
STATE OF DELAWARE



DELAWARE HEALTH AND SOCIAL SERVICES
DIVISION OF MANAGEMENT SERVICES
1901 N. DuPont Highway
New Castle, DE 19720

Technical Requirements Attachment B
REQUEST FOR PROPOSAL NO. HSS-15-063
FOR
ASSIST Maintenance and Operations Services

Business Case Number: 1503852

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1 Project Overview

1.1 Introduction

This is a Request for Proposal (RFP) for maintenance and operations (M&O) services for the Delaware ASSIST Eligibility System (ASSIST) issued by the Division of Management Services (DMS or The Division).

The procurement will result in a single source award to a Vendor that shall be wholly responsible for maintaining and operating the ASSIST System.

The vendor must demonstrate knowledge and experience providing M&O support for an integrated health and social (or human) services eligibility system.

1.2 Background and Purpose

Delaware's Department of Health and Social Services ("DHSS" or the "Department" or the "State") provides services to over 235,000 eligible clients with the help of an integrated eligibility system that serves core public assistance programs, including Medical Assistance, Cash Assistance, Food Benefits and Child Care.

DHSS has taken an incremental modernization approach to its legacy mainframe, DB2, COBOL eligibility system that is designed to meet the requirements of the Patient Protection and Affordable Care Act ("ACA"), including the requirement to integrate with the Federal Health Benefits Exchange ("HBE"). The final phase of that modernization is scheduled to be implemented by 6/30/16. The resultant new ASSIST system is a state-of-the-art, SOA (service oriented architecture), web-based .NET solution that allows citizens and community partners and workers to screen for eligibility and apply for benefits online.

The ASSIST system under the scope of this RFP is a large complex integrated set of eligibility determination, benefit calculation, and benefit issuance subsystems and infrastructure. It is comprised of the ASSIST subsystem Worker Web, and Worker Web Self Service, the Audit Recovery Management System (ARMS) Forces subsystem, the Purchase of Care (POC) subsystem, and the Master Client Index (MCI) subsystem. The enterprise infrastructure components include the State Data Services Hub, the IAM (Identity Access Management) Security Infrastructure, and other supporting production, training, test and development SDLC infrastructure products.

This RFP provides for the Maintenance and Operations support of the new ASSIST system and infrastructure. The intent is for work under this contract to commence July 01, 2016.

While this section describes a summary of the work that will be required, it is not an exhaustive list of services expected.

Under this intended procurement, the Contractor will plan, organize, and oversee the transition of the system from the current Contractor, including the integration of State M&O staff into the organizational structure proposed by the vendor.

Upon transition, the Contractor will maintain and enhance the ASSIST system to include systems, application, and operations support services in the Department's IT environments. This will include responsibility for software development to support operations compliance with state or federal regulations, defect corrections, feature function enhancements, operational quality enhancements, Commercial Off The Shelf (COTS) product version and patch management and upgrades, incident management, problem management, performance management, capacity management, day to day management of hardware and software configurations, web portal support, interactive voice response functionality support, system security compliance, 24x7 job scheduling and monitoring, output print services provider oversight and integration support, transmission management, and the support and administration of infrastructure third party COTS products supporting ASSIST.

The Contractor M&O staff shall be predominately located on-site within DHSS facilities in New Castle Delaware.

2 DHSS Program and System Overview

2.1 Delaware Department of Health and Social Services (DHSS)

The mission of DHSS is to improve the quality of life for Delaware's citizens by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations. DHSS is comprised of eleven divisions as follows:

- Division of Substance Abuse and Mental Health
- Division of Child Support Enforcement
- Division of Long Term Care Resident Protection
- Division of Management Services
- Division of Developmental Disabilities Services
- Division of Public Health
- Division of Services for Aging and Adults with Physical Disabilities
- Division of Social Services
- Division of Medicaid and Medical Assistance
- Division of State Service Centers
- Division for the Visually Impaired

2.2 The Division

The M&O Services contract procured will be managed by the Division of Management Services.

The mission of the Division of Management Services (DMS) is to provide high-quality leadership and technical expertise in DHSS through efficient and cost-effective management of human, financial information, evaluative and facility resources, as well as the delivery of customer-driven services. DMS is responsible for Operating and maintaining all DHSS IT systems.

2.3 Support Environment

The three groups responsible for the maintenance and operation of the automated systems that support the Division are described below. These three groups will be responsible for the quality and timeliness of all services and SLA compliance, and the review and approval of all invoices and milestone payments. IRM will serve as the liaison with DTI (see below). The selected contractor will coordinate efforts for this engagement with the Service Delivery Manager, other project contractors, State participants, and stakeholders.

2.3.1 Information Resource Management (IRM)

IRM will appoint an ASSIST Service Delivery Manager (SDM) with broad oversight authority for all ASSIST M&O activities. Vendors on this project will report to the ASSIST Service Delivery Manager. The SDM will report to the Director of IRM Maintenance and Operations. The ASSIST SDM will oversee the budget in coordination with DTI, OMB, and the division. The IRM unit is responsible for providing DHSS divisions with direct programming support of automated systems, as well as consulting support and management of automated systems software, vendors and development and

maintenance projects. IRM consists of an Applications Development, Technology Planning, Base Technology, Telecommunications, Security, Maintenance and Operations, and Help Desk support groups all who participate in all phases of the service delivery lifecycle as appropriate.

2.3.2 Department of Technology and Information (DTI)

DTI is a separate cabinet level agency responsible for running the State of Delaware's wide area data network, print and output services, and setting and enforcing statewide IT policy and standards. DTI as a separate state agency does not fall under the authority of DHSS. However, the IRM Service Delivery Manager is required to work with DTI groups throughout all phases of service delivery to ensure compliance with state standards. DTI is responsible for supplying Wide Area Network (WAN) systems and print systems support to DHSS as well as other state agencies. DTI provides state agencies with technical consultant services.

2.3.3 Division Business Analyst Group

This group serves as the division liaison between program staff, and IRM and vendor technical staff. They typically translate business needs into IT requirements and vice versa. This is a critical function that ensures that division business requirements are properly communicated to technical staff and that division program staff understand IT policies and standards as they relate to the maintenance efforts as well as business subject matter expertise in troubleshooting production issues. This group works closely with IRM and vendor staff on all technical aspects of the maintenance items to ensure close communication with program staff on all phases of the maintenance and operations life cycle including deliverable review and signoff, testing, implementation, and post-implementation support.

2.4 Platform Environment

The ASSIST platform provides a web-based environment utilizing Microsoft .NET 4.5 web forms leveraging the DHSS .Net Framework. The platform is designed to integrate multiple Commercial Off The Shelf (COTS) components, re-use State technology services and service delivery channels, and use open architecture standards for simplified system maintenance and ease of information exchange.

The ASSIST platform is composed of six primary functional components, and the associated hardware and infrastructure, third party software, and interfaces with both internal and external systems. It includes the production, development, training, systems integration test (SIT), and user acceptance test (UAT) environments, as well as various special purpose test environments.

The following paragraphs provide an overview of the six primary functional components of the ASSIST platform.

- Self Service
- Worker Web
- Purchase of Care
- ARMS Forces
- Master Client Index (MCI) /State Data Services Hub
- State Data Services Hub

2.4.1 Self-Service

2.4.1.1 Citizen Self-Service Portal

ASSIST Self Service is an online portal allows citizens and partners to learn about health and social service programs, and screen, apply, and maintain Delaware benefits information including Medicaid/DHCP, SNAP, Child Care, and Cash Assistance.

Citizen Self-Service portal consists of the following core sub-systems:

- **Screening:** This module allows users to enter basic household information that the system runs against a rules engine to quickly determine potential benefit eligibility. Screening is anonymous, and does not require individuals to provide any personally identifiable information.
- **Apply For Benefits:** This comprehensive application process collects each data element necessary for State workers to process and determine eligibility for the programs the applicant chooses to apply for. This is a more elaborate process than screening, and requires the individual to provide more detailed information pertaining to their household circumstances.
- **Renewals:** The renewal application process allows applicants to renew active benefits online through use of pre-populated application screens that collect any updated case information that could impact their ongoing benefit eligibility.
- **My Account:** The My Account module allows active benefit recipients to view current case information for each of the benefit they receive, submit various household circumstance changes, and electronically view client notices.

2.4.1.2 Community Partner Dashboard

This self-service function allows registered community partners to assist individuals with screening and applying or renewing their benefits. Community Partner organizations register for an account that allows them to submit applications on behalf of citizens for public assistance services. They are able to manage the lifecycle of the entire benefit application from application entry to annual renewals on behalf of individuals.

2.4.1.3 Provider Self Service

Provider Self Service (PSS) is a self-service application for Child Care Providers to do business with the State for the Purchase of Care (POC) program. PSS is optimized both for traditional devices such as desktops and laptops as well as mobile devices like phones and tablets, for access to critical information anywhere, anytime.

Provider Self Service delivers the ability to monitor critical information through a dashboard highlighting alerts, announcements, and at-a-glance authorization, attendance, and payment metrics. Core features include the ability to request and manage access, enter and adjust attendance, review the latest authorizations, manage rates, holidays, and contact information, update direct deposit details, access POC and Stars payment statements, and monitor alerts and announcements.

2.4.2 Worker Web

ASSIST Worker Web (AWW) allows workers to serve health and social service customers with a modernized integrated eligibility system. AWW provides system

functionality for Delaware DSS and DMMA staff to effectively process benefit applications, determine benefit eligibility, and manage client caseloads. To support these functions, and to efficiently manage user workload, AWW has the following core modules:

- **Client Registration:** This module allows workers to enter initial household demographic information to register health and social service applications within the system.
- **Application Entry:** This module provides data entry screens that allow workers to collect and maintain all of the detailed household information pertaining to a case including incomes, expenses, and resources.
- **Standard Filing Unit and Eligibility Determination and Benefit Calculation:** This module includes benefit determination by executing case data against applicable SFU/EDBC rules in the eligibility rules engine for Medicaid (MAGI and non-MAGI), CHIP, TANF, Food Benefits, and Child Care
- **Post-Eligibility:** This module allows workers to view detailed budget screens resulting from the eligibility determinations made and provides the ability to update results as needed and ultimately confirm benefits for enrollment.
- **Benefit Issuance:** The purpose of the Benefits Issuance (BI) module is to generate and maintain Cash and Food Benefits. It also enables managing cases for clients who have benefits issued to them. The subsystem is also utilized in exception scenarios when benefits are incorrectly issued or not issued by the monthly batch process for issuing benefits or for a specific client requirement. This subsystem interfaces with the EBT vendor for issuance of EBT cards and for check printing process for cash benefits.
- **Employment and Training:** The Employment and Training (E&T) subsystem allows tracking and maintenance of clients who need help finding employment and require training. The subsystem also allows maintenance of information of the Employment and Training vendors.
- **Caseload Management:** The Caseload Management (CM) subsystem provides functionality to support workers and management staff the ability to managing workloads and caseloads. One of the primary support functions that the subsystem provides, to workers, is caseload tracking through generation of case-level, and AG-level tracking alerts. Workers are able to enter on-line case narratives through case comments functionality. The mass mailing functionality allows a worker to select a population of cases to which a standard text letter should be sent, by choosing criteria such as AG, AG status, age, earned income, and types of unearned income. The CM subsystem allows an authorized user to transfer a single case or a caseload to a particular pool, a worker or a caseload.
- **Worker Dashboard:** The Worker Dashboard (WD) provides a one-stop overview of a worker's workload by displaying a personalized view of their outstanding Work Items, which include alerts, tasks and other critical information needed to manage day to day work within ASSIST Worker Web. The dashboard is available in multiple views including worker view, management staff view and team view to manage workloads at different levels. The dashboard also includes work distribution functionality that enables supervisors to manage and assign work to staff to achieve efficiencies.
- **Child Care:** The Child Care (CC) subsystem allows tracking and maintenance of CC authorizations and payments and CC providers and sites. The subsystem holds

information about all licensed family day care homes, and day care centers that have a contract or license-exempt certificate to provide subsidized CC services and shares data with Provider Self-Service and Purchase of Care solutions.

