

**State of Delaware**  
**Telecommunications Voice Systems**

**Request for Proposal**  
**Contract No. 06-455-RH**

*August 28, 2006*

**- Deadline to Respond -**  
**September 26, 2006**  
**1:00PM EDT**

August 8,2006

**CONTRACT NO. 06-455-RH**

ALL OFFERORS:

The enclosed packet contains a "REQUEST FOR PROPOSAL" for TELECOMMUNICATIONS VOICE SYSTEMS. The proposal consists of the following documents:

REQUEST FOR PROPOSAL - CONTRACT NO. **06-455-RH**

- 1 DEFINITIONS and GENERAL PROVISIONS
- 2 SPECIAL PROVISIONS, REQUEST FOR PROPOSAL, AND SCOPE OF WORK
- 3 PROPOSAL REPLY SECTION
  - A - NO PROPOSAL REPLY FORM
  - B - NON-COLLUSION STATEMENT AND ACCEPTANCE
  - C - PROPOSAL SUMMARY
  - D - OFFICE OF MINORITY AND WOMEN BUSINESS ENTERPRISE (OMWBE) APPLICATION

In order for your proposal to be considered, the Proposal Reply Section shall be executed completely and correctly and returned in a sealed envelope clearly displaying the contract number by **1:00 PM, EDT, Tuesday, September 26, 2006** to be considered.

**Proposals shall be submitted to:**

**State of Delaware  
Government Support Services  
Contracting Section  
100 Enterprise Place, Suite 4  
Dover, DE 19904**

**A mandatory pre-bid meeting** has been scheduled for September 13, 2006 at 1:00 p.m. at the Office of Management and Budget, Government Support Services Conference Room, 100 Enterprise Place, Suite 4, Dover DE 19904. **This is a mandatory meeting.** If an offeror does not attend this meeting; they shall be disqualified and shall not be considered for further evaluation.

Please review and follow the information and instructions contained in the General Provisions and this Request for Proposal. Should you need additional information, please call Ronald W. Hill at 302-857-4554.

REQUEST FOR PROPOSAL  
CONTRACT NO.: 06-455-RH  
TELECOMMUNICATIONS VOICE SYSTEMS  
SPECIAL PROVISIONS

1. **COMPETITIVE SEALED PROPOSAL:**

It has been determined by the Director, Office of Management and Budget, pursuant to **Delaware Code Title 29, Chapter 6924 (a)** that this solicitation be offered as a request for competitive sealed proposals because the use of competitive sealed bidding is not in the best interest of the State. The use of competitive sealed proposals is necessary to:

- Conduct Oral or written discussions with offerors concerning technical and price aspects of their proposals;
- Afford offerors an opportunity to revise their proposals;
- Compare the different price, quality and contractual factors of the proposals submitted.

2. **CONTRACT REQUIREMENTS:**

This contract will be issued to cover the Telecommunications Voice Systems requirements for all State Agencies and shall be accessible to any School District, Political Subdivision, or Volunteer Fire Company.

3. **MANDATORY USE CONTRACT:**

**REF: Title 29, Chapter 6911(d) Delaware Code.** Every state department and agency within the Executive Branch and Judicial Branch of the state government shall procure all material, equipment and nonprofessional services through the statewide contracts administered by Government Support Services, Office of Management and Budget. Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, Department of Elections, the Legislative Branch and the Board of Pension Trustees and their consultants are specifically exempted from the requirements of this subsection.

4. **CONTRACT PERIOD:**

Each contractor's contract shall be valid for a Three year period November 1, 2006 through October 31, 2009. Each contract may be renewed for two (2) additional one (1) year periods through negotiation between the contractor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

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5. **PRICES:**

Prices and/or rates shall remain firm for the term of the contract, unless further negotiations are deemed necessary by the State.

The pricing policy that you choose to submit must address the following concerns

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

6. **PRICE ADJUSTMENT:**

If agreement is reached to extend this contract for the second, optional year, the Division of Government Support Services shall have the option of offering a determined price adjustment and shall not exceed the current Philadelphia All Urban Consumers Price Index (CPI-U), U.S. City Average. If the CPI-U is used, any increase/decrease shall reflect the change during the previous published twelve (12) month period at the time of renegotiation.

7. **SHIPPING TERMS:**

F.O.B. destination; freight prepaid.

8. **QUANTITIES:**

The attention of offerors is called to the fact that, unless stated otherwise, the quantities given in the proposal are best estimates and are given as a basis for the comparison of the proposals. Quantities ordered may be increased or decreased by any eligible agency as deemed necessary during the period of the contract.

9. **FUNDING OUT:**

The continuation of this contract is contingent upon funding appropriated by the legislature.

10. **BID BOND REQUIREMENT:**

Bid Bond Waived.

11. **PERFORMANCE BOND REQUIREMENT:**

Performance Bond Waived.

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12. **MANDATORY INSURANCE REQUIREMENTS:**

Certificate of Insurance and/or copies of insurance policies for the following:

1. As a part of the contract requirements, the contractor shall obtain at its own cost and expense and keep in force and effect during the term of this contract, including all extensions, the minimum coverage limits specified below with a carrier satisfactory to the State. All contractors shall carry Comprehensive General Liability and at least one of the other coverages depending on the type of service or product being delivered.
  - a. Comprehensive General Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.

and

  - b. Medical/Professional Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.

or

  - c. Miscellaneous Errors and Omissions - \$1,000,000.00 per person/\$3,000,000 per occurrence.

or

  - d. Product Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.
2. Automotive Liability Insurance covering all automotive units used in the work with limits of not less than \$100,000 each person and \$300,000 each accident as to bodily injury and \$25,000 as to property damage to others.
3. Forty-five (45) days written notice of cancellation or material change of any policies shall be required.
4. Before any work is done hereunder, the Certificate of Insurance and/or copies of the insurance policies, referencing the contract number stated herein, shall be filed with the State. The certificate holder is as follows:

**Administrator, Government Support Services  
Contract No. 06-455-RH  
State of Delaware  
100 Enterprise Place, Suite 4  
Dover, DE 19904**

**Note: The State of Delaware shall not be named as an additional insured.**

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Government Support Services

13. **STATE OF DELAWARE BUSINESS LICENSE:**

Prior to receiving an award, the successful contractor shall either furnish Government Support Services 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 this contract will be given to the Division of Revenue. Failure to comply with the State of Delaware licensing requirements may subject your organization to applicable fines and/or interest penalties.

14. **HOLD HARMLESS:**

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

15. **NON-PERFORMANCE:**

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

16. **FORCE MAJEURE:**

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

17. **EXCEPTIONS:**

Offerors may elect to take minor exception to the terms and conditions of this RFP. Government Support Services will evaluate each exception according to the intent of the terms and conditions contained herein, but Government Support Services shall reject exceptions that do not conform to State bid law and/or create inequality in the treatment of offerors. Exceptions shall be considered only if they are submitted with the proposal or before the date and time of the proposal opening.

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18. **MANDATORY USAGE REPORT:**

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

A report shall be furnished by the successful contractor **MONTHLY Electronically in Excel format** detailing the purchasing of all items on this contract. The format to be followed is described herein and shall be filed within fifteen (15) days after the end of each reporting period. Any exception to this mandatory requirement may result in cancellation of the award. Failure to provide the report with the minimum required information may also negate any contract extension clauses. Additionally, contractors who are determined to be in default of this mandatory report requirement may have such conduct considered against them, in assessment of responsibility, in the evaluation of future proposals.

19. **BUSINESS REFERENCES:**

Offeror must supply three (3) business references consisting of current or previous customers of similar scope and value with your reply. Include name, address, telephone number, fax number, e-mail address, and a verified current contact person.

20. **ORDERING PROCEDURE:**

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

21. **BILLING:**

**The contractor 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.**

22. **PAYMENT:**

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt of a correct invoice. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

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23. **PRODUCT SUBSTITUTION:**

All items or services delivered during the life of the contract shall be of the same type and manufacture as specified or accepted as part of the proposal unless specific approval is given by Government Support Services to do otherwise. Awarded vendors are highly encouraged to offer any like substitute product (s), either generic or brand name, at any time during the subsequent contract term, especially if an opportunity for cost savings to the state exists. In all cases, the state may require the submission of written specifications and/or product samples for evaluation prior to any approvals being granted.

24. **DOCUMENT(S) EXECUTION:**

Both the non-collusion statement that is enclosed with this Request for Proposal and the contract form delivered to the successful contractor for signature shall be executed by a representative who has the legal capacity to enter the organization into a formal contract with the State of Delaware, Government Support Services.

25. **FORMAL CONTRACT AND/OR PURCHASE ORDER:**

No employee of the Contractor(s) is to begin any work prior to receipt of a State of Delaware Purchase Order signed by authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office. A purchase order, telephone call, fax or State credit card shall serve as the authorization to proceed with work in accordance with the bid specifications and the special instructions, once it is received by the Contractor(s).

26. **SCHEDULE FOR PERFORMANCE OF WORK:**

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

27. **TIME OF PERFORMANCE:**

The services of the Contractor are to commence after receipt of a purchase order, and shall be undertaken and completed in such sequence as to assure their expeditious completion in the light of the purposes of the contract, but in any event all of the services required hereunder shall be completed no later than the time periods set out in any schedule contained in the project Scope of Work. Any such schedule shall be maintained by the Contractor unless amended, in writing, by both parties.

28. **CONTRACTOR RESPONSIBILITY:**

The State will enter into a contract with the successful contractor. The successful contractor shall be responsible for all products and services as required by this RFP. Subcontractors, if any, shall be clearly identified in the financial proposal.

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29. **ENERGY STAR PRODUCTS:**

The contractor **must** provide products that earn the ENERGY STAR rating and meet the ENERGY STAR specifications for energy efficiency. The offeror is encouraged to visit [www.energystar.gov](http://www.energystar.gov) for complete product specifications and updated lists of qualifying products.

30. **LIFE CYCLE COST ANALYSIS:**

If applicable, the specifications contained within this RFP have been developed through Life Cycle Cost Analysis that will allow the State to realize the lowest total cost of ownership and operation over the useful life of the equipment.

31. **PERSONNEL:**

- a. The Contractor represents that he has, or will secure at his own expense, all personnel required to perform the services required under this contract.
- b. All of the services required hereunder shall be performed by the Contractor or under his 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.
- c. None of the work or services covered by this contract shall be subcontracted without the prior written approval of the State.

32. **METHOD OF PAYMENT:**

- a. For each P.O. issued as part of this contract, the State will pay contractor monthly, within thirty (30) days of receipt of the Contractor's billing, the amount which is legitimately earned by the Contractor, and supported by payroll data and an itemized accounting of reasonable reimbursable direct non-salary costs. A current progress report of the work shall accompany each billing.

Final settlement for total payment to the Contractor will be made within thirty (30) days from the date of final written State acceptance of the work and services as agreed to in the P.O.

