

**REQUEST FOR PROPOSALS FOR PROFESSIONAL SERVICES
DSP Employment Testing Services
ISSUED BY GOVERNMENT SUPPORT SERVICES
CONTRACT NUMBER GSS15730-DSP_TEST**

I. Overview

The State of Delaware Department of Government Support Services seeks professional services to provide a competitive testing process to screen and identify successful applicants for entree level and promotional positions. This request for proposals (“RFP”) is issued pursuant to 29 *Del. C.* §§ [6981 and 6982](#).

The proposed schedule of events subject to the RFP is outlined below:

Public Notice	Date: <u>April 6, 2015</u>
Deadline for Questions	Date: <u>April 17, 2015</u>
Response to Questions Posted by:	Date: <u>April 24, 2015</u>
Deadline for Receipt of Proposals <u>Time</u>	Date: <u>May 22, 2015 at 1:00 PM (Local</u>
Estimated Notification of Award	Date: <u>August 24, 2015</u>

Each proposal must be accompanied by a transmittal letter which briefly summarizes the proposing firm’s interest in providing the required professional services. The transmittal letter must also clearly state and justify any exceptions to the requirements of the RFP which the applicant may have taken in presenting the proposal. (Applicant exceptions must also be recorded on Attachment 3). Furthermore, the transmittal letter must attest to the fact that no activity related to this proposal contract will take place outside of the United States. The State of Delaware reserves the right to deny any and all exceptions taken to the RFP requirements.

MANDATORY PREBID MEETING

A mandatory pre-bid meeting has not been established for this Request for Proposal.

II. Scope of Services

New Applicant Testing

The Division of State Police is seeking a responsible vendor to develop and collectively manage with Agency personnel a testing process to screen and identify applicants who have the aptitude to successfully complete the rigorous training and perform the functions of an entry level Delaware State Trooper.

Competitive Promotion Testing

The Division of State Police is seeking responsible vendor to develop and collectively manage with Agency personnel a competitive testing process to screen and identify troopers

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who have the aptitude to perform in the supervisory ranks of Sergeant, Lieutenant, and Captain.

Attachment B details the Scope of Services and is made part of this Request for Proposals.

III. Required Information

The following information shall be provided in each proposal in the order listed below. Failure to respond to any request for information within this proposal may result in rejection of the proposal at the sole discretion of the State.

A. Minimum Requirements

1. Provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the scope of work.
2. Prior to the execution of an award document, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application where required.
3. Vendor shall provide responses to the Request for Proposal (RFP) scope of work and clearly identify capabilities as presented in the General Evaluation Requirements below.
4. Complete all appropriate attachments and forms as identified within the RFP.
5. Proof of insurance and amount of insurance shall be furnished to the Agency prior to the start of the contract period and shall be no less than as identified in the bid solicitation, Section D, Item 7, subsection e.
6. Provide response to Employing Delawareans Report (Attachment 9)

B. General Evaluation Requirements

1. Experience and Reputation

The qualifications and experience of the persons to be assigned to the project

2. Expertise

Familiarity and experience creating and running similar projects, company oversight and on-going project support and maintenance

3. References

Special notification must be made of similar or related programs performed and must include organizational names, addresses, names of contact persons, and telephone numbers of such references. A minimum of three (3) references are requested.

4. Efficiency

Demonstrated ability in proposal response to meet deliverables as presented in the Scope of Work, Appendix B and throughout the Request for Proposals.

5. Pricing

Evaluation of fixed pricing as proposed and based on the known services requested in this RFP. Value Added Services shall be identified as separate items from the

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fixed pricing proposed. Fixed pricing will be firm through the initial 2 year contract term.

IV. Professional Services RFP Administrative Information

A. RFP Issuance

1. Public Notice

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

2. Obtaining Copies of the RFP

This RFP is available in electronic form through the State of Delaware Procurement website at www.bids.delaware.gov . Paper copies of this RFP will not be available.

3. Assistance to Vendors with a Disability

Vendors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the Designated Contact no later than ten days prior to the deadline for receipt of proposals.

4. RFP Designated Contact

All requests, questions, or other communications about this RFP shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid and may disqualify the vendor. Vendors should rely only on written statements issued by the RFP designated contact.

**Theresa Newman
GOVERNMENT SUPPORT SERVICES
100 ENTERPRISE PLACE, SUITE 4
DOVER, DE 19904
Theresa.Newman@state.de.us**

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

5. Consultants and Legal Counsel

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

6. Contact with State Employees

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

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7. Organizations Ineligible to Bid

Any individual, business, organization, corporation, consortium, partnership, joint venture, or any other entity including subcontractors currently debarred or suspended is ineligible to bid. Any entity ineligible to conduct business in the State of Delaware for any reason is ineligible to respond to the RFP.

8. Exclusions

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

- a. Has been convicted for commission of a criminal offense as an incident to obtaining or attempting to obtain a public or private contract or subcontract, or in the performance of the contract or subcontract;
- b. Has been convicted under State or Federal statutes of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or other offense indicating a lack of business integrity or business honesty that currently and seriously affects responsibility as a State contractor;
- c. Has been convicted or has had a civil judgment entered for a violation under State or Federal antitrust statutes;
- d. Has violated contract provisions such as:
 - 1) Knowing failure without good cause to perform in accordance with the specifications or within the time limit provided in the contract; or
 - 2) Failure to perform or unsatisfactory performance in accordance with terms of one or more contracts;
- e. Has violated ethical standards set out in law or regulation; and
- f. Any other cause listed in regulations of the State of Delaware determined to be serious and compelling as to affect responsibility as a State contractor, including suspension or debarment by another governmental entity for a cause listed in the regulations.

B. RFP Submissions

1. Acknowledgement of Understanding of Terms

By submitting a bid, each vendor shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and exhibits hereto, and has fully informed itself as to all existing conditions and limitations.

2. Proposals

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The State reserves the right to reject any non-responsive or non-conforming proposals. Each proposal must be submitted with two (2) paper copies and One (1) electronic copy on CD or DVD media disk, or USB memory drive. Please provide a separate electronic pricing file from the rest of the RFP proposal responses.

All properly sealed and marked proposals are to be sent to the State of Delaware and received no later than **1:00 PM (Local Time) on May 22, 2015**. The Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

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Theresa Newman
GOVERNMENT SUPPORT SERVICES
100 ENTERPRISE PLACE, SUITE 4
DOVER, DE 19904

Vendors are directed to clearly print “BID ENCLOSED” and “CONTRACT NO. GSS15730-DSP_TEST” on the outside of the bid submission package.

Any proposal submitted by US Mail shall be sent by either certified or registered mail. Proposals must be received at the above address no later than **1:00 PM (Local Time) on May 22, 2015**. Any proposal received after this date shall not be considered and shall be returned unopened. The proposing vendor bears the risk of delays in delivery. The contents of any proposal shall not be disclosed as to be made available to competing entities during the negotiation process.

Upon receipt of vendor proposals, each vendor shall be presumed to be thoroughly familiar with all specifications and requirements of this RFP. The failure or omission to examine any form, instrument or document shall in no way relieve vendors from any obligation in respect to this RFP.

3. Proposal Modifications

Any changes, amendments or modifications to a proposal must be made in writing, submitted in the same manner as the original response and conspicuously labeled as a change, amendment or modification to a previously submitted proposal. Changes, amendments or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

4. Proposal Costs and Expenses

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

5. Proposal Expiration Date

Prices quoted in the proposal shall remain fixed and binding on the bidder at least through **August 31, 2017**. The State of Delaware reserves the right to ask for an extension of time if needed.

6. Late Proposals

Proposals received after the specified date and time will not be accepted or considered. To guard against premature opening, sealed proposals shall be submitted, plainly marked with the proposal title, vendor name, and time and date of the proposal opening. Evaluation of the proposals is expected to begin shortly after the proposal due date. To document compliance with the deadline, the proposal will be date and time stamped upon receipt.

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7. Proposal Opening

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

The Agency will conduct a public opening of proposals and complete a public log of the names of all vendor organizations that submitted proposals. The contents of any proposal shall not be disclosed in accordance with [Executive Order # 31](#) and Title 29, Delaware Code, [Chapter 100](#).

8. Non-Conforming Proposals

Non-conforming proposals will not be considered. Non-conforming proposals are defined as those that do not meet the requirements of this RFP. The determination of whether an RFP requirement is substantive or a mere formality shall reside solely within the State of Delaware.

9. Concise Proposals

The State of Delaware discourages overly lengthy and costly proposals. It is the desire that proposals be prepared in a straightforward and concise manner.

Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are not desired. The State of Delaware's interest is in the quality and responsiveness of the proposal.

10. Realistic Proposals

It is the expectation of the State of Delaware that vendors can fully satisfy the obligations of the proposal in the manner and timeframe defined within the proposal. Proposals must be realistic and must represent the best estimate of time, materials and other costs including the impact of inflation and any economic or other factors that are reasonably predictable.

The State of Delaware shall bear no responsibility or increase obligation for a vendor's failure to accurately estimate the costs or resources required to meet the obligations defined in the proposal.

11. Confidentiality of Documents

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Team or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract.

The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, [29 Del. C. Ch. 100](#). Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. Vendor(s) are advised that once a proposal is received by the State of Delaware and a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except proprietary information.

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Vendor(s) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a contract written without reference to any proprietary information. If a vendor feels that they cannot submit their proposal without including proprietary information, they must adhere to the following procedure or their proposal may be deemed unresponsive and will not be recommended for selection. Vendor(s) must submit such information in a separate, sealed envelope labeled "Proprietary Information" with the 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\(d\)](#), and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed.