- ASSIST Main: This module provides access to all submitted applications or renewals that are ready for processing by case workers.
- Client Notices: The Client Notice subsystem contains functions to facilitate two types of correspondence with the clients.
 - Letters – These are used for general communications with the clients. For instance verifications, renewal due date, changes in program rules, vendor referrals, and interviews.
 - Notices – These are used for notifying the clients about the final determination status of their application for assistance. Currently, there are 58 notices across various public assistance programs in Worker Web to support Food Benefits, Cash, Child Care and Medical Assistance.
- Quality Control: This subsystem is used to identify and produce a random sample of positive and negative universe of cases to build checks and balances into the eligibility determination process.
- Reports: This subsystem generates canned operational and management reporting. These reports are produced on a scheduled basis (daily, weekly, monthly, quarterly and annually) and are used to meet the state and federal reporting requirements.
- Security Maintenance: This subsystem controls the access levels of users of the system. It includes the management of the roles and access levels a user can have and the data that the individual should have access to to view and update.

2.4.3 Purchase of Care

The Child Care Purchase of Care (POC) solution is built on the ASSIST platform to meet the Delaware DHSS goals for improvements in the Child Care program processes and support. The solution improves service to Child Care Providers in the State by improving timely Provider payments, reducing manual data entry for Child Care Monitors, and providing additional features to manage POC Site Visits.

The Purchase of Care application consists of the following sub-systems:

- Provider Management: The POC Web function provides centralized Provider management of Contractors and Sites, supporting the creation and maintenance of a Child Care Provider profile including location, contact information, rates, holidays, and licensing information. Provider Management serves as a point of navigation to Attendance, Claims, and other related functions.
- Attendance Management: The Attendance management module provides the ability to enter and adjust attendance for Providers who have not yet adopted the Provider Self Service system. It includes the ability to authorize payment for the attendance received, and includes the preliminary payment calculation.
- Claims Management: The Claims Management function includes the final payment calculation for attendance entered adjusting for levies, garnishments, and withholdings. This module also includes search functions to locate payment details upon Provider inquiry.

- **Funds Management:** The Child Care Subsidy Program operates with a variety of Federal and State grants: each source includes requirements regarding which eligibility codes can be used for funding. A Fund Hierarchy exists to correctly select Funds for Attendance Payments, and the Funds functions provide the ability to manage the fund balance and expiration dates used to balance fund selection.
- **Stars Tiered Reimbursements:** The Delaware Stars program promotes high quality child care services, including early learning for young children, and guides families seeking the best program and child care services for their children. The program manages a Stars quality rating system for Provider Sites that meet quality requirements. Stars incentive payments are made to qualified Providers in the State and receive an additional payment once a month based on the Attendance that was submitted for the Purchase of Care payment.
- **Reports:** This module provides the ability to generate reports that meet operational, management, and statutory needs.
- **Correspondence:** The correspondence module provides access to correspondence sent to Providers.

2.4.4 ARMS FORCES

The Audit Recovery Management Services Fraud Overpayment Recovery Collection Enforcement System (ARMS FORCES, or ARMS) system is used to identify cases of benefit overpayment and fraud to manage the recovery and recoupment of overpaid benefits.

ARMS FORCES consists of the following sub-systems:

- **Investigations:** ARMS receives fraud complaints from multiple sources, which are used to generate new cases for investigation. Referrals, categorized as “outside complaints” can come from the Crime Stoppers hotline, emails to the DHSS resource box, through regular mail; but the majority are phoned in directly to the ARMS’ offices. Referrals also come from other departments and divisions in the State. The Investigations sub-system allows ARMS staff to create, edit, track, and disposition of cases for individuals and Child Care Providers. Investigators use FORCES application to record the steps taken throughout the investigation process. When an overpayment is discovered, ARMS records whether the overpayment was intentional or unintentional and calculates the case overpayment amount based on the data entered by the Investigator and data pulled from ASSIST Worker Web or Purchase of Care applications.
- **Accounting:** This sub-system establishes and maintains account receivables in instances where claims were paid or public welfare benefits were overpaid to the clients by fraud/error. This includes features for allowing users to add new claims and update existing claims post new payments and issue refunds or reversals.
- **Collections:** This sub-system helps manage prompt recovery/collection of funds from delinquent accounts. This includes wage garnishment (wage attachments), civil or prosecution litigation, State Tax Refund Intercept Program (STRIP), Treasury Offset Program (TOP).
- **Reports:** This sub-system handles the generation of reports that meet statutory FNS, management, and operational needs.

- Notices and Letters: This sub-system addresses the business need for sending notices and letters to clients who have received overpaid public assistance benefits.

2.4.5 Master Client Index (MCI)

MCI is a centralized system used by over 12 agencies in Delaware to provide a real-time and central statewide clearance to uniquely identify individuals. MCI also helps avoid duplication of Medicaid/CHIP and other services/benefits, and supports detection of potential fraud during the integrated application registration process in ASSIST platform solutions. Master Client Index (MCI) is an open systems platform that utilizes the MultiVue COTS product by VisionWare.

MCI provides a central repository for unique individual identification numbers (the MCI number) and core individual demographic data for subscribing programs and systems. It addresses duplication of individual data within and across systems through a real time matching process. Uniquely identifying clients across programs and systems improves customer service, detects potential fraud, and improves program reporting. Various integrating systems, referred to as “subscribing systems,” throughout the State connect to MCI to maintain this demographic information. Each of these subscribing systems has its own business purpose, and utilizes different MCI services in unique ways in order to meet the business purposes of participating agencies.

Master Client Index (MCI) functionality can be grouped into following sub-systems:

- Registration: A series of screens that allow authorized users to conduct individual clearance and view core information about individuals.
- Administration: This provides a series of screens that allows authorized users to configure the MCI solution, resolve duplicates, and correct issues and conflicts with data that may arise in MCI between systems.
- Maintain Information: All MCI data update functionality is accessed via a standard set of web services that can be consumed by subscribing systems.

2.4.6 State Data Services Hub (SDSH)

The State Data Services Hub, also referred to as “Enterprise Data Exchange,” or “State Hub” is the core system that manages the exchange of information between DHSS systems and external systems. It eliminates the need for multiple point-to-point interfaces and provides a suite of services that are exposed to authorized systems for use to verify information and transfer information between systems.

The data exchange system initially utilized by Medicaid and CHIP is the genesis of the SDSH subsystem. The State Hub provides significant opportunity to improve consumer service while helping to reduce fraud, waste and abuse by improving data quality and sharing more accurate and consistent information across various programs and program offices enabling informed decision making in a more real time fashion. A key objective is to make the enterprise business data a timely and accurate asset available to all systems and staff so they can accurately understand the household situation and eliminate the benefits extended to non-qualified members.

The key State Data Services Hub interfaces are as follows:

- Federal Services: Provides interface between ASSIST and the Federal Data Services Hub. The Federal Data Services Hub provides several federal services including

verification for SSN, citizenship, immigrations status, incarceration status, income and identity proofing when used for Medicaid related application functions.

- FFM Services: Provides interface between ASSIST and the FFM for the transfer of account information.
- Address Validation Service: Provides service to validate address information from submitting system.
- Eligibility Services: Provides access to eligibility determination rules in the Corticon Business Rules Engine to perform screening and eligibility determinations.
- Self-Service Interfaces: Provides interfaces to transfer application data among ASSIST platform solutions
- MCI Services: Provides interface to MCI clearance functions and MCI data maintenance functions.
- Data Exchanges: Provides a centralized platform for information exchange with external systems for the ASSIST application.

3 State Responsibilities

The following are State responsibilities under this RFP. Outlined in the following subsections are such areas as staffing and available resources. There is an emphasis on the limitation of State staffing levels for this engagement and their role in the maintenance and operations process.

3.1 Staffing Roles

The State ASSIST organization will be comprised of three independent organizational components: Maintenance Service Delivery, Operations, and Test.

The Division will appoint an ASSIST Service Delivery Manager (SDM), an ASSIST Operations Manager (AOM), and an ASSIST Test Manager (ATM).

The complete ASSIST organization is composed of State staff and vendor staff provisioned under this contract. The SDM will serve as primary coordinator to ensure that the vendor, State maintenance, Test, and Operations staff, other IRM functional teams, DTI, DSS, other divisions, and State agencies provide the necessary relevant functional information and support needed to meet operational SLAs.

The State's part of the combined ASSIST organization consists of the following approx. 40 dedicated positions.

Maint Service Delivery Manager	1
App Manager	3
Project Leader	8
Snr App Spt Developer	17
Operations Manager	1
App Manager	1
Project Leader	3
Snr App Spt Developer	2
Test Manager	1
Snr App Spt Developer	2

The State M&O staff possesses legacy application domain expertise and by the execution date of this engagement, will have approximately nine months of technology expertise on the Assist Platform technology stack. The Managers of Application Support and Project Leaders will provide the application domain subject matter expertise and relationship management with business units for the applications major functional components. The Sr. Application Support Specialists will provide programmer level SDLC support to the respective areas, aligned with each major application or functional components of that area.

The Service Delivery Maintenance component provides maintenance SDLC development and level 3 application production support functions including unit testing.

The Enterprise Operations component provides operational functions including but not limited to scheduling, schedule monitoring, level 0 and level 1 prod support, file transmission management, output services vendor (DTI) management, SLA compliance reporting, problem management, third party software contract and relationship management, operational metrics, and training.

The Test component provides Systems Integration Testing (SIT), and performance testing, and acts as an independent test organization supporting the businesses conductance of UAT testing.

External to the Assist organization, the state IRM Technology Infrastructure Support organization will provide hardware, network, operating system, and storage infrastructure support for the distributed server environment. The state will provide state issued PCs or laptops to the vendor support team, as well as provide desktop support for software installation, and support of the PC.

The state will procure and manage the licensure and support agreements of all distributed systems third party software and desktop software required to support the ASSIST production and M&O infrastructure.

Also external to the ASSIST organization, the state IRM Major Projects Contract Administration organization will provide contract related engagement support services such as SLA compliance determination, milestone base payment signoff, invoice processing, and other contract administration related processes as needed to support the engagement contract lifecycle.

3.2 State Staff Participation

The SDM and identified State positions will be assigned full time to the ASSIST M&O organization. State staff normally works 7.5 hour days from 8:00 AM – 4:30 PM, although some staff flex their schedules. State staff is required to be available to participate in 7x24 on-call duty rotations.

3.3 Resource Availability

During State business days, the production systems are normally available from 7:00 AM to 7:00 PM. On weekends the hours are 8:00 AM to 4:30 PM. Production systems are taken down earlier on specific monthly dates to accommodate particularly heavy batch schedules. IRM applications, telecommunications and HelpDesk staffs are on site from 8:00 AM to 4:30 PM on State business days. The State network is very stable and unscheduled downtime is minimal. Given that the network is an essential state resource, any reported problems have a very high priority and are dealt with immediately. Biggs Data Center power is conditioned and outside supply fluctuations can trigger a switch to automatic local power generation capability. The State has audio and video-conferencing capabilities as well in specific on-site locations for remote meeting participation. Remote connectivity through SSL-VPN is available for offsite work for contracted staff that must access, update or maintain servers and/or applications in the DMZ. Please refer to Appendix D for more information on the DHSS IT environment.

4 Contractor Responsibilities/Project Requirements

The vendor shall propose and plan to support the Delaware Eligibility Maintenance, Operations, and Test functions based on the requirements and conditions in the paragraphs that follow. The vendor should propose any additional functions that may be necessary to adequately support the functions.