- b. No premium time for overtime will be paid without prior written State authorization. Indirect overhead cost shall not be applied to the premium portion of the overtime.

33. **TERMINATION OF P.O.'s:**

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

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33. **TERMINATION OF P.O.'s:** (continued)

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

34. **ELIGIBLE WORK ACTIVITIES:**

The following are activities that shall be reimbursable under this contract to the extent that they meet the requirements of this contract:

- a. Travel for purposes of depositions, settlement negotiations, and trial attendance, and, upon request, additional data collection, consultation with private, state, and federal personnel, collection, consultation with private, state, and federal personnel, inspection of facilities, and other purposes consistent with this contract. Eligible costs include reasonable charges for transportation by common carrier, mileage, tolls, lodging, meals, and other costs provided for by state law subject to the following conditions:
  - i. No travel outside the Continental United States shall be permitted without prior written approval of the department; and
  - ii. Receipts shall be provided for all travel-related costs for travel outside of Delaware as required by the State Division of Accounting.
- b. Procurement of reports or other printed materials and reproduction of materials; and
- c. Staff time involved in research, review, and in preparation of reports and comment letters, including the employment of temporary and/or part-time assistance, other than subcontracts for said purpose.

35. **CHANGES:**

Both parties may, from time to time, require changes in the services to be provided by the Contractor under the Scope of Work. Such changes, including any increase or decrease in the amount of the Contractor's compensation, which are mutually agreed upon by and between the Agency and the Contractor shall be incorporated in written amendments to the Purchase Order.

36. **INTEREST OF CONTRACTOR:**

The Contractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree in providing products or performing services required under this contract. The Contractor further covenants that in the performance of this contract, no person having any such interest shall be employed.

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37. **PUBLICATION, REPRODUCTION AND USE OF MATERIAL:**

No material produced in whole or part under this contract shall be subject to copyright in the United States or in any other country. The State shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other materials prepared under this contract; provided, however, that the State agrees not to use any design or engineering plans prepared by the Contractor for anything other than their intended purpose under this Contract. The Contractor shall have the right to publish any and all scientific findings. Appropriate acknowledgment and credit for the State's support shall be given in the publication.

38. **RIGHTS AND OBLIGATIONS:**

The rights and obligations of each party to this agreement shall not be effective, and no party shall be bound by the terms of this agreement, unless and until a valid executed purchase order has been approved by the Secretary of Finance, and all procedures of the Department of Finance have been complied with. A separate purchase order shall be issued for every project.

39. **ASSIGNMENT OF ANTITRUST CLAIMS:**

As consideration for the award and execution of this contract by the State, the Contractor 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, relating to the particular goods or services purchased or acquired by the State pursuant to this contract.

40. **COVENANT AGAINST CONTINGENT FEES:**

The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees. For breach or violation of this warranty, the State shall have the right to annul this contract without liability or in its discretion to deduct from the contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

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41. **GRATUITIES:**

- a. If it is found, after notice and hearing, by the State that gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the Contractor or any agent of the State with a view toward securing a contract, or securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performance of this contract, the State may, by written notice to the Contractor, terminate the right of the Contractor to proceed under this contract and/or may pursue such other rights and remedies provided by law or under this agreement; provided that the existence of the facts upon which the State makes such findings shall be in issue and may be reviewed in proceedings pursuant to the Remedies clause of this contract; and
- b. In the event this contract is terminated pursuant to subparagraph "a", the State shall be entitled (i) to pursue the same remedies against the Contractor, and (ii) to exemplary damages, as a penalty in addition to any other damages to which it may be entitled by law, in an amount which shall be not less than three, nor more than ten, times the costs incurred by the Contractor in providing any such gratuities to any such officer or employee. The amount of such exemplary damages shall be in the sole discretion of the State.

42. **AFFIRMATION:**

The Contractor 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.

43. **AUDIT ACCESS TO RECORDS:**

The Contractor 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 Contractor 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 Contractor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Contractor agrees to make such records available for inspection, audit, or reproduction to any official State representative in the performance of his/her duties under the Contract. Upon notice given to the Contractor, representatives of the State or other duly authorized State or Federal agency may inspect, monitor, and/or evaluate the cost and billing records or other material relative to this Contract. The cost of any Contract audit disallowances resulting from the examination of the Contractor's financial records will be borne by the Contractor. Reimbursement to the State for disallowances shall be drawn from the contractor's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

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44. **TERMINATION OF CONTRACT:**

- a. Termination for Cause - If, for any reasons, or through any cause, the Contractor fails to fulfill in timely and proper manner his obligations under this Contract, or if the Contractor violates any of the covenants, agreements, or stipulations of this Contract, the State shall thereupon have the right to terminate this contract by giving written notice to the Contractor of such termination and specifying the effective date thereof, at least 5 days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Contractor under this Contract shall, at the option of the State, become its property, and the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the State.
- b. Termination for Convenience - The State may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the State, become its property and the Contractor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the State.

45. **REMEDIES:**

Except as otherwise provided in this contract, all claims, counterclaims, disputes, and other matters in question between the State and the Contractor arising out of, or relating to, this contract, or a breach of it may be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State of Delaware.

46. **AMENDMENTS:**

This contract may be amended, in writing, by mutual agreement of the parties.

47. **SUBCONTRACTS:**

Subcontracting is permitted under this RFP and contract. However, every subcontractor shall be identified in the Proposal and agreed to in writing by the State or as are specifically authorized in writing by the Agency during the performance of the contract. Any substitutions in or additions to such subcontractors, associates, or consultants will be subject to the prior written approval of the State.

The contractor(s) shall be responsible for compliance by the subcontractor with all terms, conditions and requirements of the RFP and with all local, State and Federal Laws. The contractor shall be liable for any noncompliance by any subcontractor. Further, nothing contained herein or in any subcontractor agreement shall be construed as creating any contractual relationship between the subcontractor and the State.

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48. **AGENCY'S RESPONSIBILITIES:**

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.

49. **CONFIDENTIALITY:**

Specific attention should be given to the identification of those portions of your proposal which you deem to be confidential or proprietary information which should not be disclosed under the Delaware Public Information Act. Offerors are advised that upon request for this information from a third party, the Procurement Officer is required to make an independent determination as to whether the information may be or must be divulged to the party.

50. **CONTRACT DOCUMENTS:**

The Definitions and General Provisions and any Special Instructions, Specifications, Request for Proposal, Proposal, Purchase Order, and Contract shall be a part of and constitute the entire Agreement entered into by the State of Delaware and any offeror. 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
- Request for Proposal
- Specifications or Scope of Work
- Definitions & General Provisions
- Proposal
- Purchase Order
- Special Instructions

51. **ASSIGNMENT:**

This contract shall not be assigned except by express written consent from the Director, Government Support Services, of the State of Delaware.

52. **VENDOR EMERGENCY RESPONSE POINT OF CONTACT:**

The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan April 2005. Failure to provide this information could render the bid as non-responsive.

CONTRACT NO. 06-455-RH  
TELECOMMUNICATIONS VOICE SYSTEMS  
REQUEST FOR PROPOSAL

**I. INTRODUCTION:**

A. PURPOSE:

The Government Support Services, Contracting Section and the Department of Technology and Information are interested in using Telecommunications Voice Systems as a method of improving State agency operational efficiencies. Telecommunications has improved dramatically over the last several years based on international standards and costs have decreased industry-wide. It is the goal of this Request for Proposal to identify vendors and execute a contract for Telecommunications Voice Systems.

B. GUIDELINES:

Offeror's proposal must respond to each and every requirement outlined in the RFP in order to be considered responsive. Proposals must be clear and concise.

Offerors submitting proposals may be afforded an opportunity for discussion and revision of proposals. Revisions may be permitted after submissions of proposals and prior to award for the purpose of obtaining best and final offers.

Negotiations may be conducted with responsible offerors who submit proposals found to be reasonably likely to be selected for award. The contents of any proposal shall not be disclosed so as to be available to competing offerors during the negotiation process.

**II. FORMAT FOR PROPOSAL:**

A. INTRODUCTION:

This section prescribes the mandatory format for the presentation of a proposal in response to this RFP. Each offeror must provide every component listed in the order shown in this RFP, using the format prescribed for each component. A proposal may be rejected if it is incomplete or conditional.

B. COVER LETTER:

Each proposal will have a cover letter on the letterhead of the company or organization submitting the proposal. The cover letter shall briefly summarize the offeror's ability to provide the services specified in the RFP.

The cover letter must be signed by a representative who has the legal capacity to enter the organization into a formal contract with the State of Delaware, Government Support Services.

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TELECOMMUNICATIONS VOICE SYSTEMS  
REQUEST FOR PROPOSAL

C. TABLE OF CONTENTS:

Each proposal must include a Table of Contents with page numbers for each of the required components of the proposal.

D. DESCRIPTION OF SERVICES AND QUALIFICATIONS:

Each proposal must contain a detailed description of how the offeror will provide each of the services outlined in this RFP. This part of the proposal may also include descriptions of any enhancements or additional services or qualifications the offeror will provide that are not mentioned in this RFP.

E. NUMBER OF COPIES WITH MAILING OF PROPOSAL:

Eight (8) copies of the Proposal shall be submitted, along with one (1) soft copy version in Microsoft Word format on IBM compatible floppy disk or CD, in a sealed package clearly marked with the name of the offeror and labeled 06-455-RH, TELECOMMUNICATIONS VOICE SYSTEMS. One of the copies shall be marked "Original Copy" and shall contain original signatures in all locations requiring an offeror signature. The remaining copies do not require original signatures.

The floppy disks or CDs used for this submittal shall be virus checked by the prospective firm before submittal and shall be accompanied by a signed certification indicating the virus detection software used including the date and version.

F. ADDENDA TO THE RFP:

If it becomes necessary to revise any part of this RFP, revisions in writing will be provided to all contractors known to have received a copy of the RFP. Potential offerors shall acknowledge in writing receipt of all amendments, addenda and changes issued in connection with this RFP by submitting an affirmative statement in the Proposal.

G. INCURRED EXPENSES:

The State will not be responsible for any expenses incurred by the bidder in preparing and submitting a proposal.

H. ECONOMY OF PREPARATION:

Proposals should be prepared simply and economically, providing a straight-forward, concise description of the contractor's offer to meet the requirements of the RFP.

I. RIGHT TO REJECT PROPOSALS/WAIVE OR CORRECT MINOR IRREGULARITIES:

The State reserves the right to withdraw this Request for Proposal, to reject any proposals, to waive minor irregularities in proposals or to allow the bidder to correct a minor irregularity if the best interest of the State will be served by doing so.

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TELECOMMUNICATIONS VOICE SYSTEMS  
REQUEST FOR PROPOSAL

III. **SCOPE OF WORK:**

A. **OVERVIEW:**

The Contractor(s) shall provide all new materials and labor to satisfy the State of Delaware's need for Telecommunications Voice Systems as described herein.