12. Multi-Vendor Solutions (Joint Ventures)

Multi-vendor solutions (joint ventures) will be allowed only if one of the venture partners is designated as the "**prime contractor**". The "**prime contractor**" must be the joint venture's contact point for the State of Delaware and be responsible for the joint venture's performance under the contract, including all project management, legal and financial responsibility for the implementation of all vendor systems. If a joint venture is proposed, a copy of the joint venture agreement clearly describing the responsibilities of the partners must be submitted with the proposal. Services specified in the proposal shall not be subcontracted without prior written approval by the State of Delaware, and approval of a request to subcontract shall not in any way relieve Vendor of responsibility for the professional and technical accuracy and adequacy of the work. Further, vendor shall be and remain liable for all damages to the State of Delaware caused by negligent performance or non-performance of work by its subcontractor or its sub-subcontractor.

Multi-vendor proposals must be a consolidated response with all cost included in the cost summary. Where necessary, RFP response pages are to be duplicated for each vendor.

a. Primary Vendor

The State of Delaware expects to negotiate and contract with only one "prime vendor". 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 prime vendor will be responsible for the management of all subcontractors.

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

Nothing in this section shall prohibit the State of Delaware from the full exercise of its options under Section IV.B.16 regarding multiple source contracting.

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b. Sub-contracting

The vendor selected shall be solely responsible for contractual performance and management of all subcontract relationships. This contract allows subcontracting assignments; however, vendors assume all responsibility for work quality, delivery, installation, maintenance, and any supporting services required by a subcontractor.

Use of subcontractors must be clearly explained in the proposal, and major subcontractors must be identified by name. **The prime vendor shall be wholly responsible for the entire contract performance whether or not subcontractors are used.** Any sub-contractors must be approved by State of Delaware.

c. Multiple Proposals

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

13. Sub-Contracting

The vendor selected shall be solely responsible for contractual performance and management of all subcontract relationships. This contract allows subcontracting assignments; however, vendors assume all responsibility for work quality, delivery, installation, maintenance, and any supporting services required by a subcontractor.

Use of subcontractors must be clearly explained in the proposal, and subcontractors must be identified by name. Any sub-contractors must be approved by State of Delaware.

14. Discrepancies and Omissions

Vendor is fully responsible for the completeness and accuracy of their proposal, and for examining this RFP and all addenda. Failure to do so will be at the sole risk of vendor. Should vendor find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any questions arise concerning this RFP, vendor shall notify the State of Delaware's Designated Contact, in writing, of such findings at least ten (10) days before the proposal opening. This will allow issuance of any necessary addenda. It will also help prevent the opening of a defective proposal and exposure of vendor's proposal upon which award could not be made. All unresolved issues should be addressed in the proposal.

Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Designated Contact, in writing, at least ten (10) calendar days prior to the time set for opening of the proposals.

a. RFP Question and Answer Process

The State of Delaware will allow written requests for clarification of the RFP. All questions will be consolidated into a single set of responses and posted on the State's website at www.bids.delaware.gov by the date of **April 17, 2015**. Vendor names will be removed from questions in the responses released. Questions should be submitted in the following format. Deviations from this format will not be accepted.

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Section number

Paragraph number

Page number

Text of passage being questioned

Questions not submitted electronically shall be accompanied by a CD and questions shall be formatted in Microsoft Word.

15. State's Right to Reject Proposals

The State of Delaware reserves the right to accept or reject any or all proposals or any part of any proposal, to waive defects, technicalities or any specifications (whether they be in the State of Delaware's specifications or vendor's response), to sit and act as sole judge of the merit and qualifications of each product offered, or to solicit new proposals on the same project or on a modified project which may include portions of the originally proposed project as the State of Delaware may deem necessary in the best interest of the State of Delaware.

16. State's Right to Cancel Solicitation

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

This RFP does not constitute an offer by the State of Delaware. Vendor's participation in this process may result in the State of Delaware selecting your organization to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the State of Delaware to execute a contract nor to continue negotiations. The State of Delaware may terminate negotiations at any time and for any reason, or for no reason.

17. State's Right to Award Multiple Source Contracting

Pursuant to 29 *Del. C.* [§ 6986](#), the State of Delaware may award a contract for a particular professional service to two or more vendors if the agency head makes a determination that such an award is in the best interest of the State of Delaware.

18. Notification of Withdrawal of Proposal

Vendor may modify or withdraw its proposal by written request, provided that both proposal and request is received by the State of Delaware prior to the proposal due date. Proposals may be re-submitted in accordance with the proposal due date in order to be considered further.

Proposals become the property of the State of Delaware at the proposal submission deadline. All proposals received are considered firm offers at that time.

19. Revisions to the RFP

If it becomes necessary to revise any part of the RFP, an addendum will be posted on the State of Delaware's website at www.bids.delaware.gov . The State of

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Delaware is not bound by any statement related to this RFP made by any State of Delaware employee, contractor or its agents.

20. Exceptions to the RFP

Any exceptions to the RFP, or the State of Delaware's terms and conditions, must be recorded on Attachment 3. Acceptance of exceptions is within the sole discretion of the evaluation committee.

21. Award of Contract

The final award of a contract is subject to approval by the State of Delaware. The State of Delaware has the sole right to select the successful vendor(s) for award, to reject any proposal as unsatisfactory or non-responsive, to award a contract to other than the lowest priced proposal, to award multiple contracts, or not to award a contract, as a result of this RFP.

Notice in writing to a vendor of the acceptance of its proposal by the State of Delaware and the subsequent full execution of a written contract will constitute a contract, and no vendor will acquire any legal or equitable rights or privileges until the occurrence of both such events.

a. RFP Award Notifications

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

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

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

After a final selection is made, the winning vendor will be invited to negotiate a contract with the State of Delaware; remaining vendors will be notified in writing of their selection status.

22. Cooperatives

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

C. RFP Evaluation Process

An evaluation team composed of representatives of the State of Delaware will evaluate proposals on a variety of quantitative criteria. Neither the lowest price nor highest scoring proposal will necessarily be selected.

The State of Delaware reserves full discretion to determine the competence and responsibility, professionally and/or financially, of vendors. Vendors are to provide in a

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timely manner any and all information that the State of Delaware may deem necessary to make a decision.

1. Proposal Evaluation Team

The Proposal Evaluation Team shall be comprised of representatives of the State of Delaware. The Team shall determine which vendors meet the minimum requirements pursuant to selection criteria of the RFP and procedures established in 29 *Del. C.* §§ [6981](#) and [6982](#). The Team may negotiate with one or more vendors during the same period and may, at its discretion, terminate negotiations with any or all vendors. The Team shall make a recommendation regarding the award to the Government Support Services, who shall have final authority, subject to the provisions of this RFP and 29 *Del. C.* § [6982](#), to award a contract to the successful vendor in the best interests of the State of Delaware.

2. Proposal Selection Criteria

The Proposal Evaluation Team shall assign up to the maximum number of points for each Evaluation Item to each of the proposing vendor's proposals. All assignments of points shall be at the sole discretion of the Proposal Evaluation Team.

The proposals shall contain the essential information on which the award decision shall be made. The information required to be submitted in response to this RFP has been determined by the State of Delaware to be essential for use by the Team in the bid evaluation and award process. Therefore, all instructions contained in this RFP shall be met in order to qualify as a responsive and responsible contractor and participate in the Proposal Evaluation Team's consideration for award. Proposals which do not meet or comply with the instructions of this RFP may be considered non-conforming and deemed non-responsive and subject to disqualification at the sole discretion of the Team.

The Team reserves the right to:

- Select for contract or for negotiations a proposal other than that with lowest costs.
- Reject any and all proposals or portions of proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all vendors during the contract review and negotiation.
- Negotiate any aspect of the proposal with any vendor and negotiate with more than one vendor at the same time.
- Select more than one vendor pursuant to 29 *Del. C.* §[6986](#). Such selection will be based on the following weighted criteria:

Criteria Weight

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

Please note additional proposal evaluation details are included in Appendix B, Scope of Work.

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Criteria	Weight (Points)
Experience and Reputation The qualifications and experience of the persons to be assigned to the project	15
Expertise Familiarity and experience creating and running similar projects, company oversight and on-going project support and maintenance	25
References Special notification must be made of similar or related programs performed and must include organizational names, addresses, names of contact persons, and telephone numbers of such references. A minimum of three (3) references are requested. Submitted using Attachment 3.	10
Efficiency Demonstrated ability in proposal response to meet deliverables as presented in the Scope of Work, Appendix B and throughout the Request for Proposals.	20
Pricing Evaluation of fixed pricing as submitted in Appendix D.	30
Total	100

Vendors are encouraged to review the evaluation criteria and to provide a response that addresses each of the scored items. Evaluators will not be able to make assumptions about a vendor's capabilities so the responding vendor should be detailed in their proposal responses.

3. Proposal Clarification

The Evaluation Team may contact any vendor in order to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Proposals may not be modified as a result of any such clarification request.

4. References

The Evaluation Team may contact any customer of the vendor, whether or not included in the vendor's reference list, and use such information in the evaluation process. Additionally, the State of Delaware may choose to visit existing installations of comparable systems, which may or may not include vendor personnel. If the

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vendor is involved in such site visits, the State of Delaware will pay travel costs only for State of Delaware personnel for these visits.

