proposal for any purpose other than fulfilling the service.
3	T&C	When requested by the State of Delaware, the provider must destroy all requested data in all of its forms, disk, CD / DVD, tape, paper, for examples. Data shall be destroyed according to National Institute of Standards and Technology (NIST) approved methods and certificates of destruction must be provided to the State of Delaware.
4	T&C	The Service Provider shall not store or transfer State of Delaware data outside of the United States.
5	T&C	The Service Provider must inform the State of Delaware of any security breach or detection of any suspicious intrusion that is or has occurred that jeopardizes the State of Delaware data or processes. This notice must be given to the State of Delaware within 24 hours of its discovery. Full disclosure of the assets that might have been jeopardized must be made. In addition, the Service Provider must inform the State of Delaware of the actions it is taking or will take to reduce the risk of further loss to the State. If the breach requires public notification, all communication shall be coordinated with the State of Delaware.
6	T&C	The Service Provider must encrypt all non-public data in transit to the cloud. In addition, the Service Provider will comply with the ISO/IEC 27001 standard for information security management systems, providing evidence of their certification or pursuit of certification.
7	T&C	The Service Provider shall disclose to the State of Delaware a description of their roles and responsibilities related to electronic discovery, litigation holds, discovery searches, and expert testimonies. The provider shall disclose its process for responding to subpoenas, service of process, and other legal requests.

CONTRACT NO. **DTI12201-ITPPM\_SOL**  
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8	T&C	<p>In the event of termination of the contract, the Service Provider shall implement an orderly return of State of Delaware assets and the subsequent secure disposal of State of Delaware assets.</p> <p><b>Suspension of services:</b>          During any period of suspension, the Service Provider will not take any action to intentionally erase any State of Delaware Data.</p> <p><b>Termination of any services or agreement in entirety:</b>          In the event of termination of any services or agreement in entirety, the Service Provider will not take any action to intentionally erase any State of Delaware Data for a period of 90 days after the effective date of the termination. After such 90 day period, the Service Provider shall have no obligation to maintain or provide any State of Delaware Data and shall thereafter, unless legally prohibited, delete all State of Delaware Data in its systems or otherwise in its possession or under its control.</p> <p><b>Post-Termination Assistance:</b>          The State of Delaware shall be entitled to any post-termination assistance generally made available with respect to the Services unless a unique data retrieval arrangement has been established as part of the Service Level Agreement.</p>
9	T&C	<p>The Service Provider shall:</p> <ol style="list-style-type: none"> <li>1. Ensure that State information is protected with reasonable security measures,</li> <li>2. Promote and maintain among the Service Provider's employees and agents an awareness of the security needs of the State's information,</li> <li>3. Safeguard the confidentiality, integrity, and availability of State information,</li> <li>4. Ensure that appropriate security measures are put in place to protect the Service Provider's internal systems from intrusions and other attacks.</li> </ol>
10	T&C	<p>The Service Provider shall not utilize any staff (including sub-contractors) to fulfill the obligations of the contract who has been convicted of a felony or class A misdemeanor.</p>
11	T&C	<p>The Service Provider will make the State of Delaware's data and processes available to third parties only with the express written permission of the State.</p>
12	T&C	<p>The Service Provider will not access State of Delaware User accounts, or State of Delaware Data, except (i) in the course of data center operations, (ii) response to service or technical issues or (iii) at State of Delaware's written request.</p>

