

DEPARTMENT OF TECHNOLOGY AND INFORMATION  
REQUEST FOR PROPOSALS



**REVISION 1 – PROJECT REQUIREMENTS REVISED TO READ:**

DTI desires to select a pure ~~managed detection and response staff augmentation~~ company whose primary function is aimed towards providing services as outlined in this RFP.

**TITLE BLOCK AND PROCUREMENT SCHEDULE SUBMISSION DUE DATES REVISED TO READ:**

Submission Due Date/Time: **Thursday, ~~May 30<sup>th</sup>~~ June 6<sup>th</sup> 2019 at 2:00 P.M. Local Time**

RFP Number: **DTI190032-MNG\_DETECT**

**MANAGED DETECTION AND RESPONSE PROVIDER**

Submission Due Date/Time: **Thursday, ~~May 30<sup>th</sup>~~ June 6<sup>th</sup> 2019 at 2:00 P.M. Local Time**

Three (3) year Term with five (5) possible one-year extensions

Multiple agreements may be awarded from this solicitation.

29 Del.C. §6982b

**PROJECT INFORMATION**

This Request for Proposal (RFP) issued by the Delaware Department of Technology and Information (DTI) for the purpose of acquiring proposals from interested firms to provide a Managed Detection and Response Provider service (MDR) to augment its internal security teams with 24x7, 365 days security log monitoring, analytics, threat profiling, correlation and alerting to help protect its data, systems and infrastructure from potential cyber security threats.

The Department reserves the right to deny any and all exceptions taken to the RFP requirements.

**PROJECT DESCRIPTION**

The MDR will work as an extension of the Department's internal security team to monitor logs collected from an environment with up to 3000 nodes and 2TB daily log ingest volume. The MDR will be expected to leverage the Department's internal log management system alongside the MDR's own proprietary log correlation rules and analytics in the detection of actionable attacks against the State. The MDR must be able to understand the State computing environment, accurately assign risk levels to threats and monitor the environment in real-time, 24x7 with real-time threat response. The MDR may be required to tune and enhance the Department's SEIM solution in order to ensure its effectiveness in correlating threat events into a security incident. The MDR will work with the Department to establish a playbook with information on when and how to contact the internal security team to take steps to stop an attack. The MDR will be required to make the recommendations on the required log sources and event auditing requirements and logging levels to

ensure they have the information necessary to effectively detect an attack, malware or a breach of the State’s computing environment.

The MDR must demonstrate that they have the:

- Security expertise, research and threat intelligence to identify threats against the State;
- Highly efficient processes and workflow automation to significantly improve time to remediation of security issues;
- Ability to provide a cost effective and scalable solution to time consuming manual correlation and analysis;
- Ability to leverage a cross-device and cross-client correlation to improve security awareness and reduce risk;
- They can establish a 24/7 security operations center to validate and send alerts on potential security threats and;
- They have broad visibility across an extensive client base for improved threat intelligence.

**PROJECT REQUIREMENTS**

DTI desires to select a pure ~~managed detection and response staff augmentation~~ company whose primary function is aimed towards providing services as outlined in this RFP.

**QUESTIONS**

Questions are to be submitted to [DTI\\_Vendorservices@state.de.us](mailto:DTI_Vendorservices@state.de.us). In order to ensure a timely response, questions must be submitted at least fifteen (15) business days before the Proposal due date. The Department’s response to questions, along with this RFP and related information, are posted on the State of Delaware Bid Solicitation Directory Website: <http://www.bids.delaware.gov/>. Firm names will be removed from questions in the responses released. Questions should be submitted in the following format. Deviations from this format will not be accepted.

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

**PROCUREMENT SCHEDULE**

Action Item	Date	Time
Deadline for Questions to ensure response:	Fifteen (15) business days prior to the proposal due date	2:00 P.M. Local Time
Final Response to Questions posted by:	Five (5) business days prior to the proposal due date	2:00 P.M. Local Time
Proposals Due by: *	<b>Thursday, <del>May 30<sup>th</sup></del> June 6<sup>th</sup> 2019</b>	2:00 P.M. Local Time

**NOTE:** Only asterisk (\*) marked date changes will be communicated (via posted Addendums).

## **PROPOSAL REQUIREMENTS**

Interested firms must submit the material required herein or they may not be considered for the project:

1. Proposals must be received prior to the Submission due date and time indicated above.

Facsimile and E-mail responses to this RFP are not acceptable. No response hand-delivered or otherwise will be accepted after the above date and time. It is the responsibility of the submitter to ensure the Proposal is received on time. The DTI's time is considered the official time for determining the cut-off for accepting submissions. To be considered for this agreement, firms must submit the Proposal as set forth herein. Any variation, including additions, may negatively impact the scoring.

### **Proposals are to be delivered to the RFP Point of Contact:**

**Shelly K. Alioa, IT Procurement Officer**  
**RFP: DTI190032-MNG\_DETECT**  
**Delaware Department of Technology**  
**801 Silver Lake Blvd.**  
**Dover, DE 19904**

Should the office be closed at the time responses are due (such as an unexpected event or inclement weather) the submission due date shall be the following business day, at the time originally scheduled.

2. **Submit one (1) original hard copy** of the Proposal. Receipt of insufficient copies or non-compliance with providing the requested information in the desired format, may negatively impact the scoring. Proposals cannot exceed sixty (60) pages excluding Appendix A Required Forms and Appendix B Pricing Spreadsheet.
3. **Submit two (2) .pdf format electronic copies** (e.g. CD, flash drive) of the Proposal; one original and one a redacted copy. The original must be a .pdf file of the original signed proposal as submitted and should be clearly marked "Original" on the first page of the .pdf. The redacted copy must be a .pdf file of the original signed proposal with any proprietary or confidential information redacted, and this copy should be clearly marked as "Redacted" on the first page of the .pdf version of the proposal. Electronic copies are to be submitted with the printed Proposal. The electronic redacted copy is required even if the submission contains no proprietary or confidential information.

Firms should review Delaware's Freedom of Information Regulations in Section 10002(I) "Public record" of the Delaware Code, <http://delcode.delaware.gov/title29/c100/index.shtml> to determine what information may be considered proprietary or confidential and may be redacted from their proposal.

4. **Submit two (2) copies of the Pricing Spreadsheet**, to include one (1) in .pdf format and one (1) in Excel Format. Pricing Spreadsheet copies should be submitted separate from proposal copies.

5. **Description of Firm Capabilities** for each of the listed items must be clearly addressed in your proposal. The proposal sections should be numbered as shown below and all items should be addressed with clear definition of the Firm's ability to provide service in each area.

**A. Security Event Monitoring (Critical Need for RFP)**

- i. Indicate the capabilities of your services to monitor our firewall, intrusion detection system (IDS), intrusion prevention system (IPS), domain controllers, applications, endpoint security tools, identity and access management, network/server device logs, URL filtering, vulnerability data and any other security related systems.
- ii. Indicate the ability to integrate with the Department's existing Security incident and event management system. Currently, the Department utilizes Splunk log management and SEIM.
- iii. Please describe the use of signature-based and correlation rules.
- iv. Explain your ability to analyze this data and to provide real-time event correlation between data sources, and real-time alerting of security incidents and system health incidents.
- v. Explain how your company keeps signatures/rules updated.
- vi. Explain support for the creation and management of customized correlation rules and the capabilities available to our staff for doing so. Describe any limitations, such as data sources, age and query frequency.
- vii. Explain your ability to analyze this data to identify when changes in behaviors of users or systems represents risk to our environment.
- viii. Explain your methodology for reducing false positives and false negatives and for classifying security-related events that represent a risk to the Department.
- ix. Describe how false positives are managed, and how your company will incorporate false positive feedback from the Department.
- x. Describe the typical workflow and process that occurs when the security analytics detects a security event, beginning with how that is presented to a SOC analyst for evaluation through the triage, validation, prioritization and customer alerting/notification process. Indicate where activities are automated versus manually performed by analysts.
- xi. Indicate the level of interaction and support that our staff can expect from your security analysts to assess, investigate and respond to incidents.

**B. Corporate Capabilities**

- i. Please provide an audited copy of your company's financial statements for the past three years.
- ii. Indicate the number of years your company has been in business.
- iii. Indicate the number of years your company has offered each of the services in the MDR portfolio. Please provide the number of clients and revenue for each service.
- iv. Where is your company headquartered? Indicate how many security operation centers (SOCs) you have, and where each one is located.
- v. How many years have you been providing MDRs?
- vi. Do you have venture capital or other funding supporting your MDR business?

- vii. What percentage of your security service revenue for the trailing 12 months is from MDRs? What percentage is from security professional services or consulting?
- viii. What percentage of your company's revenue is spent on MDR research and development (R&D)?
- ix. Describe all documented policies, procedures and audit requirements that will ensure maintaining the privacy and confidentiality of the Department's data from the data of your other customers.
- x. Describe alliances with other companies you have that are related to your MDRs, such as using a third-party software as part of your MDR portfolio.
- xi. Does your company subcontract MDR work to other third parties? If so, please list them, based on the services in scope, and describe your business relationship with each one.
- xii. Please provide an overview of your plans for continuity of service to the Department.
- xiii. Provide evidence of up-to-date business liability insurance.

**C. Qualifications and Staffing**

- i. Indicate how many MDR customers you have.
- ii. Please provide a list of MDR customers in the Department's industry or market sector. This should include three or more references of companies using your service that are of similar size to the Department.
- iii. Indicate the total number of employees in your company, and the number of employees responsible for MDR delivery.
- iv. Please describe the relative distributions of employees in your MDR company providing delivery, project management, customer service, and how these employees are geographically distributed.
- v. What percentage of your staff has security certifications (list the certifications), and what is the average number of years of experience they have in performing security monitoring or security consulting? Are there any differences based on geographic location and/or SOC in terms of your staff's certifications and experience?
- vi. Please describe the citizenship requirements per geographic location and/or per security operations center for governance purposes.
- vii. Provide a sample job description and/or resume for your security-monitoring staff. Include a summary of the technical expertise and/or special capabilities required.
- viii. Describe the process for screening and hiring your MDR staff.
- ix. Explain the process of initial and ongoing training of your security-monitoring staff.
- x. What is the ratio of monitored security devices to personnel? What is the ratio of managed security devices to personnel?
- xi. What is the average employment time of an MDR analyst within your company?
- xii. Describe your customer support tiers, including the capabilities and location of staff at each tier.
- xiii. Indicate any industry certifications/attestations your security operation centers hold, such as Statement on Standards for Attestation Engagements (SSAE) 16 Type 2, or

International Organization for Standardization (ISO) 27001. If so, please provide evidence.