5. Oral Presentations

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

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

The vendor representative(s) attending the oral presentation shall be technically qualified to respond to questions related to the proposed system and its components. All of the vendor's costs associated with participation in oral discussions and system demonstrations conducted for the State of Delaware are the vendor's responsibility.

D. Contract Terms and Conditions

1. Mandatory Contract Use

REF: Title 29, Chapter 6911(d) Delaware Code. All Covered Agencies as defined in 29 Del. C. §6902(6) 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, school districts, and the Legislative Branch are specifically exempted from the mandatory use requirements of this subchapter. In addition, the Delaware Transit Corporation is exempt from the entire procurement chapter. Pursuant to 29 Del. C. §6904(l) and (n) respectively, the Department of Elections and the Board of Pension Trustees have certain exemptions from the procurement chapter which may or may not apply to this Request for Proposals.

This contract shall be accessible to any School District, Political Subdivision, Municipality, Volunteer Fire Company or higher education entity receiving state funds. Furthermore, this contract shall be accessible to all other entities as identified by Del. Code, Chapter 69, Title 29 § 6910.

2. Cooperative Use of Award

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

3. General Information

- a. The term of the contract between the successful bidder and the State shall be for two (2) years with three (3) optional extensions for a period of one (1) year for each extension.
- b. The selected vendor will be required to enter into a written agreement with the State of Delaware. The State of Delaware reserves the right to incorporate

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standard State contractual provisions into any contract negotiated as a result of a proposal submitted in response to this RFP. Any proposed modifications to the terms and conditions of the standard contract are subject to review and approval by the State of Delaware. Vendors will be required to sign the contract for all services, and may be required to sign additional agreements.

- c. The selected vendor or vendors will be expected to enter negotiations with the State of Delaware, which will result in a formal contract between parties. Procurement will be in accordance with subsequent contracted agreement. This RFP and the selected vendor's response to this RFP will be incorporated as part of any formal contract.
- d. The State of Delaware's standard contract will most likely be supplemented with the vendor's software license, support/maintenance, source code escrow agreements, and any other applicable agreements. The terms and conditions of these agreements will be negotiated with the finalist during actual contract negotiations.
- e. The successful vendor shall promptly execute a contract incorporating the terms of this RFP within twenty (20) days after award of the contract. No vendor is to begin any service prior to receipt of a State of Delaware purchase order signed by two authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office and the Department of Finance. The purchase order shall serve as the authorization to proceed in accordance with the bid specifications and the special instructions, once it is received by the successful vendor.
- f. If the vendor to whom the award is made fails to enter into the agreement as herein provided, the award will be annulled, and an award may be made to another vendor. Such vendor shall fulfill every stipulation embraced herein as if they were the party to whom the first award was made.

4. Collusion or Fraud

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

By responding, the vendor shall be deemed to have represented and warranted that its proposal is not made in connection with any competing vendor submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the vendor did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of the State of Delaware participated directly or indirectly in the vendor's proposal preparation.

Advance knowledge of information which gives any particular vendor advantages over any other interested vendor(s), in advance of the opening of proposals, whether in response to advertising or an employee or representative thereof, will potentially void that particular proposal.

5. Lobbying and Gratuities

Lobbying or providing gratuities shall be strictly prohibited. Vendors found to be lobbying, providing gratuities to, or in any way attempting to influence a State of Delaware employee or agent of the State of Delaware concerning this RFP or the

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award of a contract resulting from this RFP shall have their proposal immediately rejected and shall be barred from further participation in this RFP.

The selected vendor will warrant that no person or selling agency has been employed or retained to solicit or secure a contract resulting from this RFP upon agreement or understanding for a commission, or a percentage, brokerage or contingent fee. For breach or violation of this warranty, the State of Delaware shall have the right to annul any contract resulting from this RFP without liability or at its discretion deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

All contact with State of Delaware employees, contractors or agents of the State of Delaware concerning this RFP shall be conducted in strict accordance with the manner, forum and conditions set forth in this RFP.

6. Solicitation of State Employees

Until contract award, vendors shall not, directly or indirectly, solicit any employee of the State of Delaware to leave the State of Delaware's employ in order to accept employment with the vendor, its affiliates, actual or prospective contractors, or any person acting in concert with vendor, without prior written approval of the State of Delaware's contracting officer. Solicitation of State of Delaware employees by a vendor may result in rejection of the vendor's proposal.

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

7. General Contract Terms

a. Independent Contractors

The parties to the contract shall be independent contractors to one another, and nothing herein shall be deemed to cause this agreement to create an agency, partnership, joint venture or employment relationship between parties. Each party shall be responsible for compliance with all applicable workers compensation, unemployment, disability insurance, social security withholding and all other similar matters. Neither party shall be liable for any debts, accounts, obligations or other liability whatsoever of the other party or any other obligation of the other party to pay on the behalf of its employees or to withhold from any compensation paid to such employees any social benefits, workers compensation insurance premiums or any income or other similar taxes.

It may be at the State of Delaware's discretion as to the location of work for the contractual support personnel during the project period. The State of Delaware may provide working space and sufficient supplies and material to augment the Contractor's services.

b. Temporary Personnel are Not State Employees Unless and Until They are Hired

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Vendor agrees that any individual or group of temporary staff person(s) provided to the State of Delaware pursuant to this Solicitation shall remain the employee(s) of Vendor for all purposes including any required compliance with the Affordable Care Act by the Vendor. Vendor agrees that it shall not allege, argue, or take any position that individual temporary staff person(s) provided to the State pursuant to this Solicitation must be provided any benefits, including any healthcare benefits by the State of Delaware and Vendor agrees to assume the total and complete responsibility for the provision of any healthcare benefits required by the Affordable Care Act to aforesaid individual temporary staff person(s). In the event that the Internal Revenue Service, or any other third party governmental entity determines that the State of Delaware is a dual employer or the sole employer of any individual temporary staff person(s) provided to the State of Delaware pursuant to this Solicitation, Vendor agrees to hold harmless, indemnify, and defend the State to the maximum extent of any liability to the State arising out of such determinations.

Notwithstanding the content of the preceding paragraph, should the State of Delaware subsequently directly hire any individual temporary staff employee(s) provided pursuant to this Solicitation, the aforementioned obligations to hold harmless, indemnify, and defend the State of Delaware shall cease and terminate for the period following the date of hire. Nothing herein shall be deemed to terminate the Vendor's obligation to hold harmless, indemnify, and defend the State of Delaware for any liability that arises out of compliance with the ACA prior to the date of hire by the State of Delaware. Vendor will waive any separation fee provided an employee works for both the vendor and hiring agency, continuously, for a three (3) month period and is provided thirty (30) days written notice of intent to hire from the agency. Notice can be issued at second month if it is the State's intention to hire.

c. Licenses and Permits

In performance of the contract, the vendor will be required to comply with all applicable federal, state and local laws, ordinances, codes, and regulations. The cost of permits and other relevant costs required in the performance of the contract shall be borne by the successful vendor. The vendor shall be properly licensed and authorized to transact business in the State of Delaware as provided in 30 *Del. C.* § [2502](#).

Prior to receiving an award, the successful vendor shall either furnish the State of Delaware with proof of State of Delaware Business Licensure or initiate the process of application where required. An application may be requested in writing to: Division of Revenue, Carvel State Building, P.O. Box 8750, 820 N. French Street, Wilmington, DE 19899 or by telephone to one of the following numbers: (302) 577-8200—Public Service, (302) 577-8205—Licensing Department.

Information regarding the award of the contract will be given to the Division of Revenue. Failure to comply with the State of Delaware licensing requirements may subject vendor to applicable fines and/or interest penalties.

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d. Notice

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

**GOVERNMENT SUPPORT SERVICES
GOVERNMENT SUPPORT SERVICES 100 ENTERPRISE PLACE, SUITE 4
DOVER, DE 19904
THERESA NEWMAN**

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.

2. Proprietary Rights Indemnification

Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or other proprietary rights of any third party. In the event of any claim, suit or action by any third party against the State of Delaware, the State of Delaware shall promptly notify the vendor in writing and vendor shall defend such claim, suit or action at vendor's expense, and vendor shall indemnify the State of Delaware against any loss, cost, damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

If any equipment, software, services (including methods) products or other intellectual property used or furnished by the vendor (collectively "Products") is or in vendor's reasonable judgment is likely to be, held to constitute an infringing product, vendor shall at its expense and option either:

- a. Procure the right for the State of Delaware to continue using the Product(s);
- b. Replace the product with a non-infringing equivalent that satisfies all the requirements of the contract; or
- c. Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficacy of the product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the Product(s) to a degree that the State of Delaware agrees to and accepts in writing.

f. Insurance

1. Vendor recognizes that it is operating as an independent contractor and that it is liable for any and all losses, penalties, damages, expenses, attorney's fees, judgments, and/or settlements incurred by reason of injury to or death of

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any and all persons, or injury to any and all property, of any nature, arising out of the vendor's negligent performance under this contract, and particularly without limiting the foregoing, caused by, resulting from, or arising out of any act of omission on the part of the vendor in their negligent performance under this contract.

2. The vendor shall maintain such insurance as will protect against claims under Worker's Compensation Act and from any other claims for damages for personal injury, including death, which may arise from operations under this contract. The vendor is an independent contractor and is not an employee of the State of Delaware.
3. During the term of this contract, the vendor shall, at its own expense, also carry insurance minimum limits as follows:

a.	Commercial General Liability	\$1,000,000 per occurrence / \$3,000,000 aggregate
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And at least one of the following, as outlined below:

b.	Medical or Professional Liability	\$1,000,000 per occurrence / \$3,000,000 aggregate
c.	Misc. Errors and Omissions	\$1,000,000 per occurrence / \$3,000,000 aggregate
d.	Product Liability	\$1,000,000 per occurrence / \$3,000,000 aggregate

The successful vendor must carry (a) and at least one of (b), (c), or (d) above, depending on the type of Service or Product being delivered.

