



State of Delaware

DTCC Web Redesign Content Management System (CMS) Request for Proposal

Contract No. DTCC22045-CMS

February 21, 2022

**Deadline to Respond
March 25, 2022
4:00 PM (EST)**

STATE OF DELAWARE
Delaware Technical and Community College

**REQUEST FOR PROPOSALS FOR PROFESSIONAL SERVICES
DTCC CONTENT MANAGEMENT SYSTEM (CMS)
ISSUED BY DELAWARE TECHNICAL AND COMMUNITY COLLEGE
CONTRACT NUMBER DTCC22045-CMS**

Contents:

- I. OVERVIEW
- II. SCOPE OF SERVICES
- III. REQUIRED INFORMATION
- IV. PROFESSIONAL SERVICES RFP ADMINISTRATIVE INFORMATION
- V. CONTRACT TERMS AND CONDITIONS
- VI. RFP MISCELLANEOUS INFORMATION
- VII. ATTACHMENTS
- APPENDIX A - MINIMUM MANDATORY SUBMISSION REQUIREMENTS
- APPENDIX B - SCOPE OF WORK AND TECHNICAL REQUIREMENTS
- APPENDIX C – PRICING FORMS
- APPENDIX D - HIGHER EDUCATION COMMUNITY VENDOR ASSESSMENT TOOL KIT (HECVAT)
- APPENDIX E – TECHNOLOGY AND DATA SECURITY

**** [Ctrl+Click on the headings above will take you directly to the section.](#)**

I. Overview

Delaware Technical and Community College (“the College”), seeks professional services to provide a cloud-based, responsive, and accessible, Content Management System (CMS). This request for proposals (“RFP”) is issued pursuant to 29 *Del. C.* §§ [6981 and 6982](#).

The proposed schedule of events subject to the RFP is outlined below:

Public Notice	Date: February 21, 2022
Deadline for Questions	Date: February 28, 2022 4:00 p.m. (EST)
Response to Questions Posted by:	Date: March 11, 2022 4:00 p.m. (EST)
Deadline for Receipt of Proposals	Date: March 25, 2022 at 4:00 p.m. (EST)
Demonstrations:	Date: April 4 – April 7, 2022
Estimated Notification of Award	Date: April 15, 2022
Estimated Contract Start:	Date: May 9, 2022
New CMS site live by:	Date: November 11, 2022

STATE OF DELAWARE
Delaware Technical and Community College

Each proposal must be accompanied by a transmittal letter which briefly summarizes the proposing firm's interest in providing the required professional services. The transmittal letter must also clearly state and justify any exceptions to the requirements of the RFP which the applicant may have taken in presenting the proposal. (Applicant exceptions must also be recorded on Attachment 3). The College reserves the right to deny any and all exceptions taken to the RFP requirements.

Furthermore, the transmittal letter must disclose each Vendor location or subcontractor location (including the name of the subcontractor) where College data shall be stored. To ensure service to its students and redundant security, the College shall require an awarded Vendor to maintain a primary and secondary storage capacity for College data and shall have a strong preference that at least the primary location for storage of College shall be located in the United States.

MANDATORY PREBID MEETING

A mandatory pre-bid meeting has not been established for this Request for Proposal.

II. Scope of Services

The Vendor(s) shall provide all equipment, materials and labor to supplement the College's need for a Content Management System (CMS) as described herein. The contract will require the Vendor(s) to cooperate with the ordering agency to ensure the College receives the most current state-of-the-art CMS.

The College seeks professional services to provide a cloud-based Content Management System (CMS) for the College's public website for a five-year contract. The project will include the migration of the current site into the new CMS resulting in a fully functional production ready site which meets or exceeds the current site feature set. This RFP (with the exception of public search) only applies to pages in the "www." subdomain of www.dtcc.edu. Websites and web pages without "www." in the URL are not in scope. The College has committed to the project two existing staff upon hire of the vendor and retains the right to have the option to implement any portion of the project in-house, work collaboratively with the vendor and/or to utilize the vendor for full implementation.

A. BACKGROUND

As the only community college in the State of Delaware, Delaware Technical and Community College is an open-admission institution of higher education with four campus locations offering over 100 associate degrees, diplomas, certificates and a bachelor's degree in the areas of Agriculture, Business, Culinary Arts, Education, Energy and Engineering Technologies, Health and Science, Information Technologies, Public Service, Transportation, Visual Communication, and General Education. We offer opportunities for lifelong learning including degree programs that prepare students to go directly into the workforce; connected degree programs with area institutions for associate degree students seeking bachelor's degrees; developmental and general education courses; workforce training and customized corporate training programs for adults in the workplace; summer camps for kids; and courses designed to enlighten and enrich the lives of retirees. The 2020 fall semester credit enrollment was over 18,000 students, and the College serves an additional 22,000 non-credit individuals annually. The College is committed to putting students at the center of everything we do,

STATE OF DELAWARE
Delaware Technical and Community College

providing high-quality, equitable, and accessible educational opportunities for our diverse student population, and promoting cultural, intellectual, physical, and social development and workforce training skills. For more information, see: <https://www.dtcc.edu/about/mission-vision-and-strategic-directions>

Current Web Environment:

The College presently hosts its website on premises utilizing the Drupal 7 content management system. The website utilizes Apache Solr as its public search. The website is centrally managed and primarily updated by two web team members. The size of the website is approximately 2,000 pages. Our last full redesign was in 2012 with a refresh and upgrade to the next version of Drupal in 2015. Both utilized external partners.