The services will require the Contractor(s) to partner with and cooperate with the ordering agency to make sure the State receives the most current state-of-the-art services.

B. **DETAILED REQUIREMENTS:**

The requirements of this RFP are shown in Appendix A, attached, and made a part of the contract.

IV. **PROPOSAL EVALUATION PROCEDURES:**

A. **BASIS OF AWARD:**

The Government Support Services shall award this contract to the most responsible and responsive offeror(s) who best meets the terms and conditions of the proposal. The award will be made on basis of price, product evaluation, and prior history of service and capability.

The Government Support Services reserves the right to reject any or all proposals in whole or in part, to make multiple awards, partial awards, award by types, item by item, or lump sum total, whichever may be most advantageous to the State of Delaware. The intent is to award this contract to multiple offerors.

Offerors submitting proposals may be afforded an opportunity for discussion and revision of proposals. Revisions may be permitted after submissions of proposals and prior to award for the purpose of obtaining best and final offers. Negotiations may be conducted with responsible offerors who submit proposals found to be reasonably likely to be selected for award. The contents of any proposal shall not be disclosed so as to be available to competing offerors during the negotiation process.

B. **REVIEW COMMITTEE:**

A group with expertise in procurement, contract management, budgeting, operations, and technical will comprise the Review Committee.

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C. REQUIREMENTS OF THE OFFEROR:

The purpose of this section is to assist the Contract Review Committee to determine the ability of the organization to provide the services described in the application. The response should contain at a minimum the following information:

- \* Brief history of the organizations, including accreditation status, if applicable.
- \* Applicant's experience, if any, providing similar services. At least three references are required (See § 18 – Special Provisions).
- \* Brief history of each subcontractor of the organization, if applicable. Provide at least three references of each subcontractor, if applicable.

It is the intent of this RFP to allow vendors to make proposals on all six (6) systems.

D. CRITERIA AND SCORING:

<u>CRITERIA AND SCORING:</u>		
		<b>POINTS</b>
1.	<b>Service and Support</b>	<b>35</b>
2.	<b>System Price</b>	<b>25</b>
3.	<b>Technology</b>	<b>15</b>
4.	<b>Vendor Reputation</b>	<b>25</b>
	<b>TOTAL SCORE</b>	<b>100</b>

Contract Review Committee members will assign up to the maximum number of points listed for each of the four (4) items listed above. For items having quantitative answers, points will be proportionate to each proposal's response. Items with qualitative answers will receive the average of points assigned by the Contract Review Committee members.

V. MANDATORY PREBID MEETING:

**A mandatory pre-bid meeting** has been scheduled for **1:00 p.m., EDT., Wednesday, September 13, 2006.** at the Office of Management and Budget, Government Support Services Conference Room, 100 Enterprise Place, Suite 4, Dover DE 19904. **This is a mandatory meeting.** If an offeror does not attend this meeting; they shall be disqualified and shall not be considered for further evaluation.

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**APPENDIX A**  
**SCOPE OF WORK DETAILS**

Provide a complete listing of all offered and supported telecommunications equipment, software, and ancillary products, including Internet Telephony solutions, video processors and call monitors and recording equipment. As new technologies emerge, it will be the responsibility of the vendors to advise the State of their availability. If the State feels these new technologies will benefit the State, it will allow the vendor to add them to the existing contract offering.

This Request For Proposal will request several different levels of equipment configurations solely for evaluation purposes. Bidders must be able to supply a single-source Telecommunications solutions to the State. This shall include, but not be limited to, demonstrations, design configuration and engineering assistance, implementation assistance, installation, and training for all system sizes.

**Turnkey System**

**Provide, Install, Integrate and Guarantee On-Going Support of Solution (Turnkey System)**

1. **PROVIDE** – supply as deliverable all essential, new components of a completely functional system as defined in the project scope document.
  - **PROJECT SCOPE** document can be provided by the agency or can be a contracted service provided by the vendor.
  - **ESSENTIAL COMPONENTS** may include hardware, proprietary system-only wiring, and software provided by the vendor.
2. **INSTALL** – delivery, setup, configuration and testing of all hardware and software components to guarantee compatibility and proper system operation.
3. **INTEGRATE** – guarantee proper network operation and interoperability with existing network components or circuits. Insure compliance with existing State network standards as specified by **DTI**.
4. **GUARANTEE ON-GOING SUPPORT** – demonstrated ability to insure proper operation of hardware and software. Ability to provide appropriate levels of support for all components provided as part of the turnkey solution for the term of the contract.

**General**

Statements made in response or in any appendix to this RFP about equipment or services are considered to be part of the contract. All conditions and questions stated in this RFP must be answered as precisely as possible, and in the sequence as stated. Failure to address any of the requirements or vague responses could result in disqualification of the proposal.

**Time Requirements and Penalty**

Quotations shall be returned to DTI in ten (10) work days or less, unless mutually agreed upon. Work (equipment ordered, procurement of dates, pre-installation meetings, etc.) must be initiated within 20 days of receipt of purchase order, unless waived by the State. Failure to meet this requirement may result in the State of Delaware seeking judgement on the successful bidder and cancellation of the contract.

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**Commercial Warrantee and Guarantee Certificate**

The successful bidder agrees that the supplies or services furnished under the Contract shall be covered by the most favorable commercial warranties the bidder has given or offered to any customer for such supplies or services and such rights are incorporated into this Contract and provided to the State of Delaware.

At minimum, the successful bidder shall warrant that its products are commercially acceptable and compatible and free from defects in design, workmanship, mechanical and electrical breakdown, system programming, software and materials at no expense to the ordering agency for a period of one (1) year from system acceptance. A final payment for performance shall not relieve the successful bidder of responsibility for faulty materials or workmanship.

The vendor's warranty must include full parts replacement, including all factory labor and shipping costs. Defective material shall be returned to the contractor for repair or replacement and returned to the site at no cost to the state.

**Extended warranties must be fully explained in writing.**

**Installation**

The Contractor may be required to install the proposed telecommunications system to existing wiring. If existing wiring does not accommodate the selected system the ordering agency shall arrange for rewiring as required, using State contract wiring vendors. The response to this RFP shall operate under the premise that all existing wiring is reusable.

Installation shall be conducted to ensure a minimum of interruption to the ordering agency, and shall include, but may not be limited to, the following tasks:

- a. Coordination shall be maintained through the Department of Technology and Information to insure the shortest period of telecommunications service disruption possible.
- b. The Contractor shall provide a schedule of installation to the ordering agency a minimum of one week prior to the start of work. The ordering agency reserves the right to specify changes in the installation schedule which are deemed necessary to meet the agency's day-to-day obligations. At a minimum, the schedule will specify the start of installation and a date/time for completion.

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**Technical Specifications**

The proposed systems are to meet the following requirements. The requirements apply to all electronic applications. The proposal response shall be to furnish, deliver, install and maintain computer controlled digital telecommunications systems. Call processing shall be accomplished by mini- or micro-processors from instructions held in non-volatile memory. The telecommunications systems must be compatible with LUCENT #5ESS and NORTHERN TELECOM DMS-100 CENTREX service and must accommodate all signaling and features associated with the CENTREX service rendered by the local serving central office.

All backboards, connector blocks, patch cords, connector cables and any additional equipment are to be provided by the vendor. All equipment and accessory materials are to be **new** with no refurbished, reconditioned, used or previously installed materials permitted unless expressly agreed to by DTI or the owner agency.

All cable used in this installation must conform to National Electric Code Articles 800 and 725 for use in telephone systems and interconnecting cable runs as modified by the latest version of local electrical codes. Proper fire-stop restorations must be made to all structural penetrations as specified in the NEC, UL and local fire codes. Any cabling or wiring performed must be done only to the extent of required, proprietary installation of the systems and hardware/software of this contract. Any infrastructure wiring for general distribution purposes must be installed by a State contract vendor under the Contract number 01-441-MS - TELECOMMUNICATIONS CABLING & WIRELESS SYSTEMS.

**Prevailing Wage Determination** shall be made on a case-by-case basis. For pricing purposes on this RFP, no prevailing wage rates are applicable.

**Maintenance**

A primary consideration in the system selection will be the vendor's ability to provide maintenance, service and support. This section establishes the requirements of the Maintenance Agreement.

**Vendor should supply, if requested, annual maintenance cost for the installed telecommunications systems for the post-warranty year of installation.** This cost should be listed for Helpdesk, next day parts shipment, or on site maintenance services. Vendor should be very specific as to what is covered and what are "time and material" costs. Maintenance costs should be itemized in a separate section.

**If portage is chargeable within the State of Delaware, this portion of your response should be highlighted and explained in full.**

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The Contractor(s) shall be responsible for the professional quality, technical accuracy, timely completion, and coordination of all services furnished by the Contractor(s), its subcontractors and its and their principals, officers, employees and agents under this Agreement. In performing the specified services, the Contractor(s) shall follow practices consistent with generally accepted professional and technical standards. The Contractor(s) shall be responsible for ensuring that all services, products and deliverables furnished pursuant to this Agreement comply with the standards and policies promulgated by the Department of Technology and Information (DTI) (which are provided upon request), and as modified from time to time by DTI during the term of this Agreement. If any service, product or deliverable furnished pursuant to this Agreement does not conform with DTI standards, the Contractor(s) shall, at its expense and option either (1) replace it with a conforming equivalent or (2) modify it to conform with DTI standards. The Contractor(s) shall be and remain liable in accordance with the terms of this Agreement and applicable law for all damages to Delaware caused by the Contractor's failure to ensure compliance with DTI standards.

Vendor must guarantee response time of within two (2) hours for emergency service as defined by the owner agency. That service may be delivered via remote diagnostics with on-site response if the problems cannot be corrected remotely. Regular, non-emergency service must be guaranteed by the close of business the following business day. It is preferable to have a toll-free dial-up telephone support service with remote diagnostic troubleshooting. It is preferable to have a next-day parts delivery guarantee.

The vendor shall provide help desk services and remote diagnostics to the State of Delaware on purchases made from this contract. The vendor shall provide technicians with assistance from trainers and manufacturer-certified system experts via a local or toll free number. Problem determination, tracking, reporting and follow-up with callers must be provided. The vendor must provide help desk and remote diagnostics for new systems purchased on this contract.

The vendor's help desk services and remote diagnostics must be available, at a minimum, Monday through Friday, 8:00 a.m. to 5:00 p.m. EST on all business days. These services must be available from the vendor directly, not a third party. The vendor shall provide an answering service, pager, or voice mail system to receive incoming calls during hours that a help desk is not attended, or for after-hours emergency repair calls and service.