**D. Implementation and Service Methodology**

- i. Provide a brief overview of your managed security services and any supporting products.
- ii. Are your SOCs staffed 24/365? Describe your approach to supporting 24/365 remote security event monitoring and device/agent management, including any use of "follow the sun" staffing.
- iii. Describe the architecture of your MDR delivery capability, including elements in your SOC, data center (on your premise, colocations, and private and public cloud services), network and our premises, as well as the centrally delivered log management, analytics and portal tiers, and capabilities for collecting event logs and data from other locations (e.g., software as a service [SaaS] and infrastructure as a service [IaaS]). Provide example architectural diagrams and descriptions. Indicate where there are any regional differences in architectures or technologies used. Finally, include and identify any elements that are delivered by third-party partners.
- iv. List the primary tools used to deliver your services. Describe the function or service offering they support, and indicate whether they are proprietary, commercial, or open source, for example, log collection, log management and storage, analytics, reporting, case management and workflow, and incident response.
- v. Explain how these services, and any supporting products will use or interface with products the Department has in place will be affected by outsourcing, such as intrusion detection and vulnerability analysis. Ensure that you include details on how you intend to connect to the Department's infrastructure to provide support.
- vi. Will your services require the use of proprietary technology that the Department must purchase or install? If so, please list all pertinent information related to this technology, including hardware, software, networking, middleware and database requirements. Include any associated costs as a separate line item in your quote.
- vii. Explain how you use external data (e.g., threat intelligence feeds) to analyze potential threats to the Department's environment and describe what access to this data the Department will have.
- viii. Please provide an overview of your customer notification and escalation process. Include details on how often a customer is notified of a security event, and on the methods of notification.
- ix. Describe integration capabilities with enterprise directories, and configuration management databases (CMDBs). Explain how these integrations support the delivery of your services.
- x. Indicate how your services will be delivered in our internal virtual (or cloud-based) infrastructure identify virtualized infrastructure products offered, if applicable. Include details about how the services will accommodate the scaling (larger or smaller) of the virtual or cloud-based environment, the implications for technology deployment to support monitoring, and related contractual, license or cost implications.
- xi. Indicate how your services will be delivered in an external or public cloud infrastructure. Include technology and contractual or licensing requirements related to

provisioning, ongoing monitoring and de-provisioning of services to the cloud infrastructure. Describe the process to add or remove monitoring sources in a public cloud infrastructure.

- xii. Describe your support for monitoring security or other related events from SaaS providers. List which providers can be monitored natively. Do you require and/or support cloud access security brokers (CASBs)?
- xiii. Explain how you will complete an initial assessment, and how you will establish a baseline security level. Include specifics on your implementation timeline; infrastructure requirements; data transfer, data storage and segregation, and backup systems; and encryption standards.
- xiv. Describe the frequency and opportunities for continuous improvement during the implementation phase.
- xv. Please provide an example of how your services detected and addressed a recent security incident.
- xvi. Explain your methodology for detecting custom or targeted attacks directed at our users or systems.

**E. Security Device Management**

- i. Indicate the capabilities of your services to manage our security technologies in scope if required.
- ii. Explain your process for updating software to include signature updates and system patches. How do you ensure that this is done in a nonintrusive manner to your customers?
- iii. For each management service, indicate your change management process and your willingness to modify to meet our requirements.
- iv. For device management services, indicate whether changes are reviewed to assess increased risk, exposure or the effects on capacity.
- v. Describe the contractual and cost implications of changing devices from real-time monitoring to collection or reporting (or vice versa).

**F. Security Information Management**

- i. Indicate the data sources supported for log collection, reporting and retention. Can logs be collected from any source? Describe the collection methods (e.g., forwarded syslog, Windows Management Instrumentation [WMI], local forwarding agent).
- ii. Will all our raw event logs and data be collected and forwarded to your platform for storage? If no, describe the variation and options for full log event retention (if applicable).
- iii. Will our logs be compressed and encrypted in transit, and is it a guaranteed delivery via a store and forward type of solution? If so, please describe.
- iv. Indicate any limitations to your log collection capabilities, such as peak event rates, volume or sources.
- v. Explain the capabilities that allow our staff to search and browse original log data. Describe any limitations to this capability.

- vi. Explain the capabilities of our staff to create and modify reports based on collected log data. Indicate any limitations, such as number of reports, complexity of queries and age of data.
- vii. Indicate your standard data retention policies and ability to modify them to meet our requirements.
- viii. Is there a minimum and maximum of times that log retention can be offered? Describe what is actively available versus what is kept offline. If 366 days of storage is required, how will that be priced for the Department?
- ix. Specify how your company approaches the online/warm/cold types of storage.
- x. What is the process for adding additional log sources to the scope of service? Include the implications for deployment architecture, integration costs and ongoing costs.

**G. Advanced Analytics and Capabilities**

- i. Describe your ability to implement watch-lists, both those you define, and those we define.
- ii. What technologies are used to enable advanced analytics?
- iii. How do you profile and monitor entity and user activities and behaviors (e.g., user and entity behavior analytics [UEBA])? Describe specific approaches and models/algorithms used, including any regional variations.
- iv. Describe your use of predictive analytics, including specific approaches and models/algorithms used, and any regional variations.
- v. Describe any specific network monitoring and/or network forensics features, capabilities or offerings to detect advanced, targeted attacks.
- vi. Describe any specific payload analysis features, capabilities or offerings to detect advanced, targeted attacks.
- vii. Describe any specific endpoint behavior analysis and/or endpoint forensics features, capabilities or offerings to detect advanced, targeted attacks.
- viii. How is streamed data with real-time advanced analytics supported? Describe and list any technologies supported (e.g., Kafka, NiFi).
- ix. Describe the data and threat visualization capabilities available to us via the portal.
- x. Describe any managed detection and response-type service offerings (e.g., managed endpoint detection and response, threat hunting, remote response and containment).
- xi. Explain if/how you leverage big data platforms for the collection, retention and analysis of large volumes of operational and security data for analysis.
- xii. How are big data platforms used to support the collection/analysis of network and endpoint data? Does your company require the deployment of its own network data collection/analysis solution? Can your company use the Department 's EDR solution, or is it mandatory that the Department use your company's EDR solution?

**H. Incident Response**

- i. Are there any remote and/or on-site incident response (IR) activities included as part of the service? If so, describe the services provided, including specifics on what is included in the core services versus what is available as an additional service/offering.



- ii. Do you provide incident response activities, including breach response services, via an optional retainer? If so, describe the packages, service-level agreements (SLAs), costs and included services. Do you offer proactive services as part of a retainer? Which services are able to be delivered remotely (both proactive and reactive), and which require your staff to be physically on our site(s)?
- iii. Do you provide any IR activities outside of a retainer, such as a "just in time" type services?
- iv. Do you assist with creating specific IR use cases and maintaining a run book? If so, describe how this is achieved.
- v. Describe any self-service features for incident response provided via the portal (e.g., automated malware analysis, custom signature or correlation rule implementation).

**I. Portals, Reports and Dashboards**

- i. Indicate any local language support or localization features in your portal, and note any regional differences.
- ii. Describe the information provided by and features available through the web-based portal or console associated with your services. Describe the underlying technology (HTML5, Flash, JavaScript, etc.) based on the Department's minimum software requirements. Also, include details on your support for role-based access control (RBAC), customization of screens and data presentation, predefined correlation rules, and predefined reports.
- iii. Indicate whether all services and MDR features, including those delivered by partners, will be available via a single portal, regardless of region or part of business delivering the services.
- iv. What authentication and identity management system does your portal use? Do you provide support for federated identity management (FIM)?
- v. How does the portal provide us access to external threat intelligence feeds, in addition to the Department's own threat intelligence feeds?
- vi. Describe support for bidirectional threat intelligence using open standards, such as STIX/TAXII/OpenIOC.
- vii. Can the Department access, and search log event data via your MDR portal?
- viii. Describe user roles available to us for your MDR portal (e.g., administration, view/report, etc.). Describe how user access to data and reports can be restricted based on role and group.
- ix. Describe any real-time chat/instant messaging and/or live video interaction available with your SOC staff.
- x. Describe any integration capabilities with third-party service desk and ticketing tools and services. How is this achieved (e.g., email, application programming interfaces [APIs], etc.)? Also, indicate if you provide single-direction or bidirectional support, and whether the integrations are subject to additional costs.
- xi. Describe the portal capabilities to enable our staff to create, update and close tickets.
- xii. Describe how much visibility your company provides on the tasks of the workflow. Consider how many alerts there are, your staff level (e.g., Level 1, Level 2, Level 3), and how long they are on a particular phase in the process.

- xiii. Is there a smartphone/tablet application available? If so, briefly describe the supported platforms and functionality.
- xiv. Describe operational, regulatory and executive reporting capabilities.
- xv. Indicate the number of predefined reports, including specific regulatory and compliance items supported, that will be available for the Department. Please provide examples.
- xvi. Explain how report data can be exported to or used by an external report writer or risk dashboard.
- xvii. Explain the capabilities for our staff to create customized, ad hoc queries and reports. Describe any limitations to ad hoc query or report generation, including data sources, data age and query frequency.

**J. Service Management**

- i. Explain the expected working relationship, roles and responsibilities between your security staff and the Department's security staff.
- ii. Indicate the frequency of meetings or teleconferences to review performance, issues, threat environment and responses. Explain the types of analyst and account management support provided during those meetings.
- iii. Indicate device/agent management, and real-time event management notification service levels. Explain how they are measured, and how they will be communicated to the Department.
- iv. Provide a sample of an SLA as outlined in the scope, in addition to the service onboarding and delivery phases.
- v. Describe your problem resolution and escalation procedure.
- vi. Describe your SLA performance reporting. If applicable, indicate whether these methods are used in some or all regions.
- vii. Does your company have standard time frames, after which a given security product is no longer supported? If so, please describe the details, including proprietary and third party software time frames.
- viii. Please provide details on support agreements. If a third party software update is required, when does the SLA between you and the Department begin?
- ix. Describe the process for adding services or new technologies. For example, assume that the Department adopted a deep-packet-inspection firewall technology — how would this be supported and incorporated into an SLA?
- x. What process will determine if a change is within the original scope of the supplied technology or a new feature? How will the costs be determined?
- xi. What access to internal-auditing documentation will you provide if our auditors, customers or business partners require this documentation in support of legal, regulatory or contractual requirements? What is your process for requesting documentation? What are the time frames to which you will commit for producing documentation?
- xii. Describe the process should the Department have a complaint.

