



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

State of Delaware

Delaware Emergency Notification System (DENS)

Request for Information

Request No. GSS18488-DENS

03/05/2018

**- *Deadline to Respond* -
March 26, 2018
*1:00PM (Local Time)***

Date: March 5, 2018

REQUEST for INFORMATION NO. GSS18488-DENS

This Request for Information (RFI) will **not** result in award of a competitively bid contract.

The State of Delaware, Government Support Services, is seeking market information on the Delaware Emergency Notification System (DENS). The information gathered may or may not lead to the issuance of a Request for Proposals.

Responses to this Request for Information will remain confidential until such time as a determination is made on whether the State will move forward with a Request for Proposal for any one or more types of Activation and Messaging, System Data, and Administration & Security. If a decision is made to move forward with a Request for Proposal, the responses to this Request for Information will remain confidential until the completion of the Request for Proposal process.

All responses to this Request for Information shall be submitted in a sealed envelope **clearly displaying the request for information number and vendor name** by March 26, 2017 at 1:00 PM (Local Time).

Responses must be mailed to:

**State of Delaware
Government Support Services
GSS18488-DENS
100 Enterprise Place, Suite 4
Dover, DE 19904-8202**

Please review and follow the information and instructions contained in this Request For Information (RFI). Should you need additional information, please contact Theresa Newman at Theresa.Newman@state.de.us.

I. INTRODUCTION

A. RFI DESIGNATED CONTACT

All requests, questions, or other communications about this RFI 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. Vendors should rely only on written statements issued by the RFI designated contact.

Theresa Newman
State of Delaware
Government Support Services
100 Enterprise Place, Suite 4
Dover, DE 19904-8202
or
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.

B. CONTACT WITH STATE EMPLOYEE

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFI is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their response 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.

C. RFI OBLIGATION

The RFI is a request for information only. There will be no contract awarded as a result of this RFI. Nothing in the materials vendors provide, further referred to as Vendor Information Packages (VIP) as a response to this RFI nor the State's remarks or responses to the VIP's of any individual vendor, will be considered binding for a future contract.

D. RFI QUESTION AND ANSWER PROCESS

The State of Delaware will allow written requests for clarification of the RFI and its attachments. All RFI questions shall be received no later than March 12, 2018. 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 March 19, 2018. 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.

Section number

Paragraph number

Page number

Text of passage being questioned

All questions may be submitted by email to: Theresa.Newman@state.de.us

Or, questions may be submitted by mail to the RFI designated contact address identified above, but must be received by the "no later than" RFI questions deadline specified.

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

II. SCOPE OF WORK

A. PURPOSE / BACKGROUND

The purpose of this RFI is to provide the State of Delaware with information regarding vendor interest and capabilities providing an Emergency Notification System. The State of Delaware invites vendors to submit their capabilities and interests relative to this Request for Information (RFI). The State of Delaware may reference this material as indicative of industry capabilities and in the event the State of Delaware issues a Request for Proposal (RFP), the State may use this material to facilitate the development of the RFP or the establishment of standards and policies.

STATEMENT OF NEEDS

III. VENDOR INFORMATION PACKAGE (VIP) REQUIREMENTS

A. COVER LETTER

Each VIP response will have a cover letter on the letterhead of the company or organization submitting the response. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFI. The cover letter must also identify a contact person which includes a phone number and email address.

B. DESCRIPTION OF SERVICES AND QUALIFICATIONS

Each response must contain a detailed description of how the Vendor could provide the goods and services outlined in this RFI. This part of the response may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFI.

C. NUMBER OF COPIES WITH MAILING OF RESPONSE

Each VIP response must be submitted with one (1) paper copy and one (1) electronic copy on CD or DVD media disk. VIP responses are to be sent to the State of Delaware and

received no later than 1:00 PM (Local Time) on March 26, 2018. The VIP response may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**State of Delaware
Government Support Services
GSS18488-DENS 100 Enterprise Place, Suite 4
Dover, DE 19904-8202**

Any response submitted by US Mail shall be sent by either certified or registered mail. Any response received after the date and time deadline referenced above shall be returned unopened.

D. VENDOR INFORMATION PACKAGE (VIP) RESPONSE

1. EXPERIENCE

1. Provide your Company's experience in emergency notification systems services to federal and state-level governmental entities. We are interested in the size and scope of service provided to such governmental entities.
2. Provide the number of employees involved in providing such services, and their roles within your company.

2. SYSTEM CAPABILITIES

1. Provide the security/privacy policies for your system.
2. Provide information regarding your external hosting capability
3. Explain your system capability to provide text notification and enrollment.
4. What is your company's ability to provide 24/7 operator activation capability?
5. Explain your system's ability to provide notification to the hearing-impaired and how it is done.
6. What type of off-site/on-site training do you provide including written materials?
7. Describe your business continuity plan.
8. What are your system backup and recovery policies?
9. Which language(s) does your system registration portal provide?
10. Describe your system's ability to provide interoperability with other systems.
11. What does your implementation process include?

12. Provide the ability to obtain state notification database that includes (i.e. Verizon (wired phones), VOiP (Comcast, other companies)). What other databases do you have the capability to incorporate?
13. Describe your ability to integrate IPAWS (integrated alert and warning system) into the software.
14. What is your ability to geocode and register citizen's wireless cell phone?
15. Provide your process to allow citizens to securely register phones via internet.
16. Describe your ability to provide notification fixed lists.
17. Describe your ability to develop pre-designated geographic alert areas.
18. Describe your ability to provide notification after action data. How would you provide a call summary – how many called, % of contacted, how long was the call cycle, recalls of busy, message left, etc.
19. Is the system web based or proprietary software loaded into individual computers, please explain which one and how it functions?
20. What are the company back up processes and actions? How does your business recovery process to sustain operations – examples: redundant system for backup to maintain connectivity (resilience).
21. Provide a pre developed change process plan to integrate usage for all state users.
22. Explain the process for a “one time incident” notification, for those who are not registered and would like info per incident.

3. INVOICING

Provide details on how customers are invoiced, frequency of invoices, format used and communication means.