Elements of the current Drupal CMS:

Drupal Content Types

- Athletics – Player Roster/Coaches (with taxonomies)
- Emergency Announcements
- Homepage Brand Box Image Carousel
- Homepage Ad Image Carousel
- Page
- Page with Sidebars
- Sidebar Block (reusable single source blocks with taxonomies)
- Story/News Article (with taxonomies and RSS feeds)
- Testimonial (with taxonomies and RSS feeds)

Dynamic Components

- Programs of Study – The current [program search/sort](#) is dynamically generated from an XML file (campus, academic offering/degree type, cluster, alpha order) and managed in an external application. We would like to move to a new program of study structured data content type and filter based on internal CMS or search capabilities removing the need for the XML file.
- Program of Study Detail Page – Some [content on these pages](#) is dynamically generated from XML files managed in an external application (course sequence sheet PDF's, program graduate competencies, core curriculum competencies). We would like to move away from this system and instead import the information from our [College Catalog](#) which is managed through Watermark SmartCatalog via JSON or XML.
- [Personnel Policy Manual](#) / [Non-Credit Policy Guide](#) – Currently managed by external application which generates XML files and feeds into current Drupal CMS to generate pages and PDF files. We would like to move the content and page management to our new CMS removing the need for the XML files and external management. We would like to keep the ability to generate PDF booklets for these sections of the website.
- Connected Degrees (Transfer Options) - The [current pages](#) and [search/sort](#) are dynamically driven by an external XML file and managed in an external application. We would like to investigate the option to move the pages and search/sort into the new CMS. If this isn't feasible, we would like to continue to use the XML file for the generation of pages and search.

The College also utilizes the following technologies:

- Acceptiva as a payment processing platform
- Apache Solr as its website search
- Authentication: CAS/ADFS/SAML

STATE OF DELAWARE
Delaware Technical and Community College

- Banner (Ellucian) as its student information system
- Brightspace (D2L) as its learning management system
- Collegetransfer.net as its course transfer matrix
- Degree Works (Ellucian) as its academic advising and degree audit tools
- Google Analytics
- Handshake as its career services student/employer platform
- iContact.com as its email marketing tool
- Nextgen Web Solutions as its scholarship management system and dynamic forms (Business Services)
- Peopleadmin.com as its talent management system
- Planmygift.org for gift planning
- Regroup.com as its emergency mass notification tool
- SiteImprove.com as its web governance tool
- Smugmug.com as its photo gallery repository
- Snapwidget as its social media embed tool
- Trumba.com as its website calendar system
- Unifyed.com at its student and employee portal (MyDTCC)
- Watermark SmartCatalog for curriculum, catalog, syllabi management
- Wufoo.com as its website form platform (Marketing)
- Xenegrade.com as its continuing education student registration system and platform

B. STATEMENT OF NEEDS

The College is seeking a leading-edge cloud-based Web Content Management System (CMS). The project will include the migration of the current site into the new CMS resulting in a fully functional production ready site.

The College would prefer a vendor with prior experience offering a complete end-to-end suite of content management services to colleges and universities. The College is also focused on creating a website that contains full accessibility for disabled users and meets WCAG 2.1 standards to fulfill ADA compliance requirements.

The College is looking for the following characteristics of a CMS:

- Modern and elegant user interface
- Easy to use (intuitive, efficient)
- Reliable and robust (stable, fault tolerant, highly available, recoverable) and scalable
- Reporting features
- Flexible component driven templates
- Mobile device support
- Accessible (section 508, ADA, and WCAG compliant)
- Extendable and Interoperable (API calls, Services Oriented Architecture, web services, 3rd party tools)
- Cost effective
- The CMS does not have to include production site cloud hosting and comprehensive search features but if it does not, the Vendor will be asked to provide recommended solutions

C. DETAILED REQUIREMENTS

STATE OF DELAWARE
Delaware Technical and Community College

The statement of work and technical specifications of this RFP are stated in Appendix B. Vendors must provide pricing for the items listed in the Excel Spreadsheet, Appendix C.

III. Required Information

The following information shall be provided in each proposal in the order listed below. Failure to respond to any request for information within this proposal may result in rejection of the proposal at the sole discretion of the State.

A. Minimum Requirements

1. Provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the scope of work.

Prior to the execution of an award document, the successful Vendor shall either furnish the College with proof of State of Delaware Business Licensure or initiate the process of application where required.

2. Vendor shall provide responses to the Request for Proposal (RFP) scope of work and clearly identify capabilities as presented in the General Evaluation Requirements below.
3. Complete all appropriate attachments and forms as identified within the RFP.
4. Proof of insurance and amount of insurance shall be furnished to the College prior to the start of the contract period and shall be no less than as identified in the bid solicitation, Section V, Item 8, subsection g (insurance).
5. Completion of the Higher Education Community Vendor Assessment Tool Kit (HECVAT) found in Appendix D and submitted with the Vendor proposal.