- xiii. Indicate your process for notifying us of your noncompliance with the SLA, and vice versa.
- xiv. Describe the remedies available to the Department should you fail to meet any SLAs. Explain any regional variations to remedies.
- xv. Outline early termination penalties and charges. Describe how the costs are calculated to extract all captured data to be moved to another MDR, if applicable?
- xvi. Describe how the Department's data would be obtained during the termination process.
- xvii. Describe how the Department's data (including data generated by your company about security events and incidents affecting the Department) will be governed and protected in transit. Consider this from a technology perspective, as well as via processes and procedures. How will the treatment of the Department 's confidential data assist with better job performance (e.g., creating internal architecture and topology maps)?
- xviii. Will you allow Delaware law to govern?
- xix. Provide examples of how your company has met specific regulatory or statutory requirements to the data within specific geographic or political boundaries. Provide answers only for regions or specific countries where there is concern.

**K. Pricing and Contracts**

- i. Please provide the name, title and appropriate contact information of the authorized negotiator or contract-signing agent.
- ii. Indicate and describe the licensing model(s) for your MDR offering.
- iii. Indicate and describe the pricing model for managing/monitoring virtualized security devices or log sources.
- iv. Provide the base cost and pricing methodology.
- v. Please indicate details on the number of devices or data sources (e.g., IDS sensors, firewalls and servers) that are included in the cost.
- vi. Is pricing differentiated according to the sophistication of analytics used?
- vii. How are costs negotiated for upgrading or expanding services? Can we add devices or data sources without affecting pricing or services?
- viii. How would the purchase of new security devices (or upgrading our current devices) affect pricing?
- ix. Provide details on one-time costs and recurring costs.
- x. Is there a minimum commitment for particular usage, total volume, individual spend or aggregate spend in order to receive the rates and terms provided in the proposal? If so, explain.
- xi. How long will the proposal remain in force from the date of submission?
- xii. Provide any licensing and warranty information for third-party products you may require the Department to purchase in support of this service.
- xiii. Indicate the discounts available, based on volume of services and contract length.
- xiv. Will you allow the Department to test your service for a defined trial period?

- xv. Indicate any consulting support hours built into your standard MDR contracts.
- xvi. Indicate hourly or daily pricing for additional consulting hours we can purchase during the MDR engagement.
- xvii. Please explain in detail your contract liability limitations — is this limited by the price of the paid contract?

6. **Staff Qualifications:**

Follow instructions below:

- A. Proposed Team: Indicate Name, Position, and approximate percentage of contract cost each member will perform.
- B. Resumes of Key Personnel Proposed for this Contract;  
Resume information is limited to eight (8) individuals regardless of affiliation. Each resume is limited to a single sided page.
- C. Example Projects:  
Example Projects provided are limited to ten (10) projects. Single-sided page for each project only. Public Agencies or Government examples are preferred.
- D. Additional Information;  
Should only include the following:

7. **Rating Criteria Support Information Section** may be included limited to four (4) pages on two (2) sheets of paper formatted using Times New Roman, 12pt. font that covers any information that directly relates to your ability to meet the specific rating criteria cited within the RFP document.

Firms are encouraged to review the Rating Criteria section of this RFP and provide a response that addresses each of the scored items. Evaluators will not be able to make assumptions about a Firm's capabilities so the responding Firm should be detailed in their proposal responses.

- 8. **Provide at least three (3) business references** consisting of current or previous customers of similar scope and value using Attachment D. Include business name, mailing address, contact name and phone number, number of years doing business with, and type of work performed. The selection committee will not consider personal references.
- 9. **Required Certification Forms.** All firms responding to the RFP must complete and return the submission forms located in Appendix A of this document.
- 10. **Agreements** for consideration by the Department that would require signing as part of purchasing activity must have draft language submitted and approved for the life of contract. This includes but is not limited to License and Service Level Agreements. Any changes to offered agreement language after contract execution is subject to Department approval.
- 11. **Certifications or Documentation** to support Vendor Information Security Program and any ISO or SOC certification should be provided with the proposal.

**No promotional materials or brochures are to be included as part of the submission.**

## **RATING CRITERIA**

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

<b>#</b>	<b>Criteria Description:</b>	<b>Weight</b>
1	Security Event Monitoring	30%
2	Corporate Capabilities, Qualifications and Staffing	10%
3	Implementation and Service Methodology	15%
4	Security Device and Security Information Management	5%
5	Advanced Analytics and Capabilities	10%
6	Incident Response	10%
7	Portals, Reports, Dashboards and Service Management	5%
8	Pricing and Contracts	15%
<b>TOTAL :</b>		<b>100%</b>

## **OVERVIEW OF SELECTION PROCESS – IDIQ**

This is an indefinite delivery/ indefinite quantity agreement utilized for the performance of services on an as-needed basis. There is no guarantee of actual agreement value.

This is a single phase solicitation process with the availability for discussions with the most highly qualified Firms who whose proposal is the most advantageous to the Department. Based upon the listed criteria and evaluation of each Firm's submitted proposal, the Selection Committee may decide if a small sample task and/or discussions will be held. If discussions are held, they will serve to clarify the technical approach, qualifications, and capabilities provided in response to the RFP, after which the committee will determine the ranking of the candidate firms.

Selection Committee members will individually score each firm's submitted proposal which determines individual ranking. The Department's ranking is the combined ranking of all Committee members. Awarded firms, in order of ranking, will have the opportunity to negotiate an agreement with the Department. If the Department cannot reach agreement with the highest ranked firm(s), the Department terminates negotiations and begins negotiations with the next highest ranked firm, and so on until an agreement is reached. The Department notifies via email the awarded firm(s) of the opportunity to enter into an agreement with the Department. This notification also includes information on the next steps for the agreement process.

After the ranking process has been completed, applicable price information will be requested from the successful candidate firm(s), such as; salary rates for various classifications of personnel; and an indirect cost derivation for the most current accounting period.

Rate determination and applicability is subject to audit by the Department. Additionally, candidates should be prepared for the Department to work with your current accounting firm to provide information and backup documentation. Full and immediate cooperation is required to avoid delays in execution of an agreement. Failure to cooperate may result in breaking off negotiations and moving to the next ranked firm.

Selection Committee membership appointments are confidential.

## **STANDARD TERMS AND CONDITIONS**

### Professional Services RFP Administrative Information

#### **1. RFP Issuance**

##### **A. Public Notice**

Public notice has been provided in accordance with 29 Del. C. [§6981](#).

##### **B. Obtaining Copies of the RFP**

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

##### **C. Assistance to Firms with a Disability**

Firms 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.

##### **D. RFP Designated Contact**

All requests, questions, or other communications about this RFP shall be made in writing to the Department. 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 Firm. Firms should rely only on written statements issued by the RFP designated contact.

**Shelly K. Aliaa, IT Procurement Officer**

**RFP: DTI190032-MNG\_DETECT**

**Delaware Department of Technology**

**801 Silver Lake Blvd.**

**Dover, DE 19904**

**[DTI\\_Vendorservices@state.de.us](mailto:DTI_Vendorservices@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.

##### **E. Consultants and Legal Counsel**

The Department may retain consultants or legal counsel to assist in the review and evaluation of this RFP and the Firms' responses. Bidders shall not contact the Department's consultant or legal counsel on any matter related to the RFP.

##### **F. Contact with State Employees**

Direct contact with State of Delaware employees other than the Department Designated Contact regarding this RFP is expressly prohibited without prior consent. Firms 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.

##### **G. 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.

## **H. Exclusions**

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

- 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:
- 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 Department contracted Firm:
- Has been convicted or has had a civil judgment entered for a violation under State or Federal antitrust statutes:
- Has violated contract provisions such as;
- Knowing failure without good cause to perform in accordance with the specifications or within the time limit provided in the contract; or
- Failure to perform or unsatisfactory performance in accordance with terms of one or more contracts;
- Has violated ethical standards set out in law or regulation; and
- Any other cause listed in regulations of the State of Delaware determined to be serious and compelling as to affect responsibility as a Department contracted Firm, including suspension or debarment by another governmental entity for a cause listed in the regulations.

## **2. RFP Submissions**

### **A. Acknowledgement of Understanding of Terms**

By submitting a bid, each Firm 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.

### **B. 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.

### **C. Proposal Costs and Expenses**

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

### **D. Proposal Expiration Date**

Prices quoted in the proposal shall remain fixed and binding on the bidder at least through contract award. The Department reserves the right to ask for an extension of time if needed.

**E. Late Proposals**

Proposals received after the specified date and time will not be accepted or considered. To guard against premature opening, sealed proposals shall be submitted, plainly marked with the proposal title, Firm 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.

**F. Proposal Opening**

The Department will receive proposals until the date and time shown in this RFP. Proposals will be opened in the presence of State of Delaware personnel. Any unopened proposals will be returned to the submitting Firm.

**G. 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.

**H. Concise Proposals**

The Department 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 Department's interest is in the quality and responsiveness of the proposal.

**I. Realistic Proposals**

It is the expectation of the Department that Firms 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 Department shall bear no responsibility or increase obligation for a Firm's failure to accurately estimate the costs or resources required to meet the obligations defined in the proposal.

**J. Price Not Confidential**

Firms shall be advised that as a publically bid contract, no Firm shall retain the right to declare their pricing confidential.

**K. Multi-Firm Solutions (Joint Ventures)**

Multi-Firm solutions (joint ventures) will be allowed only if one of the venture partners is designated as the "**Prime Firm**". The "**Prime Firm**" must be the joint venture's contact point for the Department 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 Firm 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 Department, and approval of a request to subcontract shall not in any way relieve Firm of responsibility for the professional and technical accuracy and adequacy of the work. Further, Firm 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-Firm 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 Firm.



**i. Primary Firm**

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

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

Nothing in this section shall prohibit the Department from the full exercise of its options under the State’s Right to Award Multiple Source Contracting Section of this RFP regarding multiple source contracting.

**ii. Sub-contracting**

The Firm selected shall be solely responsible for contractual performance and management of all subcontract relationships. This contract allows subcontracting assignments; however, Firms 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 Firm shall be wholly responsible for the entire contract performance whether or not subcontractors are used. Any sub-contractors must be approved by Department prior to starting work.