Core Maintenance, Test, and Operations Functions to be provided:

Function	Activity Description
Software Fixes	Prioritized software defect fix changes bundled into planned maintenance bundles for design, development, testing, and deployment, including updates to system documentation.
Software Enhancements	DHSS identifies and prioritizes critical application enhancements, which may include State policy changes or federal mandates. These items are included into planned maintenance release bundles and include updates to system documentation.
Testing Support	<p>Unit testing should be performed by the Maintenance component team.</p> <p>The Test Function should be designed to be independent of the Maintenance and Operations functions. It should include SIT, Performance, Regression, and other needed forms of testing beyond Unit testing. The test function will provide technical support to, and coordination support of UAT testing which is performed and conducted by the Business organization. The Test organization will be the primary relationship point of contact for all testing activities, and will possess signoff responsibility for quality and approval to implement maintenance releases into production. The Test Team will define and manage the test environments, including test data preparation.</p>
Change Control Process Support	Change Control process assesses and prioritizes all system changes while managing risk related to the relevant systems. To support final State decisions on these Production work items, analysis must be completed that includes level of effort, high level estimates, and/or business value assessments as requested by the State.
Help Desk Liaison – Ticket Resolution	<p>Provide support to end user help desks, field, and others to research application related queries and provide clarifications and support where technical intervention is required. Six (6) full time equivalent (FTE) Help Desk support resources.</p> <p>Assist Worker Web Help desk calls by type between 10/01/2014 and 10/23/2015:</p> <ul style="list-style-type: none"> • General = 5220 General describes calls from the user community related to application operation related to individual cases • Password Resets = 4670 Password resets related to the application server.

Function	Activity Description
	<ul style="list-style-type: none"> • Problem Delaying Benefits = 107 Critical tickets that can affect the timely payment of benefits to the client • System Error = 4327 System errors are issues typically identified by developers and application managers that affect overall performance of the system
Data Integrity Support	Production system issues that are traced to a data integrity problem instead of a software change
Database Change Support	Delivery of tested DDL and DML
Release Management Support	Release management.
Ad Hoc Queries and Information Management	Operational support and diagnostic support of data related issues, and ad-hoc extract/reports to support Governmental agency needs.
Product Upgrade Support	Patching and upgrading of technology stack products supporting the ASSIST applications
Post Implementation Support	Monitoring of system fixes or enhancements introduced into Production
Performance Management	Performance management of database and application batch, and user response time, including benchmarks and baselines against which to measure and detect anomalies, initiating remediation.
Production Operations, Batch Scheduling	<p>System and application monitoring, including incident management process support. A separate standalone Batch Scheduling and Operations Monitoring function within the Operations component staffed 7x24x365 to monitor production operations and provide level 1 support to the batch schedule. The function shall include development and maintenance of operational documentation, administration and operation of the \$Universe product schedule configuration, the implementation of schedule changes per change management process, incident on-call escalation protocol maintenance, call outs to on-call staff for incident response, daily batch status reporting, batch run time monitoring to expose long running jobs, recommending continuous improvements in alerting, such as must finish by alerts, must start by alerts, should not run longer than alerts and overall batch tuning and execution service delivery.</p> <p>This team will provide Operational Alert monitoring for all ASSIST alerts routed to the operational 7x24 team. The function will include but is not limited to DTI Output Services service delivery monitoring, as well as Transmission delivery monitoring and assurance.</p>
Batch Scheduling Support	Batch scheduling and batch monitoring support.
File Distribution Support	File transmissions delivery and receipt assurance by SLA times.
Administrative Operations Support	One position to provide technical administrative support for presentations, metrics collection and analysis, performance and defect

Function	Activity Description
	tracking, issue tracking, maintenance prioritization coordination, license and maintenance support agreement tracking, and general systems and operations metrics collection, analysis, and reporting.
Data Modelling and Master Data Management	One or more Master Data Modelers who will review and approve all data model changes, conduct impact analysis across all applications, and coordinate release and implementation schedules for data model changes.
Architectural Support	One or more system architects with experience, skill and knowledge to provide expert guidance and architectural decisioning for the systems and Software of the eligibility platform. The Architect will be expected to provide detailed recommendation on how to integrate the department's enterprise products into the infrastructure as part of the State's continuous standardization efforts, as well as architectural changes driven by evolving State standards. An example would be DHSS adopting a new Incident Management System. The architect would assist with a DHSS wide enterprise design to select and integrate with Eligibility management systems.
Platform Security Support	The vendor will be responsible for drafting any changes associated with the Eligibility platform to State Security procedures and Policies. The State CISO or in his absence the DHSS IT Security Manager will review and approve these changes.

Technology Stack Platform Component Matrix

The table below defines the technology stack components within each major Assist component that must be supported. The proposal should explicitly address the skill sets and positions being provided to support the administration, configuration, diagnostic trouble shooting, operational effectiveness, tuning, version/patch upgrade management, upgrade impact and implementation coordination, and overall support of each third party product performing a function in the systems technology stack. The proposal should include a traceability matrix showing how the individuals map to providing this support of each product listed in the Technology Stack Platform Component Matrix table below.

Category	Tool	Client Self-Service & CPD	Provider Self-Service	Worker Web	POC	ARMS	MCI	SDSH
Core Application Technology	.NET	x	x	x	x	x	x	x
	Adobe Flex	x						
	HTML5 and		x					

Category	Tool	Client Self-Service & CPD	Provider Self-Service	Worker Web	POC	ARMS	MCI	SDSH
	AngularJS							
Application Framework	C# and ITASCA	x		x	x	x	x	
Batch Scheduling	ORSYP Dollar Universe			x	x	x		x
Master Data Management	VisionWare MultiVue			x	x	x	x	
Address Validation Platform	Experian QAS	x	x	x	x	x		
Reporting	Microsoft SSRS			x	x	x		
ETL	Microsoft SSIS	x	x	x	x	x		x
Client Communication Management	Thunderhead			x	x	x		
PDF Generation	Microsoft SSRS			x	x	x		
Enterprise Content Management	Integration with IBM FileNet			x				
Image Capture	Integration with IBM FileNet			x				
Enterprise Service Bus	Microsoft Biztalk			x	x	x	x	x
Rules Engine	Corticon 5.X			x	x	x		
Message Queue	Microsoft MSMQ			x	x	x		
Database SQL Interface	Ado.NET and EF 5.0			x	x	x		
Application Engine	Microsoft IIS 8.X	x	x	x	x	x	x	
Database Engine	Microsoft SQL Server 2012			x	x	x	x	x
	Microsoft SQL Server 2008	x	x	x				
Application OS Platform	Microsoft Windows			x	x	x		

Category	Tool	Client Self-Service & CPD	Provider Self-Service	Worker Web	POC	ARMS	MCI	SDSH
	Server 2012 R2							
Database OS Platform	Microsoft Windows Server 2008 R2			X	X	X		
Middleware OS Platform	Microsoft Windows Server 2012 R2			X	X	X		
Reports OS Platform	Microsoft Windows Server 2012 R2			X	X	X		
MDM OS Platform	Microsoft Windows Server 2008 R2						X	
Requirements Management	Microsoft TFS	X	X	X	X	X	X	X
Change Management	Microsoft TFS	X	X	X	X	X	X	X
Build Automation	Microsoft TFS	X	X	X	X	X	X	X
Test Management	Microsoft TFS	X	X	X	X	X	X	X
Source Control	Microsoft TFS	X	X	X	X	X	X	X
Performance Testing	Microsoft TFS	X	X	X	X	X	X	X
Application Monitoring Tools	Solarwinds	X	X	X	X	X	X	X
	ArcSight			X	X	X	X	
	SQL Sentry	X	X	X	X	X	X	X
SQL Tool	SQL Server Management Studio	X	X	X	X	X	X	
IDE	Microsoft Visual Studio 2013			X	X	X		
	Flash Builder 4.7	X	X					
	Visual Studio	X	X					
Logging	LOG4NET			X	X	X	X	

Category	Tool	Client Self-Service & CPD	Provider Self-Service	Worker Web	POC	ARMS	MCI	SDSH
Web Controls	DevExpress			X				
SEIM	ArcSight			X	X	X	X	
SEIM OS	Red HAT Linux			X	X	X	X	
ftp	GoAnywhere			X	X	X		
	IPSwitch			X	X	X		
Performance Testing	Visual Studio			X	X	X		
Web Services	WCF and WebAPI	X	X	X	X	X		
Oracle Security	WebGate (IIS)*			X	X	X		
Oracle Security	WebGate (OHS)*			X	X	X		
Oracle Security	Identity Manager			X	X	X		
Oracle Security	Access Manager			X	X	X		
Oracle Security	Adaptive Access Manager			X	X	X		
Oracle Security	Enterprise Gateway			X	X	X		
Oracle Security	Weblogic			X	X	X		
Oracle Security	Oracle Database			X	X	X		

4.1 Staffing

The proposal will include an organization chart showing vendor staff counts and alignments, state staff counts and alignments and relationships with the three organizational components identified in section 3.1. The proposal should include named Vendor resources for all leadership and key technical positions and include a resume/cv for these individuals, and their on/off site work % allocations. Position descriptions will be acceptable substitutes for cv/resumes. Equivalent or better qualified staff will be expected to fill unnamed positions upon contract start. The proposal should include an attestation from named individuals acknowledging that they have been selected for the engagement.

The proposal will describe and depict how the contractor will accomplish the following organizational objectives for State resources:

- The IRM management and Vendor leadership will be structured with a mirror/partner design.

- The Organization will reflect dotted line relationship between State M&O Manager and onsite Vendor Leads to reflect the functional, technical and organizational relationships.
- All support staff will be organized into teams under technical leads with clear functional accountabilities. There will be dotted line reporting between state and vendor leads to facilitate shared workload and transitional knowledge transfer.
- Accountability for Maintenance and Operations functions will be clearly defined.
- An Accountability RACI matrix shall be provided in the proposal defining accountability boundaries for all functions performed by the organization.
- The proposal will accommodate and compensate for the relative short experience of legacy state staff with the new technology stack.

The resumes will be for specific named individuals and will be in the format specified in Appendix E. Other positions may be proposed at the contractor's discretion. One person may be proposed to fill more than one role. The contractor leadership and key personnel and other key staff like the Business Analyst(s) will be required to be on site in New Castle, Delaware, during the entire engagement.

4.1.1 On-Site Staffing Requirement

The Leadership and key contractor staff are required to be on-site at the DMS facilities in New Castle, Delaware.

The State and the key contractor staff will work very closely together on this engagement. This requires an on-site presence. The State will provide office space including furniture, phones and network connectivity for all on-site contractor staff. Contractor will be responsible for all other office necessities including workstation and required software. It is vital for the contractor and key staff to play an active on-site role in the project and be visible and accessible. On-Site designate contractor staffs are required to be onsite during core work hours Monday through Friday. Travel time should not impact on-site presence.

The State will provide On Site workspace for up to 43 on-site dedicated contractor positions including 2 single offices for leadership positions.

4.1.2 Offsite Project Work

The State will permit contract work to be done offsite, within the United States. For offsite work, the State requires strong management of the resources and assigned tasks; adequate, timely and accurate communications and completion of assigned work by specified deadlines. This is important to any offsite relationship. If the bidder organization is proposing offsite project work, the bidder must specifically address each of the bulleted items below in this section of the proposal. Otherwise, bidder will respond to this section as follows: **"No offsite project work proposed."**

Note: For the purposes of this section, the bidder staff organization includes subsidiary contractors.

- Provide a detailed description of work to be completed offsite along with a breakdown of the type of work to be provided on-site. Quantify this by estimating for

each of the deliverables identified in this Section, the percentage of work to be done offsite.