B. General Evaluation Requirements

1. Experience and Reputation
2. Expertise for the particular project under consideration
3. Capacity to meet requirements (size, financial condition, timeline, etc.)
4. Location (geographical)
5. Demonstrated ability
6. Other criteria necessary for a quality cost-effective project

IV. Professional Services RFP Administrative Information

A. RFP Issuance

1. Public Notice

Public notice has been provided in accordance with 29 *Del. C.* [§ 6981](#).

2. Obtaining Copies of the RFP

This RFP is available in electronic form through the State of Delaware Procurement website at www.bids.delaware.gov . Paper copies of this RFP will not be available.

STATE OF DELAWARE
Delaware Technical and Community College

3. Assistance to Vendors with a Disability

Vendors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the Designated Contact no later than ten days prior to the deadline for receipt of proposals.

4. RFP Designated Contact

All requests, questions, or other communications about this RFP shall be made in writing to the College. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid and may disqualify the vendor. Vendors should rely only on written statements issued by the RFP designated contact.

Delaware Technical Community College
ATTN: Amanda Lemmon
Office of the President, Building 1000 – Suite 100
100 Campus Drive
Dover, DE 19904-1383
a.lemmon@dtcc.edu
(302) 857-1614

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

5. Consultants and Legal Counsel

The College may retain consultants or legal counsel to assist in the review and evaluation of this RFP and the vendors' responses. Bidders shall not contact the College's consultant or legal counsel on any matter related to the RFP.

6. Contact with State or College Employees

Direct contact with State of Delaware or College employees other than the College RFP Designated Contact regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Delaware or College 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.

7. 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.

8. Exclusions

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

- a. 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:

STATE OF DELAWARE
Delaware Technical and Community College

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

B. RFP Submissions

1. 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.

2. Proposals

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The College reserves the right to reject any non-responsive or non-conforming proposals. Each proposal must be submitted with one (1) original paper copy and two (2) electronic copies on two (2) separate USB memory drives. Please provide a separate electronic pricing file from the rest of the RFP proposal responses.

All properly sealed and marked proposals are to be sent to the College and received no later than 4:00 PM (EST) on March 25, 2022. The Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**Delaware Technical Community College
ATTN: Amanda Lemmon
Office of the President, Building 1000 – Suite 100
100 Campus Drive
Dover, DE 19904-1383
a.lemmon@dtcc.edu
(302) 857-1614**

Vendors are directed to clearly print “BID ENCLOSED” and “CONTRACT NO. DTCC22045-CMS” on the outside of the bid submission package.

Any proposal received after the Deadline for Receipt of Proposals date shall not be considered and shall be returned unopened. The proposing vendor bears the risk of delays in delivery and any costs for returned proposals. The contents of any proposal shall not be disclosed as to be made available to competing entities during the negotiation process.

STATE OF DELAWARE
Delaware Technical and Community College

Upon receipt of vendor proposals, each vendor shall be presumed to be thoroughly familiar with all specifications and requirements of this RFP. The failure or omission to examine any form, instrument or document shall in no way relieve vendors from any obligation in respect to this RFP.

3. Proposal Modifications

Any changes, amendments or modifications to a proposal must be made in writing, submitted in the same manner as the original response and conspicuously labeled as a change, amendment or modification to a previously submitted proposal. Changes, amendments or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

4. Proposal Costs and Expenses

The College will not pay any costs incurred by any Vendor associated with any aspect of responding to this solicitation, including proposal preparation, printing or delivery, attendance at vendor's conference, system demonstrations or negotiation process.

5. Proposal Expiration Date

Prices quoted in the proposal shall remain fixed and binding on the bidder at least through December 1, 2022. The College reserves the right to ask for an extension of time if needed.

6. Late Proposals

Proposals received after the specified date and time will not be accepted or considered. To guard against premature opening, sealed proposals shall be submitted, plainly marked with the proposal title, vendor name, and time and date of the proposal opening. Evaluation of the proposals is expected to begin shortly after the proposal due date. To document compliance with the deadline, the proposal will be date and time stamped upon receipt.

7. Proposal Opening

The College will receive proposals until the date and time shown in this RFP. Proposals will be opened in the presence of College personnel. Any unopened proposals will be returned to the submitting 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 in accordance with [Executive Order # 31](#) and Title 29, Delaware Code, [Chapter 100](#).

8. 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 College.

9. Concise Proposals

The College discourages overly lengthy and costly proposals. It is the desire that proposals be prepared in a straightforward and concise manner. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are not desired. The College's interest is in the quality and responsiveness of the proposal.

STATE OF DELAWARE
Delaware Technical and Community College

10. Realistic Proposals

It is the expectation of the College 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 College 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.

11. Confidentiality of Documents

The State of Delaware and its constituent agencies are required to comply with the State of Delaware Freedom of Information Act, 29 Del. C. § 10001, et seq. ("FOIA"). FOIA requires that the State of Delaware's records are public records (unless otherwise declared by FOIA or other law to be exempt from disclosure) and are subject to inspection and copying by any person upon a written request. All proposals are subject to FOIA's public disclosure obligations.

