Q#	Section Referenced	Question	Answer
1	Information not included in the Section Appendix B.	Is the E-Filing software a custom built software package or commercial off the shelf software?	DelaFile is a commerical off the shelf (COTS) system which has been customized for specific Delaware Public Service Commissionprocesses and workflows.
2	Information not included in the Section Appendix B.	If it is COTS, which software packages and which versions of those packages are used?	iTEK Solutions,Inc. Docket Manager case management tool version 4.0
3	Information not included in the Section Appendix B.	If it is custom built: a. What language is it programmed in? b. What database system is used? c. Who programmed it originally? d. Will bidders be provided the technical documentation for the code? e. Will bidders be provided a copy of the source code.	a. .Net b. IBM FileNet with SQL Server c. For vendor information please refer to question #9 d. Bidders will not be provided the technical documentation for the code; however once a bidder becomes the vendor, the technical documation can be provided. e. Bidders will not be proivded a copy of the source code; however once a bidder becomes the vendor, the source code can be provided.
4	Information not included in the Section Appendix B.	How many database tables are there and how many rows of data are contained in the database?	165 tables; 3,000 rows
5	Information not included in the Section Appendix B.	How many specific E-File accounts exist?	There are 1,033 accounts as of May 9, 2019.
6	Information not included in the Section Appendix B.	What hardware is currently used to host the solution?	CeraNet, Inc. servers are used to host the application.
7	Information not included in the Section Appendix B.	Who owns the hardware?	Current environment is a hosted agreement between the vendor and CeraNet
8	Information not included in the Section Appendix B.	Who is responsible for maintaining the hardware and network connectivity?	CeraNet
9	No specific section reference	Who is currently doing this work?	Information on the current vendor can be found here: http://contracts.delaware.gov/contract_archive_detail.asp?i=620
10	No specific section reference	How many hours and what type of employee (software developer, management...) has historically been charged to this project?	The number of hours charged is not reported to the State of Delaware; Project Manager
11	No specific section reference	How much was the current contractor paid in each of the past 4 years?	The contractor was paid $142,894.60 in each of the last four years.
12	No specific section reference	What format of contract is currently used, for example an hourly rate contract or firm fixed price?	The current contract can be found here: http://bidcondocs.delaware.gov/STA/STA_DOS11001-PSCEUCMS_AN.pdf
13	No specific section reference	What format is requested for the proposal, hourly pricing, firm fixed price, other format?	An annual fixed price should be provided for production support and maintenance; there is no format preference on the minor upgrades/enhancements price.
14	Section C paragraph 2 - Evaluation Criteria	How will price be evaluated if one responder provides an hourly rate and another a fixed price or other mixes of pricing type?	If various price formats are received, the State of Delaware will attempt to standardize the prices received.

