

**State of Delaware**  
**Department of Technology and Information**  
**QUESTIONS AND ANSWERS**  
**DTI 180022-ESIGNATURE**  
**ELECTRONIC SIGNATURE SOLUTION**  
**Thursday, December 6, 2018**

#	Question	Answer
1	Are you looking for a custom solution (meaning a product that will be developed over the course of the contract) or an existing product that only needs to be implemented and have users trained?	We are looking for a fully developed COTS or SaaS.
2	Will you consider an Open Source solution?	Yes, if it meets State standards.
3	Have you been presented with a solution in the past by a vendor? If so, who was the vendor?	Decline to answer. DTI does not view this information as necessary in preparing proposals for consideration.
4	Page number: 1, Section: Desired Features, Works with the State's existing content/workflow management applications. Question: What are the state's existing content/workflow management applications?	<p>Desired method (e.g. API or webservises) to integrate with existing systems such as: ERP and HR related systems and document management systems (see document imaging standard).</p> <p>Document Imaging Standard  <a href="https://dti.delaware.gov/pdfs/pp/DocumentImagingStandard.pdf">https://dti.delaware.gov/pdfs/pp/DocumentImagingStandard.pdf</a></p>
5	Page number: 1, Section: Desired Features, Keeps highly sensitive documents inside State's enterprise IT domain. Question: Can this solution be cloud based?	Will be considered but will at a minimum require agreed upon Cloud Terms and Conditions and Data Usage Agreements that are found in the RFP set by the State to ensure the safety of potentially confidential data.

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6	<p>Page number: 1, Section: Desired Features, Complies with all the relevant Federal and State regulations. Question: What are the Federal and State regulations?</p>	<p>All Federal and State Regulations referenced in the RFP document and depending on proposed solution, additional State regulations could include but are not limited to the following:</p> <p>eSignature Standard  <a href="https://dti.delaware.gov/pdfs/pp/ElectronicSignature.pdf">https://dti.delaware.gov/pdfs/pp/ElectronicSignature.pdf</a></p> <p>Encryption Key Management Policy  <a href="https://dti.delaware.gov/pdfs/pp/EncryptionKeyManagementPolicy.pdf">https://dti.delaware.gov/pdfs/pp/EncryptionKeyManagementPolicy.pdf</a></p> <p>Data Classification Policy  <a href="https://dti.delaware.gov/pdfs/pp/DataClassificationPolicy.pdf">https://dti.delaware.gov/pdfs/pp/DataClassificationPolicy.pdf</a></p> <p>Data Classification Guidelines  <a href="https://dti.delaware.gov/pdfs/pp/DataClassificationGuideline.pdf">https://dti.delaware.gov/pdfs/pp/DataClassificationGuideline.pdf</a></p> <p>Data Integration Standard  <a href="https://dti.delaware.gov/pdfs/pp/DataIntegrationStandard.pdf">https://dti.delaware.gov/pdfs/pp/DataIntegrationStandard.pdf</a></p> <p>Terms &amp; Conditions Governing Cloud Services Policy  <a href="https://dti.delaware.gov/pdfs/pp/Delaware%20Cloud%20Services%20Terms%20and%20Conditions%20Agreement.pdf">https://dti.delaware.gov/pdfs/pp/Delaware%20Cloud%20Services%20Terms%20and%20Conditions%20Agreement.pdf</a></p> <p>Terms &amp; Conditions Governing State Data Usage Policy  <a href="https://dti.delaware.gov/pdfs/pp/Terms%20and%20Conditions%20Governing%20State%20Data%20Usage%20Policy.pdf">https://dti.delaware.gov/pdfs/pp/Terms%20and%20Conditions%20Governing%20State%20Data%20Usage%20Policy.pdf</a></p>
7	<p>Page number: 2, Section: Desired Features, Specifically, the solution needs to be able to verify the identities. Question: Would the State prefer username and password authentication or a single sign on approach (ex. the credentials the user uses within the organization to log into a computer)? What if the user provides their credentials to someone or the credentials are comprised in some way?</p>	<p>Single sign on using SAML 2.0 is preferred but others will be considered.</p> <p>Also preferred would be third party authorization/validation method.</p>
8	<p>Page number: 2, Section: Desired Features, If hard copy fax or e-fax is utilized for transmitting any PCI, PII, or non-public information, the software application that electronically receives the transmission must perform this security. Question: Please explain in further detail how this relates to the e-signature solution</p>	<p>If applicable, vendor product must be able to securely store faxes.</p>