The College wishes to create a business-friendly environment and procurement process. As such, the College respects the vendor community's desire to protect its intellectual property, trade secrets, and confidential business information (collectively referred to herein as "confidential business information"). Proposals must contain sufficient information to be evaluated. If a vendor feels that they cannot submit their proposal without including confidential business information, they must adhere to the following procedure, or their proposal may be deemed unresponsive, may not be recommended for selection, and any applicable protection for the vendor's confidential business information may be lost.

In order to allow the College to assess its ability to protect a vendor's confidential business information, vendors will be permitted to designate appropriate portions of their proposal as confidential business information.

Vendor(s) may submit portions of a proposal considered to be confidential business information in a separate, sealed envelope labeled "Confidential Business Information" and include the specific RFP number. The envelope must contain a letter from the vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 Del. C. § 10002, and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the College will open the envelope to determine whether the procedure described above has been followed. A vendor's allegation as to its confidential business information shall not be binding on the College. The College shall independently determine the validity of any vendor designation as set forth in this section. Any vendor submitting a proposal or using the procedures discussed herein expressly accepts the College's absolute right and duty to independently assess the legal and factual validity of any information designated as confidential business information. Accordingly, vendor(s)

STATE OF DELAWARE
Delaware Technical and Community College

assume the risk that confidential business information included in a proposal may enter the public domain.

12. Multi-Vendor Solutions (Joint Ventures)

Multi-vendor solutions (joint ventures) will be allowed only if one of the venture partners is designated as the “**prime contractor**”. The “**prime contractor**” must be the joint venture’s contact point for the College and be responsible for the joint venture’s performance under the contract, including all project management, legal and financial responsibility for the implementation of all vendor systems. If a joint venture is proposed, a copy of the joint venture agreement clearly describing the responsibilities of the partners must be submitted with the proposal. Services specified in the proposal shall not be subcontracted without prior written approval by the College, and approval of a request to subcontract shall not in any way relieve Vendor of responsibility for the professional and technical accuracy and adequacy of the work. Further, vendor shall be and remain liable for all damages to the College caused by negligent performance or non-performance of work by its subcontractor or its sub-subcontractor.

Multi-vendor proposals must be a consolidated response with all cost included in the cost summary. Where necessary, RFP response pages are to be duplicated for each vendor.

a. Primary Vendor

The College expects to negotiate and contract with only one “prime vendor”. The College will not accept any proposals that reflect an equal teaming arrangement or from vendors who are co-bidding on this RFP. The prime vendor will be responsible for the management of all subcontractors.

Any contract that may result from this RFP shall specify that the prime vendor is solely responsible for fulfillment of any contract with the College as a result of this procurement. The College will make contract payments only to the awarded vendor. Payments to any-subcontractors are the sole responsibility of the prime vendor (awarded vendor).

Nothing in this section shall prohibit the College from the full exercise of its options under Section IV.B.18 regarding multiple source contracting.

b. Sub-contracting

The vendor selected shall be solely responsible for contractual performance and management of all subcontract relationships. This contract allows subcontracting assignments; however, vendors assume all responsibility for work quality, delivery, installation, maintenance, and any supporting services required by a subcontractor.

Use of subcontractors must be clearly explained in the proposal, and major subcontractors must be identified by name. **The prime vendor shall be wholly responsible for the entire contract performance whether or not subcontractors are used.** Any sub-contractors must be approved by College.

c. Multiple Proposals

A primary vendor may not participate in more than one proposal. Sub-contracting vendors may participate in multiple joint venture proposals.

STATE OF DELAWARE
Delaware Technical and Community College

13. Sub-Contracting

The vendor selected shall be solely responsible for contractual performance and management of all subcontract relationships. This contract allows subcontracting assignments; however, vendors assume all responsibility for work quality, delivery, installation, maintenance, and any supporting services required by a subcontractor.

Use of subcontractors must be clearly explained in the proposal, and subcontractors must be identified by name. Any sub-contractors must be approved by College.

14. Discrepancies and Omissions

Vendor is fully responsible for the completeness and accuracy of their proposal, and for examining this RFP and all addenda. Failure to do so will be at the sole risk of vendor. Should vendor find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any questions arise concerning this RFP, vendor shall notify the College's Designated Contact, in writing, of such findings at least ten (10) days before the proposal opening. This will allow issuance of any necessary addenda. It will also help prevent the opening of a defective proposal and exposure of vendor's proposal upon which award could not be made. All unresolved issues should be addressed in the proposal.

Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Designated Contact, in writing, at least ten (10) calendar days prior to the time set for opening of the proposals.

a. RFP Question and Answer Process

The College will allow written requests for clarification of the RFP. **All questions shall be received no later than February 28, 2022 at 4:00 p.m. (EST). All questions will be consolidated into a single set of responses and posted on the State's website at www.bids.delaware.gov by the date of March 11, 2022.** Vendor names will be removed from questions in the responses released. Questions should be submitted in the following format. Deviations from this format will not be accepted.

