



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

June 15, 2018

TO: ALL OFFERORS

FROM: THERESA NEWMAN  
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO REQUEST FOR PROPSAL NO.: GSS18488-DENS, Delaware  
Emergency Notification System (DENS)

**ADDENDUM #1**

**Q&A Period**

1. Can companies from Outside USA can apply for this? (i.e. from India or Canada)

***Bidding companies outside the US must be able to attest that their Company in which is outside the US, does not store or transfer non-public State of Delaware data, outside of the United States.***

2. Do we need to come over there for meetings?

***A mandatory pre-bid meeting may be required if specified within the formal Request for Quote, in which you would need to be present in order to submit a proposal.***

3. Can we perform the tasks (related to RFP) outside US? (i.e. from India or Canada)

***The awarded Vendor(s) shall not store or transfer non-public State of Delaware data outside of the United States. For technology related solicitations, Vendors may refer to the Delaware Department of Technology and Information which will be identified in the RFP.***

4. Can we submit the proposals via email?

***Proposals must be sent via mail in the format that is specified in the formal Request for Quote.***



- Attachment 16 - I do not see any place to actually sign this attachment, where/how do you suggest we do so?

***Attachment 16 is a part of the Master Contract that will be signed if awarded and a signature is not needed on this document.***

- Item 147 asks for a Software Escrow Account. VENDOR cannot provide this and would like to request that this item be waived from attachment 16.

***Bidders may take exception to any of the States terms and conditions on Attachment 3, Exception Form, and propose an alternative for consideration. Acceptance of exceptions is within the sole discretion of the evaluation committee.***

- Who is the current vendor for Delaware Emergency Notification System?

***ONSOLVE, LLC  
Code Red***

- Attachment 16. Paragraph number – 88,89 OW Page 67 - Text of passage being questioned—90. The State of Delaware will provide requirements to Service Provider for encryption of the data at rest. **Question:** Can the State clarify its requirements for encryption of data at rest?

***Level 1 encryption is required for this system.***

- Attachment 16 Paragraph number – 124 5, 125 OW Page number—68 - Text of passage being questioned-- 126. The Service Provider will ensure the State of Delaware's Recovery Time Objectives (RTOs) is met. **Question:** Can the State clarify what its Recovery Time Objectives (RTOs) are?

***RTO during non-emergencies is four (4) hours. RTO during emergencies is (1) hour).***

- Attachment 16 Paragraph number 145,146 OW - Text of passage being questioned – 147. Contractor may deliver two copies of each software source code and software source code documentation to the State. **Question:** We would like to request this item be waived from the RFP as we are not providing custom source code for this project.

***Bidders may take exception to any of the States terms and conditions on Attachment 3, Exception Form, and propose an alternative for consideration. Acceptance of exceptions is within the sole discretion of the evaluation committee.***



11. Section III.C.1 references the acknowledgement of the Terms and Conditions for Cloud Contracting and External Hosting. Would signing the acknowledgement be subject to the exceptions noted in Attachment 3?

***Bidders may take exception to any of the States terms and conditions on Attachment 3, Exception Form, and propose an alternative for consideration. Acceptance of exceptions is within the sole discretion of the evaluation committee.***

12. Section II.A.1 –When referring to “fully staffed”, what is the expectation of minimum staffing levels/number of people? Are you looking for On-call or a 24/7 in an office availability?

***There must be 24/7 assistance capability, it is the responsibility of the awarded vendor to accomplish.***

13. Section II.B.2 – Can you explain further exactly what you are looking to accomplish and possibly provide an example?

***Section II.B.2 has been removed from the scope of work.***

14. Section II.B.3 – What is the desired intent with this question? Typically we see clients wanting multiple numbers per address in the event it is a business with multiple floors or multiple people in the building/home. Let’s say you have a family of 5, wouldn’t you like all five family members to be able to register their individual mobile numbers, text devices, etc. to their home address? Are you perhaps looking to de-dup the phone number data, which is generally more common?

***The main number shall ring at a single entity address. However, each main business number shall ring where there are multiple businesses at the same address.***

15. Section II.B.19 – Can you explain further the intent of this requirement, and provide an example? Will there be multiple state/county accounts or groups paying for the system separately? If so, please list those groups.

***There will be one central account. However, the system must have the capability for tracking the monthly usage of three (3) county and one (1) city level emergency responder agency. This number could increase dependent on new users.***



16. Section II.C.15 – What specific languages would you like to ensure have translation capabilities?

***Proposals should include as many languages as can be provided by the system.***

All other terms and conditions remain the same.



**GOVERNMENT SUPPORT SERVICES – CONTRACTING**  
100 ENTERPRISE PLACE – SUITE 4 – DOVER, DE 19904-8202  
PHONE: (302) 857-4550 – FAX: (302) 739-3779 – GSS.OMB.DELAWARE.GOV

S:\ GSS18488-DENS, Addendum to Proposal



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