- Provide an organization chart with job titles of offsite staff and their relationship to the bidder.
- Identify any proposed staff that will not be full time dedicated to the contract, and what percent they will be.
- Provide a description of what tasks each job title is responsible for performing.
- Clearly identify if offsite work is to be performed by bidder staff or sub-contractors.
- For offsite subcontractor or bidder staff, please include the names and resumes of key staff, highlighting prior participation on similar projects. Also provide named or sample resumes for lower level staff.
- Provide a detailed plan for managing offsite work including communication strategy to accommodate time differences if any. Include contingency plan for completing work should offsite relationship be terminated.
- Propose a meeting schedule for project status discussions with offsite management staff.
- Identify the offsite single point of contact who will serve as the project manager of offsite resources. Describe how this project manager and the on-site project manager will interact. The State prefers that the offsite project manager be a bidder employee. Please refer to RFP Section 4.1 for normal bidder staffing requirements.
- Provide a contingency plan for substituting on-site staff if offsite relationship becomes problematic as determined by the State.
- Provide a description of prior bidder organization experience with use of offsite bidder staff or subcontractors and provide U.S. client references for that work.
- Provide a detailed description of proposed project manager's experience in directing offsite staff and/or subcontractors.
- Describe your understanding that the State will only provide management of this project and bidder resources through the on-site project manager. All management/relationships with offsite resources, whether bidder staff or subcontractors, will be handled by the respective bidding organization.
- Describe how the system components will be tested and staged during customization/development. For State-hosted solutions, the State requires that the all UAT, production and related environments be located at the Biggs Data Center. All system components of these environments including all system libraries and databases will be located in the data center as well. State staff must approve the results of system testing before systems components are migrated into UAT. It is critical that system components are proven to operate in the Biggs Data Center UAT environment prior to promoting the code to production. Remote developers and testing staff may access these environments through VPN. The UAT environment must be the technical equivalent of the production environment to minimize issues with promoted code and/or database changes in production. Bidders may propose additional environments as necessary or recommended for their solution.

4.1.3 Project Director Requirement

The Vendor Project Director is the individual who has direct authority over the Vendor Project Manager and will be the responsible party if issues arise that cannot be resolved with the Vendor Project Manager. The Vendor Project Director does not need to be on-site except for designated meetings or as requested. It is critical that a named Vendor Project Director with appropriate experience be proposed.

4.1.4 Project Manager Requirement

The contractor project manager is normally on-site and manages the project from the contractor perspective and is the chief liaison for the State Project Director. The Project Manager has authority to make the day-to-day project decisions from the contractor firm perspective. This contractor project manager is expected to host meetings with Division Subject Matter Experts (SME) to review Division business organization and functions along with the organization, functions and data of existing information systems relevant to this project. The contractor project manager is expected to host other important meetings and to assign contractor staff to those meetings as appropriate and provide an agenda for each meeting. Weekly on-site status meetings are required, as are monthly milestone meetings. Meeting minutes will be recorded by the contractor and distributed within 24hrs to 48hrs. Key decisions along with Closed, Active and Pending issues will be included in this document as well. In their proposals, bidders must include a confirmation that their project manager will schedule status review meetings as described above. It is critical that a named Vendor Project Manager with prior project management experience be proposed.

In their proposals, bidders must include a confirmation that their Project Manager will schedule status review meetings as required above and that their Project Manager will provide written minutes of these meetings to the State Project Director within two business days.

4.1.5 Project Help Desk Staff Requirement

Vendor Help Desk expertise is critical to the success of the system. Staff proposed for this function do not need to be dedicated exclusively to this role. They may serve a primary role in addition to providing Help Desk coverage. Secondary Help Desk support must be identified in the resume of the staff member primarily bid for another function. Bidder must supply at least a primary and a backup Help Desk function during the UAT, production Implementation and the warranty period. These staff will provide second-level support during State business hours to callers with system issues. The department's Help Desk will provide first-level support. This generally includes resolution of issues such as network connectivity, application log in problems and general PC advice. The contractor will provide second level support. This will be more system-specific and require application expertise. Specific system issues may be referred to third-level divisional support for SME expertise.

4.2 Project Management

The Vendor shall employ standard project management processes for activities that warrant project management within the engagement.

4.3 Requirement to Comply With HIPAA Regulations and Standards

The State Deputy Attorney General has made a decision that the Division is not a covered entity as defined by HIPAA and as such, work on this project will be exempt from HIPAA requirements. However, pursuant to the published HIPAA guidelines for securing electronic information, DHSS has developed similar rigorous standards and expects the vendor to follow DHSS and State standards for securing electronic information in the new system.

4.4 Requirement to Comply with State Policies and Standards

The ASSIST system must remain fully compatible with the Department of Health and Social Services' technical environment.

The Information Technology Publications web page in Appendix C <http://www.dhss.delaware.gov/dhss/dms/itpubs.html> has links to the DHSS and DTI policies and standards and other documentation. See the "Supportive Documentation for Bidding on Proposals" section.

The DTI Systems Architecture Standard contains information confidential to the State and is not available from the internet. However, DTI has set up an email address which will automatically send a response with this document attached. The email address is sysarch@lists.state.de.us

A system architecture diagram will be provided separately. Please see State of Delaware Systems Architecture Standard (instructions above) and DHSS Information Technology Environment Standards http://www.dhss.delaware.gov/dhss/dms/irm/files/dhss_it_environment.pdf for more information on State architecture and DHSS environment policies and standards.

All components of the ASSIST system, including third party software and hardware, will be required to continue to adhere to the policies and standards described above, as modified from time to time during the term of the contract resulting from this RFP, including any links or documents found at the above referenced web sites.

4.4.1 Authorizations

All contractor staff working on this project will be subject to a Criminal Background Check (CBC). The contractor will be solely responsible for the cost the CBC. DHSS will review the CBC results. DHSS at their sole discretion may request that a contractor staff member be replaced if their CBC result is unsatisfactory. See Appendix K for instructions on this process.

Contractor staff will be required to fill out DTI's Acceptable Use Policy, Biggs Data Center User Authorization Form, and the Biggs Data Center Non-Disclosure Agreement for necessary authorizations before starting work. Staff working at a secured State site will be issued a security access card by DHSS as per the State Standard.

4.4.2 Architecture Requirements

Securing and protecting data is critical to the State.

System architecture diagrams are a key component of the proposed system in terms of meeting State architecture requirements. In this section of the proposal, bidder will explain their understanding of the system architecture diagram as supplied by the State.

4.4.2.1 Standard Practices

The contractor(s) shall be responsible for the professional quality, technical accuracy, timely completion, and coordination of all services furnished to the State. The contractor(s) shall follow practices consistent with generally accepted professional and technical policies and standards. The contractor(s) shall be responsible for ensuring that

all services, products and deliverables furnished to the State are consistent with practices utilized by, or policies and standards promulgated by, the Department of Technology and Information (DTI) published at <http://dti.delaware.gov/information/standards-policies.shtml>. If any service, product or deliverable furnished by a contractor(s) does not conform to State policies, standards or general practices, the contractor(s) shall, at its expense and option either (1) replace it with a conforming equivalent or (2) modify it to conform to State policies, standards or practices.

4.4.2.2 Confidentiality and Data Integrity

The Department of Technology and Information is responsible for safeguarding the confidentiality and integrity of data in State computer files regardless of the source of those data or medium on which they are stored; e.g., electronic data, computer output microfilm (COM), tape, or disk. Computer programs developed to process State Agency data will not be modified without the knowledge and written authorization of the Department of Technology and Information. All data generated from the original source data, shall be the property of the State of Delaware. The control of the disclosure of those data shall be retained by the State of Delaware and the Department of Technology and Information.

4.4.2.3 Security Controls

As computer, network, and information security are of paramount concern, the State wants to ensure that computer/network hardware and software do not compromise the security of its IT infrastructure. Therefore, the Vendor is guaranteeing that any systems or software meets or exceeds the Top 20 Critical Security controls located at <http://www.sans.org/critical-security-controls/>.

4.4.2.4 Cyber Security Liability

It shall be the duty of the Vendor to assure that all products of its effort do not cause, directly or indirectly, any unauthorized acquisition of data that compromises the security, confidentiality, or integrity of information maintained by the State of Delaware. Vendor's agreement shall not limit or modify liability for information security breaches, and Vendor shall indemnify and hold harmless the State, its agents and employees, from any and all liability, suits, actions or claims, together with all reasonable costs and expenses (including attorneys' fees) arising out of such breaches. In addition to all rights and remedies available to it in law or in equity, the State shall subtract from any payment made to Vendor all damages, costs and expenses caused by such information security breaches that have not been previously paid to Vendor.

4.4.2.5 Information Security

Multifunction peripherals must be hardened when used or connected to the network. They should be configured to harden the network protocols used, management services, processing services (print, copy, fax, and scan), logging, and physical security. Care shall be taken to ensure that any State non-public data is removed from memory before service calls and/or equipment disposal. Electronic information storage devices (hard drives, tapes, diskettes, compact disks, USB, multifunction peripherals, etc.) shall be disposed of in a manner corresponding to the classification of the stored information, up to and including physical destruction.

4.4.2.5.1 Securing State Data

The contractor must describe how the State's data will be protected and secured.

4.4.3 DHSS-Specific Security Requirements

The requirements in this section are mandatory.

4.4.3.1 Encryption of Data in Transit

All data in transit must be encrypted whether transmitted over a public or private network.

4.4.3.2 Ownership of State Data

All State-owned data (Public or Non-Public) related to services provided under this contract will remain the sole property of the State. De-identified data is not exempted from this requirement. This provision shall survive the life of the contract. Except as otherwise required by law or authorized by the State in writing, no State-owned data shall be retained by the vendor for more than 90 days following the date of contract termination. After the 90 day timeframe the following provisions will remain in effect: contractor will immediately delete or destroy this data in accordance with NIST standards and provide confirming evidence to the State; contractor is expressly prohibited from retaining, repurposing or reselling State-owned data except as otherwise authorized by the State in writing; contractor retains no ongoing rights to this data except as expressly authorized in the contract.

4.5 Performance Management & Capacity Management

Continuous monitoring of performance of the ASSIST platform within the DHSS and State technical environment with respect to baseline performance and projected capacity demand are critical functions of Maintenance and Operations. Performance and Capacity monitoring and planning are requirements of this contract. Monthly capacity and performance reports with respect to baseline are deliverables under this contract

4.6 Backup and Recovery

DHSS requires that system data be backed up to appropriate media that can be restored as necessary.

4.7 Disaster Recovery

DHSS has contracted with Vital Records, Inc. as the offsite media storage contractor for client/server and mainframe backup media. Sungard Recovery Systems is contracted as the client/server cold site contractor. Disaster recovery tests are conducted every six months for the Biggs Data Center Environment. The selected contractor is expected to review this process with IRM and DTI to ensure that it is sufficient.

The contractor will be required to participate to the extent necessary in this testing.

4.8 Engagement Expectations

Contractor will be expected to address the following requirements in detail. Emphasis is on the limited availability of state staff for this engagement and the expectation that the contractor express in detail their understanding of their responsibilities in the areas of Customization/Development, Implementation, Warranty, Training, and Deliverables.

Any remote access by IT vendors will be accomplished through the use of SSL VPN. If a vendor expects or requires remote access for proper implementation and/or support of their solution, proposals must detail the exact nature of the remote access required and why it cannot be accomplished through other means. Vendors should note that under no circumstances is "remote control" of user desktops ever allowed and the State of Delaware firewall will block such access. Remote access to DHSS servers can only be permitted if the server resides within a DHSS/DTI DMZ. SSL/VPN must be used.