If the contractual service requires the transportation of departmental clients or staff, the vendor shall, in addition to the above coverage's, secure at its own expense the following coverage;

a.	Automotive Liability (Bodily Injury)	\$100,000/\$300,000
b.	Automotive Property Damage (to others)	\$ 25,000

4. The vendor shall provide a Certificate of Insurance (COI) as proof that the vendor has the required insurance. The COI shall be provided prior to agency contact prior to any work being completed by the awarded vendor(s).
5. The State of Delaware shall not be named as an additional insured.
6. Should any of the above described policies be cancelled before expiration date thereof, notice will be delivered in accordance with the policy provisions.

g. Performance Requirements

The selected Vendor will warrant that it possesses, or has arranged through subcontractors, all capital and other equipment, labor, materials, and licenses necessary to carry out and complete the work hereunder in compliance with any and all Federal and State laws, and County and local ordinances, regulations and codes.

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h. 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 or in the event of a local emergency or disaster where a state governmental entity requires the services of the vendor. Failure to provide this information could render the proposal as non-responsive.

In the event of a serious emergency, pandemic or disaster outside the control of the State, the State may negotiate, as may be authorized by law, emergency performance from the Contractor to address the immediate needs of the State, even if not contemplated under the original Contract or procurement. Payments are subject to appropriation and other payment terms.

i. Warranty

The Vendor will provide a warranty that the deliverables provided pursuant to the contract will function as designed for a period of no less than one (1) year from the date of system acceptance. The warranty shall require the Vendor correct, at its own expense, the setup, configuration, customizations or modifications so that it functions according to the State's requirements.

j. Costs and Payment Schedules

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

The State of Delaware will require a payment schedule based on defined and measurable milestones. Payments for services will not be made in advance of work performed. The State of Delaware may require holdback of contract monies until acceptable performance is demonstrated (as much as 25%).

k. Penalties

The State of Delaware may include in the final contract penalty provisions for non-performance, such as liquidated damages.

l. Termination of Contract

The contract resulting from this RFP may be terminated as follows by Government Support Services.

- 1. Termination for Cause:** If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner its obligations under this Contract, or if the Vendor 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 Vendor of such termination and specifying the effective date thereof, at least twenty (20) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor under this Contract shall, at the option of the State, become its property, and the Vendor shall be entitled to receive just and

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equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the State.

On receipt of the contract cancellation notice from the State, the Vendor shall have no less than five (5) days to provide a written response and may identify a method(s) to resolve the violation(s). A vendor response shall not effect or prevent the contract cancellation unless the State provides a written acceptance of the vendor response. If the State does accept the Vendor's method and/or action plan to correct the identified deficiencies, the State will define the time by which the Vendor must fulfill its corrective obligations. Final retraction of the State's termination for cause will only occur after the Vendor successfully rectifies the original violation(s). At its discretion the State may reject in writing the Vendor's proposed action plan and proceed with the original contract cancellation timeline.

2. **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 twenty (20) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the State, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the State.
3. **Termination for Non-Appropriations**: In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

m. Non-discrimination

In performing the services subject to this RFP the vendor, as set forth in Title 19 Delaware Code Chapter 7 section [711](#), will agree that it will not discriminate against any employee or applicant with respect to compensation, terms, conditions or privileges of employment because of such individual's race, marital status, genetic information, color, age, religion, sex, sexual orientation, gender identity, or national origin. The successful vendor shall comply with all federal and state laws, regulations and policies pertaining to the prevention of discriminatory employment practice. Failure to perform under this provision constitutes a material breach of contract.

n. Covenant against Contingent Fees

The successful vendor will warrant that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement of understanding for a commission or percentage, brokerage or contingent fee excepting bona-fide employees, bona-fide established commercial or selling agencies maintained by the Vendor for the purpose of securing business. For breach or violation of this warranty the State of Delaware shall have the right to annul the contract without liability or at its discretion to deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

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o. Vendor Activity

No activity is to be executed in an off shore facility, either by a subcontracted firm or a foreign office or division of the vendor. The vendor must attest to the fact that no activity will take place outside of the United States in its transmittal letter. Failure to adhere to this requirement is cause for elimination from future consideration.

p. Vendor Responsibility

The State will enter into a contract with the successful Vendor(s). The successful Vendor(s) shall be responsible for all products and services as required by this ITB whether or not the Vendor or its subcontractor provided final fulfillment of the order. Subcontractors, if any, shall be clearly identified in the Vendor's proposal by completing Attachment 6, and are subject the approval and acceptance of Government Support Services.

q. Personnel, Equipment and Services

1. The Vendor represents that it has, or will secure at its own expense, all personnel required to perform the services required under this contract.
2. All of the equipment and services required hereunder shall be provided by or performed by the Vendor or under its direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.
3. None of the equipment and/or services covered by this contract shall be subcontracted without the prior written approval of the State. Only those subcontractors identified in Attachment 6 are considered approved upon award. Changes to those subcontractor(s) listed in Attachment 6 must be approved in writing by the State.

r. Fair Background Check Practices

Pursuant to 29 Del. C. [§6909B](#) and effective November 4, 2014 the State does not consider the criminal record, criminal history, credit history or credit score of an applicant for state employment during the initial application process unless otherwise required by state and/or federal law. Vendors doing business with the State are encouraged to adopt fair background check practices. Vendors can refer to 19 Del. C. [§711\(g\)](#) for applicable established provisions.

s. Vendor Background Check Requirements

Vendor(s) selected for an award that access state property or come in contact with vulnerable populations, including children and youth, shall be required to complete background checks on employees serving the State's on premises contracts. Unless otherwise directed, at a minimum, this shall include a check of the following registry:

- Delaware Sex Offender Central Registry at:
<https://desexoffender.dsp.delaware.gov/SexOffenderPublic/>

Individuals that are listed in the registry shall be prevented from direct contact in the service of an awarded state contract, but may provide support or off-site premises service for contract vendors. Should an individual be identified and the Vendor(s) believes their employee's service does not represent a conflict with this requirement, may apply for a waiver to the primary agency listed in the

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solicitation. The Agency's decision to allow or deny access to any individual identified on a registry database is final and at the Agency's sole discretion.

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

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

t. Work Product

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

u. Contract Documents

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

v. Applicable Law

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

In submitting a proposal, Vendors certify that they comply with all federal, state and local laws applicable to its activities and obligations including:

1. the laws of the State of Delaware;
2. the applicable portion of the Federal Civil Rights Act of 1964;
3. the Equal Employment Opportunity Act and the regulations issued there under by the federal government;
4. a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury; and
5. that programs, services, and activities provided to the general public under resulting contract conform with the Americans with Disabilities Act of 1990, and the regulations issued there under by the federal government.

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If any vendor fails to comply with (1) through (5) of this paragraph, the State of Delaware reserves the right to disregard the proposal, terminate the contract, or consider the vendor in default.

The selected vendor shall keep itself fully informed of and shall observe and comply with all applicable existing Federal and State laws, and County and local ordinances, regulations and codes, and those laws, ordinances, regulations, and codes adopted during its performance of the work.

w. Severability

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

x. Scope of Agreement

If the scope of any provision of the contract is determined to be too broad in any respect whatsoever to permit enforcement to its full extent, then such provision shall be enforced to the maximum extent permitted by law, and the parties hereto consent and agree that such scope may be judicially modified accordingly and that the whole of such provisions of the contract shall not thereby fail, but the scope of such provisions shall be curtailed only to the extent necessary to conform to the law.

y. Affirmation

The Vendor 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.

z. Audit Access to Records

The Vendor 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 Vendor 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 Vendor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Vendor agrees to make such records available for inspection, audit, or reproduction to any official State representative in the performance of their duties under the Contract. Upon notice given to the Vendor, 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 Vendor's financial records will be borne by the Vendor. Reimbursement to the State for disallowances shall be drawn from the Vendor's

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own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

aa. Other General Conditions

1. **Current Version** – “Packaged” application and system software shall be the most current version generally available as of the date of the physical installation of the software.
2. **Current Manufacture** – Equipment specified and/or furnished under this specification shall be standard products of manufacturers regularly engaged in the production of such equipment and shall be the manufacturer’s latest design. All material and equipment offered shall be new and unused.
3. **Volumes and Quantities** – Activity volume estimates and other quantities have been reviewed for accuracy; however, they may be subject to change prior or subsequent to award of the contract.
4. **Prior Use** – The State of Delaware reserves the right to use equipment and material furnished under this proposal prior to final acceptance. Such use shall not constitute acceptance of the work or any part thereof by the State of Delaware.
5. **Status Reporting** – The selected vendor will be required to lead and/or participate in status meetings and submit status reports covering such items as progress of work being performed, milestones attained, resources expended, problems encountered and corrective action taken, until final system acceptance.
6. **Regulations** – All equipment, software and services must meet all applicable local, State and Federal regulations in effect on the date of the contract.
7. **Changes** – No alterations in any terms, conditions, delivery, price, quality, or specifications of items ordered will be effective without the written consent of the State of Delaware.
8. **Purchase Orders** – Agencies that are part of the First State Financial (FSF) system are required to identify the contract number GSS15730-DSP_TEST on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state’s financial reporting system.
9. **Additional Terms and Conditions** – The State of Delaware reserves the right to add terms and conditions during the contract negotiations.