- Section number
- Paragraph number
- Page number
- Text of passage being questioned

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

15. College's Right to Reject Proposals

The College reserves the right to accept or reject any or all proposals or any part of any proposal, to waive defects, technicalities or any specifications (whether they be in the College's specifications or vendor's response), to sit and act as sole judge of the merit and qualifications of each product offered, or to solicit new proposals on the same project or on a modified project which may include portions of the originally

STATE OF DELAWARE
Delaware Technical and Community College

proposed project as the College may deem necessary in the best interest of the College.

16. College's Right to Cancel Solicitation

The College reserves the right to cancel this solicitation at any time during the procurement process, for any reason or for no reason. The College makes no commitments expressed or implied, that this process will result in a business transaction with any vendor.

This RFP does not constitute an offer by the College. Vendor's participation in this process may result in the College selecting your organization to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the College to execute a contract nor to continue negotiations. The College may terminate negotiations at any time and for any reason, or for no reason.

17. State's Right to Award Multiple Source Contracting

Pursuant to 29 *Del. C.* [§ 6986](#), the College may award a contract for a particular professional service to two or more vendors if the agency head makes a determination that such an award is in the best interest of the College.

18. Potential Contract Overlap

Vendors shall be advised that the College, at its sole discretion, shall retain the right to solicit for goods and/or services as required by its agencies and as it serves the best interest of the College. As needs are identified, there may exist instances where contract deliverables, and/or goods or services to be solicited and subsequently awarded, overlap previous awards. The College reserves the right to reject any or all bids in whole or in part, to make partial awards, to award to multiple vendors during the same period, to award by types, on a zone-by-zone basis or on an item-by-item or lump sum basis item by item, or lump sum total, whichever may be most advantageous to the College.

20. Supplemental Solicitation

The College reserves the right to advertise a supplemental solicitation during the term of the Agreement if deemed in the best interest of the College.

21. Notification of Withdrawal of Proposal

Vendor may modify or withdraw its proposal by written request, provided that both proposal and request is received by the College prior to the proposal due date. Proposals may be re-submitted in accordance with the proposal due date in order to be considered further.

Proposals become the property of the College at the proposal submission deadline. All proposals received are considered firm offers at that time.

22. Revisions to the RFP

If it becomes necessary to revise any part of the RFP, an addendum will be posted on the State of Delaware's website at www.bids.delaware.gov. The College is not bound by any statement related to this RFP made by any College employee, contractor or its agents.

STATE OF DELAWARE
Delaware Technical and Community College

23. Exceptions to the RFP

Any exceptions to the RFP, or the College's terms and conditions, must be recorded on Attachment 3. Acceptance of exceptions is within the sole discretion of the evaluation committee.

24. Business References

Provide at least three (3) business references consisting of current or previous customers of similar scope and value using Attachment 5. Include business name, mailing address, contact name and phone number, number of years doing business with, and type of work performed. Personal references cannot be considered.

25. Award of Contract

The final award of a contract is subject to approval by the College. The College has the sole right to select the successful vendor(s) for award, to reject any proposal as unsatisfactory or non-responsive, to award a contract to other than the lowest priced proposal, to award multiple contracts, or not to award a contract, as a result of this RFP.

Notice in writing to a vendor of the acceptance of its proposal by the College and the subsequent full execution of a written contract will constitute a contract, and no vendor will acquire any legal or equitable rights or privileges until the occurrence of both such events.

a. RFP Award Notifications

After reviews of the evaluation committee report and its recommendation, and once the contract terms and conditions have been finalized, the College will award the contract.

The contract shall be awarded to the vendor whose proposal is most advantageous, taking into consideration the evaluation factors set forth in the RFP.

It should be explicitly noted that the College is not obligated to award the contract to the vendor who submits the lowest bid or the vendor who receives the highest total point score, rather the contract will be awarded to the vendor whose proposal is the most advantageous to the College. The award is subject to the appropriate College approvals.

After a final selection is made, the winning vendor will be invited to negotiate a contract with the College; remaining vendors will be notified in writing of their selection status.

26. Cooperatives

Vendors, who have been awarded similar contracts through a competitive bidding process with a cooperative, are welcome to submit the cooperative pricing for this solicitation. **College terms will take precedence.**

C. RFP Evaluation Process

An evaluation team composed of representatives of the College will evaluate proposals on a variety of quantitative criteria. Neither the lowest price nor highest scoring proposal will necessarily be selected.

STATE OF DELAWARE
Delaware Technical and Community College

The College reserves full discretion to determine the competence and responsibility, professionally and/or financially, of vendors. Vendors are to provide in a timely manner any and all information that the College may deem necessary to make a decision.

1. Proposal Evaluation Team

The Proposal Evaluation Team shall be comprised of representatives of the College. The Team shall determine which vendors meet the minimum requirements pursuant to selection criteria of the RFP and procedures established in 29 *Del. C.* §§ [6981](#) and [6982](#). Professional services for this solicitation are considered under 29 *Del. C.* § 6982(a). The Team will negotiate with the qualified firm designated 1st on the preference list. Should the Team be unable to negotiate a satisfactory contract with the qualified firm designated to be first on the preference list, at a price the Team determines to be fair and reasonable, negotiations with that firm shall be formally terminated. The Team may negotiate with the remaining firms by order of ranking. At any point in the negotiations process, the Team may, at its discretion, terminate negotiations with any or all firms. The Team shall make a recommendation regarding the award to the College President, who shall have final authority, subject to the provisions of this RFP and 29 *Del. C.* § [6982\(a\)](#), to award a contract to the successful vendor in the best interests of the College.