If the vendor will use any third party products during the course of this project, such products must be approved in writing by DHSS prior to their use. In order to receive such approval the vendor is required to submit a list of the products, the number of licenses that will be procured (if applicable), and a description of how the product will be used. The description must include whether the product is only required for customization/development or whether it would be required for ongoing support/maintenance. Each product must also have an outline as to its initial and ongoing costs (including, but not limited to, licensing, maintenance, support, run time licensing versus developer licensing, and so on). Approval of third party products is ultimately at the discretion of DHSS. **Note:** Because of potential liability and support issues, open source products may only be proposed for this project if they are fully supported and insured by the vendor. If proposing open source software, vendor will also propose alternate fully supported software serving the same/similar function(s).

Any software purchased or developed for DHSS must be an appropriate fit into the DHSS IT Environment as described in the DHSS Information Technology Environment Standards. Vendors will describe how their proposal's components are consistent with the current environment. Vendors may propose solutions that are not consistent with the current environment but in that case must include a detailed analysis of how their solution's requirements will be integrated into the existing DHSS IT Environment (including, but not limited to, purchases required, set up requirements and so on). The state wishes to leverage the existing infrastructure at the Biggs Data Center to the extent possible. Bidder will describe how their system will take advantage of the existing infrastructure. All proposals (and/or their attendant integration suggestions) will be evaluated for their fit into the current environment. Utilization of this infrastructure will be a factor in proposal evaluation.

4.8.1 Production Implementation of New Functionality

Prior to implementation, the vendor will produce an implementation plan document, sometimes called a playbook, to be reviewed by the State at a meeting prior to implementation. This document will contain a schedule listing pre through post implementation tasks, start & end dates/times, and responsible parties. The plan must address backup and recovery strategies along with periodic checkpoints to hasten recovery and restarts if needed. The document will list all primary participants along with backups, their email addresses and at least two phone numbers for each. Escalation procedures must be addressed as well. Actual implementation may take place following State approval of this document.

4.8.2 Training

Contractor will be responsible for periodically designing and conducting training for State technical staff on the technical components of the infrastructure, third party products within the systems technology stack, and applications and architecture as State staff are boarded, and/or deficiencies in skill or knowledge are identified.

4.8.3 Phase In and Phase Out

4.8.3.1 Phase In Transition

The Contractor shall provide a high level Phase-In / Transition Plan at the Kick-off Meeting. The Contractor shall work with the existing vendor (incumbent) to establish a joint transition management team capable of providing overall management and logistical support of all transition activities to be effectively and efficiently administered.

At a minimum, the Transition Plan shall provide for the following:

- (1) A resource-loaded project management schedule including milestones and measurable commitments in the schedule that will be used to ensure a smooth transition from the incumbent to the successor.
- (2) A milestone chart detailing the time lines and stages of transition from the effective date of contract performance until the new contractor assumes sole responsibility for the work;
- (3) An organizational chart that displays internal and external organizational relationships. The organizational chart shall identify the individuals (at all levels) who will be responsible for the transition and their respective roles; detail the lines of communication and how the incumbent will interface with the State and the successor during this phase-in of contract performance;
- (4) The Contractor will regularly report status in periodic meetings and regular written reports;
- (5) A plan to transfer Government-Furnished Property (GFP) (e.g., hardware, software, and records/data) from the incumbent to the successor.
- (6) As part of the transition plan the Contractor shall develop a support plan for any operational/production issues or deployment fixes related to the ASSIST platform during the transition.
- (7) As part of the transition plan the Contractor shall develop a knowledge transfer plan

The new contractor working in conjunction with the incumbent contractor shall submit to DHSS a draft written Joint Operating Agreement (JOA) not more than two weeks after execution of the competitive bid contract. DHSS will provide written feedback within one week. The final JOA is required to be submitted within four (4) weeks after contract

execution. Both the incumbent vendor and new vendor must jointly develop and sign the JOA.

The JOA must define the responsibilities for the current contractor and the new contractor and must be approved by DHSS prior to signature. The JOA will describe the formation of a joint coordinated management team that will ensure that communication, coordination, cooperation, and consultation between the two entities is maintained in support of the transition. This team will conduct regular meetings, manage the work of any subgroups and submit status reports as determined by DHSS. The JOA shall be sufficiently detailed and comprehensive to assure smooth, uninterrupted M&O services during the transition.

The Plan must include, but not be limited to, the following:

- Kick-off Meeting: The purpose of the kick-off meeting is to ensure that all parties are aware of their responsibilities and the importance of the deadlines that will be established.
- Weekly Meeting: The purpose is to ensure that the transition is progressing appropriately and meeting the target dates.
- Additional Meetings: Conduct and/or Support additional meetings with DHSS, and all stakeholders, including but not limited to:
 1. Security Kickoff meeting
 2. Transmission and Output Services meetings
 3. Batch Operations/Monitoring meetings
 4. Production Incident and Problem Management Meetings
 5. Maintenance Prioritization and Status Meetings
 6. Service Level Delivery Assessment/Metrics Meetings
 7. Weekly Transition Status meetings

For all meetings, the new contractor will provide an agenda, provide and maintain an Action Item list for the project, provide a call in number for use during meetings, and provide meeting minutes after each meeting to the meeting attendees.

Please address the following in your proposal:

- Project Management: The contractor shall provide project management services associated with managing the M&O services, including the transition plan and process.
- Services Requirements Definition and Documentation: Collaborate with the current contractor and define, develop, and agree upon and document the specific required transitions services and support accountability transition milestones/activities.

- **Access and Connectivity:** Work with the DHSS and current contractor to set-up and test access, role assignments, and connectivity for new vendor staff.
- **Transition to Accountability:** Select an approach and migrate the production M&O services from the current contractor. Work with the current contractor to select an accountability “hand-off” date, by function if a phased transition approach is taken. M&O responsibilities is with the current vendor, until the hand-off date.
- **Lessons Learned:** Create and deliver a lessons learned document to support future transition processes.

The proposal should clearly define roles, responsibilities and timelines associated with all transition activities. Portions of the system will be under warranty from the current vendor during the first 90 days of the contract. The bidder should address the division of accountabilities during this period.

4.8.3.2 Phase Out Transition

Transitioning to a new contractor may be necessary at the conclusion of this contract term should a different contractor be awarded a follow-on contract to deliver the services provided under this task order.

Activities related to transition (should the transition be required) must be conducted over a period not to exceed six (6) months. During the transition period, the incumbent contractor must work with DHSS and the new contractor to set up a training schedule and a schedule of events to smoothly changeover to the new contractor. Not more than two weeks after notification by DHSS that the transition to a new contractor must take place, the incumbent contractor must submit DHSS a draft written Joint Operating Agreement (JOA). Both the incumbent contractor and the new contractor must sign the JOA.

The JOA must define the responsibilities for the incumbent contractor and the new contractor. In addition, as part of the JOA, the incumbent contractor and the new contractor must form a joint coordinated management team that must ensure that communication, coordination, cooperation, and consultation between the two entities is maintained in support of the transition and ongoing work. Such a team must have regular meetings and must monitor the work of any subgroups during transition and ongoing work, and must submit status reports as determined DHSS.

The incumbent contractor must support the new contractor’s phase in requirements as defined in the Phase In Transition above.

5 Proposal Evaluation/Contractor Selection

5.1 Process

DHSS will conduct a two tiered review process for this project. In the first tier, each Technical Proposal will be evaluated to determine if it meets the Mandatory Submission Requirements described in Appendix F – Mandatory (Pass/Fail) Submission Requirements Checklist. **Any proposal failing to meet those requirements is subject to immediate disqualification without further review.** All proposals meeting the mandatory submission requirements will be given to the DHSS Evaluation Team.

In the second tier, the Evaluation Team will perform Technical and Business Proposal Reviews separately. The evaluation team will be instructed to evaluate the Technical and Business Proposals separately. The Technical Proposal will be evaluated and scored first. The Business Proposal will be evaluated and scored next. The evaluation team will meet to discuss the scoring. Individual scores may be adjusted at this point. The final individual scores of each evaluator will be averaged to determine a final technical score and a final business score. Technical and Business scores will be combined to determine each bidder's total score.

After the Evaluation Team completes its initial review, staff from the Department of Technology and Information (DTI) will review the top two (2) to five (5) proposals and provide comments and recommendations to the Evaluation Team

5.2 Proposal Evaluation and Scoring

The Technical and Business proposals of each bidder will be evaluated and assigned points. A maximum of 100 total points is possible.

5.2.1 Mandatory Requirements

The Division Director or designee will perform this portion of the evaluation. Each proposal will be reviewed for responsiveness to the mandatory requirements set forth in the RFP. This will be a yes/no evaluation and proposals that fail to satisfy **all** of the criteria of this category may not be considered further for the award of a Contract. Specific criteria for this category are as follows: Vendor is required to address Section 4 "Contractor Responsibilities/Project Requirements" in detail by subsection and bullet. Vendor is required to follow Section 6 "Bidder Instructions" explicitly and complete all required forms as instructed.

Failure to adequately meet any one (1) mandatory requirement may cause the entire proposal to be deemed non-responsive and be rejected from further consideration. However, the State reserves the right to waive minor irregularities and minor instances of non-compliance.

5.2.2 Technical Proposal Scoring

Only those bidders submitting Technical Proposals which meet the Mandatory Submission Requirements provision will have their Technical Proposals scored.

Category	Maximum Assigned Points
Meets Mandatory RFP Requirements	Pass/Fail
Proposal Shows Thorough Understanding and Compliance with Business & Technical Requirements	30
Organization, Staff Qualifications and Experience With Similar Projects	30
Understanding Scope of the Project	10
Project Management Methodology	10
Total Maximum Technical Score	80

5.2.3 Business Proposal Scoring

Total business score will be based on the costs submitted as part of the cost worksheet and on the documented stability and resources of the vendor. Strong consideration will be given to how well the costs in the Project Cost Forms compare to the level of effort for this and other proposals along with the accuracy of the submitted figures. The State of Delaware reserves the right to reject, as technically unqualified, proposals that are unrealistically low if, in the judgment of the evaluation team, a lack of sufficient budgeted resources would jeopardize project success.

Total Maximum Business Score	20
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5.2.4 Total Points Awarded

(Total Technical Score + Total Business Score) = Total Evaluation Score

Total Maximum Evaluation Score	100
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6 Bidder Instructions

6.1 Submission Information

The proposal must be submitted in electronic copy as follows:

Acceptable Media: CD or DVD disk,

Two (2) original copies (Each Labeled as "Original") and six (6) copies (Each labeled as "Copy"). In addition, any required confidential financial or audit information relating to the company and not specifically to the proposal may be copied separately to one set of up to three (3) disks (Each labeled "Corporate Confidential Information").

Each disk will contain the following files at a minimum:

- Disk Directory.doc (Microsoft Word 2000 or higher)
- RFP Technical Proposal.doc
- RFP Business Proposal.doc
- RFP Technical Proposal.pdf
- RFP Business Proposal.pdf

Each proposal file in PDF format must be a printable copy of each original disk submitted. Other files may be submitted separately. The Disk Directory.doc file must contain a Word table listing each file contained on the disk along with a short description of each.

It is the responsibility of the bidder to ensure all submitted disks are machine readable, virus free and are otherwise error-free. Disks (or their component files) not in this condition may be cause for the vendor to be disqualified from bidding. Bidders are prohibited from submitting their proposals on USB devices.

Bidders are no longer required to make hard copies. Some documents requiring original signatures must be provided in both hardcopy and PDF formats. These documents include the Transmittal Letter, Certification and Statement of Compliance, Mandatory Submission Requirements Checklist and the Bidder Contact Information form.

The disk copies must be labeled on the outside as follows:

<p style="text-align: center;">State of Delaware Department of Health and Social Services RFP</p> <p style="text-align: center;">ASSIST Maintenance and Operations Services Technical and Business Proposals</p> <p style="text-align: center;">DHSS RFP #HSS-15-063 [Name of Bidder]</p> <p style="text-align: center;">February 08, 2016 11:00 AM ET</p>
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6.1.1 RFP and Final Contract

The contents of the RFP will be incorporated into the final contract and will become binding upon the successful bidder.