E. RFP Miscellaneous Information

1. No Press Releases or Public Disclosure

The State of Delaware reserves the right to pre-approve any news or broadcast advertising releases concerning this solicitation, the resulting contract, the work performed, or any reference to the State of Delaware with regard to any project or contract performance. Any such news or advertising releases pertaining to this solicitation or resulting contract shall require the prior express written permission of the State of Delaware.

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

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2. Definitions of Requirements

To prevent any confusion about identifying requirements in this RFP, the following definition is offered: The words *shall*, *will* and/or *must* are used to designate a mandatory requirement. Vendors must respond to all mandatory requirements presented in the RFP. Failure to respond to a mandatory requirement may cause the disqualification of your proposal.

3. Production Environment Requirements

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

F. Attachments

The following attachments and appendixes shall be considered part of the solicitation:

- Attachment 1 – No Proposal Reply Form
- Attachment 2 – Non-Collusion Statement
- Attachment 3 – Exceptions
- Attachment 4 – Confidentiality and Proprietary Information
- Attachment 5 – Business References
- Attachment 6 – Subcontractor Information Form
- Attachment 7 – Monthly Usage Report
- Attachment 8 – Subcontracting (2nd Tier Spend) Report
- Attachment 9 – Employing Delawareans Report
- Attachment 10 – Office of Supplier Diversity Application
- Appendix A – Minimum Response Requirements
- Appendix B – Scope of Work
- Appendix C – Job Descriptions

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IMPORTANT – PLEASE NOTE

- **Attachments 2, 3, 4, 5 and 9 must be included in your proposal**
- Attachment 6 must be included in your proposal if subcontractors will be involved
- Attachments 7 and 8 represent required reporting on the part of awarded vendors. Those bidders receiving an award will be provided with active spreadsheets for reporting.

REQUIRED REPORTING

One of the primary goals in administering this contract is to keep accurate records regarding its actual value/usage. 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 revolves around our ability to convey accurate and realistic information to all interested parties.

A complete and accurate Usage Report (Attachment 7) shall be furnished in an **Excel format and submitted electronically**, no later than the 15th (or next business day after the 15th day) of each month, detailing the purchasing of all items on this contract. The reports shall be submitted and sent as an attachment to vendorusage@state.de.us. Submitted reports shall contain accurate descriptions of the products, goods or services procured, purchasing agency information, including the six-digit department and organization code, quantities procured and prices paid. Any exception to this mandatory requirement or failure to submit complete reports, or in the format required, may result corrective action, up to and including the possible cancellation of the award. Failure to provide the report with the minimum required information may also negate any contract extension clauses. Additionally, Vendors 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.

In accordance with Executive Order 44, the State of Delaware is committed to supporting its diverse business industry and population. The successful Vendor will be required to accurately report on the participation by Diversity Suppliers which includes: minority (MBE), woman (WBE), veteran owned business (VOBE), or service disabled veteran owned business (SDVOBE) under this awarded contract. The reported data elements shall include but not be limited to; name of state contract/project, the name of the Diversity Supplier, Diversity Supplier contact information (phone, email), type of product or service provided by the Diversity Supplier and any minority, women, veteran, or service disabled veteran certifications for the subcontractor (State OSD certification, Minority Supplier Development Council, Women's Business Enterprise Council, VetBiz.gov). The format used for Subcontracting 2nd Tier report is shown as in Attachment 8.

Accurate 2nd tier reports shall be submitted to the contracting Agency's Office of Supplier Diversity at vendorusage@state.de.us on the 15th (or next business day) of the month following each quarterly period. For consistency quarters shall be considered to end the last day of March, June, September and December of each calendar year. Contract spend during the covered periods shall result in a report even if the contract has expired by the report due date.

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Attachment 1

NO PROPOSAL REPLY FORM

Contract No. GSS15730-DSP_TEST_SRVC Contract Title: DSP Employment Testing Services

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 Vendor'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 Vendor's List **for these goods or services.**

_____ We wish to be deleted from the Vendor's List **for these goods or services.**

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Attachment 2

CONTRACT NO.: GSS15730-DSP_TEST_SRVC
CONTRACT TITLE: DSP Employment Testing Services
OPENING DATE: May 22, 2015 at 1:00 PM (Local Time)

NON-COLLUSION STATEMENT

This is to certify that the undersigned Vendor has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal, **and further certifies that it is not a sub-contractor to another Vendor who also submitted a proposal as a primary Vendor in response to this solicitation** submitted this date to the State of Delaware, Government Support Services.

It is agreed by the undersigned Vendor that the signed delivery of this bid represents the Vendor's acceptance of the terms and conditions of this solicitation including all specifications and special provisions.

NOTE: Signature of the authorized representative **MUST** be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, 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 _____

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

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

PURCHASE ORDERS SHOULD BE SENT TO:
(COMPANY NAME) _____

ADDRESS _____

CONTACT _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

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

YES _____ NO _____ if yes, please explain _____

THIS PAGE SHALL HAVE ORIGINAL SIGNATURE, BE NOTARIZED AND BE RETURNED WITH YOUR PROPOSAL

SWORN TO AND SUBSCRIBED BEFORE ME this _____ day of _____, 20 _____

Notary Public _____ My commission expires _____

City of _____ County of _____ State of _____

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Attachment 5

Contract No. GSS15730-DSP_TEST
Contract Title: DSP Employment Testing Services

BUSINESS REFERENCES

List a minimum of three business references, including the following information:

- Business Name and Mailing address
- Contact Name and phone number
- Number of years doing business with
- Type of work performed

Please do not list any State Employee as a business reference. If you have held a State contract within the last 5 years, please provide a separate list of the contract(s).

1.	Contact Name & Title:	
	Business Name:	
	Address:	
	Email:	
	Phone # / Fax #:	
	Current Vendor (YES or NO):	
	Years Associated & Type of Work Performed:	
2.	Contact Name & Title:	
	Business Name:	
	Address:	
	Email:	
	Phone # / Fax #:	
	Current Vendor (YES or NO):	
	Years Associated & Type of Work Performed:	
3.	Contact Name & Title:	
	Business Name:	
	Address:	
	Email:	
	Phone # / Fax #:	
	Current Vendor (YES or NO):	
	Years Associated & Type of Work Performed:	

STATE OF DELAWARE PERSONNEL MAY NOT BE USED AS REFERENCES.

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Attachment 6

SUBCONTRACTOR INFORMATION FORM

PART I – STATEMENT BY PROPOSING VENDOR		
1. CONTRACT NO. GSS15730-DSP_TEST_SRVC	2. Proposing Vendor Name:	3. Mailing Address
4. SUBCONTRACTOR		
a. NAME	4c. Company OSD Classification: Certification Number: _____	
b. Mailing Address:	4d. Women Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4e. Minority Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4f. Disadvantaged Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4g. Veteran Owned Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4h. Service Disabled Veteran Owned Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. DESCRIPTION OF WORK BY SUBCONTRACTOR		
6a. NAME OF PERSON SIGNING	7. BY (<i>Signature</i>)	8. DATE SIGNED
6b. TITLE OF PERSON SIGNING		
PART II – ACKNOWLEDGEMENT BY SUBCONTRACTOR		
9a. NAME OF PERSON SIGNING	10. BY (<i>Signature</i>)	11. DATE SIGNED
9b. TITLE OF PERSON SIGNING		

* Use a separate form for each subcontractor

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Attachment 9

Contract No. GSS15730-DSP_TEST
Contract Title: DSP Employment Testing Services

EMPLOYING DELAWAREANS REPORT

As required by House Bill # 410 (Bond Bill) of the 146th General Assembly and under Section 30, No bid for any public works or professional services contract shall be responsive unless the prospective bidder discloses its reasonable, good-faith determination of:

1. Number of employees reasonable anticipated to be employed on the project: _____
2. Number and percentage of such employees who are bona fide legal residents of Delaware: _____
Percentage of such employees who are bona fide legal residents of Delaware: _____
3. Total number of employees of the bidder: _____
4. Total percentage of employees who are bona fide resident of Delaware: _____

If subcontractors are to be used:

1. Number of employees who are residents of Delaware: _____
2. Percentage of employees who are residents of Delaware: _____

“Bona fide legal resident of this State” shall mean any resident who has established residence of at least 90 days in the State.

State of Delaware
Office of Supplier Diversity
Certification Application

The most recent application can be downloaded from the following site:
<http://gss.omb.delaware.gov/osd/certify.shtml>

Submission of a completed Office of Supplier Diversity (OSD) application is optional and does not influence the outcome of any award decision.

The minimum criteria for certification require the entity must be at least 51% owned and actively managed by a person or persons who are eligible: minorities, women, veterans, and/or service disabled veterans. Any one or all of these categories may apply to a 51% owner.