**iii. Multiple Proposals**

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

**L. Discrepancies and Omissions**

Firm 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 Firm. Should Firm find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any questions arise concerning this RFP, Firm shall notify the Department’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 Firm’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, at least ten (10) calendar days prior to the time set for opening of the proposals.

**M. State’s Right to Reject Proposals**

The Department 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 Department’s specifications or Firm’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 Department may deem necessary in the best interest of the State of Delaware.

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

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

This RFP does not constitute an offer by the Department. Firm's participation in this process may result in the Department 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 Department to execute a contract nor to continue negotiations. The Department may terminate negotiations at any time and for any reason, or for no reason.

**O. 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 Firms if the agency head makes a determination that such an award is in the best interest of the State of Delaware.

**P. Potential Contract Overlap**

Firms shall be advised that the Department, at its sole discretion, shall retain the right to solicit for goods and/or services as required by its agencies and as it serves the best interest of the State. As needs are identified, there may exist instances where contract deliverables, and/or goods or services to be solicited and subsequently awarded, overlap previous awards. The Department reserves the right to reject any or all bids in whole or in part, to make partial awards, to award to multiple Firms during the same period, to award by types, on a zone-by-zone basis or on an item-by-item or lump sum basis item by item, or lump sum total, whichever may be most advantageous to the State of Delaware.

**Q. Notification of Withdrawal of Proposal**

Firm may modify or withdraw its proposal by written request, provided that both proposal and request is received by the Department 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 Department at the proposal submission deadline. All proposals received are considered firm offers at that time.

**R. 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, contracted Firm or its agents.

**S. Exceptions to the RFP**

Any exceptions to the RFP, or the State of Delaware's terms and conditions, must be recorded on Attachment F. Acceptance of exceptions is within the sole discretion of the evaluation committee.

**T. Award of Contract**

The final award of a contract is subject to approval by the Department. The Department has the sole right to select the successful Firm(s) for award, to reject any 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 Firm of the acceptance of its proposal by the Department and the subsequent full execution of a written contract will constitute a contract, and no Firm will acquire any legal or equitable rights or privileges until the occurrence of both such events.

**U. RFP Award Notifications**

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

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

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

**V. Cooperatives**

Firms, who have been awarded similar contracts through a competitive bidding process with a cooperative, are welcome to submit the cooperative pricing for this solicitation.

**3. 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 Department reserves full discretion to determine the competence and responsibility, professionally and/or financially, of Firms. Firms are to provide in a timely manner any and all information that the Department may deem necessary to make a decision.

**A. Proposal Evaluation Team**

The Proposal Evaluation Team shall be comprised of representatives of the State of Delaware. The Team shall determine which Firms meet the minimum requirements pursuant to selection criteria of the RFP and procedures established in 29 *Del. C.* §§ [6981](#) and [6982](#). Professional services for this solicitation are considered under 29 *Del. C.* §6982(b). The Team may negotiate with one or more Firms during the same period and may, at its discretion, terminate negotiations with any or all Firms. The Team shall make a recommendation regarding the award to the Department of Technology and Information, IT Procurement Officer, who shall have final authority, subject to the provisions of this RFP and 29 *Del. C.* § [6982\(b\)](#), to award a contract to the successful Firm in the best interests of the State of Delaware.

**B. 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 Firm's proposals. All assignments of points shall be at the sole discretion of the Proposal Evaluation Team.

The proposals shall 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 Department to be essential for use by the Team in the bid evaluation and award process. Therefore, all instructions contained in this RFP shall be met in order to qualify as a responsive and responsible Firm 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 Firms during the contract review and negotiation.
- Negotiate any aspect of the proposal with any Firm and negotiate with more than one Firm at the same time.
- Select more than one Firm pursuant to 29 Del. C. §[6986](#).

**C. Proposal Clarification**

The Evaluation Team may contact any Firm 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.

**D. References**

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

**E. Oral Presentations**

After initial scoring and a determination that Firm(s) are qualified to perform the required services, selected Firms may be invited to make oral presentations to the Evaluation Team. All Firm(s) selected will be given an opportunity to present to the Evaluation Team.

The selected Firms will have their presentations scored or ranked based on their ability to successfully meet the needs of the contract requirements, successfully demonstrate their product and/or service, and respond to questions about the solution capabilities.

The Firm 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 Firm's costs associated with participation in oral discussions and system demonstrations conducted for the Department are the Firm's responsibility.

**4. Contract Terms and Conditions**

**A. Contract Use by Other Agencies**

The Department of Technology and Information (DTI) encourages other State of Delaware agencies to piggyback on the resulting contract by requesting a Memorandum of Understanding (MOU) from the Department prior to engaging the awarded Firm. Notification to the Firm will be initiated by DTI for approval of use prior to executing a Participating Addendum between the Firm and piggybacking agency. Please contact the Department's IT Procurement Officer, Shelly K. Alioa in order to attain access to use by email at [shelly.alioa@state.de.us](mailto:shelly.alioa@state.de.us).

**REF: Title 29, Chapter [6904\(e\)](#) Delaware Code.** If no State contract exists for a certain good or service, covered agencies may procure that certain good or service under

another agency's contract so long as the arrangement is agreeable to all parties. Agencies, other than covered agencies, may also procure such goods or services under another agency's contract when the arrangement is agreeable to all parties.

**B. Cooperative Use of Award**

As a publicly competed contract awarded in compliance with 29 DE Code Chapter 69, this contract is available for use by other states and/or governmental entities through a participating addendum. Interested parties should contact the State Contract Procurement Officer identified in the contract for instruction. Final approval for permitting participation in this contract resides with the Director of Government Support Services and in no way places any obligation upon the awarded Firm(s).

**C. General Information**

- i.** The selected Firm will be required to enter into a written agreement with the Department. The Department 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 Department. Firms will be required to sign the contract for all services, and may be required to sign additional agreements.
- ii.** The selected Firm or Firms will be expected to enter negotiations with the Department, which will result in a formal contract between parties. Procurement will be in accordance with subsequent contracted agreement. This RFP and the selected Firm's response to this RFP will be incorporated as part of any formal contract.
- iii.** The Department's standard contract will most likely be supplemented with the Firm'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.
- iv.** No Firm is to begin any service prior to receipt of 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 Firm.
- v.** If the Firm 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 Firm. Such Firm shall fulfill every stipulation embraced herein as if they were the party to whom the first award was made.
- vi.** The Department reserves the right to extend this contract on a month-to-month basis for a period of up to three months after the term of the full contract has been completed.

**D. Collusion or Fraud**

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

By responding, the Firm shall be deemed to have represented and warranted that its proposal is not made in connection with any competing Firm submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the Firm 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 Firm's proposal preparation.

Advance knowledge of information which gives any particular Firm advantages over any other interested Firm(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.

**E. Lobbying and Gratuities**

Lobbying or providing gratuities shall be strictly prohibited. Firms 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 Firm 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 Department 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.

All contact with State of Delaware employees, contracted Firms 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.

**F. Solicitation of State Employees**

Until contract award, Firms 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 Firm, its affiliates, actual or prospective Firms, or any person acting in concert with Firm, without prior written approval of the Department's contracting officer. Solicitation of State of Delaware employees by a Firm may result in rejection of the Firm's proposal.

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

**G. General Contract Terms**

**i. 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 Department's discretion as to the location of work for the contractual support personnel during the project period. The Department may provide working space and sufficient supplies and material to augment the Firm's services.

**ii. Licenses and Permits**

In performance of the contract, the Firm 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 Firm. The Firm shall be properly licensed and authorized to transact business in the State of Delaware as provided in 30 *Del. C.* § [2502](#).

Prior to receiving an award, the successful Firm shall either furnish the Department 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 Firm to applicable fines and/or interest penalties.

**iii. Notice**

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

**Shelly K. Alioa, IT Procurement Officer  
Delaware Department of Technology  
801 Silver Lake Blvd.  
Dover, DE 19904**

**iv. Indemnification**

**1. General Indemnification**

By submitting a proposal, the proposing Firm 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 Firm's, its agents and employees' performance work or services in connection with the contract.

**2. Proprietary Rights Indemnification**

Firm 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 Firm in writing and Firm shall defend such claim, suit or action at Firm's expense, and Firm 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 Firm (collectively "Products") is or

in Firm's reasonable judgment is likely to be, held to constitute an infringing product, Firm shall at its expense and option either:

- A. Procure the right for the Department 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 Department agrees to and accepts in writing.

3. **Insurance**

- A. Firm 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 Firm'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 Firm in their negligent performance under this contract.
- B. The Firm 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 Firm is an independent contractor and is not an employee of the State of Delaware.
- C. During the term of this contract, the Firm shall, at its own expense, also carry insurance minimum limits as follows:
  - i. Firm shall in all instances maintain the following insurance during the term of this Agreement.
    - 1. Worker's Compensation and Employer's Liability Insurance in accordance with applicable law.
    - 2. Commercial General Liability  
\$1,000,000.00 per occurrence/\$3,000,000 per aggregate.
  - ii. The successful Firm must carry at least one of the following depending on the scope of work being delivered.
    - 1. Medical/Professional Liability  
\$1,000,000.00 per occurrence/\$3,000,000 per aggregate
    - 2. Miscellaneous Errors and Omissions  
\$1,000,000.00 per occurrence/\$3,000,000 per aggregate
    - 3. Product Liability  
\$1,000,000 per occurrence/\$3,000,000 aggregate
  - iii. If the contractual service requires the transportation of departmental clients or staff, the Firm shall, in addition to the above coverage's, secure at its own expense the following coverage.



1. Automotive Liability Insurance (Bodily Injury) covering all automotive units transporting departmental clients or staff used in the work with limits of not less than \$100,000 each person and \$300,000 each accident.
    2. Automotive Property Damage (to others) - \$25,000
  - D. The Firm shall provide a Certificate of Insurance (COI) as proof that the Firm has the required insurance. The COI shall be provided prior to agency contact prior to any work being completed by the awarded Firm(s).
  - E. The State of Delaware shall not be named as an additional insured.
  - F. Should any of the above described policies be cancelled before expiration date thereof, notice will be delivered in accordance with the policy provisions.
4. **Performance Requirements**  
The selected Firm will warrant that it 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.
5. **Performance Bond**  
Firms awarded contracts are required to furnish a 100% Performance Bond in accordance with Delaware Code Title 29, Section 6927, to the State of Delaware for the benefit of Government Support Services with surety in the amount of one-hundred thousand dollars (\$100,000.00). Said bonds shall be conditioned upon the faithful performance of the contract. This guarantee shall be submitted in the form of good and sufficient bond drawn upon an Insurance or Bonding Company authorized to do business in the State of Delaware. If the Government Support Services bond form is not utilized, **the substituted bond form must reflect the minimum conditions specified in Attachment G.**
6. **Firm Emergency Response Point of Contact**  
The awarded Firm(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 or in the event of a local emergency or disaster where a state governmental entity requires the services of the Firm. Failure to provide this information could render the proposal as non-responsive.
- In the event of a serious emergency, pandemic or disaster outside the control of the State, the State may negotiate, as may be authorized by law, emergency performance from the Firm to address the immediate needs of the State, even if not contemplated under the original Contract or procurement. Payments are subject to appropriation and other payment terms.
7. **Warranty**  
The Firm 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 Firm correct, at its own expense, the setup, configuration, customizations or modifications so that it functions according to the Department's requirements.

