



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

June 13, 2019

TO: ALL OFFERORS
FROM: COURTNEY MCCARTY
STATE CONTRACT PROCUREMENT SUPERVISOR
SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL NO.: GSS19733-ONBASE

ADDENDUM # 1

The purpose of this addendum is to answer questions submitted regarding the solicitation.

- 1) Whether companies from Outside USA can apply for this? (like, from India or Canada)
Please refer to paragraph 2 of page 2 of the RFP.
- 2) Whether we need to come over there for meetings?
Meetings may be required as part of a project; however, there is no pre-bid meeting requirement associated with this solicitation.
- 3) Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
Please refer to paragraph 2 of page 2 of the RFP.
- 4) Can we submit the proposals via email?
Please refer to section 2, pages 9-10 of the RFP.
- 5) Section II, Para 5, Page 3: *Network Diagram - A network diagram of the proposed solution is required that clearly documents the user's interaction with the solution and the State.* Is the state planning on sharing database server resources across agencies?
Typically database servers are isolated to specific agencies. It is possible that an enterprise service may be of interest which would allow cross agency interface.



- 6) Section II, Para A, Page 2: *State Agencies seeking to utilize the awarded contract will need to partner with the Department of Technology and information (DTI) to ensure that a separate Business Case (BC) has been completed, if necessary.* How many state agencies will be able to participate in/under this contract?
Please refer to Section 1 on page 19 of the RFP.
- 7) Section II, Para A, Page 2: *State Agencies seeking to utilize the awarded contract will need to partner with the Department of Technology and information (DTI) to ensure that a separate Business Case (BC) has been completed, if necessary.* What is the estimated number of users per agency?
The number of users for any agency will vary by project.
- 8) Section C, Para 7, Page 5: *Ability to work with data conversion including but not limited to: DocuFinity, DocStar, Falcon, Paperflow, etc.* The State has mentioned data conversion from DocuFinity, DocStar, Falcon and Paperflow. Can you provide the estimated volume?
The volume for data conversion will vary by project. Volumes vary in document counts, document types, file formats and sizes.
- 9) Section C, Criteria table, Page 18: *Experience in providing full end to end project management services, to include BA, OCM and training/education.* Please define the “OCM” acronym.
Organization Change Management
- 10) Section C, Criteria table, Page 18: *Capacity to meet the requirements in the scope of work, as demonstrated by the number and qualifications of personnel and other project resources, i.e. PM, SE, SA and TC.* Please define the “PM, SE, SA, and TC” acronyms.
**PM: Project Manager
SE: System Engineer
SA: System Administrator
TC: Telecommunications**
- 11) Section C, Para 5, Page 4: *Ability to demonstrate best workflow and content management strategies.* Are there existing workflows within the legacy systems?
This will depend on the individual project.
- 12) Section II, Para E, Page 6: *Providers shall include in the RFP response a current licensing price list. Provider shall agree to hold the pricing for the initial term of the contract. If discounts are available based on license count, details shall be provided in the RFP response to explain discount structure.* OnBase has modules that will not be applicable to the State under this type of contract. Is it acceptable to not list those licenses?
Vendors are asked to list all products/tools/licenses and notate which are not available to the State.
- 13) Section II, Para F, Page 6: *Maintenance will include activities such as providing fixes, patches and upgrades to the OnBase software.* Can you please explain what the State defines as “upgrades to the OnBase software”?
New versions, significant feature enhancements. Product fixes, patches and upgrades – product releases.

14) Section I, Overview, Page 1: *Estimated Notification of Award Date: within 90 days*. Is there an estimation of when the first project/agency initiative might begin?

The contract will be on an as needed basis with no guarantee of spend or projects. "Project" release timings are based on agency priorities and needs with regards to the overall enterprise.

All other terms and conditions remain the same.

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