**Disposal of Equipment**

The successful vendor will be responsible for the removal and replacement of all the pre-existing equipment to be disconnected. The replaced systems, sets and ancillary parts should be carefully de-installed, boxed and stored in a location so designated by the agency/site coordinator at each building. Utmost care is to be exercised in maintaining the component parts, sets and ancillary equipment in good condition. The successful bidder will be responsible for any damages as outlined in Section 12. "HOLD HARMLESS."

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**Proposed System Details**

Vendor must supply, if not already available, all necessary jacks, dedicated circuits, connector cables and cross-connect wiring to insure proper functioning of the system.

Vendor must install devices to provide for **power surge protection** for the systems and all circuits. Such devices must meet acceptable industry standards as found in NEC Article 800 Part C and in UL Standard 497 (A and B) for the type system being bid. **Include the cost of this feature and state the method/type of protection in your bid.**

All business telephone and/or handsets must be **hearing aid compatible (HAC)** as mandated by the FCC and ADA.

**A complete set of brochures/documentation for each system proposed is required.**

Your proposal must include complete pricing for the systems described herein. Pricing should be for installed systems working on a turnkey basis with the equipment delivery included.

All existing house wiring is to be reused wherever possible and acceptable to the owner agency. All installation charges for terminations in the equipment location including mounting all equipment must be included in this bid.

**Sufficient electrical outlets and grounding must be ascertained by the vendor and any additional needs must be provided to the owner agency prior to installation.**

**Training**

Training must be included as an inherent part of your proposal. Needs at the ordering agency dictate that training be available for all management personnel, central answering position personnel, and for all staff members. In addition, a training room is to be available for both pre- and post-installation instruction to the staff members. A description of the training procedures that may be associated with the equipment training should be attached to your proposal as an addendum. Training shall be provided at no additional charge to the ordering agency for the warranty period of the system. Concurrent with the installation phase of this agreement the successful vendor shall provide training to each person in the ordering agency. Training shall include a user's guide or written material for each instrument, "classroom" instruction held at the ordering agency's site or choice, and individual instruction as required to insure competency in the operation of the system

The successful vendor shall be required to provide additional instruction as required to personnel directly involved in the answering and redistribution of incoming phone calls. The successful vendor shall provide additional free training as required and shall provide support via a NON-"900" telephone number during the period of this contract.

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TECHNICAL SPECIFICATIONS

**SYSTEM ADMINISTRATION**

The ordering agency shall have the option to select employees for designation as "system administrators." The "system administrators" shall receive additional on-site (at the ordering agency) instruction by the successful vendor. The "system administrators" shall be instructed in the configuration of the system and trained to execute client-programmable changes. The Director of the ordering agency shall have final authority with regard to the need for recurrent training during the term of this contract.

**SYSTEM ACCEPTANCE**

At the conclusion of the installation phase of a system, the Contractor shall notify the ordering agency that the system may be tested to demonstrate compliance. The mandatory features and requirements of the system, all programmed options, training, and the product literature shall be checked. Acceptance shall be granted by the Office of Telecommunications Technologies or the ordering agency (in writing) when both mandatory and proposed/published features are demonstrated to its satisfaction. No payment shall be due until acceptance is granted. Acceptance shall not be unreasonably withheld or delayed.

**System No. 1:            SYSTEM DESIGN: MINIMUM 50 STATION PORTS - SMALL SYSTEM**

The following mandatory and desirable features define this system, used for comparison only:

## SYSTEM SPECIFICATIONS

### Mandatory Requirements:

1. Size - The system as proposed must, at a minimum, support ten central office lines and thirty telephone extensions. This type of system is commonly referred to as a "SMALL" system. It must be a **fully digital** system.
2. The system must not be registered solely as a PBX with the F.C.C.
3. The system must be supplied with non-volatile memory to preserve programmed features in the event of a power failure.
4. Unless otherwise specified by the bidder, the system as proposed must require nothing more than a dedicated, unconditioned 110V AC power source and a typical room temperature and humidity environment.
5. Each proposal must include ALL telephones commonly available with the proposed system and/or listed in the bidder's product literature.
6. All station equipment must be installed with typed designation strips and include a users manual for that make/model of instrument for each set.
7. The system shall be of the current standard production of the manufacturer at the time of installation and modular in design. The software supplied will be of the latest version at installation.

### **MANDATORY FEATURES:**

1. Automatic Callback Calling
2. Automatic Intercom
3. Busy Lamp Indicators/Direct Station Selection
4. Call Forwarding within the System
5. Call Pickup
6. Call Transfer
7. Call Waiting Indication/Camp-On
8. Conference Calling: Internal and External
9. Dial Accessed Intercom (Tone and Voice Signaling)
10. Distinctive Ringing: Inside vs. Outside Call
11. Hands-Free Answer Intercom
12. Hold Button
13. Multiple Station Line Appearance
14. CENTREX Switch hook Flash/Double Flash Button
15. Client System Administration
16. Personal/Private Lines
17. Line Preference (Off hook & Ringing)
18. Line Pooling
19. Headset Compatibility
20. Privacy on All Lines

## SYSTEM SPECIFICATIONS

### System No. 1: SMALL SYSTEM (CONTINUED)

21. Redial (Last Number & Automatic)
22. Speed Dialing (Station & System)
23. Do Not Disturb
24. Hearing Aid Compatibility
25. Station Toll Restriction
26. Group Intercom Paging with Zones (state maximum number of zones)
27. Analog Line & Station Availability
28. Non-Blocking Switching Matrix
29. Call Park
30. Full Station Speakerphone (not intercom only)
31. Power Failure Telephone (2 lines minimum)
32. Station Messaging (from any Station & Attendant)
33. Programmable Station Buttons (DSS/BLF, Intercom, etc.)
34. External Loudspeaker Paging access

### **DESIRABLE FEATURES:**

The following list identifies features that have been identified as desirable by the State. These desirable features shall not preclude the bidder from offering enhanced features not listed below. The system features provided in your proposal must be capable of functioning independently from those features inherently provided by CENTREX service.

1. Automated Attendant
2. Battery Backup (State Holding Times available & Costs)
3. Direct Inward Station Access
4. Automatic Route Selection
5. Station Message Detail Recording
6. Voice Mail (State Number of Ports and Hours Options with associated prices)
7. Caller ID
8. T-1 or DS-1 Trunk Availability
9. Automatic Call Distribution and/or Uniform Call Distribution
10. Direct Inward Dialing (DID) Service
11. Tie Lines (4-wire circuits)
12. ISDN (BRI and PRI)
13. Automatic Set/Station Relocation
14. ATM
15. Video
16. Voice Over Internet Protocol
17. Call Monitoring & Recording/Logging
18. Uninterruptible Power Supply (See also System 6 in this Section)
19. Call Accounting

## SYSTEM SPECIFICATIONS

### DESIRABLE FEATURES: (continued)

Using the configuration above; detail how you would enlarge the system to meet growth from this to the largest system you are proposing. Give a step-by-step detail of this process, including hardware, software, features, licensing and size progressions.

### **System No. 2: VOICE PROCESSOR**

This system is primarily intended as a standalone or add-on processor for Voice Mail and Automated Attendant on existing telephone systems. It is required to be fully compatible with both #5ESS and DMS-100 CENTREX.

**Please list the makes/models of telephone systems with which your system is fully compatible.**

It must provide Message Notification with either message waiting light or stutter dial tone. It must also provide Off-Premises Message Notification (i.e., Beeper Paging). It must provide Remote Diagnostics and Support via dial-in access.

**State the minimum quantity of ports and hours of storage.**

List the increments of growth plus any ancillary equipment or software necessary to the proper operation of the processor. It must provide for dynamic port allocation with both the voice mail and automated attendant applications.

Please provide all or as many of the following features as possible.

1. Voice Mail
  - Includes software that provides a seamless interface for multiple telephone systems (**Provide detailed list of compatible systems**).
  - The software should have the ability to forward calls directly to a station's voice mailbox if the phone is busy or does not answer and deliver a discrete message for each condition. (**If any additional hardware or software is required, list as an option**).
  - Message Notification with either message waiting light or stutter dial tone.
  - Off-Premises Message Notification (i.e., Beeper Paging).
  - Remote Diagnostics and Administration via modem/dial-in access.
2. Automated Attendant
3. Audio Text or Menu-Selectable Bulletin Boards
4. Facsimile Service
  - Inbound and Outbound Fax Server
5. Unified Desktop Message Management Option:
  - Desktop Messaging via TCP/IP and/or Token Ring LAN
  - Include Voice Mail, Fax Mail and Electronic Mail systems for notification and access of messages
  - Forward voice, fax and/or e-mail messages to other subscribers with voice annotations
  - Multimedia Digital Signaling Protocol (DSP) voice boards and Tip/Ring Boards for integration are preferred

## **SYSTEM SPECIFICATIONS (continued)**

6. Management Information System and Report Generation
7. Other optional features and their cost per unit may be listed at your discretion
8. A complete set of brochures and detailed documentation for the size and type voice processor system proposed is required.

### **System No. 3: INTEGRATED VOICE RESPONSE (IVR)**

This system is primarily intended as a standalone Integrated Voice Response system for existing telephone systems. It should be based on PC server technology and an NT server operating system. It should include a broad variety of IVR and integration features, host/server interfaces, database access types, CTI integration, and flexible application scripting.

**Please list the makes/models of telephone systems with which your system is fully compatible.**

It is required to be fully compatible with CENTREX on both #5ESS and DMS-100 systems, as well as analog line and T-1/DS-1 digital trunks.

It must also be able to support open architecture and be IRAPI compatible. It must be expandable, on the same platform, to support 100 to 500 users on both voice ports and hard disk storage. It should also be multitasking.

Please provide all or as many of the above-listed features for the system as possible, with the addition of the following functions. State the minimum quantity of ports and hours of storage. List the increments of growth plus any ancillary equipment or software necessary to the proper operation of the processor.

1. Serial Outdialing Applications  
Make simultaneous multiple outbound voice phone calls over multiple lines. Number of simultaneous outbound calls to be made must be user-changeable.
2. Mainframe Access Interface Applications
  - Support Host or Host Integration for mainframe or LAN applications.
  - WINDOWS-based Graphical User Interface (GUI) application generator
  - Application Processor Interface (API) must be supported by a toll-free help line
3. Text-to-Speech with whole word speech recognition up to 500-word vocabulary;
4. Interviewer/Forms Completion
  - Automated Inquiry
  - Fax Response or Fax-on-Demand options
  - Host Update on Automated Interview responses
5. Bar Code Reader Interface for Data Entry
6. Education Package for Homework Hotline applications
7. Other features and applications not listed above may be provided as available on the system.

## **SYSTEM SPECIFICATIONS (continued)**

### **System No. 4: VOICE OVER INTERNET PROTOCOL (VOIP)**

Describe available IP Telephony solutions.