8. **Costs and Payment Schedules**

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

The Department will require a payment schedule based on defined and measurable milestones. Proposals should be submitted for proposed work. Payments for services will not be made in advance of work performed. The Department may require holdback of contract monies until acceptable performance is demonstrated.

Payments made under the resulting contract are subject to audit and will be based on actual costs. Invoices submitted for the duration of the resulting contract shall include, but not be limited to, the task order assignment number, a brief description of the assignment, and proof of actual retail cost of all equipment related to the invoice. Final settlement for total payment to the Firm will be made within ninety (90) days from the date of final written Department acceptance of each task/project.

9. **Professional Services Project Schedules**

Work assigned under the resulting contract will be by individual task orders for services as required in this RFP, throughout the State of Delaware. The Firm will prepare a specific proposal for each task order assignment including a work plan, cost proposal, and schedule to be approved by the Department.

Within three (3) working days the Firm shall acknowledge each work assignment. The Firm shall contact the Department to discuss project requirements and will provide a work plan, schedule and cost proposal to the Department within five (5) working days following the initial project scoping meeting. The Firm shall submit a monthly status report for each assigned task and shall advise of any decisions needed concerning matters that appear to be preventing progress.

Notify the DTI Procurement Office in writing if the Firm is of the opinion that any work or service is beyond the scope of the contract. If by its sole discretion the Department concurs, in accordance with Delaware law, a Supplemental Agreement may be executed in writing. No work covered by Supplemental Agreements shall be begin unless ordered in writing by the Department and receipt of a Notice to Proceed.

The Firm will proceed with the work and services for each task within three (3) working days after receipt of a written Notice to Proceed issued by the DTI Procurement Office.

10. **Professional Services Labor Billing Rate Adjustments**

The CPI-U information the Department uses to set allowable annual Professional Services Labor Billing Rate Increases adjustments is based on the CPI region of Philadelphia-Wilmington-Atlantic City, PA-NJ-DE-MD region (CUURS12BSA0). This region will be used to represent all activity for the Department, regardless of individual consultant office locations. The CPI will be calculated as the change from the averaged index point values of December, February, April, June, August, and October, to the corresponding time period average one year prior.

11. **Liquidated Damages**

The Department may include in the final contract liquidated damages provisions for non-performance.

12. **Dispute Resolution**

At the option of, and in the manner prescribed by the Department, the parties shall attempt in good faith to resolve any dispute arising out of or relating to this Agreement promptly by negotiation between executives who have authority to settle the controversy and who are at a higher level of management than the persons with direct responsibility for administration of this Agreement. All offers, promises, conduct and statements, whether oral or written, made in the course of the negotiation by any of the parties, their agents, employees, experts and attorneys are confidential, privileged and inadmissible for any purpose, including impeachment, in arbitration or other proceeding involving the parties, provided evidence that is otherwise admissible or discoverable shall not be rendered inadmissible.

If the matter is not resolved by negotiation, as outlined above, or, alternatively, the Department elects to proceed directly to mediation, then the matter will proceed to mediation as set forth below. Any disputes, claims or controversies arising out of or relating to this Agreement shall be submitted to mediation by a mediator selected by the Department. The Department reserves the right to proceed directly to arbitration or litigation without negotiation or mediation. Any such proceedings held pursuant to this provision shall be governed by Delaware law and venue shall be in Delaware. The parties shall maintain the confidential nature of the arbitration proceeding and the Award, including the Hearing, except as may be necessary to prepare for or conduct the arbitration hearing on the merits. Each party shall bear its own costs of mediation, arbitration or litigation, including attorneys' fees.

13. **Termination of Contract**

The contract resulting from this RFP may be terminated as follows by the Department of Technology and Information.

A. **Termination for Cause**

If, for any reasons, or through any cause, the Firm fails to fulfill in timely and proper manner its obligations under this Contract, or if the Firm violates any of the covenants, agreements, or stipulations of this Contract, the Department shall thereupon have the right to terminate this contract by giving written notice to the Firm of such termination and specifying the effective date thereof, at least twenty (20) 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 Firm under this Contract shall, at the option of the Department, become its property, and the Firm 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 Department.

On receipt of the contract cancellation notice from the Department, the Firm shall have no less than five (5) days to provide a written response and may identify a method(s) to resolve the violation(s). A Firm response shall not effect or prevent the contract cancellation unless the Department provides a written acceptance of the Firm response. If the Department does accept the

Firm's method and/or action plan to correct the identified deficiencies, the Department will define the time by which the Firm must fulfill its corrective obligations. Final retraction of the Department's termination for cause will only occur after the Firm successfully rectifies the original violation(s). At its discretion the Department may reject in writing the Firm's proposed action plan and proceed with the original contract cancellation timeline.

**B. Termination for Convenience**

The Department may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least twenty (20) 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 Firm shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the Department.

**C. 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 Department 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.

**14. Non-discrimination**

In performing the services subject to this RFP the Firm, as set forth in Title 19 Delaware Code Chapter 7 section [711](#), will agree that it will not discriminate against any employee or applicant with respect to compensation, terms, conditions or privileges of employment because of such individual's race, marital status, genetic information, color, age, religion, sex, sexual orientation, gender identity, or national origin. The successful Firm 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.

**15. Covenant against Contingent Fees**

The successful Firm 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 Firm for the purpose of securing business. For breach or violation of this warranty the Department 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.

**16. Firm Activity**

No activity is to be executed in an off shore facility, either by a subcontracted firm or a foreign office or division of the Firm. The Firm 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.

17. **Firm Responsibility**  
The Department will enter into a contract with the successful Firm(s). The successful Firm(s) shall be responsible for all products and services as required by this RFP whether or not the Firm or its subcontractor provided final fulfillment of the order. Subcontractors, if any, shall be clearly identified in the Firm's proposal by completing Attachment 6, and are subject the approval and acceptance of the Department of Technology and Information.
18. **Supplier Diversity**  
State of Delaware, Office of Supplier Diversity Certification Applications are available here for download:  
<http://gss.omb.delaware.gov/osd/certify.shtml>  
Submission of a completed Office of Supplier Diversity (OSD) application is optional and does not influence the outcome of any award decision.
- The minimum criteria for certification require the entity must be at least 51% owned and actively managed by a person or persons who are eligible: minorities, women, veterans, and/or service disabled veterans. Any one or all of these categories may apply to a 51% owner.
- Complete application and mail, email or fax to:  
Office of Supplier Diversity (OSD)  
100 Enterprise Place, Suite 4  
Dover, DE 19904-8202  
Telephone: (302) 857-4554 Fax: (302) 677-7086  
Email: [osd@state.de.us](mailto:osd@state.de.us)  
Web site: <http://gss.omb.delaware.gov/osd/index.shtml>
19. **Personnel, Equipment and Services**
- The Firm represents that it has, or will secure at its own expense, all personnel required to perform the services required under this contract.
  - All of the equipment and services required hereunder shall be provided by or performed by the Firm or under its direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.
  - None of the equipment and/or services covered by this contract shall be subcontracted without the prior written approval of the Department. Only those subcontractors identified in Subcontractor Information Form attached to this RFP and submitted with the Firm's proposal are considered approved upon award. Changes to those subcontractor(s) must be approved in writing by the DTI Procurement Office.
20. **Fair Background Check Practices**  
Pursuant to 29 Del. C. [§6909B](#), the Department does not consider the criminal record, criminal history, credit history or credit score of an applicant for State employment during the initial application process unless otherwise required by State and/or Federal law. Firms doing business with the Department are encouraged to adopt fair background check practices. Firms can refer to 19 Del. C. [§711\(g\)](#) for applicable established provisions.
21. **Firm Background Check Requirements**  
Firm(s) selected for an award that access State property or come in contact with vulnerable populations, including children and youth, shall be required to

complete background checks on employees serving the Department's on premises contracts. Unless otherwise directed, at a minimum, this shall include a check of the following registry:

Delaware Sex Offender Central Registry at: <https://sexoffender.dsp.delaware.gov/>

Individuals that are listed in the registry shall be prevented from direct contact in the service of an awarded State contract, but may provide support or off-site premises service for contract Firms. Should an individual be identified and the Firm(s) believes their employee's service does not represent a conflict with this requirement, may apply for a waiver to the primary agency listed in the solicitation. The Agency's decision to allow or deny access to any individual identified on a registry database is final and at the Agency's sole discretion.

By Agency request, the Firm(s) shall provide a list of all employees serving an awarded contract, and certify adherence to the background check requirement. Individual(s) found in the central registry in violation of the terms stated, shall be immediately prevented from a return to State property in service of a contract award. A violation of this condition represents a violation of the contract terms and conditions, and may subject the Firm to penalty, including contract cancellation for cause.

Individual contracts may require additional background checks and/or security clearance(s), depending on the nature of the services to be provided or locations accessed, but any other requirements shall be stated as part of this RFP or be a matter of common law. The Firm(s) shall be responsible for the background check requirements of any authorized Subcontractor providing service to the Agency's contract.

22. **Work Product**

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

23. **Contract Documents**

The RFP, the purchase order, the executed contract and any supplemental documents between the Department and the successful Firm shall constitute the contract between the Department and the Firm. 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, Department's RFP, Firm's response to the RFP and purchase order. No other documents shall be considered. These documents will constitute the entire agreement between the State of Delaware and the Firm.

24. **Applicable Law**

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

In submitting a proposal, Firms certify that they comply with all Federal, State and local laws applicable to its activities and obligations including:

- a. the laws of the State of Delaware;
- b. the applicable portion of the Federal Civil Rights Act of 1964;

- c. the Equal Employment Opportunity Act and the regulations issued there under by the federal government;
- d. a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury; and
- e. 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 Firm fails to comply with (a) through (e) of this paragraph, the Department reserves the right to disregard the proposal, terminate the contract, or consider the Firm in default.

