



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

April 25, 2013

TO: ALL OFFERORS

FROM: MICHAEL BACU
STATE CONTRACT PROCUREMENT OFFICER II

SUBJECT: **ADDENDUM TO REQUEST FOR PROPOSAL
CONTRACT NO. GSS13488-DENS
Delaware Emergency Notification System**

ADDENDUM #1

This Addendum #1 is issued to answer vendor questions submitted during the Question and Answer period.

Q1. How often is the system used?

DEMA had 12 completed activations from 4/1/2011 to 4/17/2013; for an average of about 6 per year for the past two years. This amount does not include activations by cities or counties with separate accounts.

Q2. Who is responsible for the Geocoding?

Geocoding is responsibility of the Vendor. Additional information is available in the responses to questions 22 and 23.

Q3. Is there any information available regarding the current contract?

**The current contract page is available at:
http://contracts.delaware.gov/contracts_detail.asp?i=13**

Q4. Do you have lines dedicated just to DEMA and DEMA's needs?

The current vendor owns their own phone lines, and will contract out for overflow needs as necessary. The vendor guarantees system capacity will not become saturated at any point.

Q5. What is the potential Vendor’s responsibility for subscription services?

The awarded vendor is responsible for managing subscription services. Currently there are 3,013 self-registered users. The data shall be in a format that can be downloaded into Microsoft Excel format.

Q6. Who owns the self-registration data?

The data collected through the self registration belongs to the State and originating agency, DEMA.

Q7. Can users who self register “opt out” at any point? If so, how do they do it?

Users can opt out of self-registration at any time. Currently, this capability is an option. However, Delaware did not enable this option when the self-registration was instituted.

Q8. Can you clarify who will be using the contract?

This contract is mandatory use for covered State Agencies. The Agency reference list is here: http://www.delaware.gov/topics/agencylist_dept.

Exemptions exist as applicable in Delaware Code Title 29, Chapters §6911(d) available to view at: <http://delcode.delaware.gov/title29/c069/sc02/index.shtml#6911>

Q9. How will the services be utilized?

For mandatory use agencies, DENS will be central service for State-wide notification. Separate accounts for individual State Agencies/Geographic Areas can also be established for specific areas of notification. For non-mandatory entities, the vendor will quote an annual fee if applicable and additional costs in accordance to their price structure adhering to all contract terms.

Q10. Can you clarify the pricing requirements in Appendix B?

Ensure the “Annual Fee” pricing is provided that encompasses managing and maintaining the central DENS service compliant to RFP, section II, Scope of Services. The annual fee will be used to evaluate the pricing in the Criteria Weight section on page 17 of the RFP. The anticipated notification is for 650,000 to 700,000 individuals.

Please provide additional pricing on a separate sheet for implementation costs and optional services.

Q11. Regarding the toll-free information line... what information does this provide?

The current configuration requires that the awarded Vendor provide a minimum of one (1) toll-free information line. Identify costs associated for additional lines if warranted.

Currently, the State of Delaware is making use of two (2) numbers: one number is set up for playing the last DENS message, or it can be used to post follow-up information. The second line is an internal line which can be used for posting or receiving secure messages. The information line shall provide whatever appropriate information is requested by the Agency.

Q12. What is the budget for this project?

Historical pricing is available on the contract Award Notice at http://contracts.delaware.gov/contracts_detail.asp?i=13. Future pricing will be determined by competitive bid.

Q13. How much did you pay/were you charged for the current service during the year 2012?

Historical pricing is available on the contract Award Notice at http://contracts.delaware.gov/contracts_detail.asp?i=13

Q14. What are your recovery time objectives? What are your recovery point objectives?

Proposals should include the vendor's procedures for disaster recovery and times regarding lost data. The procedures will be considered as part of the proposal evaluation process and how effective vendor recovery plans appear to minimize 'down time' will be considered.

Q15. How many citizens have signed up via your current system's opt-in portal?

There are currently 3,013 self-registered users.

Q16. Is it a requirement that you have access to your citizen opt-in data at any point during the contract so that you can make manual changes if needed?

Yes. Both the State and persons signing up should have access.

Q17. Is it a requirement that you are able to export your citizen opt-in data?

There is no requirement for the ability to export. However, vendors are encouraged to include in their proposals any additional functionality/capabilities that would enhance the Delaware Emergency Notification System.

Q18. Is the ability to receive severe weather alerts via the mass notification system important to the State?

No. The ability to receive severe weather alerts via mass notification is not required as part of this contract.

Q19. Are there any specific issues or problems with the current system at all? Is there anything, small or seemingly insignificant, that has been identified as a feature or functionality that anyone on the team wishes were different?

There are no issues with the current system.

Q20. Why is the State going to bid? During the meeting the DEMA team suggested there aren't any significant issues with the current system – why not just continue to use your current service?

The current contract expires October 31, 2013. Delaware Code requires the contract be rebid.

Q21. How many minutes did you use during the year 2012?

Total line minutes used in 2012 were 94222.09 and 562 SMS sent.

Q22. Would you prefer a system that does all geocoding for you?

Yes, a system that can be configured to automatically geocode would be in the state's best interest. It is preferred the geocoder use the States Point Address data first then a commercial geocoder second. The State will provide the data for the point geocoder.

Q23. Would you prefer a system that does geocoding on the fly as citizens opt in to your online portal?

Yes, a system that can be configured to geocode on the fly would be in the state's best interest. It is preferred that the geocoder use the States Point Address data first then a commercial geocoder second. The State will provide the data for the point geocoder.

Q24. Is there any specific issue they experienced with Code Red – ultimately, why switch if they have worked OK?

There are no issues with the current vendor. By state guidelines, the current contract can no longer be extended and must be rebid for this service.

Q25. Is encryption at rest a mandatory requirement?

Encryption at rest is not a mandatory requirement. However, vendors are encouraged to include in their proposals any additional functionality/capabilities that would enhance the Delaware Emergency Notification System.

Page 14 of the State of Delaware System Architecture document states:

<http://state.extranet.dti.state.de.us/documents/SystemArchitectureStandard.pdf>:

If the data classification is confidential or secret and the application is an Extranet Level 2, 3 or 4 application, the following security controls must be in place:

- Multi-tiered architecture is required
- Unique user ID's are required
- AuthN/AuthZ is required
- Data must be encrypted on media leaving the State infrastructure
- Data must be encrypted in transit on the network
- The system must log each data transaction by unique user ID

Q26. What protocol does the current system use for text messaging? True SMS or SMTP?

The current system uses true SMS (SMPP protocol) and the current vendor owns a dedicated shot code. The current vendor also offers the option of SMTP based SMS for redundancy.

Q27. If it does not currently utilize the true SMS method, do you prefer a system that sends texts via SMS?

Please reference previous question.

Q28. Will you be sending the list of other vendors participating in this bid?

The mandatory Pre-Bid meeting attendance sheet is listed on the state's RFP website.

http://www.bids.delaware.gov/bids_detail.asp?i=1846&DOT=N

All other terms and conditions remain the same.

