



State of Delaware
DEPARTMENT OF TECHNOLOGY AND INFORMATION
William Penn Building
801 Silver Lake Boulevard
Dover, Delaware 19904

April 10, 2015

TO: All Offerors

FROM: Carmen Herrera
IT Procurement Officer

SUBJECT: Addendum to Request for Proposal: #GSS15394-NETWORK SVC

Addendum #1

This addendum is to advise all Offerors of the following:

1. To accommodate E Rate, the following events have been extended as shown below:
 - i. Deadline for Receipt of Proposals Date: **May 7, 2015 at 1:00PM (Local Time)**
 - ii. Estimated Notification of Award Date: **August 7, 2015**
2. Questions and answers are attached.

All other terms and conditions remain the same.

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1. Question 1, Section III, A, 6, on page 2, (provide) Financial statements, income statements and balance sheets, for two consecutive previous years; Is the State looking for additional information “financial statements”, in addition to income statements and balance sheets, and if so, what, specifically, is the State looking for?
[The State is requesting all financial statements, audited or unaudited. This includes, but is not limited to, income statements and balance sheets. Any exceptions to the RFP, or the State of Delaware’s terms and conditions, must be recorded on Attachment 3.](#)

2. Section III, A, 6, on page 2, (provide) Financial statements, income statements and balance sheets, for two consecutive previous years and Section IV, B, 11 on page 8, In order to allow the State to assess its ability to protect a vendor’s confidential business information, vendors will be permitted to designate appropriate portions of their proposal as confidential business information. Vendor(s) may submit portions of a proposal considered to be confidential business information in a separate, sealed envelope labeled “Confidential Business Information” and include the specific RFP number. The envelope must contain a letter from the Vendor’s legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not “public record” as defined by 29 Del. C. § 10002, and briefly stating the reasons that each document meets the said definitions.
 - a. Are the financial statements provided as supporting information to the RFP proposal considered part of the response and, as such, will be made part of the public record unless we follow the steps in IV.B.11?
[Yes.](#)
 - b. Or are they considered to be separate from the response and treated confidentially without the need to follow the steps in IV.B.11?
[See response to question 1a.](#)

3. Section IV, B, 12, Page 8 Multi-Vendor Solutions (Joint Ventures), Section IV, B, 13, Page 9 Sub-Contracting, Section IV, D, 7, ff, Page 26 Cloud And External Hosting: All vendors shall be responsible for complying with the Terms and Conditions for Cloud Providers and External Hosting Terms and Conditions listed in Appendix D and Appendix E. Vendors must submit both completed Appendices with in their response. Appendix G, Tab 3 Hosting Support and Pricing
Appendix B, 6, A-C, Page 42 System Hosting, A. Provide hosting facilities for approved State systems that will not be hosted on the State network, or within one of the State’s data centers. At a minimum, hosting services shall include both managed services and facility only services in accordance with the DTI policies and standards. B. Optional Service: Provide cloud hosting services for approved State systems that will not be hosted on the State network, or within one of the State’s data centers. At a minimum, hosting services shall include Cloud Infrastructure as a Service (IaaS) and Cloud Platform as a Service (PaaS) in accordance with the DTI policies and standards. C. Vendors providing hosting services will be required to present evidence of current cyber liability insurance – see Appendix H – prior to the start of services. Appendix D, Item 12 Sub-contractor Disclosure: The Service Provider shall identify all of its strategic business partners related to services provided under this contract, including but not limited to, all subcontractors or other entities or individuals who may be a party to a joint venture or similar agreement with the Service Provider, who will be involved in any application development and/or operations...Many vendors, ourselves included, have opted not to develop their own advanced datacenter and hosting capabilities, and have instead chosen to rely on arrangements with 3rd parties who focus solely on these items...significant portions of the State’s requirements regarding

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physical and data security are being provided by the data center owner or hosting/cloud service provider.

- a. Our question has to do with how the State looks at these arrangements. If we buy, possibly augment, and then resell a service, does the State consider us (the vendor bidding on the contract) to be providing that service? Or does it consider us to be in a Joint Venture or Subcontractor arrangement? If the latter, are there certain types of arrangements and partnerships that the State would allow and others that it would not?