The selected Firm 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.

25. **Severability**

If any term or provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Agreement, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.

26. **Assignment of Antitrust Claims**

As consideration for the award and execution of this contract by the Department, the Firm hereby grants, conveys, sells, assigns, and transfers to the State of Delaware all of its right, title and interest in and to all known or unknown causes of action it presently has or may now or hereafter acquire under the antitrust laws of the United States and the State of Delaware, regarding the specific goods or services purchased or acquired for the State pursuant to this contract. Upon either the Department's or the Firm notice of the filing of or reasonable likelihood of filing of an action under the antitrust laws of the United States or the State of Delaware, the Department and Firm shall meet and confer about coordination of representation in such action.

27. **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.

28. **Affirmation**

The Firm must affirm that within the past five (5) years the firm or any officer, controlling stockholder, partner, principal, or other person substantially involved in the contracting activities of the business is not currently suspended or debarred and is not a successor, subsidiary, or affiliate of a suspended or debarred business.

29. **Audit Access to Records**

The Firm 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 Firm 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 Firm. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Firm 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 Firm, representatives of the Department 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 Firm's financial records will be borne by the Firm. Reimbursement to the Department for disallowances shall be drawn from the Firm's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

30. **Other General Conditions**

- a. **Current Version** – “Packaged” application and system software shall be the most current version generally available as of the date of the physical installation of the software.
- b. **Current Manufacture** – Equipment specified and/or furnished under this specification shall be standard products of manufacturers regularly engaged in the production of such equipment and shall be the manufacturer's latest design. All material and equipment offered shall be new and unused.
- c. **Volumes and Quantities** – Activity volume estimates and other quantities have been reviewed for accuracy; however, they may be subject to change prior or subsequent to award of the contract.
- d. **Prior Use** – The Department reserves the right to use equipment and material furnished under this proposal prior to final acceptance. Such use shall not constitute acceptance of the work or any part thereof by the Department.
- e. **Status Reporting** – The selected Firm will be required to lead and/or participate in status meetings and submit status reports covering such items as progress of work being performed, milestones attained, resources expended, problems encountered, and corrective action taken, until final system acceptance.
- f. **Regulations** – All equipment, software and services must meet all applicable local, State and Federal regulations in effect on the date of the contract.
- g. **Assignment** – Any resulting contract shall not be assigned except by express prior written consent from the Agency.
- h. **Changes** – No alterations in any terms, conditions, delivery, price, quality, or specifications of items ordered will be effective without the written consent of the Department.
- i. **Billing** – The successful Firm is required to "Bill as Shipped" to the respective ordering agency(s). Ordering agencies shall provide contract number, ship to and bill to address, contact name and phone number.
- j. **Payment** – The Department reserves the right to pay by Automated Clearing House (ACH), Purchase Card (P-Card), or check. The agencies will authorize and process for payment of each invoice within thirty (30) days after the date of receipt of a correct invoice. Firms are invited to offer in their



proposal value added discounts (i.e. speed to pay discounts for specific payment terms). Cash or separate discounts should be computed and incorporated as invoiced.

- k. **Purchase Orders** – Agencies that are part of the First State Financial (FSF) system are required to identify the contract number **DTI190032-MNG\_DETECT** on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the State’s financial reporting system.
- l. **Purchase Card** – The State of Delaware intends to maximize the use of the P-Card for payment for goods and services provided under contract. Firms shall not charge additional fees for acceptance of this payment method and shall incorporate any costs into their proposals. Additionally, there shall be no minimum or maximum limits on any P-Card transaction under the contract.
- m. **Additional Terms and Conditions** – The State of Delaware reserves the right to add terms and conditions during the contract negotiations.

31. **RFP Miscellaneous Information**

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

The Department reserves the right to pre-approve any news or broadcast advertising releases concerning this solicitation, 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 solicitation or resulting contract shall require the prior express written permission of the Department.

The Department will not prohibit or otherwise prevent the awarded Firm(s) from direct marketing to the State of Delaware agencies, departments, municipalities, and/or any other political subdivisions, however, the Firm shall not use the State’s seal or imply preference for the solution or goods provided.

B. **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. Firms must respond to all mandatory requirements presented in the RFP. Failure to respond to a mandatory requirement may cause the disqualification of your proposal.

C. **Production Environment Requirements**

The Department requires that all hardware, system software products, and application software products included in proposals be currently in use in a production environment by a least three other customers, have been in use for at least six months, and have been generally available from the manufacturers for a period of six months. Unreleased or beta test hardware, system software, or application software will not be acceptable.

5. **TECHNOLOGY AND INFORMATION TERMS**

A. **Proof of Concept (POC)**

For successful execution of the Program, a POC must be completed and test events approved by the Department before the Program is set to operational status. The following Program documentation will be validated during the POC: Department provided Work Instructions (WI) for each asset type enrolled in the program, Department defined

Business Rules, Return Instructions, and procedures for management of retired/obsolete/bad stock.

**B. On Premise Solutions**

For on premise solutions, Firm(s) shall be responsible for ensuring that all services, products and deliverables furnished to the Department are consistent with practices utilized by, or policies and standards promulgated by, the Department of Technology and Information (DTI) published at <http://dti.delaware.gov/information/standards-policies.shtml>.

The awarded Firm, on a quarterly basis, should review referenced policies and standards after contract execution to ensure continued compliance. 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.

**C. Personally Identifiable Information**

Information or data, alone or in combination, that identifies or authenticates a particular individual. Such information or data may include, without limitation, Name, Date of birth, Full address (e.g. house number, city, state, and/or zip code), Phone Number, Passwords, PINs, Federal or State tax information, Biometric data, Unique identification numbers (e.g. driver's license number, social security number, credit or debit account numbers, medical records numbers), Criminal history, Citizenship status, Medical information, Financial Information, Usernames, Answers to security questions or other personal identifiers.

Information or data that meets the definition ascribed to the term "Personal Information" under Delaware Code Title 6 § 12B-101 Title 6, §1202C, and Title 29 §9017C or any other applicable State of Delaware or Federal law.

**D. IRS Data**

Any situations involving IRS Data Require adherence to the IRS Safeguarding Contract Language below. Any language conflict in this section with terms in this contract will cause the more stringent to apply in situations involving IRS Data. The IRS or another governing body may impose sanctions referenced in this section.

**1. IRS 1075 PUBLICATION: EXHIBIT 7, Contract Language for Technology Services**

a. PERFORMANCE

In performance of this contract, the contractor agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:

- i. All work will be done under the supervision of the contractor or the contractor's employees.
- ii. The contractor and the contractor's employees with access to or who use FTI must meet the background check requirements defined in IRS Publication 1075.

- iii. Any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material will be treated as confidential and will not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an officer or employee of the contractor will be prohibited.
- iv. All returns and return information will be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output will be given the same level of protection as required for the source material.
- v. The contractor certifies that the data processed during the performance of this contract will be completely purged from all data storage components of his or her computer facility, and no output will be retained by the contractor at the time the work is completed. If immediate purging of all data storage components is not possible, the contractor certifies that any IRS data remaining in any storage component will be safeguarded to prevent unauthorized disclosures.
- vi. Any spoilage or any intermediate hard copy printout that may result during the processing of IRS data will be given to the agency or his or her designee. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts, and will provide the agency or his or her designee with a statement containing the date of destruction, description of material destroyed, and the method used.
- vii. All computer systems receiving, processing, storing or transmitting FTI must meet the requirements defined in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to Federal Tax Information.
- viii. No work involving Federal Tax Information furnished under this contract will be subcontracted without prior written approval of the IRS.
- ix. The contractor will maintain a list of employees authorized access. Such list will be provided to the agency and, upon request, to the IRS reviewing office. (10) The agency will have the right to void the contract if the contractor fails to provide the safeguards described above.

b. CRIMINAL/CIVIL SANCTIONS

- i. Each officer or employee of any person to whom returns or return information is or may be disclosed will be notified in writing by such person that returns or return information disclosed to such officer or

employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized further disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRCs 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.

- ii. Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the contract. Inspection by or disclosure to anyone without an official need-to-know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee [United States for Federal employees] in an amount equal to the sum of the greater of \$1,000 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. These penalties are prescribed by IRC 7213A and 7431 and set forth at 26 CFR 301.6103(n)-1.
- iii. Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.
- iv. Granting a contractor access to FTI must be preceded by certifying that each individual understands the agency's security policy and procedures for safeguarding IRS information. Contractors must maintain their authorization to access FTI through annual

recertification. The initial certification and recertification must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, contractors must be advised of the provisions of IRCs 7431, 7213, and 7213A (see Exhibit 4, Sanctions for Unauthorized Disclosure, and Exhibit 5, Civil Damages for Unauthorized Disclosure). The training provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 10) For both the initial certification and the annual certification, the contractor must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

c. INSPECTION

The IRS and the Agency, with 24-hour notice, shall have the right to send its inspectors into the offices and plants of the contractor to inspect facilities and operations performing any work with FTI under this contract for compliance with requirements defined in IRS Publication 1075. The IRS' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology (IT) assets that access, store, process or transmit FTI. On the basis of such inspection, corrective actions may be required in cases where the contractor is found to be noncompliant with contract safeguards.

*Remainder of page intentionally left blank.*

## **Appendix A - FORMS**

The following optional form is to be utilized at the Firm's discretion to communicate reasons for declining to submit a proposal:

- **NO PROPOSAL REPLY FORM**

The following completed forms **are required to be returned with each proposal**:

- **NON-COLLUSION STATEMENT**
- **CONFIDENTIAL INFORMATION FORM**
- **BUSINESS REFERENCES**
- **SUBCONTRACTOR INFORMATION FORM**
- **EXCEPTION FORM**
- **PERFORMANCE BOND FORM**

If applicable to proposed solutions, the following forms **are also required**:

- **DELAWARE CLOUD SERVICES TERMS AND CONDITIONS AGREEMENT** (This form only applicable if Firm requires Department to send State logs to their network for processing.)
- **DELAWARE DATA USAGE TERMS AND CONDITIONS AGREEMENT** (Required for all proposing Firms.)

DTI190032-MNG\_DETECT  
MANAGED DETECTION AND RESPONSE PROVIDER

NO PROPOSAL REPLY FORM

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 submit a proposal, state their reason(s) below and return in a clearly marked envelope displaying the contract number.