6.1.2 Proposal and Final Contract

The bidder's proposal will be incorporated into the final contract and be considered binding upon the successful bidder.

6.1.3 Modifications to Proposals

Modifications to proposals will not be accepted after the submission deadline. At any time, DHSS reserves the right to request clarification and/or further technical information from any contractor submitting a proposal.

6.1.4 Alternative Solutions

The proposal must contain a single solution, including hardware and software. This is critical in ensuring project success and that project costs are expected, administered and contained. Bidders may propose alternative solutions but only as fully separate proposals that will be evaluated separately. Single proposals containing alternative/multiple solutions will be failed.

6.1.5 Proposed Schedule

Activity	Schedule
Public Notice	November 30, 2015
Mandatory Pre-Bid Meeting	December 14, 2015 10:00 AM ET
Deadline for Questions	December 21, 2015 04:30 PM ET
Response to Questions Posted By	January 04, 2016 04:30 PM ET
Deadline for Receipt of Proposals	February 08, 2016 11:00 AM ET
Selected Vendors' Presentations	February 23 - 26, 2016
Estimated Notification of Award	March 07, 2016
Contract Signature	April 05, 2016

6.2 Technical Proposal Contents

The Technical Proposal shall consist of and be labeled with the following sections:

- A. Transmittal Letter
- B. Required Forms
- C. Executive Summary
- D. Contract Management Plan
- E. Project Requirements
- F. Staff Qualifications and Experience
- G. Firm Past Performance and Qualifications

The format and contents for the material to be included under each of these headings is described below. Each subsection within the Technical Proposal must include all items listed under a heading because evaluation of the proposals shall be done on a section-by-section or functional area basis. **No reference to, or inclusion of, cost information shall appear in the Technical Proposal or Transmittal Letter.**

6.2.1 Transmittal Letter (Section A)

The Transmittal Letter shall be written on the bidder's official business letterhead stationery. The letter is to transmit the proposal and shall identify all materials and enclosures being forwarded collectively in response to this RFP. The Transmittal Letter must be signed by an individual authorized to commit the company to the scope of work proposed. It must include the following in the order given:

1. An itemization of all materials and enclosures being forwarded in response to the RFP
2. A statement certifying that the proposal disks have been scanned and are free from viruses and other malicious software.
3. A reference to all RFP amendments received by the bidder (by amendment issue date), to warrant that the bidder is aware of all such amendments in the event that

there are any; if none have been received by the bidder, a statement to that effect must be included

4. A statement that all proposal conditions are valid for 180 days from the deadline date for proposal submission
5. A statement that price and cost data are not contained in any part of the bid other than in the Business Proposal
6. A statement that certifies pricing was arrived at without any collusion or conflict of interest.

The original of the Transmittal Letter shall be submitted in a separate, sealed envelope inside the package containing proposal CDs. PDF versions of the Transmittal Letter must be included in the Technical proposal.

6.2.2 Required Forms (Section B)

This section of the proposal will include the following completed forms:

Certification Sheet and Statement of Compliance

Appendix B: These are forms in which the bidder must certify certain required compliance provisions.

Mandatory Submission Requirements Checklist

Appendix F: This is the mandatory submission requirements checklist. Agreement to or acknowledgement of a requirement is shown by a Y (Yes) or N (No) next to the requirement and a signature at the bottom of the checklist. **Failure to adequately meet any one (1) mandatory requirement may cause the entire proposal to be deemed non-responsive and be rejected from further consideration.** However, the State reserves the right to waive minor irregularities and minor instances of non-compliance.

Bidder Contact Information

Appendix I: This form must be completed and signed by prospective bidders prior to proposal submission. Please bring the completed form to the mandatory pre-bid meeting.

6.2.3 Executive Summary (Section C)

Bidder shall present a high-level project description to give the evaluation team and others a broad understanding of the technical proposal and the bidder's approach to this project. This should summarize project purpose, key project tasks, qualifications of key personnel, along with subcontractor usage and their scope of work. A summary of the bidder's corporate resources, including previous relevant experience, staff, and financial stability must be included. The Executive Summary is limited to a maximum of ten (10) pages.

6.2.4 Contract Management Plan (Section D)

Bidder shall describe the overall plan and required activities in order to achieve the objectives of the contract within the budget and described schedule. This should include descriptions of management controls, processes and reporting requirements that will be put into place to ensure a smooth administration of this contract.

6.2.5 Project Requirements (Section E)

Bidder must describe their understanding and approach to meet the expectations and mandatory requirements specified in Section 4. Address bulleted and titled requirement paragraphs within subsections as “Bullet n” and “Paragraph Title” respectively. Please address State staffing considerations in subsections where staffing is mentioned. Please complete **Crosswalk of RFP Section 4** form (Appendix G) and include in this section.

6.2.6 Staff Qualifications and Experience (Section F)

Please submit resumes of key staff in this section using the **Key Position Resume** (Appendix D).

Bidders shall submit a staff skills matrix in their own format to summarize relevant experience of the proposed staff, including any subcontractor staff in the areas of:

- Technical project management
- Planning
- Requirements Analysis

Additionally, bidders shall provide a narrative description of experience each key staff member has in the areas relevant to this project. Bidder and subcontractor staff shall be separately identified. Contractor staff requirements will be addressed as outlined in subsection 4.1. Bidder must also provide an organization chart of all proposed staff.

If subcontractors are being proposed, then include the name and address of each subcontractor entity along with an organization chart indicating staffing breakdown by job title and staff numbers on this project. This organization chart must show how the individual subcontractor entity will be managed by your firm as the primary contractor. Any sub or co-contractor entity(s) proposed will need prior approval by the State before the contract is signed. If proposing no subcontractors, please state in this proposal section “**No subcontractors are being proposed as part of this contract.**” Please refer to Appendix A for subcontractor standards.

6.2.7 Firm Past Performance and Qualifications (Section G)

The bidder shall describe their corporate experience within the last five (5) years directly related to the proposed contract. Also include experience in:

- Other government projects of a similar scale
- M&O experience of multiple large systems as the primary Contractor
- Public systems support preferably at the State level
- Benefit Systems
- Contract takeover experience preferably as the new M&O vendor
- Contract transition experience
- 24 x 7 project staffing
- Operations management
- Job scheduling
- Management of 3rd party product support and version level upgrades
- 2nd level Help Desk Support
- Working in partnership with other project vendors such as PMO
- Chairing and facilitating meetings on status, prioritization, planning, etc,
- Partnering with State staff in systems support
- Training State staff

- Infrastructure and system performance monitoring and reporting
- Managing multiple system environments
- Change control
- Quality Assurance
- Public policy at the SME level
- Daily System Health Reports
- Issue and resolution reporting
- Provision of M&O in a shared system environment

Experience of proposed subcontractors shall be presented separately.

Provide a summary description of each of these projects including the contract cost and the scheduled and actual completion dates of each project. For each project, provide name, address and phone number for an administrative or managerial customer reference familiar with the bidder's performance. Please use the **Bidder Project Experience** form (Appendix H) to provide this information in this section.

Also, provide an example of an actual client implementation plan, similar in magnitude to the ASSIST Maintenance and Operations Services, including staff, dates, milestones, deliverables, and resources.

6.3 Business Proposal Contents

The business proposal will contain all project costs along with evidence of the bidder's financial stability.

6.3.1 Project Cost Information (Section A)

The bidder shall provide costs for the project as outlined in Appendix E.

In completing the cost schedules, rounding should not be used. A total must equal the sum of its details/subtotals; a subtotal must equal the sum of its details.

The Total Costs shown in Schedule E2 must include all costs that the selected vendor will be paid by DHSS under this contract.

Cost information must only be included in the Business Proposal. No cost information should be listed in the Technical Proposal.

6.3.2 Vendor Stability and Resources (Section B)

The bidder shall describe its corporate stability and resources that will allow it to complete a project of this scale and meet all of the requirements contained in this RFP. The bidder's demonstration of its financial solvency and sufficiency of corporate resources is dependent upon whether the bidder's organization is publicly held or not:

- If the bidder is a publicly held corporation, enclose a copy of the corporation's most recent three years of audited financial reports and financial statements, a recent Dun and Bradstreet credit report, and the name, address, and telephone number of a responsible representative of the bidder's principle financial or banking organization; include this information with copy of the Technical Proposal and reference the enclosure as the response to this subsection; or
- If the bidder is not a publicly held corporation, the bidder may either comply with the

preceding paragraph or describe the bidding organization, including size, longevity, client base, areas of specialization and expertise, a recent Dun and Bradstreet credit report, and any other pertinent information in such a manner that the proposal evaluator may reasonably formulate a determination about the stability and financial strength of the bidding organization; also to be provided is a bank reference and a credit rating (with the name of the rating service); and

- Disclosure of any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the bidding organization; or warrant that no such condition is known to exist.

This level of detail must also be provided for any subcontractor(s) who are proposed to complete at least ten (10) percent of the proposed scope of work.

7 Terms and Conditions

The following provisions constitute the terms and conditions of the contractual agreement between the State of Delaware, Department of Health and Social Services (DHSS) and its contractor. This section contains terms and conditions specific to this RFP. The general terms and conditions are contained in Appendix A.

7.1 Contract Composition

The contract will contain an order of precedence clause that specifies the documents composing the entire contract plus an order of precedence among these documents. The following is an example:

The terms and conditions contained in this section constitute the basis for any contract resulting from this RFP. The State will be solely responsible for rendering all decisions on matters involving interpretation of terms and conditions. All contracts shall be in conformity with, and shall be governed by, the applicable laws of the federal government and the State of Delaware.

The term "Contract Documents" shall mean the documents listed in this Section. Each of the Contract Documents is an essential part of the agreement between the Parties, and a requirement occurring in one is as binding as though occurring in all. The Contract Documents are intended to be complementary and to describe and provide for a complete agreement. In the event of any conflict among the Contract Documents, the order of precedence shall be as set forth below:

1. Standard GSS Contract (pages 1 – n of this contract)
2. Division Requirements
3. Signed Business Associates Agreement (as applicable)
4. Signed Terms and Conditions Document (as applicable)
5. RFP Amendment(s)
6. Published RFP
7. Amendment(s) to Vendor Proposal
8. Vendor Proposal
9. Other Informational Documents

7.2 Payment for Services Rendered

Services will be bound by a **firm fixed price contract**. The firm fixed price will be the Total Cost shown in Schedule E1 (Appendix E). Payments will be made based upon the contractor's satisfactory completion and State approval of the identified scheduled milestones. Invoices will be submitted monthly and will list all tasks associated with that month's activities that have been completed and approved by the State. Inaccurate invoices will be returned to the vendor unpaid for correction and resubmission. The State will establish an SLA with the vendor as part of contract negotiations.

7.3 Contract Term

The term of the contract is 3 (three) years from contract signature. At the State's sole discretion the contract may be extended for up to 4 (four) years in one year increments.

7.4 Contractor Personnel

At any time and at its sole discretion, DHSS shall have the right to require the Contractor to remove any individual (either Contractor or subcontractor) from his/her assignment to this contract if, in the opinion of DHSS, such employee is uncooperative, inept, incompetent or otherwise unacceptable. DHSS will notify the Contractor of this issue in writing and Contractor will immediately comply. The State shall not be invoiced for any further work by this individual after this notification. If the Contractor must make a staff substitution for whatever reason, a staff person with equivalent or better qualifications and experience will be proposed to the State as soon as possible. This proposed candidate will be subject to the same qualifying procedures as the original candidate. The State Project Director and Project IRM Manager must approve this substitution before their term on the project begins. In the event that a staff position becomes temporarily or permanently vacant for any reason, including the contractor's choice to reassign a staff member, DHSS may reduce payments to the Contractor in the amount equal to the vacated positions pay rate for the time period the position is vacant. DHSS may choose to waive its right to reduce payments if the proposed replacement staff member can be approved and can assume the vacated position immediately upon its vacancy.