Please review IV.B.12 Multi-Vendor Solutions (Joint Ventures) and IV.B.13 Sub-Contracting. The State of Delaware expects to negotiate and contract with only one "prime vendor". The "prime contractor" shall be responsible for all performance under the contract, including all project management, legal and financial responsibility. The State of Delaware will not accept any proposals that reflect an equal teaming arrangement or from vendors who are co-bidding on this RFP. The "primary contractor" shall be liable for all contractual compliance and any damages to the State of Delaware.

- b. Assuming that the answer to the above questions is that the State does not allow for portions of the hosting and cloud services to be provided by 3rd parties, and requires the vendor bidding on the contract to own and operate the datacenters and servers that will be providing the hosting or cloud services, are the hosting operations under Appendix B, 6, A a requirement of bidding on this RFP? Or are they an optional service that the Vendor can bid on, or not, at their choice?

Offerors are not required to offer the services listed in Appendix B, #6 Hosting.

4. What are your top ten business challenges going forward?
Not applicable to this RFP.
5. What was the cost for the services the last time this was out for bid and how can I obtain a copy of the current contract?
Information related to the current Network Services contract is located at http://contracts.delaware.gov/contracts_detail.asp?i=426.
6. Can this work be done remotely or in house?
Work may be performed as stated in Appendix B of the RFP.
7. How much of this work do you anticipate can be done remotely and how much do you anticipate can be done in house?
No information is available.
8. How many staff members is the current contractor using at this time?
Unknown.
9. Is there any form of bonding or bid security required with your bid? (other than the insurance requirements)
A bid bond is not required.
10. Is there a pre-bid conference being held for this solicitation? if so is it mandatory to attend?
A mandatory pre-bid meeting has not been established for this Request for Proposal
As stated in Section I, a mandatory pre-bid meeting has not been established for this RFP.

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11. How will award be determined? Will it be "lowest responsible offeror or will it be most advantageous"?
Awards shall be determined as stated in IV. Professional Services RFP Administrative Information.
12. Can we get statistical data of current network/equipment being used/database/software/licenses/messaging system/email server application/governments software/power space and cooling?
This information is not available at this time.
13. When are your licenses and support up for renewal? Can we obtain a list?
This information is not available at this time.
14. What type of help desk support and system do they currently have? onsite or remote?
This information is not available at this time.
15. Data center locations and do they currently have a backup and disaster recovery plan?
This information is not available at this time.
16. Where is you data center located?
This information is not available at this time.
17. Do they have a hardware vendor of choice? HP, Dell, and ect.
The State utilizes multiple hardware vendors.
18. How do they currently support their wireless equipment such as cell phones, pagers, tablets? Type of Carrier they are contracted with such as ATT, Verizon, T mobile and ect.
This information is not available at this time.
19. Who has the current contract and how long have they had it?
Information related to the current Network Services contract is located at http://contracts.delaware.gov/contracts_detail.asp?i=426.
20. What type of cabling management currently exist (fiber/cat5/cat6)?
This information is not available at this time.
21. How many users are you currently supporting?
This information is not available. There is no assumption that Contractor(s) will support all users.
22. What type and version of email exchange do you currently have?
This information is not available. There is no assumption that Contractor(s) will support all email exchanges.
23. Is this contract fully funded? When are these funds allocated? When does the work start?
Work is performed and funds are allocated on an as-needed basis.
24. When was this contract originally released and what were the dates of revision?
Information related to the current Network Services contract is located at http://contracts.delaware.gov/contracts_detail.asp?i=426.
25. When is the soonest we can do our site survey?
At this time, site surveys are not applicable.