#	Question	Answer
9	Page number: 2, Section: Desired Features - Integration into our current environment Question: What is the architecture of the current environment?	Desired method (e.g. API or webservices) to integrate with existing systems such as: ERP and HR related systems and document management systems (see document imaging standard).  Document Imaging Standard <a href="https://dti.delaware.gov/pdfs/pp/DocumentImagingStandard.pdf">https://dti.delaware.gov/pdfs/pp/DocumentImagingStandard.pdf</a>
10	What role will pricing play in the decision? What issues are of concern about pricing? Predictability? Risk/Reward sharing? Cost Reduction?	Please refer to the scoring criteria to view the weight placed on pricing.
11	How does the proposed platform/solution impact the user and the customer experience?	The user may be required to validate their identity before submitting documents.
12	Are there current requirements documented that are detrimental to the productivity of the new application?	All desired requirements have been documented.
13	What kind of budget could we expect to work with to complete this project? This will give us a better idea of what we can do to meet your needs, and help us determine the timeline we can complete it in.	Budgets will be disclosed to awarded vendors.
14	Can companies from Outside USA can apply for this? (like,from India or Canada)	Please refer to the RFP for requirements. The RFP document can be found here: <a href="http://bids.delaware.gov/bids_detail.asp?i=5368&amp;DOT=N">http://bids.delaware.gov/bids_detail.asp?i=5368&amp;DOT=N</a>
15	Do we need to come over there for meetings?	In person demonstrations are preferred but online demonstrations will be considered.
16	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Yes, as long as state data does not leave the continental United States of America as outlined in the required state standards.
17	Can we submit the proposals via email?	Please refer to the RFP for requirements. The RFP document can be found here: <a href="http://bids.delaware.gov/bids_detail.asp?i=5368&amp;DOT=N">http://bids.delaware.gov/bids_detail.asp?i=5368&amp;DOT=N</a>

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18	<p>Desired Features            Bullet 4            Page 1 "Works with state's existing content/workflow management applications" Can we have a list of States Existing Content/workflow management applications?</p>	<p>Desired method (e.g. API or webservice) to integrate with existing systems such as: ERP and HR related systems and document management systems (see document imaging standard).</p> <p>Document Imaging Standard  <a href="https://dti.delaware.gov/pdfs/pp/DocumentImagingStandard.pdf">https://dti.delaware.gov/pdfs/pp/DocumentImagingStandard.pdf</a></p>
19	<p>Project Description            Bullet 1            Page 1 "Address the Department's immediate needs and requirements contained in this RFP" What are the processes that make up the immediate needs mentioned that the state is trying to automate with this RFP?</p>	<p>Enables everyone inside and outside the organization to sign anytime from any device.</p> <p>Provides protection against forgery and guarantees non-repudiation.</p> <p>Provides same level of security and trust that exists with conventional documents.</p> <p>Works with state's existing content/workflow management applications.</p> <p>Keeps highly sensitive documents inside State's enterprise IT domain.</p> <p>Complies with all the relevant federal and state regulations.</p>
20	<p>Project Description            Bullet 1            Page 1 "Address the Department's immediate needs and requirements contained in this RFP" What are the volumes of transaction associated with those processes?</p>	<p>Contract award in no way implies a guarantee of business. Volume to be determined with the selected vendor.</p>
21	<p>Project Description            Bullet 4            Page 1 "Provide flexible enterprise platform to address the integration needs of the State" What other systems will the State need us to integrate with in order to automate these processes?</p>	<p>Desired method (e.g. API or webservice) to integrate with existing systems such as: ERP and HR related systems and document management systems (see document imaging standard).</p> <p>Document Imaging Standard  <a href="https://dti.delaware.gov/pdfs/pp/DocumentImagingStandard.pdf">https://dti.delaware.gov/pdfs/pp/DocumentImagingStandard.pdf</a></p>

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22	Desired Features Bullet 3 Page 2 "Automated secondary signature" What do you mean about an automated second signature? Can you give us an example scenario?	Desired to have workflow of more than one signature is required.
23	Desired Features Bullet 8 Page 2 "Provision of 'lock down only' fields capability" What are the uses for which you need eNotary?	Desire to have fields that are read only to the end user. The desired solution is not limited to eNotary.
24	Desired Features Bullet 5 Page 2 "Signing and notarize capability" What do you mean by "lock down only" fields	Desire to have fields that are read only to the end user.