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 submit a proposal 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

PLEASE FORWARD NO PROPOSAL REPLY FORM TO THE CONTRACT OFFICER IDENTIFIED.

**DTI190032-MNG\_DETECT  
MANAGED DETECTION AND RESPONSE PROVIDER**

**NON-COLLUSION STATEMENT**

This is to certify that the undersigned Firm 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 Firm who also submitted a proposal as a primary Firm in response to this solicitation** submitted this date to the State of Delaware, Department of Technology and Information.

It is agreed by the undersigned Firm that the signed delivery of this bid represents, subject to any express exceptions set in the attached Exception Form, the Firm's acceptance of the terms and conditions of this solicitation 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, Department of Technology and Information.

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

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

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

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

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

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

FEDERAL EIN \_\_\_\_\_ STATE OF DELAWARE LICENSE NUMBER \_\_\_\_\_

COMPANY CLASSIFICATIONS:	Certification type(s)	Circle all that apply	
	Minority Business Enterprise (MBE)	Yes	No
	Woman Business Enterprise (WBE)	Yes	No
	Disadvantaged Business Enterprise (DBE)	Yes	No
	CERT. NO.:	Veteran Owned Business Enterprise (VOBE)	Yes
	Service Disabled Veteran Owned Business Enterprise (SDVOBE)	Yes	No

[The above table is for informational 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 HAVE ORIGINAL SIGNATURE, BE NOTARIZED AND BE RETURNED WITH YOUR PROPOSAL**

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

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

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





**DTI190032-MNG\_DETECT  
MANAGED DETECTION AND RESPONSE PROVIDER**

**BUSINESS REFERENCES**

Provide at least three (3) business references consisting of current or previous customers of similar scope and value. Include business name, mailing address, contact name and phone number, number of years doing business with, and type of work performed. The selection committee will not consider personal references. Please do not list any State Employee as a business reference. If you have held a State contract within the last 5 years, please provide a separate list of the contract(s).

**Contact Name & Title:**  
**Business Name:**  
**Address:**  
  
**Email:**  
**Phone # / Fax #:**  
**Number of Years Associated:**  
**Type of Work Performed:**


**Contact Name & Title:**  
**Business Name:**  
**Address:**  
  
**Email:**  
**Phone # / Fax #:**  
**Number of Years Associated:**  
**Type of Work Performed:**


**Contact Name & Title:**  
**Business Name:**  
**Address:**  
  
**Email:**  
**Phone # / Fax #:**  
**Number of Years Associated:**  
**Type of Work Performed:**


**DTI190032-MNG\_DETECT  
MANAGED DETECTION AND RESPONSE PROVIDER**

**SUBCONTRACTOR INFORMATION FORM**

<b>PART I – STATEMENT BY PROPOSING FIRM</b>		
1. CONTRACT NUMBER	2. PRIME FIRM NAME:	3. MAILING ADDRESS
4. SUBCONTRACTOR		
a. NAME	c. COMPANY OSD 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 4g. Veteran Owned Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4h. Service Disabled Veteran Owned 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		

\* Use a separate form for each subcontractor



DEPARTMENT OF TECHNOLOGY AND INFORMATION  
PERFORMANCE BOND



Bond Number: \_\_\_\_\_

KNOW ALL PERSONS BY THESE PRESENTS, that we \_\_\_\_\_, as principal ("**Principal**"), and \_\_\_\_\_, a \_\_\_\_\_ corporation, legally authorized to do business in the State of Delaware, as surety ("**Surety**"), are held and firmly bound unto the **Department of Technology and Information** ("**Owner**"), in the amount of \_\_\_\_\_ (\$ \_\_\_\_\_), to be paid to **Owner**, for which payment well and truly to be made, we do bind ourselves, our and each and every of our heirs, executors, administrations, successors and assigns, jointly and severally, for and in the whole, firmly by these presents.

Sealed with our seals and dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

NOW THE CONDITION OF THIS OBLIGATION IS SUCH, that if **Principal**, who has been awarded by **Owner** that certain contract known as Contract Number \_\_\_\_\_ dated the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_ (the "Contract"), which Contract is incorporated herein by reference, shall well and truly provide and furnish all materials, appliances and tools and perform all the work required under and pursuant to the terms and conditions of the Contract and the Contract Documents (as defined in the Contract) or any changes or modifications thereto made as therein provided, shall make good and reimburse **Owner** sufficient funds to pay the costs of completing the Contract that **Owner** may sustain by reason of any failure or default on the part of **Principal**, and shall also indemnify and save harmless **Owner** from all costs, damages and expenses arising out of or by reason of the performance of the Contract and for as long as provided by the Contract; then this obligation shall be void, otherwise to be and remain in full force and effect.

**Surety**, for value received, hereby stipulates and agrees, if requested to do so by **Owner**, to fully perform and complete the work to be performed under the Contract pursuant to the terms, conditions and covenants thereof, if for any cause **Principal** fails or neglects to so fully perform and complete such work.

**Surety**, for value received, for itself and its successors and assigns, hereby stipulates and agrees that the obligation of **Surety** and its bond shall be in no way impaired or affected by any extension of time, modification, omission, addition or change in or to the Contract or the work to be performed thereunder, or by any payment thereunder before the time required therein, or by any waiver of any provisions thereof, or by any assignment, subletting or other transfer thereof or of any work to be performed or any monies due or to become due thereunder; and **Surety** hereby waives notice of any and all such extensions, modifications, omissions, additions, changes, payments, waivers, assignments, subcontracts and transfers and hereby expressly stipulates and agrees that any and all things done and omitted to be done by and in relation to assignees, subcontractors, and other transferees shall have the same effect as to **Surety** as though done or omitted to be done by or in relation to **Principal**.

**Surety** hereby stipulates and agrees that no modifications, omissions or additions in or to the terms of the Contract shall in any way whatsoever affect the obligation of **Surety** and its bond.

Any proceeding, legal or equitable, under this Bond may be brought in any court of competent jurisdiction in the State of Delaware. Notices to **Surety** or Contractor may be mailed or delivered to them at their respective addresses shown below.

IN WITNESS WHEREOF, **Principal** and **Surety** have hereunto set their hand and seals, and such of them as are corporations have caused their corporate seal to be hereto affixed and these presents to be signed by their duly authorized officers, the day and year first above written.

**PRINCIPAL**

Witness or Attest:

By: \_\_\_\_\_ (SEAL)

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

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

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

(Corporate Seal)

**SURETY**

Witness or Attest:

By: \_\_\_\_\_ (SEAL)

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

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

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

(Corporate Seal)



STATE OF DELAWARE  
DEPARTMENT OF TECHNOLOGY AND INFORMATION  
801 Silver Lake Blvd., Dover, Delaware 19904

## DELAWARE CLOUD SERVICES TERMS AND CONDITIONS AGREEMENT

*PUBLIC AND NON-PUBLIC DATA OWNED BY THE STATE OF DELAWARE*

XaaS Contract # \_\_\_\_\_, Appendix \_\_\_\_\_

between State of Delaware and \_\_\_\_\_ dated \_\_\_\_\_

	Public Data	Non Public Data	Cloud Services (CS) Terms
			<p><b>PROVIDER must satisfy Clause CS1-A OR Clauses CS1-B and CS1-C, AND Clause CS4 for all engagements involving non-public data.</b></p> <p>Clause CS2 is mandatory for all engagements involving non-public data.</p> <p>Clause CS3 is only mandatory for SaaS or PaaS engagements involving non-public data.</p>
CS1-A		✓	<p><b>Security Standard Compliance Certifications:</b> The PROVIDER shall meet, and provide proof of, one or more of the following Security Certifications.</p> <ul style="list-style-type: none"> <li>• CSA STAR – Cloud Security Alliance – Security, Trust &amp; Assurance Registry (Level Two or higher)</li> <li>• FedRAMP - Federal Risk and Authorization Management Program</li> </ul>
CS1-B		✓	<p><b>Background Checks:</b> The PROVIDER must warrant that they will only assign employees and subcontractors who have passed a state-approved criminal background checks. The background checks must demonstrate that staff, including subcontractors, utilized to fulfill the obligations of the contract, have no convictions, pending criminal charges, or civil suits related to any crime of dishonesty. This includes but is not limited to criminal fraud, or any conviction for any felony or misdemeanor offense for which incarceration for a minimum of 1 year is an authorized penalty. The PROVIDER shall promote and maintain an awareness of the importance of securing the State's information among the Service Provider's employees and agents. Failure to obtain and maintain all required criminal history may be deemed a material breach of the contract and grounds for immediate termination and denial of further work with the State of Delaware.</p>
CS1-C		✓	<p><b>Sub-contractor Flowdown:</b> The PROVIDER shall be responsible for ensuring its subcontractors' compliance with the security requirements stated herein.</p>
CS2		✓	<p><b>Breach Notification and Recovery:</b> The PROVIDER must notify the State of Delaware immediately of any incident resulting in the destruction, loss, unauthorized disclosure, or alteration of State of Delaware data. If data is not encrypted (see CS3, below), Delaware Code (6 Del. C. §12B-100 et seq.) requires public breach notification of any incident resulting in the loss or unauthorized disclosure of Delawareans' Personally Identifiable Information (PII, as defined in Delaware's <i>Terms and Conditions Governing Cloud Services</i> policy) by PROVIDER or its subcontractors. The PROVIDER will provide notification to persons whose information was breached without unreasonable delay but not later than 60 days after determination of the breach, except 1) when a shorter time is required under federal law; 2) when law enforcement requests a delay; 3) reasonable diligence did not identify certain residents, in which case notice will be delivered as soon as practicable. All such communication shall be coordinated with the State of Delaware. Should the PROVIDER or its contractors be liable for the breach, the PROVIDER shall bear all costs associated with investigation, response, and recovery from the breach. This includes, but is not limited to, credit monitoring services with a term of at least three (3) years, mailing costs, website, and toll-free telephone call center services. The State of Delaware shall not agree to any limitation on liability that relieves the PROVIDER or its subcontractors from its own negligence, or to the extent that it creates an obligation on the part of the State to hold a PROVIDER harmless.</p>

Form Revision Date: 9/28/2018



**DELAWARE CLOUD SERVICES TERMS AND CONDITIONS AGREEMENT**

*PUBLIC AND NON-PUBLIC DATA OWNED BY THE STATE OF DELAWARE*

XaaS Contract # \_\_\_\_\_, Appendix \_\_\_\_\_  
between State of Delaware and \_\_\_\_\_ dated \_\_\_\_\_