2. Proposal Selection Criteria

The Proposal Evaluation Team shall assign up to the maximum number of points for each Evaluation Item to each of the proposing vendor's proposals. All assignments of points shall be at the sole discretion of the Proposal Evaluation Team.

The proposals shall contain the essential information on which the award decision shall be made. The information required to be submitted in response to this RFP has been determined by the College to be essential for use by the Team in the bid evaluation and award process. Therefore, all instructions contained in this RFP shall be met in order to qualify as a responsive and responsible contractor and participate in the Proposal Evaluation Team's consideration for award. Proposals which do not meet or comply with the instructions of this RFP may be considered non-conforming and deemed non-responsive and subject to disqualification at the sole discretion of the Team.

The Team reserves the right to:

- Select for contract or for negotiations a proposal other than that with lowest costs.
- Reject any and all proposals or portions of proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all vendors during the contract review and negotiation.
- Negotiate any aspect of the proposal with any vendor and negotiate with more than one vendor at the same time.
- Select more than one vendor pursuant to 29 *Del. C.* § [6986](#). Such selection will be based on the needs of the College

Required Proposal Criteria

STATE OF DELAWARE
Delaware Technical and Community College

College Requirements for Proposals: In addition to the information required by the terms of this RFP, the following information shall be provided in each proposal in the order listed below. Failure to respond to any request for information within this proposal may result in rejection of the proposal at the sole discretion of the College.

The following information is required for each proposal:

- i. Executive Summary:
This section will present a high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed products and services.
- ii. Company Overview:
Provide the following for your company:
 1. Official registered name (Corporate, D.B.A., Partnership, etc.), Dun & Bradstreet Number, Primary and Secondary SIC numbers
 2. Address
 3. Main telephone number
 4. Toll-free numbers
 5. Facsimile
 6. Website URLs
 7. Key contact name, title, address (if different from above address), direct telephone and fax numbers
 8. Person authorized to contractually bind the organization for any proposal against this RFP
 9. Brief history, including year established and number of years your company has been offering Content Management System (CMS) solutions
 10. Provide the number of higher education websites currently using your CMS
 11. Provide the number of users that are currently using your CMS
 12. Provide a list of higher education websites that went live within the last six months using your CMS
 13. Provide between three and five URLs representative of the vendor's higher education CMS work that the vendor is particularly proud of
 14. Evidence of fiscal stability
- iii. Project Team Staffing:
Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members. Some project staff members may have access to sensitive student information; describe how your company qualifies employees to work with sensitive student information.
- iv. Scope, Approach, and Methodology:
This section should include a description of each major type of work being requested of the Vendor. Information provided in this section may be held in strict confidence if requested. The proposal should reflect each of the sections listed:
 1. Hardware and software requirements (if applicable)

STATE OF DELAWARE
Delaware Technical and Community College

2. Project team list (including CV of team members)
3. Alliance/partnerships, if applicable, with other Vendors
4. Project implementation plan (including data migration from current CMS)
- v. Functional Requirements:
 1. This section identifies key functional requirements as well as desired functionality. This list should not be viewed as all-inclusive and the RFP decision may include criteria not explicitly defined in this section.
 2. Provide information on how your proposed solution meets the following needs: SEE APPENDIX B- STATEMENT OF WORK & TECHNICAL SPECIFICATIONS and narrative response to "Vendor Questions."
- vi. Detailed and Itemized Pricing:
 1. In this section provide complete pricing. Provide a comprehensive five (5) year Total Cost of Ownership by completing Appendix C and annotate the following in narrative fashion:
 - a. Implementation costs, including estimates of required hardware/software and Professional Services (to include public search and production site hosting if applicable)
 - b. Cost of batch migration of up to 2,000 pages
 - c. Initial training and ongoing training options (to include annual user conferences)
 - d. Support services available during contractual period
 - e. Maintenance and recurring costs (to include public search and production site hosting if applicable)
 - f. Onetime costs
 - g. Disclosure of any annual maintenance escalation rates
- vii. Security:
 1. This section should provide an overall description of the systems and organization's information security program. Include how the College's data is protected on premise, in the cloud, and during transport (if applicable). Include what security protocols are used, physical security measures, regulatory compliance, location of off-premises data centers, and 3rd party hosting vendors (if applicable). Include the vendor incident management plan in the event of a data breach. The evaluation of the vendor responses may require follow up questions by the College.
- viii. Data Ownership and Privacy:
 1. This section should provide at a minimum:
 - a. A statement of data ownership for all data entered or transferred to the system.
 - b. All 3rd party vendors must be identified which would have access to the College specific data.
 - c. Provide applicable privacy statements.
 - d. Provide a statement of how the data may be transferred back to the College once the system is no longer used and how periodic transfer backups of College data may occur.
- ix. Hardware and Software:
 1. This section should list all necessary hardware and software, if any are required by the College for the solution. Include operating

STATE OF DELAWARE
Delaware Technical and Community College

systems, proprietary, open-source software, and third-party software requirements.