15	Section C paragraph 2 - Evaluation Criteria	What total number of hours and of what technician type should be assumed for the hourly rate, or what other method will be used to normalize bids so that a bidder cannot game the bid by minimizing their estimated hours?	The total number of hours is unknown. The Proposal Evaluation Team reserves the right to select for contract or for negotiations a proposal other than that with the lowest costs. For additional information, please refer to questions 10 and 18.
16	Section C paragraph 2 - Evaluation Criteria	How will points be awarded for the pricing section. For example, if responder A bids $100, responder B bids $75 and responder B bids $50, will responder A get 25 points, responder B get .75*25=18.75 points and responder B get .5*25=12.5 points? If not, what allocation method will be used?	Price is one factor in the evaluation process. Our exact scoring mechanism is confidential.
17	Section C paragraph 2 - Evaluation Criteria	What is the budgeted amount for this contract?	At this point there is no budgeted amount for this contract.
18	Paragraph: 1, Page 2 Text of Passage being questioned: This contract will be issued to provide production support, maintenance and minor upgrades for the Delaware Public Service Commission's electronic filing system. Requirements include maintaining source code, resolving system bugs in production environment, coding and implementing minor system changes based on DPSC Staff requirements, and interacting with DPSC Staff as necessary regarding system performance issues and upgrades.	How is this service being provided today? Is the DelaFile system being supported by an in-house team or are their contractors involved? If contractors, which vendor is providing the service today? 1. How big is the team (number of resources)? 2. What are the skills of the resources on the current team?	DelaFile is supported by the current venodor, iTek Solutions. No internal in-house technical support is used. The answers to #1 and #2 are unknown.
19	Paragraph: 1, Page 2 Text of Passage being questioned: This contract will be issued to provide production support, maintenance and minor upgrades for the Delaware Public Service Commission's electronic filing system. Requirements include maintaining source code, resolving system bugs in production environment, coding and implementing minor system changes based on DPSC Staff requirements, and interacting with DPSC Staff as necessary regarding system performance issues and upgrades.	What is the technical platform in use today for the DelaFile system? Is it hosted in-house or in the cloud? Is it a COTS package (Commercial-off-the-shelf) or home-grown solution? 1. If COTS -what's the name ofthe package and the software vendor a.) Does the PSC have the current version of the software and has it been kept ' current' - all patches, maintenance items and upgrades have been applied? b) Is the software under maintenance today with the vendor? 2. If home-grown, please identify programming language, when it was written, how it has been maintained and the version of the programming language. 3.What database is used by the system?	1. Please see the answer to #1. 2. The vendor maintains the current version of the software; all patches have been applied. B. Yes 2. Not applicable 3. Please see the answer to #3b.

20	Paragraph: 1, Page 2 Text of Passage being questioned: This contract will be issued to provide production support, maintenance and minor upgrades for the Delaware Public Service Commission's electronic filing system. Requirements include maintaining source code, resolving system bugs in production environment, coding and implementing minor system changes based on DPSC Staff requirements, and interacting with DPSC Staff as necessary regarding system performance issues and upgrades.	How many users are there that use the system?	There are 1,033 users as of May 9, 2019.
21	Paragraph: 1, Page 2 Text of Passage being questioned: This contract will be issued to provide production support, maintenance and minor upgrades for the Delaware Public Service Commission's electronic filing system. Requirements include maintaining source code, resolving system bugs in production environment, coding and implementing minor system changes based on DPSC Staff requirements, and interacting with DPSC Staff as necessary regarding system performance issues and upgrades.	How many service desk tickets were generated in the past year?	There were 72 service desk tickets generated in 2018.
22	Paragraph: 1, Page 2 Text of Passage being questioned: This contract will be issued to provide production support, maintenance and minor upgrades for the Delaware Public Service Commission's electronic filing system. Requirements include maintaining source code, resolving system bugs in production environment, coding and implementing minor system changes based on DPSC Staff requirements, and interacting with DPSC Staff as necessary regarding system performance issues and upgrades.	Is there a backlog of maintenance items or new functions (changes) that need to be completed?	There is not a backlog of maintenace items or new fuctions that need to be completed.
23	Appendix B - Scope of Work and Technical Requirements, Paragraph 1, Page 49 Text of Passage being questioned:The selected vendor must provide a test environment for DPSC Staff to validate production fixes and new functionality.	Can you provide a complete description of the operating system, database and application' environments so we know what we need to build for the required test environment?	Windows Server 2016, FileNet, SQL Server