CONTRACT NO. **DTI12201-ITPPM\_SOL**  
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 PROPOSAL REPLY SECTION

		<b>Statement of Work</b>
1	SOW	The Service Provider must allow the State of Delaware access to system logs, latency statistics, etc. that affect its data and or processes.
2	SOW	The Service Provider must allow the State of Delaware to audit conformance to the contract terms and test for vulnerabilities. The State of Delaware may perform this audit or contract with a third party at its discretion.
3	SOW	Advance notice (to be determined at contract time) must be given to the State of Delaware of any major upgrades or system changes that the Service Provider will be performing. The State of Delaware reserves the right to defer
4	SOW	The Service Provider shall disclose its security processes and technical limitations to the State of Delaware such that adequate protection and flexibility can be attained between the State of Delaware's and the Service
5	SOW	The Service Provider will cover the costs of response and recovery from a data breach. The State will expect to recover all breach costs from the provider.
6	SOW	The State of Delaware will provide requirements to Service Provider for encryption of the data at rest
7	SOW	The Service Provider shall have robust compartmentalization of job duties, perform background checks, require/enforce non-disclosure agreements, and limit staff knowledge of customer data to that which is absolutely needed to perform job duties.
8	SOW	The Service Provider will provide documentation of internal and external security controls, and their compliance level to industry standards.
9	SOW	The State of Delaware and the provider shall identify a collaborative governance structure as part of the design and development of service delivery and service agreements.
10	SOW	The State of Delaware must have the ability to import or export data in piecemeal or in its entirety at its discretion without interference from the Service Provider.
11	SOW	The Service Provider will be responsible for the acquisition and operation of all hardware, software and network support related to the services being provided. The technical and professional activities required for establishing, managing, and maintaining the environment are the responsibilities of the Service Provider. The environment and/or applications must be available on a 24 hours per day, 365 days per year basis, providing around-the-clock service to customers as defined in this RFP.
12	SOW	The web portal hosting site environment shall include redundant power, fire suppression, and 24 hours per day, 365 days per year on-site security. The hosting environment shall include redundant Internet connectivity, redundant firewalls, Virtual Private Network (VPN) services, secured remote access methods, fault tolerant internal network with gigabit Ethernet backbone, clustered central file and database servers, load balanced, application, and web servers, hardware, accelerator, three tier development environment, nightly backups, and 24x365 monitoring of all services and servers.

CONTRACT NO. **DTI12201-ITPPM\_SOL**  
 Contract Name IT Project Portfolio Management Solution  
 PROPOSAL REPLY SECTION

13	SOW	The Service Provider shall identify all of its strategic business partners who will be involved in any application development and/or operations.
14	SOW	The State shall have the right at any time to require that the Service Provider remove from interaction with State any Service Provider representative who the State believes is detrimental to its working relationship with the Service Provider. The State will provide the Service Provider with notice of its determination, and the reasons it requests the removal. If the State signifies that a potential security violation exists with respect to the request, the Service Provider shall immediately remove such individual. The Service Provider shall not assign the person to any aspect of the contract or future work orders without the State's consent.
15	SOW	The Service Provider will ensure the State of Delaware's Recovery Time Objectives (RTOs) is met.
16	SOW	The Service Provider will provide evidence that their Business Continuity Program is certified and mapped to the international BS 259999 standard.
17	SOW	The Service Provider shall ensure that State of Delaware backed-up data is not commingled with other cloud service customer data.
18	SOW	<b>SLA/SOW - Return of Customer Data/Unique Post Termination:</b> The Service Provider shall make available to the State all Customer Data in a state defined format based on vendor and state platforms including: Database, O/S and physical media, along with attachments in their native format.
19	SOW	Service Providers shall comply with and adhere to the State IT Security Policy and Standards. These policies may be revised from time to time and the Master Contractor shall comply with all such revisions. Updated and revised versions of the State IT Policy and Standards are available at: <a href="http://www.DTI.Delaware.gov">www.DTI.Delaware.gov</a>
20	SOW	The Master Contractor may deliver two copies of each software source code and software source code documentation to a State-approved escrow agent with the State's prior approval. The Master Contractor shall cause the escrow agent to place the software source code in the escrow agent's vaulted location, in Delaware, and that is acceptable to the State. Two copies of the source code shall be stored on compact discs or other media designated by the State in a format acceptable to the State, and shall be easily readable and understandable by functional analysts and technical personnel with the skill set for that type of component, subcomponent, or software code.