Describe Voice over IP capabilities. Include the following:

- Connectivity to the switch or LAN/WAN
- Standards compliance
- Hardware compliance
- Software compliance
- Impact on network bandwidth
- User interface

**Voice & Fax Over IP:** Describe voice and fax over IP capabilities. Include the following:

- Connectivity to the switch or LAN/WAN
- Standards compliance
- Hardware compliance
- Software compliance
- Impact on network bandwidth
- User interface

**Multimedia over IP:** Describe multimedia over IP capabilities. Include the following:

- Connectivity to the switch or LAN/WAN
- Standards compliance
- Hardware compliance
- Software compliance
- Impact on network bandwidth
- User interface

### **System No. 5: CALL RECORDERS and LOGGERS**

#### **Required Features and Functions:**

##### **Open Architecture:**

- Windows NT-based platform
- standalone recording system or network server solution
- 4 to 144 channels per server
- digital or analog voice interface cards for simple connectivity to Analog, T1, E1, ISDN PRI/PRA, PCM30 trunks, and standard analog extensions
- calls archive to DAT (DDS2 or DDS3), Magneto-Optical, or DVD-RAM cartridges
- LAN/WAN interconnect
- supports IPX/SPX, TCP/IP, NetBEUI, NetBIOS, and VINES IP network transport protocols
- user access from any Win95, WinNT, Win98 Windows 2000 workstation or Computer Aided Dispatch (CAD) station
- CTI link options support integration with most major PBX and ACD systems
- Motorola & EF Johnson Radio Trunking connectivity

## SYSTEM SPECIFICATIONS (continued)

### System No. 5: CALL RECORDERS and LOGGERS (continued)

#### Required Features and Functions: (continued)

##### **Open Architecture: (continued)**

- Multi-permission user log-ins with password protection
- Pre-defined and customizable user profiles

##### **User Interface:**

- graphical “Windows” interface
- easy-to-understand mouse controls
- real-time channel activity indicator
- real-time “live” monitoring of conversations
- search and playback controls
- multi-recording playback options
- archiving status
- visible and audible alarms; optional dial-out alarms
- help functions

##### **Recording, Cataloging, Recall, Playback:**

- record any combination of handsets, headsets, lines, trunks, microphones, or speakers
- automatically detect, sample, compress, and store audio for future playback
- capture call-specific data, such as; date, time, channel, duration of call, dialed digits, as well as agent name, Caller ID, Incoming DNIS (Dialed Number Identification Service) where available
- cataloging and retrieval system supports multi-parameter searches, for ready access to conversations from online disk or tape, or from archival storage
- recording retrieval using “Windows Explorer”
- remote access client software options for replay of calls on disk, via LAN or WAN
- instant recall client software for full 24-hour access
- DTMF playback option for replay of calls on disk from any phone
- Record according to predefined schedules
- Record based on CTI Criteria including DNIS, Routes, ANI, inbound or outbound only
- Record a specific number of calls or a percentage of calls per agent or group
- Record-On-Demand initiated by supervisors
- Real-Time Call Monitoring
- Real-Time Call Scanning
- Different parameters by group, call center or even per caller
- Drag and Drop Explorer interface
- Real Time call status information
- Record screens with voice

## SYSTEM SPECIFICATIONS (continued)

### Record on Demand:

- record on demand via network to control the recording sessions
- Windows NT desktop access to start and stop individual recordings, or begin and end multi-call recording sessions
- searchable parameters input by the agent (such as account codes)
- support direct station connections and optional concentrated recording modes
- query and control capability to automate and integrate the recording process
- begin recording automatically-without agent action-when the agent's Win32 screen-interface progresses to a pre-selected point, such as when a transaction begins add transaction-specific data to the recording database
- scheduled or randomized recording of agents for the purpose of quality assurance and evaluation

### Agents' features:

- Criteria based, scheduled recording to allow customers to pre-determine which call types to record for logging and/or evaluation purposes
- Record based on percentage of calls by DNIS, ANI, ACD Routes or according to Agent Schedule
- CTI connectivity to major PBX/ACD's (analog, T1, E1, ISDN, digital)
- Create schedules by DNIS, ANI, agent grouping
- Recording frequency available by agent tenure or skill level
- Record-On-Demand initiated either by the agents or the supervisor
- API available for Event Driven Recording
- Agent audio scanning for real time monitoring of multiple agents or groups
- Call archiving to removable media including DVD-RAM, Magneto Optical and DAT
- API to allow custom integrations to Call Center databases
- Agent evaluation software structured with a relational database to report quality trends by agent group, individual or task-related initiative
- Color coded system to prioritize agents for monitoring
- System edits to identify skill set deficiencies
- Real-time historical agent trending
- Ability for multiple scoring templates
- Trend quality scores by agent group or call center
- Relational database for multi-agent relationship reporting
- Monitor agents from one main screen

### Voice synchronized screen capture:

- Allow for a complete review of agent's screens to evaluate the effect that the agent's knowledge of screen flows, and data entry skills, have on call handling
- Only record screen changes for low impact on LAN
- Capture multiple screens simultaneously
- Supervisor can take control of the agent screen for real-time assistance

## SYSTEM SPECIFICATIONS (continued)

### **System No. 6: UNINTERRUPTIBLE POWER SUPPLY (UPS)**

There may be a need for UPS on any system installed. Design engineering services may also be required to insure sufficient back-up power is provided.

#### **Required Features and Functions:**

The UPS must be sized to adequately match the requirements of the system so as to maintain power for various time periods:

- One Hour
- Four Hours
- Eight Hours

Does your company provide start-up service on the UPS equipment and batteries?

**BIDDER INFORMATION:**

The following information must be provided:

1. Years established as a telecommunications vendor: \_\_\_\_\_  
Years experience with proposed equipment: \_\_\_\_\_  
Number of current customers: \_\_\_\_\_

Provide your firm's location(s) from which the State of Delaware will be served.

Are you incorporated in the State of Delaware? \_\_\_\_\_

Provide a list of systems and where you have installed them within Delaware, both State and Commercial work. (attach separately)

Is the proposed equipment purchased directly from the manufacturer or from a third party? Name that third party.

2. \_\_\_\_\_  
Indicate the number of local support staff in each of the following categories:

Technical \_\_\_\_\_      Administrative \_\_\_\_\_      Sales \_\_\_\_\_      Total

3. Inventory of proposed telecommunications equipment (dollar value): \$ \_\_\_\_\_  
What are the locations of replacement equipment inventory for maintenance?

4. List all product manufacturers that you sell and support. Specify which product classification each is grouped under. IE: PBX systems, Voice Processors, IVR's, VOIP systems, E-911, etc.

5. Additional information which should be considered in the evaluation of the bidder's support capabilities and assets.

6. Provide a list of any and all sub-contractors that you may use to fulfill this contract, including address, phone number and contact name.

7. The following pages must be completed for EACH system bid. Each page REQUIRES the bidder to designate which system the bid applies to. **A set of system proposal pages is supplied; additional sets may be copied.**

In addition to the pages supplied, additional price lists may be provided in paper and electronic form.

**BID PROPOSAL REPLY SECTION - SYSTEM INFORMATION**

BIDDER'S NAME: \_\_\_\_\_

MANUFACTURER'S MAKE/MODEL:

THIS PROPOSAL APPLIES TO:    SYSTEM # \_\_\_\_\_

TOTAL NUMBER OF PORTS AT MAXIMUM CAPACITY: \_\_\_\_\_

<u>ITEM</u>	<u>PRICE to PURCHASE</u>	<u>PRICE to INSTALL</u>	<u>TOTAL CONTRACT</u>
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TOTAL SYSTEM PRICE:

COMPONENTS:

**2. SYSTEM DESCRIPTION AND DOCUMENTATION:**

Attach a description of all equipment proposed. Include a complete description of all system and component features, equipment functions, equipment interactions, space requirements and environmental considerations.

**BID PROPOSAL REPLY SECTION - SYSTEM INFORMATION**

**3. MISCELLANEOUS INFORMATION**

Installation Interval

- System \_\_\_\_\_ work days from receipt of P.O.
- After Hours/Weekend Installation Labor Cost \$ \_\_\_\_\_ per hour

Maintenance Response Time

- Emergency \_\_\_\_\_
- Non-Emergency \_\_\_\_\_
- Is "24 X 7" service available? \_\_\_\_\_

Annualized Maintenance Agreement available? NO \_\_\_\_\_ YES \_\_\_\_\_

- Per Port \$ \_\_\_\_\_ yr Qty \_\_\_\_\_ Port Total \$ \_\_\_\_\_
- Per System \$ \_\_\_\_\_ yr Qty \_\_\_\_\_ System Total \$ \_\_\_\_\_

Time & Materials Maintenance Hourly Rate \$

- Portage Charged NO \_\_\_\_\_ YES \_\_\_\_\_ Amount \$ \_\_\_\_\_ Per Visit \_\_\_\_\_
- Remote Labor \$ \_\_\_\_\_ per hour
- Premise Visit  
Initial \$ \_\_\_\_\_ per hour  
Hourly - Materials Charge after Cutover/After-Market - Percentage Increase? \_\_\_\_\_  
\$ \_\_\_\_\_ per hour

Moves, Adds, and Changes

- Response Time Emergency - \_\_\_\_\_ hours Non-Emergency - \_\_\_\_\_ hours
- Portage Charged NO \_\_\_\_\_ YES \_\_\_\_\_ Amount \$ \_\_\_\_\_ Per Visit \_\_\_\_\_
- Software Charge  
Remote \$ \_\_\_\_\_ per hour  
On-Premise \$ \_\_\_\_\_ per hour
- Remote Labor \$ \_\_\_\_\_ per hour
- Premise Visit  
Initial \$ \_\_\_\_\_ per hour  
Hourly \$ \_\_\_\_\_ per hour
- Materials Charge after Cutover/After-Market - Percentage Increase? \_\_\_\_\_

Warranty Period (Parts & Labor)

- System \_\_\_\_\_

#### 4. REQUIRED INFORMATION

Provide the names of the manufacturer of any major system components that will be supplied by companies other than the manufacturer of the system.

Training and Conditions:

Submit your strategy for migrating to the next higher level of software and hardware with regard to the physical cabinetry, cards and station equipment.

Submit your strategy for interfacing with unlike PBX's to implement a common voice environment.

Submit your strategy regarding the use of subcontractors for Installation? Maintenance? Software Integration/Programming?

Submit your strategy for support of telecommuter/teleworkers, Small Office/Home Office, and remote sites.

Submit your strategy for converting from a traditional voice environment to a VOICE OVER IP installation at an existing site.

**5. RESPONSES REQUIRED FOR EACH SYSTEM:**

Describe your experience with VOIP solutions.

Describe your strategy for migration to the VOIP platform.

Can you supply a mix of TDM and I.P. solutions? How?

What is your system architecture?

Provide a list of circuit packs your system uses, and the number of ports on each circuit pack.

Describe any single point of failure in your system.