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26. Do you currently have any visualized systems and if not are you open to have one?
The purchase of systems is not part of this RFP.
27. Are we submitting resumes for key personnel and are we also submitting letters of intent?
Offerors are advised to respond as directed by the RFP.
28. Help desk ticketing system do they currently use?
The State currently uses various help desk ticketing systems.
29. Do you operate in a Windows/Unix environment and what type of back end and infrastructure currently exist?
This information is not available at this time.
30. Will this exception disqualify us? **e. Indemnification, 1. General Indemnification,**
By submitting a proposal, the proposing vendor agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the State of Delaware, its agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the vendor's, its agents and employees' performance work or services in connection with the contract, ~~regardless of whether such suits, actions, claims or liabilities are based upon acts or failures to act attributable, whole or part, to the State, its employees or agents~~
As stated in IV.B.20, acceptance of exceptions is within the sole discretion of the evaluation committee.
31. Which format should the proposal be submitted in (word or pdf)? I note the pricing sheet should be submitted in excel format.
As stated in the RFP, Pricing Appendix G shall be a separate file and must be in Active Excel Format. All other information may be in Word or PDF format.
32. RFP Questions: Who is the current incumbent? What was the amount of the previous award? What is the percentage of utilization of the current contract based on the awarded amount? What is the budget for this new RFP?
Information related to the current Network Services contract is located at http://contracts.delaware.gov/contracts_detail.asp?i=426.
33. Section I: Overview, Page: 1, Paragraph Section: Mandatory Pre-Bid Meeting, RFP Text: A mandatory pre-bid meeting has not been established for this Request for Proposal. Question: Can a site visit or bid conference be requested for more information and insight regarding current and future needs based on the current solution?
No.
34. Section III: Required Information, Page: 2, Section A. Minimum Requirements, Paragraph Number 1, RFP Text: Provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the scope of work.
- a. Question: What licenses or certifications are required or preferred for onsite technical support technicians?
Please review the RFP for all applicable licenses and certifications, including but not limited to, those listed in Appendix G.
- b. Question: What corporate licenses or certifications are required or preferred?
Please review the RFP for all applicable licenses and certifications, including but not limited to, those listed in Appendix G.

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35. Section III: Required Information, Page: 3, Section B. General Evaluation Requirements, Paragraph Number 3, RFP Text: The contractor must be staffed appropriately to provide a guaranteed response to any service call. Please provide a detailed description of your response capabilities in order to provide levels of service throughout the State by time-of-day, day-of-week and counties covered in that response. Question: What is the expected, current and/or preferred response time for requests for onsite support by agency representatives?
[The State asks that you provide your response times based on your capabilities.](#)
36. Appendix B: Scope of Work, Page: 41, Paragraph Section 1: Network Design and Planning RFP Text: Thoroughly analyze the business requirements and provide a technical solution that will meet or exceed requirements including time and cost considerations, existing infrastructure and future growth plans. Provide assistance in developing a Risk/Security Assessment and a Disaster/Business Recovery Plan.
a. Question: What is the current networking infrastructure?
[Not available at this time.](#)
b. Question: Can a graphic model be provided?
[Not available at this time.](#)
37. Appendix B: Scope of Work, Page: 41, Paragraph Section 3: Network Application Support RFP Text: Provide technician and equipment to diagnose problems with communications and network response-time problems. Question: What is the current network monitoring solution including software and tools?
[Not available at this time.](#)
38. Appendix B: Scope of Work, Page: 42, Paragraph Section 5: Remote/Telephone Support RFP Text: Provide remote/telephone support for software and or hardware problem resolution. Specify method of incident tracking and reporting. Question: What is the current remote support solution including software and tools?
[Not available at this time.](#)
39. Appendix B: Scope of Work, Page: 42, Paragraph Section 6: System Hosting, Paragraph A RFP Text: Provide hosting facilities for approved State systems that will not be hosted on the State network, or within one of the State's data centers. At a minimum, hosting services shall include both managed services and facility only services in accordance with the DTI policies and standards. Question: What is the current hosting solution including software and tools?
[Not available at this time.](#)
40. Appendix B: Scope of Work, Page: 43, Section 6: System Hosting, Section B: Optional Service Paragraph Section Number 2. Security for cloud services, Number 2.4 RFP Text: Delineate the responsibilities for security measures between the State of Delaware and your cloud offerings against risks such as: Unauthorized or fraudulent use Unauthorized invasion of privacy during communications sessions Hacker attack Virus and worm attack. Denial-of-service (DOS) attacks. Question: What is the current cyber security solution including software and tools?
[Not available at this time.](#)
41. Section Number: Section III.B.2.A, Paragraph Number: 1, Page Number: 3, Text of Passage Being Questioned: Provide a list of all current service employees that will be available to

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support this State of Delaware contract including, their certifications, their number of years of experience, and their job descriptions and/or territories. Identify the percentage of the organization's total workforce these employees comprise. Is the State requiring all bidders to submit a list of ALL vendor staff that will provide support of this contract?