24	Appendix B - Scope of Work and Technical Requirements, Paragraph 1, Page 49 Text of Passage being questioned: The selected vendor must provide network and server performance to ensure 24/7/365 system availability.	Can you provide a complete description of the network and server environment?	Standard Windows environments running IIS.
25	Appendix B - Scope of Work and Technical Requirements Paragraph 1, Page 49 Text of Passage being questioned: The selected vendor will provide on an as-available basis all updates or enhancements to keep current with current hardware vendor's OS releases.	Can you provide a complete description of the hardware and OS releases in use today?	No, these items are managed by the hosting company.
26	Appendix B - Scope of Work and Technical Requirements, Paragraph I, Page 49 Text of Passage being questioned: The selected vendor will be required to make changes as required for payment transactions made through State of Delaware approved internet sites.	Can you provide a complete description of the approved internet sites and the payment transactions?	DelaFile utilizes the Velocity Payment System (Govolution).
27	Appendix B - Scope of Work and Technical Requirements, Paragraph 1, Page 49 Text of Passage being questioned: The selected vendor will be required to make changes as required for payment transactions made through State of Delaware approved internet sites.	How many of these changes were completed in the past year?	No changes regarding payment transactions were made in the past year.
28	Appendix A, Paragraph 1, Page 48 Text of Passage being questioned: Pricing: as Identified in the solicitation	There is no pricing template or format included in the RFP What is the state looking for in terms of pricing? Fixed monthly cost? Time and Materials approach? Will the state be providing a pricing template?	Please see the answer to #13.
29	Appendix B, Scope of work and Technical Requirements ,Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Firewalls are a basic network security control. Does your company use firewalls to restrict traffic into and out of your network at strategic points?	Yes
30	Appendix B, Scope of work and Technical Requirements ,Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Is encryption and integrity protection in place for all internal network traffic that potentially carries sensitive information (including passwords, emails, files, source code, management traffic, etc.)?	Yes
31	Appendix B, Scope of work and Technical Requirements ,Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Have you implemented monitoring and alerting for your network?	Yes

32	Appendix B, Scope of work and Technical Requirements ,Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	What is the current number of wireless Access points currently operating on-site?	This is not applicable for this RFP
33	Appendix B, Scope of work and Technical Requirements ,Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	How many users currently access the wireless services per day?	This is not applicable for this RFP
34	Appendix B, Scope of work and Technical Requirements ,Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do you operate wireless networks that allow access to private aspects of your infrastructure (i.e., Wi-Fi networks, excluding networks that only allow guests access to the Internet)?	This is not applicable for this RFP
35	Appendix B, Scope of work and Technical Requirements ,Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do you operate a VPN that allows remote access to your network?	No
36	Appendix B, Scope of work and Technical Requirements ,Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Is the management of your network (or parts thereof) outsourced?	No
37	Appendix B, Scope of work and Technical Requirements ,Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Is network failover being implemented?	Yes
38	Appendix B, Scope of work and Technical Requirements ,Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	What is the current network speed being utilized in the organization? In case of multiple internet service providers (failover), please list them. • Download Speed? • Upload Speed?	Fiber
39	Appendix B, Scope of work and Technical Requirements ,Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Is there any network, server monitoring applications in place to monitor network health?	Yes
40	Appendix B, Scope of work and Technical Requirements ,Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Are there any LANs, VLANs or Network Segmentation in place? If so, please list them.	This is not applicable for this RFP

41	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Is your current server environment local (On-Premise)?	No
42	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do you have operating system hardening in place, or build standards for server systems?	Yes
43	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do your hardening and build standards cover the following topics? • Removing or disabling all non-essential services • Disabling all default accounts and/or changing the password • Review/tightening of permissions for key files and directories • Setting up logging • Securely configuring remote access and management interfaces • Setting up appropriate host-based firewall rules • Securely configuring a backup mechanism	Yes
44	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Are your hardening and build standards documented?	Yes
45	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do you have processes in place for managing the configuration of your servers and services?	Yes
46	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Does your location have a disaster recovery plan for the computer hardware and operations? If not, is a disaster recovery plan being considered on the RFP?	Yes
47	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do you have a process for installing operating system and application updates and security patches on servers?	Yes
48	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Are your systems configured to log security-relevant events, such as authentication, data access, etc.?	Yes

49	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	9. List the operating systems that are currently in use on your servers: • LAN Manager • Novell Netware Version • Windows Server 2003 • Windows Server 2007 • Windows Server 2012 • Windows NT 4.0 • Others	Windows Server 2016
50	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Are any Active Directory Policies in place?	This is not applicable for this RFP
51	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Are there failover/redundancy servers in place?	Yes
52	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	What is the current server capacity per servers currently in place?	As this is currently a hosted solution, this information is not maintained by the State of Delaware
53	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	What is the expected server capacity storage growth for the next 2 years?	Unknown; please see the answer to #52
54	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Current number of databases? Please provide specifications.	The application design utilizes a single SQL Server database.
55	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Current number of Application Servers? Please provide specifications.	The application is running in a virtualized server environment and has a base of two application servers. The environment is managed to allow for additional servers to be brought online if network traffic requires it. The application servers run the FileNet ECM and Infosphere components.
56	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Current number of Web Servers? Please provide specifications.	The application is running in a virtualized server environment and has a base of two web servers. The environment is managed to allow for additional servers to be brought online if network traffic requires it. The web servers are running Microsoft IIS.