- x. Data Integration:
 - 1. This section should provide details of possible data integration points and methodology to College systems (Banner, etc.)
 - 2. Software and Cloud Environment:
 - a. Active Directory ADFS/SAML
 - b. Azure ADFS
 - c. CAS – Open-Source Single Sign-on
 - d. Ellucian Banner Student Information System

Criteria Weight

All proposals shall be evaluated using the same criteria and scoring process. The following criteria shall be used by the Evaluation Team to evaluate proposals:

	EVALUATION CRITERIA		
		PERCENTAGE	POINTS
1.	Ability to meet the requirements of the RFP	30	30
2.	Experience with projects of similar scope, complexity, and magnitude within the higher education market	15	15
3.	Infrastructure & System Administration	15	15
4.	Training, Staffing & Support	10	10
5.	Ability to meet proposed schedule	10	10
6.	References	5	5
7.	Pricing	15	15
	TOTAL SCORE	100%	100

Vendors are encouraged to review the evaluation criteria and to provide a response that addresses each of the scored items. Evaluators will not be able to make assumptions about a vendor's capabilities so the responding vendor should be detailed in their proposal responses.

3. Proposal Clarification

The Evaluation Team may contact any vendor in order to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Proposals may not be modified as a result of any such clarification request.

4. References

The Evaluation Team may contact any customer of the vendor, whether or not included in the vendor's reference list, and use such information in the evaluation process. Additionally, the College may choose to visit existing installations of comparable systems, which may or may not include vendor personnel. If the vendor is involved in such site visits, the College will pay travel costs only for College personnel for these visits.

STATE OF DELAWARE
Delaware Technical and Community College

5. Oral Presentations

After initial scoring and a determination that vendor(s) are qualified to perform the required services, selected vendors may be invited to make oral presentations to the Evaluation Team. All vendor(s) selected will be given an opportunity to present to the Evaluation Team.

The selected vendors will have their presentations scored or ranked based on their ability to successfully meet the needs of the contract requirements, successfully demonstrate their product and/or service, and respond to questions about the solution capabilities.

The vendor representative(s) attending the oral presentation shall be technically qualified to respond to questions related to the proposed system and its components. All of the vendor's costs associated with participation in oral discussions and system demonstrations conducted for the College are the vendor's responsibility.

V. Contract Terms and Conditions

1. Contract Use by Other Agencies

REF: Title 29, Chapter [6904\(e\)](#) Delaware Code. If no state contract exists for a certain good or service, covered agencies may procure that certain good or service under another agency's contract so long as the arrangement is agreeable to all parties. Agencies, other than covered agencies, may also procure such goods or services under another agency's contract when the arrangement is agreeable to all parties.

2. Cooperative Use of Award

As a publicly competed contract awarded in compliance with 29 DE Code Chapter 69, this contract is available for use by other states and/or governmental entities through a participating addendum. Interested parties should contact the State Contract Procurement Officer identified in the contract for instruction. Final approval for permitting participation in this contract resides with the College and in no way places any obligation upon the awarded vendor(s).

3. As a Service Subscription

As a Service subscription license costs shall be incurred at the individual license level only as the individual license is utilized within a fully functioning solution. Subscription costs will not be applicable during periods of implementation and solution development prior to the College's full acceptance of a working solution. Additional subscription license requests above actual utilization may not exceed 5% of the total and are subject to College budget and technical review.

4. General Information

- a. The term of the contract between the successful bidder and the State shall be for five (5) years with one (1) optional extensions for a period of five (5) years for each extension.
- b. The selected vendor will be required to enter into a written agreement with the College. The College reserves the right to incorporate standard State contractual provisions into any contract negotiated as a result of a proposal submitted in response to this RFP. Any proposed modifications to the terms and conditions of the standard contract are subject to review and approval by the College. Vendors

STATE OF DELAWARE
Delaware Technical and Community College

will be required to sign the contract for all services, and may be required to sign additional agreements.

- c. The selected vendor or vendors will be expected to enter negotiations with the College, which will result in a formal contract between parties. Procurement will be in accordance with subsequent contracted agreement. This RFP and the selected vendor's response to this RFP will be incorporated as part of any formal contract.
- d. The College's standard contract will most likely be supplemented with the vendor's software license, support/maintenance, source code escrow agreements, and any other applicable agreements. The terms and conditions of these agreements will be negotiated with the finalist during actual contract negotiations.
- e. The successful vendor shall promptly execute a contract incorporating the terms of this RFP within fourteen (14) days after award of the contract. No vendor is to begin any service prior to receipt of a State of Delaware purchase order signed by two authorized representatives of the College requesting service, properly processed through the State of Delaware Accounting Office and the Department of Finance. The purchase order shall serve as the authorization to proceed in accordance with the bid specifications and the special instructions, once it is received by the successful vendor.
- f. If the vendor to whom the award is made fails to enter into the agreement as herein provided, the award will be annulled, and an award may be made to another vendor. Such vendor shall fulfill every stipulation embraced herein as if they were the party to whom the first award was made.
- g. The College reserves the right to extend this contract on a month-to-month basis for a period of up to three months after the term of the full contract has been completed.
- h. Vendors are not restricted from offering lower pricing at any time during the contract term.