CONTRACT NO. **DTI12201-ITPPM\_SOL**  
 Contract Name IT Project Portfolio Management Solution  
 PROPOSAL REPLY SECTION

**ATTACHMENT 13**

**MINIMUM REQUIREMENTS CHECKLIST**

Yes/No	Page #	Mandatory Pass Fail Requirement
	NA	Proposal submitted no later than closing date & time
	NA	Submitted 1 paper copy with original signatures marked "Master Copy"
	NA	Submitted 7 soft copies
		Section 1: Submitted Signed Cover (Transmittal) Letter on company letterhead and signed by a representative who has the legal capacity to enter the organization into a formal contract
		Section 1: Transmittal letter: <ul style="list-style-type: none"> <li>• briefly summarizes the proposing firm's interest in providing the required IT Project Portfolio Management Solution services; and</li> <li>• attests to the fact that no activity related to this proposal contract will take place outside of the United States; and</li> <li>• certifies the proposal CD's have been scanned and are free from viruses and other malicious software; and</li> <li>• certifies all proposal conditions are valid for 180 days from the deadline date for proposal submission; and</li> <li>• clearly identifies, for purposes of this proposal, a contact person by name and include his/her email address and phone number; and</li> <li>• clearly states the number of exceptions to the requirements of the RFP listed on Attachment 3.</li> </ul>
		Section 1 includes signed Attachment 13
		Section 1 includes signed Attachment 2
		Section 2 includes Table of Contents
		Section 3 includes Proof of Insurance
		Section 3 includes Attachment 3
		Section 4 includes Attachment 4
		Section 4 includes response to Appendix A
		Section 5 includes response to Appendix B
		Section 5 includes response to Appendix C
		Section 6 includes Attachment 6
		Section 6 includes Attachment 7
		Section 6 includes Attachment 10
		Section 7 includes audited or reviewed income statements and balance sheets for two consecutive years
		Section 8 includes Attachment 5

\_\_\_\_\_  
 Signature of Authorized Representative

\_\_\_\_\_  
 Title / Company

Date \_\_\_\_\_

## **APPENDIX A - SCOPE OF WORK**

### **1. Project Overview**

This is a Request for Proposal (RFP) for the IT Project Portfolio Management Solution (PPM) issued by the Department of Technology & Information (DTI). This application is expected to be a commercial off-the-shelf (COTS) product or hosted solution for approximately 150 end users. DTI is not interested in a fully customized solution and will not consider such offers.

### **2. Project Background and Purpose**

The Department of Technology & Information (DTI) is looking to implement a Project Portfolio Management (PPM) tool that will track, report, monitor and govern their technology projects/programs and portfolio. The solution will be expected to provide the flexibility to meet DTI's needs through configuration options built into the tool and not a customized solution that requires software development.

The project was initiated to enhance DTI's ability to successfully balance goals and risks with cost and resources. This balance will allow DTI to enhance decisions regarding strategies, programs, projects, products, services, and applications. The PPM solution should enable DTI to optimize the delivery of our services while managing costs and complexity. The PPM solution should provide the ability to:

- Reduce cost and improve accuracy of planning
- Baseline expected benefits to drive measurable results
- Compare estimated and actual project costs
- View resource deployment (e.g. capacity, allocation, work management, team work management, and personal work management)
- Communicate within the portfolio processes through the use of integrated e-mail and document management capabilities
- Generate reports at the portfolio and individual effort levels

The new tool will replace/enhance the existing solution. DTI is not interested in an evaluation of process maturity or in a gap analysis except to the extent that it is required for a successful implementation experience.

### **3. DTI Overview**

The Department of Technology and Information (DTI) is the state's central IT organization. DTI is responsible for running the State of Delaware's mainframe computer operations, wide area network and settings statewide IT policy and standards. DTI provides enterprise services that enable other State agencies to effectively fulfill their missions. DTI is committed to delivering high quality and cost-effective services that meet or exceed the customer's requirements. DTI provides 24x7 data center operations and support and also provides state agencies with technical consulting services. DTI will manage the project and work closely with the successful vendor to ensure that the PPM Business Requirements are satisfied and the State IT standards are followed.