List any type of monitoring capabilities your systems provide. Remote monitoring within the State Network is a possibility.

Describe the scalability of your system.

Do you offer SIP enabled endpoints?

Does your solution offer remote worker arrangements?

Can you supply a complete custom design package of electrical / mechanical drawings and O/M manuals to match each site/client proposed?

Provide a list of all equipment, with specifications, that you would propose to any State customer.

PROPOSAL REPLY SECTION

CONTRACT NO. 06-455-RH

TELECOMMUNICATIONS VOICE SYSTEMS.

Please fill out the attached forms fully and completely and return with your proposal in a sealed envelope clearly displaying the contract number to Government Support Services by **1:00 PM, EDT, Tuesday, September 26, 2006** at which time bids will be opened.

**A mandatory pre-bid meeting** has been scheduled for September 13, 2006 at 1:00 p.m. at the Office of Management and Budget, Government Support Services Conference Room, 100 Enterprise Place, Suite 4, Dover DE 19904. . **This is a mandatory meeting.** If an offeror does not attend this meeting; they shall be disqualified and shall not be considered for further evaluation.

**Proposals shall be submitted to:**

**State of Delaware  
Government Support Services  
Contracting Section  
100 Enterprise Place, Suite 4  
Dover, DE 19904**

**PUBLIC PROPOSAL OPENINGS**

The public proposal opening insures the citizens of Delaware that contracts are being proposed fairly on a competitive basis and comply with Delaware procurement laws. The agency conducting the opening is required by law to publicly open the proposals at the time and place specified and the contract shall be awarded within ninety (90) days thereafter. The main purpose of the proposal opening is to reveal the name(s) of the offeror(s), not to serve as a forum for determining the apparent low offerors. The disclosure of additional information, including prices, shall be at the discretion of the contracting agency until such time that the responsiveness of each proposal has been determined.

After receipt of a fully executed contract(s), the Delaware public and all offerors are invited to make an appointment with the contracting officer in order to review pricing and other non-confidential information.

STATE OF DELAWARE  
OFFICE OF MANAGEMENT AND BUDGET  
GOVERNMENT SUPPORT SERVICES  
CONTRACTING SECTION  
100 ENTERPRISE PLACE, SUITE 4  
DOVER, DELAWARE 19904

NO PROPOSAL REPLY FORM

**CONTRACT # 06-455-RH**

**CONTRACT TITLE: Telecommunications Voice Systems**

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

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

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

\_\_\_\_\_ FIRM NAME

\_\_\_\_\_ SIGNATURE

\_\_\_\_\_ We wish to remain on the Offeror's List **for these goods or services.**

\_\_\_\_\_ We wish to be deleted from the Offeror's List **for these goods or services.**

**CONTRACT NO.:** 06-455-RH  
**TITLE:** Telecommunications Voice Systems  
**OPENING DATE:** September 26, 2006

**NON-COLLUSION STATEMENT**

This is to certify that the undersigned offeror 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 bid submitted this date to Government Support Services.

It is agreed by the undersigned bidder that the signed delivery of this bid represents the bidder's acceptance of the terms and conditions of this Invitation to Bid 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, Government Support Services.

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

Check one)	
<input type="checkbox"/>	Corporation
<input type="checkbox"/>	Partnership
<input type="checkbox"/>	Individual

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

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

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

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

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

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

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

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

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

ADDRESS \_\_\_\_\_

CONTACT \_\_\_\_\_

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

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

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

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

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

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

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

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

## **GOVERNMENT SUPPORT SERVICES**

### **DEFINITIONS AND GENERAL PROVISIONS**

The attached Definitions and General Provisions shall apply and are part of each contract. The requirement to furnish a bid bond and performance bond is applicable unless waived in the Special Provisions. Should the General Provisions conflict with the Special Provisions, the Special Provisions shall prevail. Bidders or their authorized representatives are required to fully acquaint themselves as to State procurement laws and regulations prior to submitting bid.

## **DEFINITIONS**

Whenever the following terms are used, their intent and meaning shall be interpreted as follows:

**STATE**: The State of Delaware

**AGENCY**: Contracting State Agency as noted on cover sheet.

**DESIGNATED OFFICIAL**: The agent authorized to act for the Agency.

**BID INVITATION**: The "bid invitation" or "invitation to bid" is a packet of material sent to vendors and consists of General Provisions, Special Provisions, specifications, and enclosures.

**GENERAL PROVISIONS**: General Provisions are instructions pertaining to contracts in general. They contain, in summary, requirements of laws of the State, policies of the Agency, and instructions to vendors.

**SPECIAL PROVISIONS**: Special Provisions are specific conditions or requirements peculiar to the contract under consideration and are supplemental to the General Provisions. Should the Special Provisions conflict with the General Provisions, the Special Provisions shall prevail.

**BIDDER OR VENDOR**: Any individual, firm, or corporation formally submitting a proposal for the material or work contemplated, acting directly or through a duly authorized representative.

**PROPOSAL**: The offer of the bidder submitted on the approved form and setting forth the bidder's prices for performing the work or supplying the material or equipment described in the specifications.

**SURETY**: The corporate body which is bound with and for the contract, or which is liable, and which engages to be responsible for the contractor's payments of all debts pertaining to and for his acceptable performance of the work for which he has contracted.

**BIDDER'S DEPOSIT**: The security designated in the proposal to be furnished by the bidder as a guaranty of good faith to enter into a contract with the Agency if the work to be performed or the material or equipment to be furnished is awarded to him.

**CONTRACT**: The written agreement covering the furnishing and delivery of material or work to be performed.

**CONTRACTOR**: Any individual, firm, or corporation with whom a contract is made by the Agency.

**CONTRACT BOND**: The approved form of security furnished by the contractors and his surety as a guaranty of good faith on the part of the contractor to execute the work in accordance with the terms of the contract.

## SECTION A - GENERAL PROVISIONS

1. **BID INVITATION:**

See "Definitions".

2. **PROPOSAL FORMS:**

The invitation to bid shall contain pre-printed forms for use by the vendor in submitting his bid. The forms shall contain basic information such as description of the item and the estimated quantities and shall have blank spaces for use by the vendor for entering information such as unit bid price, total bid price, etc.

3. **INTERPRETATION OF ESTIMATES:**

- a. The attention of bidders is called to the fact that, unless stated otherwise, the quantities given in the proposal form are to be considered to be approximate only and are given as a basis for the comparison of bids. The Agency may increase or decrease the amount of any item as may be deemed necessary or expedient, during the period of the contract.
- b. An increase or decrease in the quantity for any item is not sufficient ground for an increase or decrease in the unit price.

4. **SILENCE OF SPECIFICATIONS:**

The apparent silence of the specifications as to any detail, or the apparent omission from it of detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and only material and workmanship of the first quality are to be used. Proof of specifications compliance shall be the responsibility of the vendor.

5. **EXAMINATION OF SPECIFICATIONS AND PROVISIONS:**

The bidder shall examine carefully the proposal and the contract forms for the material contemplated. The bidder shall investigate and satisfy himself as to the conditions to be encountered, quality and quantities of the material to be furnished, and the requirements of the Special Provisions and the contract. The submission of a proposal shall be conclusive evidence that the bidder has made examination of the aforementioned conditions.

6. **PREPARATION OF PROPOSAL:**

- a. The bidder's proposal may be written in ink or typewritten on the form provided.
- b. If items are listed with a zero quantity, bidder shall state unit price **ONLY** (intended for open end purchases where estimated requirements are not known). The proposal shall show a total bid price for each item bid and the total bid price of the proposal excluding zero quantity items.

7. **PRICES QUOTED:**

The prices quoted are those for which the material will be furnished F.O.B. Destination Freight Prepaid and include all charges that may be imposed during the period of the contract.

8. **DISCOUNT:**

No qualifying letter or statements in or attached to the proposal, or separate discounts will be considered in determining the low bid except as may be otherwise herein noted. Cash or separate discounts shall be computed and incorporated into unit bid price(s).

9. **SAMPLES OR BROCHURES:**

Samples or brochures may be required by the agency for evaluation purposes. They shall be such as to permit the Agency to compare and determine if the item offered complies with the intent of the specifications.

10. **DELIVERY OF PROPOSALS:**

Proposals shall be delivered in sealed package, and must bear on the outside the name and address of the bidder as well as the contract number. Proposals forwarded by U.S. Mail shall be sent first class to the address listed below. Proposals forwarded by delivery service other than the U.S. Mail or hand delivered must be delivered to the address listed below.

State of Delaware  
Office of Management and Budget  
Government Support Services  
Contracting Section  
100 Enterprise Place, Suite 4  
Dover, DE 19904

All proposals shall be accepted at the time and place set in the advertisement. Bidder bears the risk of delays in delivery. Proposals received after the time set for public opening shall be returned unopened.

11. **WITHDRAWAL OF PROPOSALS:**

A bidder may withdraw his proposal unopened after it has been deposited, if such a request is made prior to the time set for the opening of the proposal.

12. **PUBLIC OPENING OF PROPOSALS:**

The bids shall be publicly opened at the time and place specified by the Agency. Bidders or their authorized representatives are invited to be present.

13. **PUBLIC INSPECTION OF PROPOSALS:**

If the bidder designates a portion of its bid as confidential, it shall isolate and identify in writing the confidential portions. The bidder shall include with this designation a statement that explains and supports the firm's claim that the bid items identified as confidential contain trade secrets or other proprietary data.

14. **DISQUALIFICATION OF BIDDERS:**

Any one or more of the following causes may be considered as sufficient for the disqualification of a bidder and the rejection of his proposal or proposals:

- a. More than one proposal for the same contract from an individual, firm, or corporation under the same or different names.
- b. Evidence of collusion among bidders.
- c. Unsatisfactory performance record as evidenced by past experience.
- d. If the unit prices are obviously unbalanced either in excess or below reasonable cost analysis values.
- e. If there are any unauthorized additions, interlineation, conditional or alternate bids or irregularities of any kind which may tend to make the proposal incomplete, indefinite, or ambiguous as to its meaning.
- f. Non-attendance of mandatory pre-bid meetings shall be cause for disqualification.

## **SECTION B - AWARD AND EXECUTION OF CONTRACT**

### 1. **CONSIDERATION OF BIDS:**

The right is reserved to waive technicalities, to reject any or all bids, or any portion thereof, to advertise for new proposals, to proceed to do the work otherwise, or to abandon the work, if in the judgment of the Agency or its agent, the best interest of the State will be promoted thereby.

### 2. **MATERIAL GUARANTY:**

Before any contract is awarded, the successful bidder may be required to furnish a complete statement of the origin, composition and manufacture of any or all of the material to be used in the contract together with such samples as may be requested for the purpose of testing.

### 3. **AWARD OF CONTRACT:**

Within ninety days from the date of opening proposals, the contract will be awarded or the proposals rejected.