Complete application and mail, email or fax to:

Office of Supplier Diversity (OSD)
100 Enterprise Place, Suite 4
Dover, DE 19904-8202
Telephone: (302) 857-4554 Fax: (302) 677-7086
Email: osd@state.de.us
Web site: <http://gss.omb.delaware.gov/osd/index.shtml>

**THE OSD ADDRESS IS FOR OSD APPLICATIONS ONLY.
NO BID RESPONSE PACKAGES WILL BE ACCEPTED BY THE OSD**

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**APPENDIX A
MINIMUM MANDATORY SUBMISSION REQUIREMENTS**

1. Transmittal Letter as specified on page 1 of the Request for Proposal including an Applicant's experience, if any, providing similar services.
2. Pricing as identified in the solicitation and submitted in Appendix D.
3. Provide all minimum requirements listed in Section II. Required Information, section A. Minimum Requirements.
4. The remaining vendor proposal package shall identify how the vendor proposes meeting the contract requirements and shall include pricing. Vendors are encouraged to review the Evaluation criteria identified to see how the proposals will be scored and verify that the response has sufficient documentation to support each criteria listed.
5. One (1) complete, signed and notarized copy of the non-collusion agreement (See Attachment 2). Bid marked "ORIGINAL", **MUST HAVE ORIGINAL SIGNATURES AND NOTARY MARK.** All other copies may have reproduced or copied signatures – Form must be included.
6. One (1) completed RFP Exception form (See Attachment 3) – please check box if no information – Form must be included.
7. One (1) completed Confidentiality Form (See Attachment 4) – please check if no information is deemed confidential – Form must be included.
8. One (1) completed Business Reference form (See Attachment 5) – please provide references other than State of Delaware contacts – Form must be included.
9. One (1) complete and signed copy of the Subcontractor Information Form (See Attachment 6) for each subcontractor – only provide if applicable.
10. One (1) complete Employing Delawareans Report (See Attachment 9)
11. One (1) complete OSD application (See link on Attachment 10) – only provide if applicable

The items listed above provide the basis for evaluating each vendor's proposal. **Failure to provide all appropriate information may deem the submitting vendor as "non-responsive" and exclude the vendor from further consideration.** If an item listed above is not applicable to your company or proposal, please make note in your submission package.

Vendors shall provide proposal packages in the following formats:

1. Two (2) paper copies of the vendor proposal paperwork. **One (1) paper copy must be an original copy, marked "ORIGINAL" on the cover, and contain original signatures.**
2. One (1) electronic copy of the vendor proposal saved to CD or DVD media disk, or USB memory stick. Copy of electronic price file shall be a separate file from all other files on the electronic copy. (If Agency has requested multiple electronic copies, each electronic copy must be on a separate computer disk or media).

**APPENDIX B
SCOPE OF WORK**

A. Overview

The Division of State Police is seeking a responsible vendor to develop testing processes. The vendor will screen and identify entry level applicants who have the aptitude to successfully complete the rigorous training and perform the functions of an entry level Delaware State Trooper and a competitive testing process to screen and identify troopers who have the aptitude to perform in the supervisory ranks of Sergeant, Lieutenant, and Captain. Task will include, but not limited to, analyzing data, creating examinations and their score sheets, creating oral board exercises, providing test results, and providing litigation support and training to the staff of Delaware State Police administration. The vendor will also be responsible for producing preparation guides, study guides, reading list, and test reviews for the examinees. The vendor will be required to attend a portion of the oral board examination, administer all written portions and in basket portions of the examinations.

For ***Applicant Testing***, deliver a defensible mechanism representative of industry best practices to screen and identify applicants who have the aptitude to successfully complete the rigorous training and perform the function of an entry level Delaware State Trooper based on the job task analysis that includes, but not limited to, a written test and oral board assessment within 45 days of the contract award date.

For ***Promotion Testing***, deliver a defensible mechanism representative of industry best practices of a competitive testing process to screen and identify troopers who have the aptitude to perform in each of the supervisory ranks of Sergeant, Lieutenant, or Captain based on the job task analyses. This process may include a combination of, but not limited to, a written test, in-basket, career experience board, and writing and oral board assessments and delivered within one hundred twenty (120) days of the contract award date.

B. Definitions

1. ***Photo Ready*** – a final version of a document that is suitable for mass production

Train-the-Trainer - provide individuals with training and instruction so that they can provide suitable education to other instructors.

2. ***Banded*** – a method of classifying individuals scores based on a predetermined scale of measurement
3. ***In-basket*** – a simulated work environment in which the candidate must sort through a mirage of resource documents and complete designated tasks
4. ***Oral board*** – a scenario based oral interview assessed by multiple evaluators

C. General Information

Recruiting Reference

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The link below is provided as a reference to current Delaware State Police recruitment requirements.

http://dsp.delaware.gov/dsp_recruiting_requirements.shtml

Location

The Delaware State Police serves the entire state with facilities in all three counties. Primarily, applicant testing occurs in the Dover area, however may be administered anywhere within the state. It is a requirement that the provider is available and willing to respond to any location within the state to administer required training and services.

Billing and Payments

All invoices submitted to the Delaware State Police shall be itemized to include a minimum fixed costs, description, quantity, services rendered, and dates of deliverables with payment demand of not less than 30 days.

Securing Use of Facilities

The Delaware State Police will secure locations suitable for all phases of the testing processes.

D. Pricing Proposed

Submit a pricing structure for each of the two scope categories of this RFP, (1) Applicant Testing, and (2) Promotional Testing. The State is requesting a fixed price submission for the essential tasks of each category for the initial contract term of 2 years. Additional offerings should be included as "Value Added Services" in the pricing submission. These options will be at the discretion of the State to purchase. For the purpose of evaluating the pricing for award, the fixed price submission will be used. The fixed pricing must encompass all the known requirements identified in this RFP. Pricing is to be submitted in Appendix D. Additional details clarifying pricing should be provided separately in your proposal submission.

E. Proposal Evaluation Criteria

Proposal selection criteria are presented in the RFP section IV.C.2, with additional details below.

Experience and Reputation

Identify the qualifications and experience of the persons to be assigned to the project. Describe your qualifications and experience to perform the work described in the Request for Proposals.

Expertise

Describe your familiarity and experience creating and running similar projects, company oversight and on-going project support and maintenance. Information and experience should include direct experience with the specific subject-matter area and any certifications or accreditation.

References

Special notification must be made of similar or related programs performed and must include organizational names, addresses, names of contact persons, and telephone numbers of such references. A minimum of three (3) references are requested. Submitted using Attachment 3.

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Efficiency

Demonstrated ability in proposal response to meet deliverables as presented in the Scope of Work, Appendix B and throughout the Request for Proposals. Full time and part time staff, proposed consultants, and subcontractors who will be assigned direct work on this project shall be identified in writing. Required information includes the work and/or task group composition, its specific qualifications, and recent relevant experience. The technical areas, character, and extent of participation by any subcontractor or consultant activity must be indicated and any anticipated sources shall be identified. Policy statement and accountability practices regarding criminal history monitoring of all employees must be submitted.

Pricing

Pricing will be evaluated based on the fixed price submission as presented for the initial 2 year contract term as provided in Appendix D.

F. Job Task Analysis

For ***Applicant Testing***, provide a job task analysis for entry level position of State Trooper, to include the review of previous applicant testing practices of the Delaware State Police, which shall be completed not later than 30 days after contract award.

For ***Promotion Testing***, provide a job task analysis for the rank of Sergeant, Lieutenant, and Captain, to include the review of previous promotion testing practices of the Delaware State Police, which will be completed not later than 90 days after contract award.

G. Written Test

For ***Applicant Testing***, Provide photo ready or an electronic copy of no less than six (6) versions of a timed written test that should not exceed three (3) hours designed to assess candidates for the position of Delaware State Trooper. These tests should include, but are not limited to assess the following dimensions: written expression, written comprehension, problem sensitivity, deductive reasoning, inductive reasoning, and/or information ordering as supported by the job task analysis. The Delaware State Police shall administer all phases of the applicant written and oral board testing.

For ***Promotion Testing***, Provide up to five (5) versions of exercises or tests as needed to accommodate multiple testing days for any phase of the process. Written tests for various ranks may occur on the same date if venues can be secured by the Delaware State Police. Vendor will administer all written portions, including any in-basket exercises, of the promotion process. The Delaware State Police shall provide a monitor for the In-basket test scoring, if applicable.

Vendor shall provide proper scoring sheets for all written examinations.

H. Oral Board Assessment

For ***Applicant Testing***, Develop, with input from the Delaware State Police, no less than six (6) oral board exercises in a photo ready or electronic copy, that may include, but not limited to, work situation and/or structured interview exercises designed to assess the following, but not limited to, oral expression, comprehension and reasoning, interpersonal interactions, and/or deciding and initiating action as supported by the job task analysis. The Delaware State Police shall administer all phases of the applicant written and oral board testing.

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For **Promotion Testing**, Develop, with input from the Delaware State Police, no less than six (6) oral board exercises in a photo ready or electronic copy, that may include but not limited to, a subordinate situation, an incident command exercise and/or a career experience exercise designed to assess the following, but not limited to, oral communication, interpersonal interactions, analyzing and deciding, managing activities and/or adaptability as supported by the job task analysis.

Provide photo ready or an electronic copy of the oral board assessor's manual, scoring dimensions for the oral board process, and scoring sheets for the oral board examination.

The Delaware State Police shall provide monitors for oral board process as applicable.

Vendor attendance is required on the first day of each oral board portion of the promotional processes and for requisite training of Delaware State Police proctors.

I. Preparation / Study Guides

For **Applicant Testing**, Provide a photo ready or an electronic copy applicant preparation guide, with input and approval by the Delaware State Police, to include, but not limited to, all phases of the applicant testing and phases conducted by the Delaware State Police outside the scope of this contract. The Delaware State Police shall produce necessary copies of examination booklets, preparation guides, and scoring guides.

