



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

June 22, 2018

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES, VOLUNTEER  
FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: ROXNN PARKER  
STATE CONTRACT PROCUREMENT SUPERVISOR  
302-857-4555

SUBJECT: **AWARD NOTICE - CONTRACT NO. GSA18055-ONBASE\_SFTWR**  
OnBase® Software  
**Effective June 22, 2018**

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KEY CONTRACT INFORMATION**

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## 1. SCOPE OF WORK SUMMARY

This contract is to provide software licenses for OnBase® software by Hyland Software, Inc. Contract Award is applicable only to the Delaware Department of Natural Resources (DNREC) for on premise licenses. Software licensed pursuant to the EULA is listed below.

### 1. Current Software licensed:

Product Description	Product Code	Quantity
GSA – Multi-User Server	OBIPW1	1
GSA – Production Document Imaging (TWIN)	TIPW1	1
GSA – Production Document Imaging (TWIN)	TIPW2	8
GSA – Reporting Dashboards	RHIP1	1
GSA – Records Management	RIIP1	1
GSA – Concurrent Client	CTIPC	75
GSA – Named User Client	CTIPN	25
GSA – Unity Client Server	UNIP1	1
GSA – Full-Text Indexing Server for Autonomy IDOL	IDIP1	1
GSA – Web Server	WTIPW1	1
GSA – Full-Text Indexing Concurrent Client for Autonomy IDOL	IDIPC1	25
GSA – Query API (initial 500 queries/hour) (OnBase Unity Core)	APIPQ3	1
GSA – Unity Integration Toolkit	UIIP1	1
GSA – PDF Framework	PDFIP1	1
GSA – Encrypted Alpha Keywords	AKIP1	1
GSA – Encrypted Diskgroups	EHIP1	1
GSA – Web Parts for Microsoft SharePoint	SPIP1	1
GSA – Document Import Processor	DPIPW1	1
GSA – Directory Import Processor	TYIP1	1

## 2. MANDATORY USE CONTRACT

This is a mandatory use contract under Title 29, Chapter 6911(d) Delaware Code. Every state department and agency within the Executive Branch and Judicial Branch of the state government, Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, Department of Elections, the Legislative Branch and the Board of Pension Trustees and their consultants may procure all material, equipment and nonprofessional services through this statewide contracts administered by Government Support Services, Office of Management and Budget. The Delaware Department of Natural Resources (DNREC) is the only authorized user of the contract.

## 3. GENERAL SERVICES ADMINISTRATION

Under Title 29 Section 6935, the State of Delaware is authorized to enter into negotiations with various manufacturers or distributors and award contracts which will enable agencies and local governments to purchase materiel at prices approved by the General Services Administration of the United States government or its successor.

## 4. CONTRACT PERIOD

This contract shall be valid from the date of contract execution by both parties to expire on March 31, 2021. Extension negotiations may be initiated no later than ninety (90) days prior to the termination of the current agreement, contingent on successful extension of GSA Master Contract. The State reserves the right to extend this contract on a month-to-month basis for a period of up to three (3) months after the term of the full contract has been completed.

## **5. VENDORS**

Hyland Software, Inc.  
28500 Clemens Rd.  
Westlake, Ohio 44145

Joe Stever  
Senior Account Manager  
(440) 788-5827  
[Joseph.Stever@hyland.com](mailto:Joseph.Stever@hyland.com)

FSF Number:

## **6. PRICING**

Software Cost \$229,722.68.  
Annual maintenance \$45,944.55.

## **7. BILLING**

The successful vendor is required to "Bill as Shipped" to the respective ordering agency(s). Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

## **8. PAYMENT**

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

## **9. ORDERING PROCEDURE**

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

## **10. PURCHASE ORDERS**

Agencies that are part of the First State Financial (FSF) system are required to identify the contract number GSA18055-ONBASE\_SFTWR on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

## **11. HOLD HARMLESS**

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about

the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

## **12. NON-PERFORMANCE**

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

## **13. FORCE MAJEURE**

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

## **14. AGENCY'S RESPONSIBILITIES**

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.
- c. When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.
- d. The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm that the issue is a part of the contract. If the issue is not covered by the contract, the state cannot expect the contractor to perform outside the agreement. If the issue is a part of the contract, the Agency or GSS - Contracting must then contact the contractor, discuss the reasons surrounding the default and establish a date when the contractor will resolve the non-performance issue.
- e. If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with vendors or commodities. Be sure to furnish as much detail as possible. <http://gss.omb.delaware.gov/divisionwide/forms.shtml>.