## APPENDIX A - SCOPE OF WORK

4. Describe how your solution meets the Strategic Planning key requirements listed in 4.1 - 4.7:
  - 4.1. Create views according to funding sources, specific programs, resources, or other criteria
  - 4.2. Adhere to the defined DTI strategic lifecycles, which keep programs on track and provide a gated approval process
  - 4.3. Model and manage processes through a single and accessible user interface
  - 4.4. Manage the State's capacity (resources, funding, hardware, facilities, etc.) to requested work demands
  - 4.5. Provide decision modeling, ranking, prioritization of investments, and audit trails
  - 4.6. Analyze and measure risks of alternate investment opportunities
  - 4.7. Measure performance of portfolios and offer enterprise-wide dashboards and analytics
  
5. Describe how your solution meets the Portfolio Analysis key requirements listed in 5.1 – 5.6:
  - 5.1. Provide reporting and analytics ready to use “out of the box” and easily configurable enabling users of various levels and roles to access, share, analyze data
  - 5.2. Produce ad-hoc scenarios based on financial metrics, organizational capacity, and shifting project schedules to assist in evaluating the portfolio
  - 5.3. Perform predictive decision modeling to maximize financial return and business impact
  - 5.4. Rank and prioritize investments via user-defined metrics for better funding allocation
  - 5.5. Perform automated flow-through of project and task changes through interrelated and interdependent projects to determine the potential effect of delays and failures
  - 5.6. Provide traceability of the effects of schedule changes and resource allocations in one project on other projects to their original causes
  
6. Describe how your solution meets the Capacity Management key requirements listed in 6.1-6.4:
  - 6.1. Connect resource capacity to business objectives
  - 6.2. Balance demand with capacity through a resource-centric approach to managing workloads
  - 6.3. Dynamically monitor resource utilization and availability with drill-down dashboards
  - 6.4. Generate automatic notifications on work-slippage, capacity issues, and other concerns while extending the planning horizon, enabling capacity planning months in advance
  
7. Describe how your solution meets the Demand Management key requirements listed in 7.1 – 7.9:
  - 7.1. Capture complete demand in a single location
  - 7.2. Use form-driven templates to enter work demand
  - 7.3. Attach supporting documentation for requests
  - 7.4. Qualify the feasibility for various work types
  - 7.5. Prioritize demand to optimize agency results

## APPENDIX A - SCOPE OF WORK

- 7.6. Create interactive “what-if” trade-off scenarios
  - 7.7. Handle backlogs and cancelled, duplicate, or disapproved requests
  - 7.8. Track all necessary information, such as when requested, start/finish dates, opportunity category, urgency of request, etc.
  - 7.9. Drill down to get current reports on demand and the capacity to respond to the demand
8. Describe how your solution meets the Change Management key requirements listed in 8.1-8.3:
- 8.1. Track and handle changes and issues to mitigate risks and handle the possible impacts of changes to schedules and costs
  - 8.2. Generate an approval cycle for any necessary change to authenticate its necessity
  - 8.3. Assign an issue to a specific owner who is responsible for its resolution and documentation
9. Describe how your solution meets the Request Management key requirements listed in 9.1-9.11:
- 9.1. Capture proposals from both internal and external customers
  - 9.2. Manage the distribution, ranking, and decision-making for a large number of ideas
  - 9.3. Be easy to use for customers
  - 9.4. Leverage automated workflows to manage the process from project idea through project implementation and closure
  - 9.5. Support the creation of business cases and manage the lifecycle
  - 9.6. Perform what-if analysis early in the lifecycle to ensure that ideas are technically and financially feasible
  - 9.7. Directly link documents to processes for immediate access
  - 9.8. Accommodate document storage and management including collaboration and document version control.
  - 9.9. Integrate with email throughout the solution
  - 9.10. Monitor what decisions were made when and by whom; and record and report the decisions
  - 9.11. Keep an audit trail of changes to the request through its lifecycle
10. Describe how your solution meets the Financial Management key requirements listed in 10.1 – 10.8:
- 10.1. Work from any web enabled device with familiar tools Allow collaboration between managers in the creation and management of forecasts, baselines, and project financials, including ROM estimations
  - 10.2. Provide the ability to track funding sources and availability. Dynamically plan programs, projects, strategies, products, services, and assets/applications with the right level of financial information for the right process
  - 10.3. Track the actual costs by element of cost and task/milestone, in sufficient detail to track percent of budget expended versus percent of project completed.