For **Promotion Testing**, Provide a photo ready or an electronic copy of comprehensive promotion preparation guides for each rank, with input and approval by the Delaware State Police, to include, but not limited to, all phases of the promotional testing, practice questions, writing samples and oral board scenarios. Develop reading lists for the ranks of Sergeant and Lieutenant; and test plans for each position based on the job task analyses. Provide photo ready or an electronic copy of study guides for each position. Develop and conduct candidate orientation programs in the State of Delaware, to include handouts provided by vendor for each rank, on two separate dates that include a photo ready or electronic copy of all questions asked and answers provided. The Delaware State Police shall produce necessary copies of preparation guides and scoring guides.

J. Fitness Test

The Fitness test is included as a part of the overall testing process. The Delaware State Police shall administer and score the fitness test and add the applicant's status (pass/fail) to the final results.

K. Train the Trainer

Provide initial "train-the-trainer" assessor training in the State of Delaware within 60 days of the contract award date.

Provide assessor training in the State of Delaware preceding each element that requires assessors.

The Delaware State Police shall train assessors and monitors following the "train the trainer" series, and acquire all assessors at no expense to the vendor.

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L. Data Reporting

Provide test results in a banded list within ten (10) business days from date of receipt of test scores.

Establish and maintain a banded scoring system to allow for multiple test submissions and the ability for applicants to carry their scores and/or band forward at the discretion of the Delaware State Police.

Provide and exchange demographic analysis of testing scores and applicants to include, but not limited to: identifying gender, race, age for the purpose of guiding recruiting efforts, transparency, and verification of no adverse impact.

M. Program Support

Provide a liaison to the Delaware State Police for support, periodic questions, and discussion about the testing process at no additional costs.

The awarded vendor is NOT responsible for any promotion processes that are currently being conducted, prior to the effective date of award.

Provide and make recommendations as industry best practices change or as the agency changes to meet the community's needs at no additional cost.

Provide support for litigation if necessary. Additional cost to the State should be presented in the proposal offering and included in the pricing proposed.

Provide written reproduction rights for any photo ready or electronic documents or manuals for internal use to include, but not limited to, use in classrooms, outside applicant seminars and recruiting activities, webpage access and reference, or other media used to recruit, screen, test, or prepare potential applicants for the Delaware State Police.

With input from the Delaware State Police, develop rules for promotion, which will be based on the job task analyses.

Cooperatively develop all portions of the promotion process in areas to include, but not limited to, written tests, in-basket exercises, and/or oral board scenarios.

Provide a test review for each testable rank in the Delaware State Police that includes a review packet, a process for appeals, and summary and recommendations concerning appealed items.

Provide all written materials to be used on any portion of the promotion processes.

Score all portions of the promotion process including consultation with the Delaware State Police related to the establishment of any cut-scores.

For **Promotion Testing**, vendor shall notify all candidates of their test results to include feedback from assessors when applicable. For **Applicant Testing**, the Delaware State Police shall notify all applicants of their test results and identify applicants testing within a different testing cycle.

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N. Value Added Services

Provide cost schedules for additional services to include, but not limited to, additional versions of the written test, oral board exercises, or to provide additional training. Include in your pricing submission clearly identified as a cost above the fixed price submission.

Provide support for litigation if necessary. Additional cost to the State should be presented in the proposal offering and included as a value added service.

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**APPENDIX C
JOB DESCRIPTIONS**

The Job Classifications/Job Descriptions are the basis for the Job Task Analysis requirement in this solicitation.

I. Entry level Trooper – PATROL OFFICER

A. GENERAL DESCRIPTION

This is law enforcement work at the full performance level enforcing traffic and criminal laws according to Title 11 and Title 21 in order to protect life and property of all citizens of the state.

B. EXAMPLES OF DUTIES

For all officers: Communicates to other officers and dispatches via two-way radios and using the Public Safety 10-Code; testifies and presents facts in various courts, presents defendants to judge; calms and disperses disorderly people; intervenes in domestic disputes and/or hostage situations; subdues mental patients and irrational/intoxicated subjects; processes and arraigns prisoners by taking their fingerprints and photographs; counsels and interviews youth, issues juvenile contacts; investigates deaths to determine if natural, accidental, or foul play; performs computer input/retrieval for subject/vehicle information; responds to medical emergencies and performs CPR, childbirth, and other first aid as necessary; instructs and/or trains new recruits and other officers in various law enforcement topics; assists walk-ins, observes prisoners, answers telephone and radio while on desk duty; writes a variety of incident reports, memorandums, correspondence, etc.; maintains uniform and equipment including weapons to ensure proper condition; maintains physical fitness standards and proper training via testing and recertification; performs related work as required.

Traffic: Investigates motor vehicle accidents by interviewing witnesses and victims in order to obtain facts of incidents; aids victims by removing them from vehicle and administering first aid; enforces motor vehicle laws by patrolling roads and issuing traffic citations; manually directs and controls flow of traffic at accident scenes and/or intersections; participates in high speed pursuits; apprehends and prosecutes violators including D.U.I. offenders; operates radar and intoxilizer equipment; removes debris and/or dead animals from roadway; assists stranded and/or disabled motorists.

Criminal: Investigates criminal complaints by interviewing witnesses, victims, and suspects, including rape victims; collects evidence, including latent prints, from scene; writes search warrants and criminal arrest warrants for judges; signatures; checks doors, searches buildings, and surveys areas to deter criminal activity; responds to business and residential security alarms; meets with and interviews informants to develop information concerning possible criminal activity.

C. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of English, grammar, spelling and composition. Ability to write clear, concise reports. Knowledge of interviewing and investigation techniques. Ability to interview witnesses, victims, and suspects to extract facts. Knowledge of first aid and emergency care procedures. Ability to perform CPR, childbirth, and other emergency care procedures. Knowledge of written directives and memorandums, the Public Safety 10-Code, and proper police radio procedures. Ability to speak

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clearly and distinctly in order to communicate over two-way radios. Knowledge of motor vehicle laws and criminal laws as related in Title 11 and Title 21. Ability to communicate effectively with other law enforcement and judicial personnel. Skill in human relations and dealing with all people, including mental patients and young children, often during stressful and emergency situations. Ability to function rationally and calmly during emotional situations such as hostage situations or domestic disputes. Ability to instruct and/or train other individuals in various law enforcement topics. Skill in defensive driving and police pursuit techniques. Ability to make drawings, take measurements, and operate a camera at scenes of accidents or crimes. Ability to function in inclement weather. Ability to operate a variety of equipment including radar, intoxilizer, and audiovisual equipment. Ability to maintain and use weapons in a safe, proficient manner. Ability to demonstrate good conduct and a professional image and appearance. Ability to type and/or perform computer functions. Ability to present facts and function in courtroom environment. Ability to roll fingerprints and lift latent prints.

All sworn members should be able to perform, at a minimum, the below physical activities:

- a. Driving a patrol vehicle for extended periods.
- b. Getting in and out of vehicles.
- c. Affecting a forcible arrest; possible physical confrontations (wrestling with suspects).
- d. Biannual firearms recertification which involves shooting a semi-automatic pistol and shotgun from standing and kneeling positions during the course of a training day.
- e. Climbing obstacles and traversing rough terrain quickly.
- f. Manual traffic control involving prolonged standing and requiring mental and physical alertness and dexterity.
- g. Working under stressful and dangerous conditions, in inclement weather and for prolonged periods without the benefit of rest, of meal breaks, and working rotating shifts.
- h. Successfully completing an annual physical fitness test to measure aerobic capacity, muscular strength, muscular endurance, flexibility and other physical requirements of the position.
- i. Communicating effectively with people of various socioeconomic backgrounds.
- j. Acutely utilize sensory systems to discern various stimuli of danger and to maximize operational effectiveness.

II. Sergeant

A. GENERAL DESCRIPTION

This is the first level of supervision. Entry into this position is limited from within the sworn members of the Division. Supervision is general in nature. Sergeants report regularly to a troop lieutenant, usually by means of informed discussions, occasional conferences, etc., to receive new work orders, discuss work progress, or new problems which require advice.

B. EXAMPLES OF DUTIES

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The Sergeant has the authority to make changes within the organization of work function to subordinates. The Sergeant is responsible for day-to-day and long range planning of his/her particular shift or work force.

The Sergeant is responsible for assigning, distributing, and balancing the work load of subordinates. The Sergeant instructs subordinates in specific techniques, makes available necessary written instructions, assigns and directs the training of subordinates, and answers their questions. The Sergeant is responsible for subordinates' attendance and attention to their work and ensuring they perform to departmental standards. The Sergeant reports to supervisors on the quality of work performed by subordinates.

The Sergeant assigns specific work and shift assignments to subordinates. The Sergeant makes daily sector assignments for shift personnel and assigns days off, vacation time, and special leave time for his/her personnel. The Sergeant reviews and critiques all written reports from subordinates.

The Sergeant must have knowledge of and perform a wide variety of law enforcement functions. These activities are related to state and federal law, departmental rules and regulations, and methods of traffic and criminal investigation.

The job consists of a large variety of both routine and complex activities. The Sergeant is held accountable for actions taken by self and subordinates under his/her command.

Sergeants are required to exercise a large amount of creativity, initiative, and decision-making ability.

C. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Skill in making decisions. Ability to handle emergency and stressful situations. Skill in work organization and planning. Knowledge of law enforcement subject matter, techniques, and practices. Knowledge of departmental procedures and policies. Ability to deal effectively with subordinates.