7.5 DTI Requirements

http://iso.delaware.gov/document/Sample_Contract_RFP_Clauses.doc

7.6 Funding

This contract is dependent upon the appropriation of the necessary funding.

DHSS reserves the right to reject or accept any bid or portion thereof, as may be necessary to meet its funding limitations and processing constraints.

7.7 Confidentiality

The contractor shall safeguard any client information and other confidential information that may be obtained during the course of the project and will not use the information for any purpose other than the Contract may require.

7.8 Method of 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.

7.9 Contract Transition

In the event the Department awards the contract for ASSIST Maintenance and Operations Services to another Contractor, through contract expiration or termination of this contract, the DDI Contractor will develop a transition out plan to facilitate a smooth transition of contracted functions to an M&O Contractor. The M&O contractor shall include and delineate the costs associated with jointly developing the transition plan, as well as their project management and knowledge transfer labor expectations in the proposal to execute the transition plan. This transition/close out plan must be approved by the Department.

The DDI vendor will be under contract from July 1, 2016 – Sept. 30, 2016 to perform warranty support services for the Release 3.1 implementation. The M&O vendor will be under contract during the same period of time to perform M&O services associated with this contract. Bidders will describe their recommendations on maintaining a smooth working relationship with the warranty vendor while having primary responsibility for the system functioning normally during this timeframe.

7.10 Tardiness Sanction

All bidders who wish to bid on this proposal must be present on time at the mandatory pre-bid meeting. No proposals will be accepted from bidders who either did not attend the Mandatory Pre-Bid Meeting or who are MORE than 15 minutes late.

8 Appendices

Appendices referenced in this RFP are included in this section. The following are included for the bidder's use in submitting a proposal.

- A. Certification Sheet and Statement of Compliance**
- B. Certification Sheet and Statement of Compliance**
- C. Key Position Resume**
- D. Website Links**
- E. Project Cost Forms**
- F. Mandatory Submission Requirements Checklist**
- G. Crosswalk of RFP Section 4**
- H. Bidder Project Experience**
- I. Bidder Contact Information**
- J. Criminal Background Check Instructions**

The following Appendices must be completed by all bidders and included as part of the specified proposal:

- Technical Proposal - Appendices B, D, F, G, H

Note: Appendix I is to be submitted at the mandatory pre-bid meeting. Do not include as part of your proposal submission. See Section 6.2.2 for further instructions.

- Business Proposal – Appendix E

Appendix

A. General Terms and Conditions

General Terms and Conditions

K. The following provisions are applicable to all DHSS RFP's

1) Proposal Becomes State Property

All proposals become the property of the State of Delaware and will not be returned to contractors.

2) RFP and Final Contract

The contents of this RFP will be incorporated into the final contract and will become binding upon the successful bidder. If bidders are unwilling to comply with certain RFP requirements, terms and conditions, objections must be clearly stated in the proposal and will be subject to negotiation at the discretion of the Department.

3) Proposal and Final Contract

The bidder's proposal will be incorporated into the final contract and be considered binding upon the successful bidder.

4) Amendments to Proposals

Amendments to proposals will not be accepted after the submission deadline. DHSS reserves the right to request clarification and/or further technical information from any contractor submitting a proposal at any time.

5) Cost of Proposal Preparation

All costs of proposal preparation will be borne by the bidder.

6) Investigation of Contractor's Qualifications

The State of Delaware may make such investigation as it deems necessary to determine ability of potential contractors to furnish required services, and contractors shall furnish the State with data requested for this purpose. The State reserves the right to reject any offer if evidence submitted or investigation of such contractor fails to satisfy the State that the contractor is properly qualified to deliver services.

Bidder shall list all contracts awarded to it or its predecessor firm(s) by the State of Delaware during the last three years, by State Department, Division, Contact Person (with address/phone number), period of performance and amount. The Evaluation/Selection Review Committee will consider these as additional references and may contact these sources. Information regarding bidder performance gathered from these sources may be included in the Committee's deliberations and may be factored into the final scoring of the bid. Failure to list any contract as required by this paragraph may be grounds for immediate rejection of the bid.

7) Certifications, Representations, Acknowledgments

Using Appendix B, bidding contractors must certify that:

- They are a regular dealer in the services being procured.

- They have the ability to fulfill all requirements specified for development with this RFP.
- They have independently determined their prices.
- They are accurately representing their type of business and affiliations.
- They have acknowledged any contingency fees paid to obtain award of this contract.
- They have included in their quotation all costs necessary for or incidental to their total performance under the contract.
- They will secure a Delaware Business License.
- They will secure the appropriate type and amounts of insurance coverage required by the State. Proof of such coverage will be a requirement of the contract.

8) Ownership Rights

The State will retain ownership rights to all materials including software, designs, drawings, specifications, notes, electronically or magnetically recorded material, and other work in whatever form, developed during the performance of this contract. A fundamental obligation herein imposed on the Contractor is the assignment by the Contractor to DHSS of all ownership rights in the completed project. This obligation on the part of the Contractor to assign all ownership rights is not subject to limitation in any respect, whether by characterization of any part of the deliverables as proprietary or by failure to claim for the cost thereof. The provisions of this article shall be incorporated into any subcontract.

9) Federal/State Access Rights

Appropriate Federal and/or State representatives will have access to work in progress and to pertinent cost records of the contractor and its subcontractors at such intervals as any representative shall deem necessary.

10) Reserved Rights of the Department of Health & Social Services

The Department reserves the right to:

- Reject any and all proposals received in response to this RFP
- Select for contract or for negotiations a proposal other than that with the lowest cost
- Waive any irregularities or inconsistencies in proposals received
- Negotiate as to any aspect of the proposal with any proposer and negotiate with more than one proposer at the same time
- If negotiations fail to result in an agreement within two weeks, terminate negotiations and select the next most responsive proposer, prepare and release a new RFP, or take such other action as the Department may deem appropriate.

11) Standard for Subcontractors

The contract with the prime contractor will bind subcontractors to the prime contractor by the terms, specifications and standards of this statement of work and any subsequent proposals and contracts. All such terms, specifications, and standards shall preserve and protect the rights of the State with respect to the services to be performed by the subcontractor, so that the subcontractor will not prejudice such rights. The use of subcontractors on this project must have the prior approval of the State. Nothing in the RFP shall create any contractual relation between any sub or co-contractor and the State.

12) Irrevocable License

The State of Delaware reserves a royalty-free, exclusive, and irrevocable license to reproduce, publish, or otherwise use the copyright of any deliverables developed under the resulting contract.

13) Non-Discrimination

The selected provider will be required to sign a contract containing a clause that prohibits the provider from discriminating against employees on the basis of their race, color, sex, religion, age and national origin.

14) Right to a Debriefing

To request a debriefing on a bidder selection, the bidder must submit a letter requesting a debriefing to the Procurement Administrator, DHSS, within ten days of the announced selection. In the letter, the bidder must specifically state the reason(s) for the debriefing. Debriefing requests must be based on pertinent issues relating to the selection process. Debriefing requests based on specifications in the RFP will not be accepted. All debriefing requests will be evaluated in accordance with these conditions. Debriefing requests that meet these conditions will be reviewed and respectively answered by the Procurement Administrator and/or Debriefing Committee.

15) Hiring Provision

Staff contracted to provide the services requested in this RFP are not precluded from seeking employment with the State of Delaware. The contractor firm selected as a result of this RFP shall not prohibit their employees or subcontractor staff from seeking employment with the State of Delaware.

16) Anti Lobbying

The selected contractor must certify that no Federal funds will be used to lobby or influence a Federal officer or a Member of Congress and that the contractor will file required Federal lobbying reports.

17) Anti Kick-back

The selected contractor will be expected to comply with other federal statutes including the Copeland "Anti-Kickback Act" (18 U.S.C.874), Section 306 of the Clean Air Act, Section 508 of the Clean Water Act , and the Debarment Act.

18) Delaware Contract Language

Appendix C contains a copy of the standard Departmental contract, which will be used for the agreement between the State and the winning bidder. The State will not entertain any modifications to the language of the standard Departmental contract. By submitting a proposal to this RFP, the bidder agrees to be bound by the terms and conditions in that contract document.

19) Project Cost

The Department reserves the right to award this project to a bidder other than the one with the lowest cost or to decide not to fund this project at all. Cost will be balanced

against the score received by each bidder in the rating process. The State of Delaware reserves the right to reject, as technically unqualified, proposals that are unrealistically low if, in judgment of the Selection Committee, a lack of sufficient budgeted resources would jeopardize the successful completion of the project.

20) Public Record

The Department will not divulge specific content of proposals to the extent that the contractor identifies contents as privileged or confidential providing such information resides solely on the one set of CDs labeled as Confidential. Any information not so designated will be considered public information.

21) Minority/Women/Disadvantaged Business Certification

Appendix K provides proposers who are certified M/W/D business enterprises to communicate such certification as part of their proposal. Further information, guidelines and forms for such certifications can be found at: <http://gss.omb.delaware.gov/omwbe/index.shtml>

22) 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 consultant or legal counsel on any matter related to the RFP.

23) 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.

24) 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.

25) 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.

26) 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 Vendor.

There will be no public opening of proposals but a public log will be kept of the names of all vendor organizations that submitted proposals. The contents of any proposal shall not be disclosed to competing vendors prior to contract award.

27) 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.

28) 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.

29) Proposal Expiration Date

Prices quoted in the proposal shall remain fixed and binding on the bidder valid for 180 days from the deadline date for proposal submission. The State of Delaware reserves the right to ask for an extension of time if needed.

30) Exclusions

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

- 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;
- 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;
- Has been convicted or has had a civil judgment entered for a violation under State or Federal antitrust statutes;
- Has violated contract provisions such as:
 - Knowing failure without good cause to perform in accordance with the specifications or within the time limit provided in the contract; or
 - Failure to perform or unsatisfactory performance in accordance with terms of one or more contracts;
 - Has violated ethical standards set out in law or regulation; and
 - 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.

31) Federal Provisions

- **Americans with Disabilities Act** - This Act (28 CFR Part 35, Title II, Subtitle A) prohibits discrimination on the basis of disability in all services, programs, and activities provided to the public and State and local governments, except public transportation services.
- **Royalty-Free Rights to Use Software or Documentation Developed** - The federal government reserves a royalty-free, non-exclusive, and irrevocable license to reproduce, publish, or otherwise use, and to authorize others to use, for federal government purposes, the copyright in any work developed under a grant, sub-grant, or contract under a grant or sub-grant or any rights of copyright to which a contractor purchases ownership.
- **Drug-Free Workplace Statement** - The Federal government implemented the Drug Free Workplace Act of 1988 in an attempt to address the problems of drug abuse on the job. It is a fact that employees who use drugs have less productivity, a lower quality of work, and a higher absenteeism, and are more likely to misappropriate funds or services. From this perspective, the drug abuser may endanger other employees, the public at large, or themselves. Damage to property, whether owned by this entity or not, could result from drug abuse on the job. All these actions might undermine public confidence in the services this entity provides. Therefore, in order to remain a responsible source for government contracts, the following guidelines have been adopted:
 - a. The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the work place.
 - b. Violators may be terminated or requested to seek counseling from an approved rehabilitation service.
 - c. Employees must notify their employer of any conviction of a criminal drug statute no later than five days after such conviction.
 - d. Contractors of federal agencies are required to certify that they will provide drug-free workplaces for their employees.

Transactions subject to the suspension/debarment rules (covered transactions) include grants, subgrants, cooperative agreements, and prime contracts under such awards. Subcontracts are not included. Also, the dollar threshold for covered procurement contracts is \$25,000. Contracts for Federally required audit services are covered regardless of dollar amount.