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- 10.4. Ability to report on total development costs based on groups, products, and platforms for Total Cost of Development
  - 10.5. Instantly access analytics and be able to compare budgeted costs to actual/forecast costs
  - 10.6. Produce audit trails
  - 10.7. Ability to create ad-hoc, custom, and distributed reports based on role based security
11. Describe how your solution meets the Project Management key requirements listed in 11.1 – 11.19:
- 11.1. Work from the any web enables device with familiar tools
  - 11.2. Create a project and assign resources to the project and project tasks
  - 11.3. Use version control for each project allowing the generation of history files reflecting prior state and baseline plan.
  - 11.4. Quickly access information and processes related to a user from a central location
  - 11.5. Enables the user to view and respond to any form of notifications
  - 11.6. Enables the user to enter time and project expenses and extract entered data
  - 11.7. Enables the user to review assignments and add projects
  - 11.8. Allow end-users to participate in discussion groups/ message boards and access content related to the project
  - 11.9. Provide interactive collaboration capability for all planning, issues management and conflict resolution
  - 11.10. Store a copy of the planned effort and project schedule for comparison and variance reporting to accurately measure progress and assist an earned value assessment
  - 11.11. Provide key health and status information related to the project manager's portfolios
  - 11.12. Include user defined automated alerting and management of project and task status, issues, interdependencies, resource conflicts, delays, failures, and cost overruns
  - 11.13. Display portfolios and information to focus attention by job function through configurable, role-based dashboards and allow easy drill-down to view the underlying metrics and variances
  - 11.14. Exhibit performance information on a variety of portfolio metrics, including earned value and schedule, for use in a balanced scorecard
  - 11.15. Give an accurate evaluation of work completed and progress of work by means of various metrics on projects throughout the lifecycle
  - 11.16. Provide the ability to submit expenses and time reports against planned and unplanned projects and efforts, ensure that they are reported correctly, and help managers track and control expenditures and time spent on projects
  - 11.17. Provide automated reporting of project, task, milestone, and deliverable status
  - 11.18. Generate extensive audit trails
  - 11.19. Provide templates and example documents

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12. Describe how your solution meets the Resource Management key requirements listed in 12.1 – 12.12:
- 12.1. Catalog a full inventory of technical, management, and personal skills of a resource for use in planning
  - 12.2. Perform “what if” capability for modeling changes in resource availability, actual results, and any other event that might affect the outcome of a particular project
  - 12.3. Perform automatic or manual resource reallocations on work to eliminate resource overloads and ensure the highest priority work gets the resources
  - 12.4. Request resources as needed for specific periods of time
  - 12.5. Identify resources with free capacity and find qualified work
  - 12.6. Track all work, such as project work, service work, standard work
  - 12.7. Indicate which resources are being over-utilized and creating bottlenecks
  - 12.8. Speed and improve scheduling, staffing, and status reporting
  - 12.9. Drill down to get real-time details of resource utilization and capacity (current versus forecast)
  - 12.10. View future resource demand by role, skill, location, group, or any other resource attribute in graphical or numerical format for resource forecasting
  - 12.11. Document, track, and manage resource profiles, which contain rates, past projects, roles, skill sets, proficiency levels, etc.
  - 12.12. Allow authorized users to drill into details about work and resource grants
13. Describe how your solution meets the Critical Success key requirements listed in 13.1 – 13.6:
- 13.1. Solution has the ability to track and manage work items from project idea through implementation and closure
  - 13.2. Provide the ability to perform analysis at the closure of the effort.
  - 13.3. Track and manage individual efforts within the portfolio
  - 13.4. Track and manage the resources for an individual effort and at the portfolio level
  - 13.5. Track and manage financials for an individual effort and at the portfolio level
  - 13.6. Generate predetermined and ad hoc reporting
  - 13.7. Produce metrics on the stages of the process workflow
  - 13.8. Demonstrate the ability to manage and view an efforts workflow from the initial request through execution and closing including post closure analysis
  - 13.9. System is able to generate and manage unlimited Business Cases annually
  - 13.10. System is able to support multiple, role based, users in various locations
  - 13.11. Manage complex processes that span across multiple business areas
  - 13.12. Automate routine process tasks to streamline workflows
  - 13.13. Quantify benefits and forecasted versus actual returns
  - 13.14. Consolidate lessons learned into a single repository