### 4. **EXECUTION OF CONTRACT:**

The bidder to whom the award is made shall execute a formal contract and bond within twenty days after date of official notice of the award of the contract.

### 5. **WARRANTY:**

The successful bidder(s) shall be required to extend any policy guarantee usually offered to the general public, FEDERAL, STATE, COUNTY, or MUNICIPAL governments, on material in this contract against defective material, workmanship, and performance.

### 6. **THE CONTRACT(S):**

The contract(s) with the successful bidder(s) will be executed with the Office of Management and Budget, Government Support Services acting for all participating agencies.

### 7. **RETURN OF BIDDER'S DEPOSIT:**

The deposits shall be returned to the successful bidder upon the execution of the formal contract. The deposits of unsuccessful bidders shall be returned to them immediately upon the awarding of the contract or rejection of their bids.

### 8. **INFORMATION REQUIREMENT:**

The successful bidders shall be required to advise the Office of Management and Budget, Government Support Services of the gross amount of purchases made as a result of the contract.

### 9. **CONTRACT EXTENSION:**

The State reserves the right to extend this contract on a month-to-month basis for a period of up to three months.

10. **TERMINATION FOR CONVENIENCE:**

Contracts shall remain in effect for the time period and quantity specified unless the contract is terminated by the State. The State may terminate the contract at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination.

11. **TERMINATION FOR CAUSE:**

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

## **SECTION C - GENERAL**

1. **AUTHORITY OF AGENCY:**

On all questions concerning the interpretation of specifications, the acceptability and quality of material furnished and/or work performed, the classification of material, the execution of the work, and the determination of payment due or to become due, the decision of the Agency shall be final and binding.

2. **LAWS TO BE OBSERVED:**

The contractor is presumed to know and shall strictly comply with all National, State, or County laws, and City or Town ordinances and regulations in any manner affecting the conduct of the work. The contractor shall indemnify and save harmless the State of Delaware, the Agency, and all Officers, Agency and Servants thereof against any claim or liability arising from or based upon the violation of any such laws, ordinances, regulations, orders, or decrees whether by himself or by his employees.

3. **PERMITS AND LICENSES:**

All necessary permits, licenses, insurance policies, etc. required by local, State or Federal laws, shall be provided by the contractor at his own expense.

4. **PATENTED DEVICES, MATERIAL AND PROCESSES:**

- a. The contractor shall provide for the use of any patented design, device, material, or process to be used or furnished under this contract by suitable legal agreement with the patentee or owner, and shall file a copy of this agreement with the Agency.
- b. The contractor and the surety shall hold and save harmless the State of Delaware, the Agency, the Director, their Officers or Agents from any and all claims because of the use of such patented design, device, material, or process in connection with the work agreed to be performed under this contract.

5. **EMERGENCY TERMINATION OF CONTRACT:**

- a. Due to restrictions which may be established by the United States Government on material, or work, a contract may be terminated by the cancellation of all or portions of the contract.
- b. In the event the contractor is unable to obtain the material required to complete the items of work included in the contract because of restrictions established by the United States Government and if, in the opinion of the Agency, it is impractical to substitute other available material, or the work cannot be completed within a reasonable time, the incomplete portions of the work may be cancelled, or the contract may be terminated.

6. **TAX EXEMPTION:**

- a. Material covered by this proposal is exempt from all FEDERAL and STATE TAXES in accordance with Internal Revenue Code Section 4253 ( I ), no tax shall be imposed under Section 4251 upon any payment received for services, or facilities furnished to the government of any state, or any political subdivision thereof, or the District of Columbia.
- b. Any material which is to be incorporated in the work or any equipment required for the work contemplated in the proposal may be consigned to the Agency. If the shipping papers show clearly that any such material is so consigned, the shipment will be exempt from the tax on the transportation of property under provisions of Section 3475 (b) of the Internal Revenue Code, as amended by Public Law 180 (78th Congress). All transportation charges shall be paid by the contractor. Each bidder shall take his exemption into account in calculating his bid for his work.

7. **OR EQUAL (PRODUCTS BY NAME):**

Specifications of products by name are intended to be descriptive of quality or workmanship, finish and performance. Desirable characteristics are not intended to be restrictive. Substitutions of products for those named will be considered provided the vendor certifies that the function, characteristics, performance and endurance qualities of the material offered is equal or superior to that specified.

8. **INVOICING:**

After the awards are made, the agencies participating in the bid may forward their purchase orders or credit card information to the successful bidder(s) in accordance with State Purchasing Procedures. The State will generate a payment voucher upon receipt of an invoice from the vendor.

## SECTION D - EQUAL OPPORTUNITY

### 1. EQUALITY OF EMPLOYMENT OPPORTUNITY ON PUBLIC WORKS:

During the performance of any contract for public works financed in whole or in part by appropriation of the State of Delaware, the contractor agrees as follows:

- a. The contractor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, age, or national origin. The contractor will take affirmative action to ensure that applicants are employed and that employees are treated equally during employment without regard to their race, creed, color, sex, age, or national origin. Such action shall include, but not be limited to the following: advertising, lay-off or termination, rates of pay or other forms of compensation, and selection for training including apprenticeships. The contractor agrees to post in conspicuous places, notices to be provided by the contracting agency setting forth the provisions of this non-discrimination clause.
- b. The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, age, or national origin.
- c. The term "contractor for public works" means construction, reconstruction, demolition, alteration, and/or repair work, maintenance work, and paid for in whole or in part out of the funds of a public body except work performed under a vocational rehabilitation program. The manufacture or furnishing of materials, articles, supplies or equipment is not a public work within the meaning of this subsection unless conducted in connection with and at the site of the public work.

Revised 11/28/05

# State of Delaware Minority and Women Business Enterprise Application

All completed applications must be returned with the appropriate requested documents listed.

**Type or Print Clearly**

If you require assistance completing this form call (302) 739-7830.

---

1. **Federal Employee Identification Number:** (EIN) \_\_\_\_\_

**Social Security Number:** (If no EIN) \_\_\_\_\_

2. **Name of Business** \_\_\_\_\_

Street Address of Business: (P.O. Box alone is not acceptable) \_\_\_\_\_

\_\_\_\_\_

County: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Business Telephone: \_\_\_\_\_ Business Fax: \_\_\_\_\_

Business E-mail: \_\_\_\_\_

3. **Contact Person:** \_\_\_\_\_ **Title:** \_\_\_\_\_

(Materials will be mailed in the name of the Contact Person to the Business Address)

Contact Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

4. **To qualify as a M/WBE, the business must be least 51% owned, controlled and actively managed by owners of one or more of the following ethnic groups:** (Indicate percent of ownership)

Minority Business Enterprise

Woman Business Enterprise

\_\_\_\_\_ % African American

\_\_\_\_\_ % Asian-Indian

\_\_\_\_\_ % Native Hawaiian/Polynesian

\_\_\_\_\_ % Hispanic

\_\_\_\_\_ % American Indian

\_\_\_\_\_ % Asian Pacific

\_\_\_\_\_ % Other

5. **Legal Structure of Business:** (Check one)

Sole Proprietorship

Partnership

Corporation

LLC

Other \_\_\_\_\_

\_\_\_\_\_

6. Describe in detail, what product(s) and/or service(s) your firm provides. Attach additional page(s) and/or the company's catalog.

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7. Five digit North American Industry Classification System (NAICS) Code(s):  
(To assist you in determining your NAICS Code(s) go to [www.logisticsworld.com](http://www.logisticsworld.com))

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

8. Date firm was established: Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

9. Date current primary owner acquired controlling interest in firm: Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

10. Date incorporated (if firm is a corporation): Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

11. Dates of corporation amendments (if firm is a corporation): \_\_\_\_/\_\_\_\_/\_\_\_\_; \_\_\_\_/\_\_\_\_/\_\_\_\_

12. List the three largest or principal customers/accounts/contracts/projects:

Name of Company	Address, City, State	Phone/Fax
a. _____	_____	_____
b. _____	_____	_____
c. _____	_____	_____

13. Is the Business certified as a M/W/BE with any other certifying agency?

\* If you answer yes to this question and are certified through any other certifying entity, please enclose a copy of your certification, complete #13 and go to page 6. Complete page 6 and mail to our office for processing.

No  Yes

Name	Date Certified	Expiration Date
a. _____	_____	_____
b. _____	_____	_____
c. _____	_____	_____

**14. Identify persons or firms who provide Accounting, Legal and Banking services:**

**Accountant:** \_\_\_\_\_ **Contact:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Attorney:** \_\_\_\_\_ **Contact:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Bank:** \_\_\_\_\_ **Contact:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**15. If the business is a corporation or LLC, please list the following information:**

a. Total shares authorized: \_\_\_\_\_

b. Total shares issued to date: \_\_\_\_\_

c. Are there any restrictions that limit the voting rights of ethnic minority group members, who are shareholders, within the By-laws or Articles of Incorporation, or any other documents?

No  Yes (If yes, please explain)

\_\_\_\_\_  
 \_\_\_\_\_

**16. List the current Board of Directors.** (If additional space is required, submit an attached sheet)

Name	Title	Ethnicity	Gender	Appointment Date
a. _____			<input type="checkbox"/> M <input type="checkbox"/> F	_____
b. _____			<input type="checkbox"/> M <input type="checkbox"/> F	_____
c. _____			<input type="checkbox"/> M <input type="checkbox"/> F	_____
d. _____			<input type="checkbox"/> M <input type="checkbox"/> F	_____
e. _____			<input type="checkbox"/> M <input type="checkbox"/> F	_____

**17. Is any owner or board member of the business, an owner or former owner of another firm engaged in the same or similar type of enterprise?**

No  Yes (If yes, identify below)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**18. List names and titles of primary persons who perform the following functions:**

Estimating: \_\_\_\_\_

Marketing & Sales: \_\_\_\_\_

Hiring/Firing: \_\_\_\_\_

Purchase of major items: \_\_\_\_\_

Office management and administration: \_\_\_\_\_

Financial: \_\_\_\_\_

**19. Provide the following ownership information for all owners.**

**Owner's Name:** \_\_\_\_\_

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

City: \_\_\_\_\_ County: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Telephone: \_\_\_\_\_

Sex:  M  F Ethnic Group: \_\_\_\_\_

Ownership is by:  An Individual Person  Other (*Describe Other*) \_\_\_\_\_

Date of Initial Ownership: \_\_\_\_\_ (Date)

% Ownership: \_\_\_\_\_ %

Number of Shares Owned: \_\_\_\_\_

U.S. Citizen:  No  Yes

**20. Provide the following ownership information for all owners.**

**Owner's Name:** \_\_\_\_\_

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

City: \_\_\_\_\_ County: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Telephone: \_\_\_\_\_

Sex:  M  F Ethnic Group: \_\_\_\_\_

Ownership is by:  An Individual Person  Other (*Describe Other*) \_\_\_\_\_

Date of Initial Ownership: \_\_\_\_\_ (Date)

% Ownership: \_\_\_\_\_ % Number of Shares Owned: \_\_\_\_\_

U.S. Citizen:  No  Yes

**21. Are there any written, oral, or implied agreements between persons associated in any manner with the firm concerning its ownership and/or operation? (check one)**

No

Yes

22. How did you hear about the Office of Minority and Women Business Enterprise:

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08/20/03 DRR

## DOCUMENT REQUEST CHECKLIST

- **To be sure you have provided all requested information, please mark “x” on the items you have submitted.**
- Unless otherwise indicated, copies of documents are sufficient.
- **Any deficiency may delay the Certification process.**
- **Certification generally takes 4 to 6 weeks.**
- **An on-site visit.** *(The M/WBE office may schedule an on-site visit once the completed application and appropriate supporting documentation have been received.)*

### **A. ALL BUSINESSES**

- Birth Certificate or Green Card or Passport or Tribal Memberships, etc.
- Business Tax Returns for the past year. *(All tax returns will be returned after certification)*
- Relevant business licenses and permits.