	Public Data	Non Public Data	Cloud Services (CS) Terms
			<p><b>PROVIDER must satisfy Clause CS1-A OR Clauses CS1-B and CS1-C, AND Clause CS4 for all engagements involving non-public data.</b></p> <p><b>Clause CS2 is mandatory for all engagements involving non-public data.</b></p> <p><b>Clause CS3 is only mandatory for SaaS or PaaS engagements involving non-public data.</b></p>
CS3		✓	<p><b>Data Encryption:</b> The PROVIDER shall encrypt all non-public data in transit, regardless of transit mechanism. For engagements where the PROVIDER stores Personally Identifiable Information (PII) or other sensitive, confidential information, it shall encrypt this non-public data at rest. The PROVIDER's encryption shall meet validated cryptography standards as specified by the National Institute of Standards and Technology in FIPS140-2 and subsequent security requirements guidelines. The PROVIDER and State of Delaware will negotiate mutually acceptable key location and key management details. Should the PROVIDER not be able to provide encryption at rest, it must maintain cyber security liability insurance coverage for the duration of the contract. Coverage must meet the State of Delaware's standard in accordance with the <i>Terms and Conditions Governing Cloud Services</i> policy.</p>
CS4	✓	✓	<p><b>Notification of Legal Requests:</b> The PROVIDER shall contact the State of Delaware upon receipt of any electronic discovery, litigation holds, discovery searches, and expert testimonies related to, or which in any way might reasonably require access to the data of the State. With regard to State of Delaware data and processes, the PROVIDER shall not respond to subpoenas, service of process, and other legal requests without first notifying the State unless prohibited by law from providing such notice.</p>

The terms of this Agreement shall be incorporated into the aforementioned contract. Any conflict between this Agreement and the aforementioned contract shall be resolved by giving priority to this Agreement. By signing this Agreement, the PROVIDER agrees to abide by the following applicable Terms and Conditions :

- FOR OFFICIAL  CS4 (Public Data)  
USE ONLY  CS1-A and CS4 (Non-Public Data) OR  CS1-B and CS1-C and CS4 (Non-Public Data)  
 CS2 (Non-public Data)  CS3 (SaaS, PaaS – Non-public Data)

PROVIDER Name/Address (print): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PROVIDER Authorizing Official Name (print): \_\_\_\_\_

PROVIDER Authorizing Official Signature: \_\_\_\_\_ Date: \_\_\_\_\_





STATE OF DELAWARE  
 DEPARTMENT OF TECHNOLOGY AND INFORMATION  
 801 Silver Lake Blvd., Dover, Delaware 19904

**DELAWARE DATA USAGE TERMS AND CONDITIONS AGREEMENT**

*PUBLIC AND NON-PUBLIC DATA OWNED BY THE STATE OF DELAWARE*

Contract/Agreement #/name \_\_\_\_\_, Appendix \_\_\_\_\_

between State of Delaware and \_\_\_\_\_ dated \_\_\_\_\_

	Public Data	Non Public Data	DATA USAGE (DU) TERMS	
DU1	✓	✓	Data Ownership	The State of Delaware shall own all right, title and interest in its data that is related to the services provided by this contract. The PROVIDER shall 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, (iii) as required by the express terms of this contract, or (iv) at State of Delaware's written request. All information obtained or generated by the PROVIDER under this contract shall become and remain property of the State of Delaware.
DU2	✓	✓	Data Usage	<p>PROVIDER shall comply with the following conditions. At no time will any information, belonging to or intended for the State of Delaware, be copied, disclosed, or retained by PROVIDER or any party related to PROVIDER for subsequent use in any transaction. The PROVIDER will take reasonable steps to limit the use of, or disclosure of, and requests for, confidential State data to the minimum necessary to accomplish the intended purpose under this agreement. PROVIDER may not use any information collected in connection with the service issued from this proposal for any purpose other than fulfilling the service. Protection of Personally Identifiable Information (PII, as defined in the State's <i>Terms &amp; Conditions Governing Cloud Services</i> policy), privacy, and sensitive data shall be an integral part of the business activities of the PROVIDER to ensure that there is no inappropriate or unauthorized use of State of Delaware information at any time. The PROVIDER shall safeguard the confidentiality, integrity, and availability of State information.</p> <p>Only duly authorized PROVIDER staff will have access to the State of Delaware data and may be required to obtain security clearance from the State. No party related to the PROVIDER may retain any data for subsequent use in any transaction that has not been expressly authorized by the State of Delaware.</p>



**DELAWARE DATA USAGE TERMS AND CONDITIONS AGREEMENT**

*PUBLIC AND NON-PUBLIC DATA OWNED BY THE STATE OF DELAWARE*

Contract/Agreement #/name \_\_\_\_\_, Appendix \_\_\_\_\_

between State of Delaware and \_\_\_\_\_ dated \_\_\_\_\_

	Public Data	Non Public Data		DATA USAGE (DU) TERMS
DU3	✓	✓	Termination and Suspension of Service	<p>In the event of termination of the contract, the PROVIDER shall implement an orderly return (in CSV or XML or another mutually agreeable format), or shall guarantee secure disposal of State of Delaware data.</p> <p><i>Suspension of services:</i> During any period of suspension or contract negotiation or disputes, the PROVIDER shall not take any action to intentionally alter, erase, or otherwise render inaccessible any State of Delaware data.</p> <p><i>Termination of any services or agreement in entirety:</i> In the event of termination of any services or agreement in entirety, the PROVIDER shall not take any action to intentionally alter, erase, or otherwise render inaccessible any State of Delaware data for a period of 90 days after the effective date of the termination. Within this 90-day timeframe, vendor will continue to secure and back up State of Delaware data covered under the contract. After such 90-day period, the PROVIDER shall have no obligation to maintain or provide any State of Delaware data. Thereafter, unless legally prohibited, the PROVIDER shall dispose securely of all State of Delaware data in its systems or otherwise in its possession or control, as specified herein.</p> <p><i>Post-Termination Assistance:</i> 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>
DU4		✓	Data Disposition	<p>At the end of this engagement, PROVIDER will account for and return all State data in all of its forms, disk, CD / DVD, tape, paper, for example. At no time shall any data or processes that either belong to or are intended for the use of State of Delaware or its officers, agents, or employees, be copied, disclosed, or retained by the PROVIDER.</p> <p>When required by the State of Delaware, the PROVIDER shall destroy all requested data in all of its forms (e.g., disk, CD/DVD, backup tape, paper). Data shall be permanently deleted, and shall not be recoverable, in accordance with National Institute of Standards and Technology (NIST) approved methods. The PROVIDER shall provide written <a href="#">certificates of destruction</a> to the State of Delaware.</p>



**DELAWARE DATA USAGE TERMS AND CONDITIONS AGREEMENT**

*PUBLIC AND NON-PUBLIC DATA OWNED BY THE STATE OF DELAWARE*

Contract/Agreement #/name \_\_\_\_\_, Appendix \_\_\_\_\_

between State of Delaware and \_\_\_\_\_ dated \_\_\_\_\_

	Public Data	Non Public Data		DATA USAGE (DU) TERMS
DU5		✓	Data Location	The PROVIDER shall not store, process, or transfer any non-public State of Delaware data outside of the United States, including for back-up and disaster recovery purposes. The PROVIDER may permit its personnel and subcontractors offshore access to the data, as long as the data remains onshore.
DU6		✓	Breach Notification and Recovery	The PROVIDER must notify the State of Delaware immediately of any incident resulting in the destruction, loss, unauthorized disclosure, or alteration of State of Delaware data. If data is not encrypted (see CS 3, below), Delaware Code (6 Del. C. §12B-100 et seq.) requires public breach notification of any incident resulting in the loss or unauthorized disclosure of Delawareans' Personally Identifiable Information (PII, as defined in Delaware's <i>Terms and Conditions Governing Cloud Services</i> policy) by PROVIDER or its subcontractors. The PROVIDER will provide notification to persons whose information was breached without unreasonable delay but not later than 60 days after determination of the breach, except 1) when a shorter time is required under federal law; 2) when law enforcement requests a delay; 3) reasonable diligence did not identify certain residents, in which case notice will be delivered as soon as practicable. All such communication shall be coordinated with the State of Delaware. Should the PROVIDER or its contractors be liable for the breach, the PROVIDER shall bear all costs associated with investigation, response, and recovery from the breach. This includes, but is not limited to, credit monitoring services with a term of at least three (3) years, mailing costs, website, and toll-free telephone call center services. The State of Delaware shall not agree to any limitation on liability that relieves the PROVIDER or its subcontractors from its own negligence, or to the extent that it creates an obligation on the part of the State to hold a PROVIDER harmless.



**DELAWARE DATA USAGE TERMS AND CONDITIONS AGREEMENT**

*PUBLIC AND NON-PUBLIC DATA OWNED BY THE STATE OF DELAWARE*

Contract/Agreement #/name \_\_\_\_\_, Appendix \_\_\_\_\_

between State of Delaware and \_\_\_\_\_ dated \_\_\_\_\_

	Public Data	Non Public Data		DATA USAGE (DU) TERMS
DU7		✓	Data Encryption	The PROVIDER shall encrypt all non-public data in transit, regardless of transit mechanism. For engagements where the PROVIDER stores Personally Identifiable Information (PII) or other sensitive, confidential information, it shall encrypt this non-public data at rest. The PROVIDER's encryption shall meet validated cryptography standards as specified by the National Institute of Standards and Technology in FIPS140-2 and subsequent security requirements guidelines. The PROVIDER and State of Delaware will negotiate mutually acceptable key location and key management details. Should the PROVIDER not be able to provide encryption at rest, it must maintain cyber security liability insurance coverage for the duration of the contract. Coverage must meet the State of Delaware's standard in accordance with the <i>Terms and Conditions Governing Cloud Services</i> policy.

The terms of this Agreement shall be incorporated into the aforementioned contract. Any conflict between this Agreement and the aforementioned contract shall be resolved by giving priority to this Agreement. By signing this Agreement, the PROVIDER agrees to abide by the following applicable Terms and Conditions [check one]:

FOR OFFICIAL USE ONLY  DU 1 - DU 3 (Public Data Only) OR  DU 1 - DU 7 (Non-public Data)

PROVIDER Name/Address (print): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PROVIDER Authorizing Official Name (print): \_\_\_\_\_

PROVIDER Authorizing Official Signature: \_\_\_\_\_ Date: \_\_\_\_\_