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14. Describe how your solution meets the Security and Support key requirements listed in 14.1 – 14.3:

14.1. Secure real-time access to system functionality through assignment of role based permissions

14.2. Comply with all State of Delaware Standards (<http://dti.delaware.gov/information/standards-policies.shtml>)

14.3. Archive and backup data

15. Outline your contingency plans for the application in the event of business disruption.

### **Cloud Computing Solutions:**

If your solution includes cloud services that will not be hosted on the State network or within one of the State's data centers, you must respond to the following:

1. General System Architecture for cloud services:
  - 1.1. Describe the scalability of your cloud offerings. What additional elements (if any) would be required to support upward or downward scalability?
  - 1.2. Describe the type of connectivity that is required between the State of Delaware and your cloud offerings.
  - 1.3. Describe at a high level the availability and redundancy characteristics of your cloud offerings and how they are achieved.
  - 1.4. Describe the survivability capabilities offered for the proposed solution in the event of a full network failure between a location and the provider's cloud. What functionality survives and what is lost at each location?
  - 1.5. Can people authenticate through a single sign-on? If not, explain the authentication mechanism and the differences in authentication for various cloud capabilities in order to give the State of Delaware an understanding of how users authenticate in various situations.
  - 1.6. How will patches and versioning be handled?
  - 1.7. Will the Provider inform the State of Delaware in advance of changes to the environment?
  - 1.8. Can the State of Delaware test and approve the changes before they become production?
  - 1.9. What root-cause toolsets will the Provider offer / allow the State of Delaware?
  - 1.10. Describe the process to set up, modify, and delete an environment (for examples, GUI, phone interview, Wizard).
  - 1.11. Describe the various environments the Provider will support (for examples, Linux, Windows, Oracle, PHP, SQL Server).
2. Security for cloud services:
  - 2.1. Describe the standard security measures that are provided for your cloud offerings.
  - 2.2. Describe how the proposed solution protects against viruses, hacking, and fraud.
  - 2.3. Describe the available measures to manage attacks in progress that are included as standard in the proposed solution at no additional cost to the State of Delaware.
  - 2.4. Delineate the responsibilities for security measures between the State of Delaware and your cloud offerings against risks such as:
    - Unauthorized or fraudulent use
    - Unauthorized invasion of privacy during communications sessions
    - Hacker attack

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- Virus and worm attack
  - Denial-of-service (DOS) attacks
- 2.5. State the level of encryption provided by the proposed solution. Identify how encryption takes place and where it is enabled in the process (for example, end-to-end encryption).
- 2.6. Describe how the State of Delaware's data traffic will be secured by the proposed solution with encryption, and the data integrity measures taken when passing between sites.
- 2.7. Describe how the State of Delaware's applications systems (i.e., applications, data storage, processes) will be protected from other (external) entities to ensure that no accidental or intentional access occurs.
- 2.8. Does the Respondent offer published security guidelines? Provide a brief description (or the URL address) of your security measures.
- 2.9. Please state the Respondent's certified compliance to Federal, State of Delaware and international regulatory standards, and guidelines, for examples:
- Electronic Communications Privacy Act (ECPA); Stored Communications Act (SCA)
  - USA Patriot Act (including National Security Letters; FISA warrants)
  - Warrants and Subpoenas Generally
  - Data security issues and data breach notification
  - Family Educational Rights and Privacy Act (FERPA)
  - Gramm-Leach-Bliley Act (GLBA)
  - Health Insurance Portability and Accountability Act (HIPAA)
  - Health Information Technology for Economic and Clinical Health (HITECH) Act
  - Sarbanes Oxley
  - State Laws and Regulations
  - Section 5 of the FTC Act
  - FISMA, ISO 27001, SAS Type II)
- 2.10. Describe Respondent's data security breach procedures and responsibilities.
- 2.11. Describe the process that the Respondent follows to destroy and confirm the destruction of the State of Delaware's data.
- 2.12. Will the Provider read, use, sell, or otherwise access the State of Delaware's data (if so, how and why)?
- 2.13. Will the State of Delaware have access to system logs, if so, how?
3. Performance reviews:
- 3.1. Describe how regular service performance reviews will be provided.
- 3.2. Does the Respondent agree to review the following items with the State of Delaware on a monthly basis?
- Overall performance against SLAs
  - Major incidents affecting hosted applications availability
  - New projects
  - Major change notices
- 3.3. State how the Respondent will comply with the State of Delaware's requirement of a semi-annual customer satisfaction review meeting to discussion and review:
- The results of the State of Delaware's customer satisfaction surveys related to the cloud services provided.
  - Recent and planned managed service enhancements, new products, etc. in order to identify opportunities for business benefit to the State of Delaware.
- 3.4. State how the Respondent will comply with the State of Delaware's requirement of an annual review meeting to discuss:
- Budget, targets and continuous improvement initiatives
  - Balanced scorecard reconciliation