Appendix

B. Certification Sheet and Statement of Compliance



DELAWARE HEALTH AND SOCIAL SERVICES
REQUEST FOR PROPOSAL

CERTIFICATION SHEET

As the official representative for the bidder, I certify on behalf of the agency that:

- a. They are a regular dealer in the services being procured.
- b. They have the ability to fulfill all requirements specified for development within this RFP.
- c. They have independently determined their prices.
- d. They are accurately representing their type of business and affiliations.
- e. They will secure a Delaware Business License.
- f. They have acknowledged that no contingency fees have been paid to obtain award of this contract.
- g. The Prices in this offer have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other contractor or with any competitor;
- h. Unless otherwise required by Law, the prices which have been quoted in this offer have not been knowingly disclosed by the contractor and prior to the award in the case of a negotiated procurement, directly or indirectly to any other contractor or to any competitor; and
- i. No attempt has been made or will be made by the contractor in part to other persons or firm to submit or not to submit an offer for the purpose of restricting competition.
- j. They have not employed or retained any company or person (other than a full-time bona fide employee working solely for the contractor) to solicit or secure this contract, and they have not paid or agreed to pay any company or person (other than a full-time bona fide employee working solely for the contractor) any fee, commission percentage or brokerage fee contingent upon or resulting from the award of this contract.
- k. They (check one) operate ___an individual; ___a Partnership ___a non-profit (501 C-3) organization; ___a not-for-profit organization; or ___for Profit Corporation, incorporated under the laws of the State of _____.
- l. The referenced bidder has neither directly or indirectly entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this bid submitted this date to Delaware Health and Social Services
- m. The referenced bidder agrees that the signed delivery of this bid represents the bidder's acceptance of the terms and conditions of this invitation to bid including all specifications and special provisions.

- n. They (check one): _____ are; _____ are not owned or controlled by a parent company. If owned or controlled by a parent company, enter name and address of parent company:

Violations and Penalties:

Each contract entered into by an agency for professional services shall contain a prohibition against contingency fees as follows:

1. The firm offering professional services swears that it has not employed or retained any company or person working primarily for the firm offering professional services, to solicit or secure this agreement by improperly influencing the agency or any of its employees in the professional service procurement process.
2. The firm offering the professional services has not paid or agreed to pay any person, company, corporation, individual or firm other than a bona fide employee working primarily for the firm offering professional services, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the award or making of this agreement; and
3. For the violation of this provision, the agency shall have the right to terminate the agreement without liability and at its discretion, to deduct from the contract price, or otherwise recover the full amount of such fee, commission, percentage, gift or consideration.

The following conditions are understood and agreed to:

- a. No charges, other than those specified in the cost proposal, are to be levied upon the State as a result of a contract.
- b. The State will have exclusive ownership of all products of this contract unless mutually agreed to in writing at the time a binding contract is executed.

Date

Signature & Title of Official Representative

Type Name of Official Representative

PROCUREMENT

STATEMENT OF COMPLIANCE

As the official representative for the contractor, I
Certify that on behalf of the agency that _____
(Company name) will comply with all Federal and State of Delaware laws, rules, and
regulations, pertaining to equal employment opportunity and affirmative action laws. In
addition, compliance will be assured in regard to Federal and State of Delaware laws
and Regulations relating to confidentiality and individual and family privacy in the
collection and reporting of data.

Authorized Signature: _____

Title: _____

Date: _____

Appendix

C. Website Links

- Information Technology Publications
<http://www.dhss.delaware.gov/dhss/DMS/itpubs.html>
See section entitled “Supportive Documentation for Bidding on Proposals”

Appendix

D. Key Position Resume

Key Position Resume

Name: _____ Proposed Project Position: _____

Number of years experience in the proposed position: _____

Number of years experience in this field of work: _____

Detail Training/Education

(Repeat the format below for as many degrees/certificates as are relevant to this proposal. Dates between training/education may overlap.)

Degree/Certificate

Dates of Training/Education

Detail Experience

(Repeat the format below for as many jobs/projects as are relevant to this proposal. Dates between jobs/projects may overlap.)

Job/Project: _____

Position: _____

From Date: _____

To Date: _____

Description of the tasks this person performed in this job/project. Detail any state or government planning projects and specify the role of the person on each project

Appendix

E. Project Cost Forms

E2. Operational Support Cost Schedule

Operational costs are to be listed in the following schedule. Total costs are capped at a 2% inflation rate per year. Operational costs may be categorized separately (i.e. Hosting, Tier 2 Support, Maintenance (up to n hours), etc.) or bidder may choose to bid a single all inclusive total operational cost per year. Bidder will detail in this section what their responsibilities will be for operational support. Years 1-3 are included in the fixed price of the contract. The State may choose to amend the contract for 1–4 additional years of operational support at their discretion. Optional year costs will be binding on the vendor.

Mandatory Contract Cost Breakdown (Years 1-3)

Cost Category	Year 1 Cost	Year 2 Cost	Year 3 Cost
Total			

Optional Contract Cost Breakdown (Years 4-7)

Cost Category	Year 4 Cost	Year 5 Cost	Year 6 Cost	Year 7 Cost
Total				

Appendix

F. Mandatory Submission Requirements Checklist

Mandatory Submission Requirements Checklist

Mandatory Submission Requirement	RFP Section	Compliance Y or N
The bid is submitted in the correct number of disk copies containing the Technical and Business proposals	6.1	
Each proposal disk is labeled correctly	6.1	
Proposal conditions are valid for 180 days from the deadline date for proposal submission	6.2.1	
The proposal contains a single solution in terms of this project	6.1.4	
Bidder/Proposed Subcontractor has appropriate project experience	6.2.7	
Transmittal Letter submitted on official business letterhead and signed by an authorized representative	6.2.1	
Proposal disks have been scanned and are free from viruses and other malicious software.	6.2.1	
Bidder Agrees to Comply with the provisions specified in the General Terms and Conditions	Appendix A	
Completed Project Cost Forms	Appendix E	
Firm fixed price contract proposed	7.2	
Proposal includes required resumes	6.2.6 & Appendix D	
Technical proposal is submitted with a completed, duly signed and dated copy of the Mandatory Submission Requirements Checklist	6.2.2 & Appendix F	
Completed Crosswalk of RFP Section 4	6.2.5 & Appendix G	
Completed Bidder Project Experience Form	Appendix H	
Completed Bidder Contact Information Form	Appendix I	
DHSS-Specific Security Requirements	4.4.3	

Signature of Authorized Representative

Title / Company

Date

Appendix

G. Crosswalk of RFP Section 4

Crosswalk of RFP Section 4

Modify this table to include actual phases and deliverables as well as sections added to Section 4

RFP Section	Proposal Section Number	Proposal Page Number
4 Contractor Responsibilities/Project Requirements		
4.1 Staffing		
4.1.1 On-Site Staffing Requirement		
4.1.2 Offsite Project Work		
4.1.3 Project Director Requirement		
4.1.4 Project Manager Requirement		
4.1.5 Project Help Desk Staff Requirement		
4.2 Project Management		
4.3 Requirement To Comply With HIPAA Regulations and Standards		
4.4 Requirement to Comply with State Policies and Standards		
4.4.1 Authorizations		
4.4.2 Architecture Requirements		
4.4.2.1 Standard Practices		
4.4.2.2 Confidentiality and Data Integrity		
4.4.2.3 Security Controls		
4.4.2.4 Cyber Security Liability		
4.4.2.5 Information Security		
4.4.2.5.1 Securing State Data		
4.4.3 DHSS-Specific Security Requirements		

4.4.3.1 Encryption of Data in Transit		
4.4.3.2 Ownership of State Data		
4.5 Performance		
4.6 Backup and Recovery		
4.7 Disaster Recovery		
4.8 Project Expectations		
4.8.1 Production Implementation of New Functionality		
4.8.2 Training		
4.8.3 Technical Training		

This is a template for the crosswalk of Section 4 in the RFP. It links the numbered RFP sections to the sections and page numbers of the bidder’s proposal. Bidders are required to fill out this crosswalk completely for each numbered section in Section 4.

Appendix

H. Bidder Project Experience



Delaware Health and Social Services
Bidder Project Experience

Client	
Contact Name	
Telephone No.	
Location Street Address/City State/ZIP	
Location City/State	
Type of Facility	
Comparable Project Experience	
Current Status (WIP/Complete)	
Original Budget	
Completed Budget	
Original Schedule	
Completed Schedule	
Comments:	
<p>Use one page per client. All clients will be used as references and all projects must be completed or work in progress. For projects in progress, state the estimated final budget and schedule dates based on current status. The Contact must be an administrative or managerial customer reference familiar with the bidder's performance.</p>	

Appendix

I. Bidder Contact Information



Delaware Health and Social Services Request for Proposal

Bidder Contact Information

The following information must be filled out for firms interested in bidding on this RFP. This letter has a strict submission deadline date prior to the submission of a proposal. Proposals submitted without prior submission of this form will not be opened. Multiple bidder contacts may be specified.

Bidder Contact(s)

Contact Name	
Email Address	

Authorized Vendor Representative

Printed Name	
Signature	
Phone Number	

Appendix

J. Criminal Background Check Instructions

Criminal Background Check Instructions

Contractor staff are required to request their own criminal history. For privacy reasons, the SBI and FBI will not mail the results to anyone except the requestor, so the results must be delivered to the DHSS Security Manager at the Biggs Data Center in a sealed envelope. Costs will be borne by the contractor.

1. Visit one of the State Police locations listed on the next page. **Note:** For the New Castle and Sussex locations, appointments may take up to six weeks to schedule.
2. Complete a SBI Personal Criminal History authorization form.
3. Present valid government-issued photo identification, such as a driver's license.
4. The State fee is \$45 and the Federal check fee is \$10, payable by cash or debit/credit card. (No personal checks).
5. The State Police will require you to fill out an FBI fingerprint card, which they will return to you after you have completed the fingerprint process.
6. Complete and sign the FBI Applicant Information Form to request the national record check. The form can be found on-line at <http://www.fbi.gov/about-us/cjis/background-checks/applicant-information-form>
7. Mail the Cover Letter and fingerprint card, along with an \$18 processing fee, payable by money order, certified check, or credit card. The FBI turnaround time is 3-6 weeks.
8. When you receive your reports at your home address, **DO NOT OPEN THE ENVELOPES**. If you break the seal on the envelopes, you will be responsible to go through the process again at your own expense.
9. Either hand-deliver or mail the **SEALED** FBI and SBI envelopes to:

DHSS Security Manager
1901 N Dupont Highway
Biggs Data Center
New Castle, DE 19720

Mark envelopes as **CONFIDENTIAL**.

The results of the criminal background check will be reviewed and kept completely confidential. The total cost is \$73.

New Castle County	Kent County (Primary Facility)	Sussex County
<p>State Police Troop 2</p> <p>100 LaGrange Ave Newark, DE 19702 (Between Rts. 72 and 896 on Rt. 40)</p> <p>** By appointment only To schedule an appointment: Phone: 302-739-2528 or Toll Free 1-800-464-4357</p>	<p>State Bureau of Identification</p> <p>655 Bay Road Blue Hen Mall and Corporate Center Suite 1B Dover, DE 19903 Customer Service: 302-739-5871</p> <p>** Walk-ins accepted Hours of Operation Monday 9AM – 7PM Tuesday – Friday 9AM – 3PM</p>	<p>State Police Troop 4</p> <p>S DuPont Hwy & Shortly Rd Georgetown, DE 19947 (Across from DeIDOT & State Service Center)</p> <p>** By appointment only (every other Wednesday) To schedule an appointment: Phone: 302-739-2528 or Toll Free 1-800-464-4357</p>