All sworn members should be able to perform, at a minimum, the below physical activities:

- a. Driving a patrol vehicle for extended periods.
- b. Getting in and out of vehicle
- c. Effecting a forcible arrest; possible physical confrontations (wrestling with suspects).
- d. Biannual firearms recertification which involves shooting a semi-automatic pistol and shotgun from standing and kneeling positions during the course of a training day.
- e. Climbing obstacles and traversing rough terrain quickly.
- f. Manual traffic control involving prolonged standing and requiring mental and physical alertness and dexterity.
- g. Working under stressful and dangerous conditions, in inclement weather and for prolonged periods without the benefit of rest or meal breaks, and working rotating shifts.

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- h. Successfully completing an annual physical fitness test to measure aerobic capacity, muscular strength, muscular endurance, flexibility, and other physical requirements for the position.
- i. Communicating effectively with people of various socioeconomic backgrounds.
- j. Acutely utilize sensory systems to discern various stimuli of danger and to maximize operational effectiveness.

III. Lieutenant

A. GENERAL DESCRIPTION

This is the second level of supervision. Entry into this classification is limited from within the sworn members of the Division. Supervision is general in nature. Lieutenants plan and carry out assignments with little direct involvement from superior officers. They report regularly to a troop commander or section chief, usually by means of occasional conferences, informed discussions, etc. to receive new work order, discuss work progress or new problems which require advice from above.

B. EXAMPLES OF DUTIES

The Lieutenant has authority to make changes within the unit dealing with the organization of work functions to subordinates. Changes from the Division's established work guidelines require approval from the incumbent's troop commander or section chief. This position is responsible for work load adjustments which involve more than day-to-day changes, for planning to meet changes and for proposing needed revisions in staffing levels or in work priorities.

The Lieutenant is responsible for assigning, distributing, and balancing the work load of subordinates. The Lieutenant instructs subordinates in specific techniques, makes available necessary written instructions and reference materials, and answers their questions. This position is responsible for subordinate's attendance, attention to the work, and for ensuring that they perform a satisfactory amount and quality of work.

The Lieutenant reports to superiors on the quality of work performed by subordinates. The position assigns specific work or shift assignments to subordinates. The incumbent makes daily work assignments for road personnel from monthly assignment schedule, taking into account sick days, holidays, vacation days, and training. The Lieutenant reviews and critiques all reports prepared by subordinates to correct errors and provide direction and supervision. The incumbent reviews all traffic and criminal arrest reports written by subordinates for completeness, accuracy, and appropriateness of charge and routes same through proper channels or returns to subordinates to correct insufficiencies, if any.

This position has authority to approve emergency leave for short periods for subordinate officers. The incumbent interviews, makes work assignments, and arranges for on-the-job training for new personnel. This position conducts investigations on complaints against subordinates, resolving the simple ones and reporting findings and recommendations to the troop commander for others. The incumbent makes formal and informal recommendations concerning promotions, reassignments, recognition of outstanding performance, disciplinary problems, and personnel needs.

The Lieutenant must have knowledge of and perform a wide variety of law enforcement activities. These activities are related to departmental policies, procedures and regulations, state and federal laws, case law, and recognized methods for techniques of traffic and criminal investigations.

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Duties contained within this function generally consist of tasks requiring a high degree of decision-making ability and good judgment. The incumbent must exercise initiative and creativity in many of these tasks. An example of a typical task is talking to subordinates in formal or informal sessions to explain and provide assistance and guidance on technical matters.

The incumbent must perform many miscellaneous tasks of a general nature such as the following: write letters requesting information from other agencies; verify and post subordinates' daily work activities; corrects, number, and classify all traffic accident and criminal reports; review subordinates' monthly activity reports; develop and forward weekly status reports to Headquarters; develop weekly work schedules; assign federally funded special duty jobs; monitor personnel for compliance with departmental weight control program; number and issue traffic arrest books; maintain intoxilyzer records and forms; assist subordinates with procuring, repairing, and issuing assigned equipment; verify radar and tuning forks for court trials; review and approve dismissed court cases; make formal and informal court visitations to determine courtroom effectiveness of subordinates; supervise traffic operations shift commanders on a daily basis.

- a. This job consists of a large variety of both routine and complex activities. Some decisions can result in the life and death of persons. In these situations, a high degree of accuracy is required. The incumbent is held accountable for the outcome of all actions taken by self and subordinates acting under the incumbent's instruction. In other than routine activities, decisions are usually based on some abstract variables. Periodically, the Lieutenant is involved in a non-routine activity or problem requiring an immediate decision. These decisions are made under stress situations such as a riot and mass disturbances, snipers, hostages held at gun point, firing of police weapons, etc.

This position requires the incumbent to exercise a large amount of originality, initiative and decision-making ability.

C. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Skill in making decisions. Ability to handle emergency and stress situations. Ability to supervise. Skill in work organization and planning. Ability to deal effectively with others. Skill in oral communications. Skill in written communications (reports and record keeping). Knowledge of law enforcement subject matter, techniques, and practices. Skill in the use of departmental equipment.

All sworn members should be able to perform, at a minimum, the below physical activities:

- a. Driving a patrol vehicle for extended periods.
- b. Getting in and out of vehicles.
- c. Effecting a forcible arrest; possible physical confrontations (wrestling with suspects).
- d. Biannual firearms recertification which involves shooting a semi-automatic pistol and shotgun from standing and kneeling positions during the course of a training day.
- e. Climbing obstacles and traversing rough terrain quickly.
- f. Manual traffic control involving prolonged standing and requiring mental and physical alertness and dexterity.

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- g. Working under stressful and dangerous conditions, in inclement weather and for prolonged periods without the benefit of rest or meal breaks, and working rotating shifts.
- h. Successfully completing an annual physical fitness test to measure aerobic capacity, muscular strength, muscular endurance, flexibility, and other physical requirements for the position.
- i. Communicating effectively with people of various socioeconomic backgrounds.
- j. Acutely utilize sensory systems to discern various stimuli of danger and to maximize operational effectiveness.

IV. Captain

A. GENERAL DESCRIPTION

This is the third level of supervision. Entry into this classification is limited from within the sworn members of the Division. The Captain plans and carries out assignments with very little supervision from superior officers. The Captain reports occasionally to a member of the Executive Staff, usually by telephone or conference to receive new work orders or discuss new problems which require advice from above.

B. EXAMPLES OF DUTIES

The Captain has the authority to make changes within the troop or section he/she is assigned. This position has the authority to establish work guidelines within his/her area of responsibility. The Captain is involved with short and long range planning and for proposing needed revisions in staffing levels or work priorities. The Captain is responsible for assigning and distributing the work load of subordinates. The Captain is responsible for ensuring subordinate work attendance, attention to their work, and productivity. The Captain will report to superiors regarding the quality of work performed by subordinates. The Captain is responsible for the facility to which he/she is assigned. This position is responsible for its complete operation making necessary changes and repairs when needed. The Captain reviews and critiques all reports prepared by subordinates providing direction and supervision when needed. The Captain is also responsible for assigning, directing, and reviewing the work of civilian employees assigned under his/her command. The Captain must have knowledge of and perform a wide variety of law enforcement duties. These duties are related to departmental policies, procedures, and regulations, state and federal law, and recognized methods for techniques of traffic and criminal investigation. The Captain must also perform tasks of a general nature such as write letters requesting information from other agencies, maintain departmental written directives, etc., maintain an active and positive image with the general community, assist and direct with departmental projects, supervise lieutenant operations on a daily basis. This position requires a large amount of originality, initiative, and decision-making ability.

C. REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Skill in making decisions. Ability to handle emergency and stressful situations. Skill in work organization and planning. Knowledge of law enforcement subject matter, techniques, and practices. Knowledge of departmental procedures and policies. Ability to deal effectively with subordinates.

All sworn members should be able to perform, at a minimum, the below physical activities:

- a. Driving a patrol vehicle for extended periods.

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- b. Getting in and out of vehicles.
- c. Effecting a forcible arrest; possible physical confrontations (wrestling with suspects).
- d. Biannual firearms recertification which involves shooting a semi-automatic pistol and shotgun from standing and kneeling positions during the course of a training day.
- e. Climbing obstacles and traversing rough terrain quickly.
- f. Manual traffic control involving prolonged standing and requiring mental and physical alertness and dexterity.
- g. Working under stressful and dangerous conditions, in inclement weather and for prolonged periods without the benefit of rest or meal breaks, and working rotating shifts.
- h. Successfully completing an annual physical fitness test to measure aerobic capacity, muscular strength, muscular endurance, flexibility, and other physical requirements for the position.
- i. Communicating effectively with people of various socioeconomic backgrounds.
- j. Acutely utilize sensory systems to discern various stimuli of danger and to maximize operational effectiveness.

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**APPENDIX D
PRICING**

Reference the Statement of Work, Appendix B, for details of each pricing category.

APPLICATION TESTING

CATEGORY	PRICE
Job Task Analysis (NLT 30 days after award)	\$
Written Test (No less than 6 versions)	\$
Oral Board Assessments (no less than 6 versions)	\$
Preparation/Study Guides	\$
Train the Trainer Assessment Training	\$
Data Reporting	\$
Program Support	\$

PROMOTION TESTING

CATEGORY	PRICE
Job Task Analysis (NLT 90 days after award)	\$
Written Test (No less than 5 versions)	\$
Oral Board Assessments (no less than 6 versions)	\$
Preparation/Study Guides	\$
Train the Trainer Assessment Training	\$
Data Reporting	\$
Program Support	\$

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VALUE ADDED SERVICES

CATEGORY	PRICE
Additional Tests	\$
Additional Oral Board Exercises	\$
Additional Training	\$
Litigation Support	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$