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- Audits of compliance to Federal, State of Delaware and international regulatory standards, and guidelines, (for example, FISMA, ISO 27001, SAS Type II)
- Changes to applications, processes, and / or data that the State of Delaware may be implementing within 12 to 36 months
- SLA metrics
- Price benchmarking

#### 4. Contract:

- 4.1. Describe the costs and process for the State of Delaware to extricate / migrate from the cloud service.
- 4.2. It must be clearly stated as to who owns and has control over the data that the State of Delaware houses in the Respondents' cloud. That is, who has the right to copy, read, update, delete, download and upload the data at will without permission or restriction?
- 4.3. How will the Provider bill the State of Delaware for its usage? (The State of Delaware must use a charge-back process for federally funded expenditures). This may include hardware inventory specifications (manufacturer, type, model, serial number, physical location), software license information, information system/component owner, and for a networked component/device, the machine name and network address.

#### Definitions –

Cloud Software as a Service (SaaS)<sup>1</sup>. The capability provided to the consumer is to use the provider's applications running on a cloud infrastructure and accessible from various client devices through a thin client interface such as a Web browser (e.g., web-based email). The consumer does not manage or control the underlying cloud infrastructure, network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.

Cloud Platform as a Service (PaaS)<sup>2</sup>. The capability provided to the consumer is to deploy onto the cloud infrastructure consumer-created applications using programming languages and tools supported by the provider (e.g., java, python, .Net). The consumer does not manage or control the underlying cloud infrastructure, network, servers, operating systems, or storage, but the consumer has control over the deployed applications and possibly application hosting environment configurations.

Cloud Infrastructure as a Service (IaaS)<sup>3</sup>. The capability provided to the consumer is to provision processing, storage, networks, and other fundamental computing resources where the consumer is able to deploy and run arbitrary software, which can include operating systems and applications. The consumer does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, deployed applications, and possibly select networking components (e.g., firewalls, load balancers).

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<sup>1</sup> Effectively and Securely Using the Cloud Computing Paradigm NIST <http://csrc.nist.gov/groups/SNS/cloud-computing/>