57	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Current number of Printer Servers? Please provide specifications.	Zero
58	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	What is the current number of users accessing the server environments?	Confidential
59	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do you have operating system hardening and/or build standards for client systems?	Please see the answer to #42
60	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do you have a process for installing operating system and application updates and security patches on client systems?	Please see the answer to # 47
61	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do you have controls in place to protect client systems from malware?	Yes
62	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Are your client systems configured to log security-relevant events, such as authentication, data access, etc.?	Yes
63	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	What level of access do regular users have on their workstation/laptop?	Confidential
64	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do all clients use the same local administrator/root password?	Confidential
65	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	One major risk factor in many corporate environments is the use of older versions of Windows. Does your company still have systems running Windows Vista or earlier versions?	No

66	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	8. What type of desktop (client) operating system(s) is used? • Linux • Windows XP • Windows 7 • Windows 8 • Windows 10 • Other	Windows 7 Windows 10
67	Appendix B, Scope of work and Technical Requirements , Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do you fully encrypt the hard disks of laptops and other portable client devices?	This is not applicable for this RFP
68	Appendix B, Scope of work and Technical Requirements , Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do you allow access to confidential information (e.g., email) from unencrypted mobile devices such as phones and tablets?	This is not applicable for this RFP
69	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do you store backups on disks, tapes, or other kinds of removable media?	Disk and tape
70	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do you have procedures in place for working with customers to determine an appropriate backup frequency?	Yes
71	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do you regularly test your backups? If so, how often?	Confidential
72	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	What are RPO and RTO?	The RPO is 24 hours and the RTO is 48 hours.

73	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	What is the backup strategy today? Tape based? SAN based? Data domain?	SAN and Tape
74	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Is backup being stored in the cloud in for instance S3, Glacier?	No
75	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	If yes, how is it sent to the cloud? Dedicated link (pipe size)? Internet?	This is not applicable for this RFP
76	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Is the goal to have one size DR fits all? All applications/databases need to be on same level of DR? For instance all need to be in hot standby? Or to be tailored as business/applications tiering below?	Mirror cold envionrment
77	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	9. What is the business/application tiering? • Tier-0 foundation such as DNS, Exchange, backup system, schedule, etc. • Tier-1 critical, highly visible, cannot go down. Financial impact? • Tier-2 critical • Tier-3 can sustain some down time.	Tier 3
78	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Data replication? SAN based? Logs shipping? Or?	Not currently in place
79	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Bandwidth between primary site and DR site (prem or cloud)?	Unknown

80	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Does the DR site have the computer systems ready and connected to storage?	Yes
81	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	In cloud model, dedicated infrastructure vs. dynamic based lambda infrastructure-based approach?	Dedicated
82	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	How often the DR testing happens?	Confidential
83	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	What are the success criteria for the DR test?	Success criteria include the ability to file dockets and reports, add new users, and search for dockets and reports.
84	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Will the business be involved in testing?	Yes
85	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Do the end users need desktops, application client installs, etc. for testing?	Yes
86	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Where is the DR documentation stored?	On premises with copies at State of Delaware vault

87	Appendix B Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Licenses required for DR site software and Hardware for testing and DR?	Yes
88	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	How many applications/software does your organization currently uses? Please list them.	No
89	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Licenses purchased tracked and stored within asset management software?	Yes
90	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	Are any of the applications used developed in-house?	No
91	Appendix B, Scope of work and Technical Requirements, Paragraph 1, Page 49 Text of passage being questioned: Appendix B Scope of work and Technical requirements	What level of storage capacity do the individual applications use?	Raid 5