Please provide a list of all current service employees that will be available to support this State of Delaware contract.

42. Section Number: Attachment 9, Page Number: 37, If the Contractor attempts to recruit/hire Delawareans for the execution of this contract, but is not able to, will this influence the outcome of any award decision?

Attachment 9 is a disclosure form. As stated on Attachment 9, no offer for any professional services contract shall be deemed responsive unless the prospective Offeror discloses the requested information.

43. Section Number: Attachment 9 Page Number: 37 Is the ability to staff Delawareans for this contract part of the evaluation process, and if so will it influence the outcome of any award decision?

Again, Attachment 9 is a disclosure form. As stated on Attachment 9, no offer for any professional services contract shall be deemed responsive unless the prospective Offeror discloses the requested information.

44. Section Number: Appendix B, Section 4, Paragraph Number: 1-2, Page Number: 42, Text of Passage Being Questioned: Provide technicians and consultants to support systems installations and applications testing. Person will be available for on-site response if necessary to ensure full operation at the start of the following workday. Provide detailed information on on-site support offering. Rates shall be indicated in the proposal response section of this RFP in Appendix G, Tab 4. The State requires On-Site support as needed. If the Contractor does not have a physical office in Delaware, will this influence the State as far as ability to provide timely responsiveness?

The contractor must be staffed appropriately to provide a guaranteed response to any service call. Please provide a detailed description of your response capabilities in order to provide levels of service throughout the State by time-of-day, day-of-week and counties covered in that response.

45. Section Number: Appendix B, Section 4, Paragraph Number: 1-2, Page Number: 42, Text of Passage Being Questioned: Provide technicians and consultants to support systems installations and applications testing. Person will be available for on-site response if necessary to ensure full operation at the start of the following workday. Provide detailed information on on-site support offering. Rates shall be indicated in the proposal response section of this RFP in Appendix G, Tab 4. Will the State provide an inventory of the systems eligible for on-site support when needed? Can you designate if these systems are with the State's network or located within the State's data centers?

Not at this time.

46. Is there an incumbent for this this contract, or is this new work? If there is an incumbent, what is the company's name?

Information related to the current Network Services contract is located at http://contracts.delaware.gov/contracts_detail.asp?i=426.

47. When is the anticipated start date for this contract?

The exact contract start dates are determined upon award.

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48. Will there be multiple contracts awarded to multiple vendors?
Pursuant to 29 Del. C. § 6986, the State of Delaware may award a contract for a particular professional service to two or more vendors if the agency head makes a determination that such an award is in the best interest of the State of Delaware.
49. Can proposers respond to some, but not all of the Appendix B Service Areas?
Yes. However, the evaluation proposal committee has the right to deduct points for not meeting 100% of the contract requirements.
50. What will the procedure for requesting services be? For example, will the prime award be in the form of a Master Agreement with individual SOWs or task orders will be issued when a specific project or service is required? If yes, will those SOWs or Task orders be direct to a vendor or competitively bid on by all vendors awarded a contract?
When a specific need arises, the State will submit requests to the approved Contractor(s) for estimates. In the event of a multiple award, the choice of Contractor(s) rests solely with the State.
51. If this will not be a Master Agreement-type award, what will the procedure for requesting services be?
See response to question #50 above.
52. The file name of the pdf is GSS_15394LabServices_RFP, the name in the document is: GSS11394-NETWORK_SVCS should we be worried that these don't match?
At this time, interested Offerors should be concerned with the requirements and applicable deadlines as stated in the RFP document.
53. Regarding Appendix B Network Performance: Does the State of Delaware have any existing (current or old) network monitoring or performance tools.
This information is not available.
54. Regarding Appendix B Network Performance: Can we get an estimate (even a rough one) of the size of the network. How many ports? How many switches? How many routers? How many locations?
This information is not available.
55. Regarding Appendix B Network Application Support: Is there an existing Workflow application or system in place?
This information is not available.