<sup>2</sup> ibid

<sup>3</sup> ibid

## APPENDIX B – LICENSING & PRICING

1. Software Products
  - 1.1. Granularity of Product Offerings - List all the products that comprise your complete product offering, each with a brief description, and pricing.
  - 1.2. Prerequisites – Indicate which products require the implementation of another product(s) and list those required products.
  - 1.3. Bundling - Do you have standard product bundles? If so, explain and provide pricing.
2. Software Licensing
  - 2.1. Describe how you license your software products installed on client systems.
  - 2.2. Provide the increments and pricing for Client License Upgrades.
3. Other Costs
  - 3.1. Installation/Implementation Costs – Provide your standard hourly rate for services and typical number of hours needed to assist with the installation and implementation of your product.
  - 3.2. On-Going Costs – Provide your standard price for annual software support. Provide this at the same level of detail as your product offerings.
4. Product Support
  - 4.1. What kind of support is provided (e.g. phone, email, on-site)? Who provides the support; someone from the company or a third party partner or call center?
  - 4.2. What is your recommended manpower requirement for supporting your application
  - 4.3. How many employees will be dedicated to support, implementation, and development of the proposed system?
  - 4.4. When was the software first developed and installed? When was the last major release or upgrade?
  - 4.5. Are all software upgrade costs (e.g. custom programming, installation, training) included in support fees? If not, explain.
  - 4.6. How and when are known software problems (e.g. bugs, errors) resolved? Do you publish a list of known problems?
  - 4.7. Is there an organized national user group? Is there a regional user group in our area? How often and where are meetings?
  - 4.8. Does the system require regularly scheduled (e.g. daily, monthly) down time for backups, system maintenance, etc.? Briefly explain.
  - 4.9. Does your company provide online FAQ's and Knowledge Base articles? Are they freely available without any additional support contract?
  - 4.10. What support will you be offering as part of your response to this RFP? Briefly explain.
  - 4.11. Are there any ongoing support costs not included in this RFP response? Please explain.

## APPENDIX C – PROJECT WORK PLAN (Deliverables & Benchmarks)

### 1. Project Work Plan:

Vendors must submit a Project Work Plan. The plan must outline project deliverables and associated costs. Except for Deliverable 1, vendors may propose a different sequence of deliverables.

The Department of Technology and Information reserves the right to approve document as written, reject all or part of document, or request document revisions. All deliverables will require written approval from the Project Manager prior to invoicing and payment.

### 2. Project Deliverables:

#### 2.1. Deliverable 1: Estimated Project Schedule

This is a living document and must be updated to reflect actual project tasks and timelines. DTI must approve any change that results in the change of a milestone date.

#### 2.2. Deliverable 2: Communication Plan

The communication plan must identify the processes, methods, and tools required to ensure timely and appropriate collection, distribution, and management of project information for all project participants.

#### 2.3. Deliverable 3: Detailed Business Requirements Document

The detailed business requirements document will take proposal requirements, validate them, and identify how and where the requirements are met in the system design.

#### 2.4. Deliverable 4: Enterprise Standards and Policies Plan

The vendor must familiarize itself and comply with State Information Enterprise Standards and Policies as stated in IV.D.5.s. Standard Practices to create an Enterprise Standards and Policies Plan. This plan must describe how the solution will be brought to acceptable State security levels in order to operate successfully. This plan should describe what security threats may exist and how to mitigate those threats.

#### 2.5. Deliverable 5: Implementation Plan and Process Completion

The implementation plan must include a detailed Project Schedule (revised 2.1) and describe the process of preparing, installing, training, testing, stabilizing, knowledge transfer and transferring the solution to operations. Plan must include any applicable licensing fees and restrictions. **Payment for this deliverable will only occur after DTI's final acceptance of solution in production.**

#### 2.6. Deliverable 6: Maintenance Support Plan

The support plan must describe how the solution will be supported once operational. This includes a description of the support personnel and their roles as well as the processes to resolve problems arising within solution boundaries. Plan must include any applicable licensing fees and restrictions. **The vendor shall invoice DTI for payment of this deliverable 60 days before the expiration of the Warranty Period.**

**APPENDIX C – PROJECT WORK PLAN (Deliverables & Benchmarks)**

**2.7. Deliverable 7: Warranty Period**

As the final deliverable of the project, vendor will supply one (1) year of warranty support after the final production implementation. The warranty period provides for issue resolution, bug fixes and system functionality problems with the new system. This support is included in the firm fixed price.

**3. Project Work Plan Format**

Costs for each task/deliverable listed must be specified along with the total cost of all tasks/deliverables. Please check all figures for accuracy.

<b>Deliverable</b>	<b>Deliverable Cost</b>	<b># days to complete</b>
Deliverable 1: Estimated Project Schedule		
Deliverable 2: Communication Plan		
Deliverable 3: Detailed Business Requirements Document		
Deliverable 4: Enterprise Standards and Policies Plan		
Deliverable 5: Implementation Plan, including revised deliverable #1		
Deliverable 6: Maintenance Support Plan		
Deliverable 7: Warranty Period (one year from date of acceptance)	\$0.00	365
Total Project Cost		