### **B. Partnerships Only**

- Partnership Agreement, including any amendments, buy-out rights as well as any profit sharing arrangements.

### **C. Corporations and Limited Liability Corporations Only**

- Articles of Incorporation with all amendments.
- Minutes of the last annual shareholders meeting.
- By-laws and By-law Amendments.
- Copy of most recent Stock Ledger.

**State of Delaware Minority and Women Business Enterprise Affidavit**

Hereafter, "the Business" refers to

\_\_\_\_\_  
Business Name

I understand the illegal nature of receiving public or private funds or other property as a consequence of false representation as to the minority status of the business and do herein certify under penalty imposed by Delaware Statutes that the information provided is correct and said information herein may be used for the purposes of certifying the business as a Minority and/or Women Business Enterprise. Any false representation will be grounds for denying certification or initiating decertification in the future.

I agree to make available for inspection to the M/WBE office any such materials that may be required to substantiate the degree of minority and women ownership and control of the business. I agree to arrange for on-site inspections of the business' facilities in order to verify information provided in this document.

I agree to provide written information relative to any future change in ownership and/or management of the business to the M/WBE office within two weeks of the occurrence of the change. I acknowledge that failure to timely submit required change of status documentation might result in the decertification of the business.

I understand that the certification expiration is three years following the initial date of certification. I further understand that the business must apply for recertification prior to the expiration.

\_\_\_\_\_  
Type or Print Name of Owner

\_\_\_\_\_  
Signature of Owner

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_ a.d.  
Month, Year

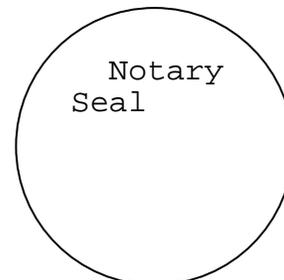
Signed \_\_\_\_\_

NOTARY PUBLIC IN AND FOR THE

County of \_\_\_\_\_

State \_\_\_\_\_

My Commission Expires \_\_\_\_\_  
Date



## DELAWARE CERTIFICATION GUIDELINES AND INFORMATION

### PURPOSE:

To increase the opportunity for minority firms to sell their products and services to the State of Delaware. These tasks support the continued growth and vitality of businesses to ensure a level playing field.

### CERTIFICATION APPLICATION

The following is the application for Minority and Women Business Enterprise (M/WBE) certification with the State of Delaware. All questions must be answered. Please type or print clearly.

**Questions that do not apply to your firm should be marked N/A in the space provided.**

On page 5 is the checklist of specific documents pertinent to the business that must be submitted along with the application. Please include these documents to avoid processing delays. If you have additional documentation that will show your business is eligible for certification, attach it to your application.

The Affidavit on page 6 must be signed, notarized by a Notary Public and mail with the complete application, faxed copies of the affidavit will not be accepted.

Please be prepared to provide access to your business facilities and key personnel during the review.

Please return the completed application with signature and required notarization to the address below:

**Office of Management and Budget  
Office of Minority and Women  
Business Enterprise  
Margaret O'Neill Building  
410 Federal Street, Suite 1  
Dover, DE 19901**

**Phone: (302) 739-7830**

**Fax: (302) 739-7839**

**Website: [www.state.de.us/omwbe](http://www.state.de.us/omwbe)**

### MINORITY AND WOMEN BUSINESS DEFINITION

A Minority and Women Business Enterprise is a business that is at least 51 percent owned, controlled and actively managed by minority group members who are United States citizens or persons lawfully admitted to the United States for permanent residence. The business must currently be performing a useful function. A useful business function is one, which results in the provision of materials, supplies, equipment or services to consumers in the state. A business acting as a conduit to transfer funds to a non-minority business does not constitute a useful business function unless doing so is a normal industry practice. A minority group member is one of the following:

- a. **AMERICAN INDIAN** means a person who is enrolled as a member of federally recognized American Indian tribe or band, and who possesses documentation of at least one-fourth American Indian ancestry, and documentation of tribal recognition as an America Indian;
- b. **ASIAN-INDIAN** means a person whose ancestors originated in India, Pakistan or Bangladesh;
- c. **AFRICAN AMERICAN** means a person whose ancestors originated in any of the black racial groups of Africa;
- d. **HISPANIC** means a person of any race whose ancestors originated in Mexico, Puerto Rico, Cuba, Central America or South America or whose cultural origin is Spanish;
- e. **ASIAN-PACIFIC** means a person whose ancestors originated in Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, the U.S. Trust Territories of the Pacific or the Northern Marinas;
- f. **NATIVE HAWAIIANS AND POLYNESIANS;**
- g. **ESKIMOS**

## OWNERSHIP AND CONTROL

### “Owned and controlled” means:

- A. A sole proprietorship legitimately owned by and individual who is a minority person;
- B. A corporation, a limited liability corporation, a partnership or joint venture controlled by minority persons and in which at least 51 percent of the beneficial ownership interests are legitimately held by minority persons, and in which at least 51 of the voting interests are legitimately held by minority person.
- The minority ownership; interest in the firm must be real, substantial and continuing. Such interest may include:
  - a. A risk of loss/share of profit commensurate with the proportional ownership;
  - b. Receipt of the customary incidents of ownership, such as salary and/or intangible benefits.
- A minority owner must have and exercise the authority to independently control the business. The minority owner need not be continually present to be deemed in control. Characteristics of control may include:
  - Authority to sign bids and contracts
    - a. Making decisions in price negotiations;
    - b. Incurring liabilities for the firm;
    - c. Making final staffing decisions;
    - d. Policy-making; and
    - e. Making general company management decisions.
- The minority or women owners must possess the power to make to make day-to-day and long-standing decisions on matters of management, policy and operations. The firm must be under formal or informal restrictions (such as bylaws, partnership agreement, etc.) that limit authority of the minority and/or women owners to make decision and determine the future of the business. Minority or women owners must hold the highest officer position in their companies, example chief executive officer or president.
- Only those firms performing a useful business function according to custom and practice in the industry are qualified as M/WBE. Acting merely as a passive conduit of funds to some other, non-minority firm where such activity is unnecessary to accomplish the project does not constitute a “useful business function according to custom and practice in the industry”.
- The minority and women owners shall also possess the power to direct or cause the direction of the management and policies of the firm and make day-to-day as well as major decisions on matters of management, policy and operations. The firm shall not be subject to any formal or informal restrictions through, for example through, by-laws provisions, partnership agreements, or charter requirements for cumulative voting rights or otherwise that prevents the minority and women owners, without the cooperation or vote of any owner who is not a minority or women for making a business decision of the firm.
- The minority and/or women must demonstrate that they possess the experience, expertise and knowledge to operate their particular types of business. Generally, expertise limited to office management, administration, or bookkeeping functions unrelated to the principal business activities of the company is insufficient to demonstrate control. Women and/or minority owners must also verify that they hold any licenses or certification required by the type of business in which they are engaged. While persons other than the owner(s) may have supervisory responsibilities within the company, ultimate supervision must rest in the hands of the minority and/or women owner.
- If the owners of the firm who are not minorities or women are disproportionately responsible for the operation of the firm, then the firm is not controlled by minorities and shall not be considered as M/WBE within the meaning of the definition. Where the actual management of the firm is contracted out to individuals other than the owner, those person who have the ultimate power to hire and fire the managers, can, for the purpose of this definition be considered as controlling the business.

All securities, which constitute ownership and/or control of a corporation for the purpose of establishing it as a M/WBE, shall be held directly by minorities or women. No securities held in trust, or by a guardian for a minor, shall be considered as held by a minority or women in determining the ownership or control of a corporation.

The contributions of capital or expertise by the minority and women owners to acquire their interests in the firm shall be real and substantial.

- C. A business located in a state other than Delaware must first obtain state-level certification in its home state, if such certification is available. "Home state" is defined as the state the company's headquarters are located.
- D. Even when the company documents support the basic certification criteria, certification can be denied if the business operations do not reflect the ownership shown on paper.
- E. a) Be a for-profit business (non-profits cannot become certified)  
b) Provide and be qualified to provide the goods and services for which it is being certified.
- F. If you business does not supply OMWBE with the required documentation for certification, in other words the application was submitted incomplete, the office will contact you by phone and send you a letter requesting required documentation. If you do not respond within 30 days your application will be placed in a pending file for 6 months and returned to your business as inactive. A business may resubmit the certification application at any time.
- G. If your business is certified through another Certifying organization such as the Department of Transportation, you need to complete #'s 1-7 and #14 on the Delaware Certification Application and complete page 6. You must also attach a copy of your certification and mail all documents to the OMWBE.

## **BENEFITS:**

- Certified minority-owned firms are eligible to be listed in the State of Delaware Directory of Minority and Women Owned Businesses which is circulated to all state and local government agencies.

## **ELIGIBILITY:**

A minority and women owned business (sole-proprietorship, partnership, corporation or joint venture) must meet the following criteria:

- Belong to a minority group: Native American, Black, Hispanic, Asian Indian, Asian Pacific, Eskimo or Native Hawaiian;
- At least 51 percent owned, controlled and actively managed by minority group members or by women;
- Serving a "useful business function" and have customers other than the State of Delaware.

## **HOW TO APPLY:**

- Applications and additional information are available by calling the Office of Minority and Women Business Enterprise at (302) 739-7830.
- Complete an application for certification and provide required documentation (ethnic status of minority owner(s), financial records, on-going business activity, etc....)
- Provide access to its business facilities and key personnel for state certification on-site visit.

## **WHERE TO APPLY:**

Submit completed applications to:

Office of Management and Budget  
Office of Minority and Women Business Enterprise  
Margaret O'Neill Building  
410 Federal Street, Suite1  
Dover, DE 19901  
(302) 739-7830  
<http://www.state.de.us/omwbe>