5. Collusion or Fraud

Any evidence of agreement or collusion among vendor(s) and prospective vendor(s) acting to illegally restrain freedom from competition by agreement to offer a fixed price, or otherwise, will render the offers of such vendor(s) void.

By responding, the vendor shall be deemed to have represented and warranted that its proposal is not made in connection with any competing vendor submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the vendor did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of the College participated directly or indirectly in the vendor's proposal preparation.

Advance knowledge of information which gives any particular vendor advantages over any other interested vendor(s), in advance of the opening of proposals, whether in response to advertising or an employee or representative thereof, will potentially void that particular proposal.

6. Lobbying and Gratuities

Lobbying or providing gratuities shall be strictly prohibited. Vendors found to be lobbying, providing gratuities to, or in any way attempting to influence a College employee or an agent of the State of Delaware concerning this RFP or the award of a

STATE OF DELAWARE
Delaware Technical and Community College

contract resulting from this RFP shall have their proposal immediately rejected and shall be barred from further participation in this RFP.

The selected vendor will warrant that no person or selling agency has been employed or retained to solicit or secure a contract resulting from this RFP upon agreement or understanding for a commission, or a percentage, brokerage or contingent fee. For breach or violation of this warranty, the College shall have the right to annul any contract resulting from this RFP without liability or at its discretion deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

All contact with College employees, contractors or all other agents of the State of Delaware concerning this RFP shall be conducted in strict accordance with the manner, forum and conditions set forth in this RFP.

7. Solicitation of College Employees

Until contract award, vendors shall not, directly or indirectly, solicit any employee of the College to leave the College's employ in order to accept employment with the vendor, its affiliates, actual or prospective contractors, or any person acting in concert with vendor, without prior written approval of the College's Human Resources Officer. Solicitation of College employees by a vendor may result in rejection of the vendor's proposal.

This paragraph does not prevent the employment by a vendor of a College employee who has initiated contact with the vendor. However, College employees may be legally prohibited from accepting employment with the contractor or subcontractor under certain circumstances. Vendors may not knowingly employ a person who cannot legally accept employment under state or federal law. If a vendor discovers that they have done so, they must terminate that employment immediately.

8. General Contract Terms

a. Independent Contractors

The parties to the contract shall be independent contractors to one another, and nothing herein shall be deemed to cause this agreement to create an agency, partnership, joint venture or employment relationship between parties. Each party shall be responsible for compliance with all applicable workers compensation, unemployment, disability insurance, social security withholding and all other similar matters. Neither party shall be liable for any debts, accounts, obligations or other liability whatsoever of the other party or any other obligation of the other party to pay on the behalf of its employees or to withhold from any compensation paid to such employees any social benefits, workers compensation insurance premiums or any income or other similar taxes.

It may be at the College's discretion as to the location of work for the contractual support personnel during the project period. The College may provide working space and sufficient supplies and material to augment the Contractor's services.

b. Temporary Personnel are Not College Employees Unless and Until They are Hired

Vendor agrees that any individual or group of temporary staff person(s) provided to the College pursuant to this Solicitation shall remain the employee(s) of Vendor

STATE OF DELAWARE
Delaware Technical and Community College

for all purposes including any required compliance with the Affordable Care Act by the Vendor. Vendor agrees that it shall not allege, argue, or take any position that individual temporary staff person(s) provided to the College pursuant to this Solicitation must be provided any benefits, including any healthcare benefits by the College or the State of Delaware and Vendor agrees to assume the total and complete responsibility for the provision of any healthcare benefits required by the Affordable Care Act to aforesaid individual temporary staff person(s). In the event that the Internal Revenue Service, or any other third-party governmental entity determines that the College or the State of Delaware is a dual employer or the sole employer of any individual temporary staff person(s) provided to the College pursuant to this Solicitation, Vendor agrees to hold harmless, indemnify, and defend the College and the State to the maximum extent of any liability arising out of such determinations.

Notwithstanding the content of the preceding paragraph, should the College subsequently directly hire any individual temporary staff employee(s) provided pursuant to this Solicitation, the aforementioned obligations to hold harmless, indemnify, and defend the College and the State of Delaware shall cease and terminate for the period following the date of hire. Nothing herein shall be deemed to terminate the Vendor's obligation to hold harmless, indemnify, and defend the College and the State of Delaware for any liability that arises out of compliance with the ACA prior to the date of hire by the College. Vendor will waive any separation fee provided an employee works for both the vendor and hiring agency, continuously, for a three (3) month period and is provided thirty (30) days written notice of intent to hire from the College. Notice can be issued at second month if it is the College's intention to hire.

c. Work Performed in a State Building

Awarded Vendor(s) who have any employees carrying out any work related to the awarded contract at a State facility shall have those employees comply with any health mandate or policy issued by the State related to a pandemic or other State of Emergency issued by any State authority during the term of the awarded contract, including those that apply directly to State employees. At the present time these include, but not limited to, wearing a mask in all State buildings and the policy for State employees regarding vaccination. The vaccination policy is located at <https://dhr.delaware.gov/policies/documents/covid19-vaccination-and-test-policy.pdf> . For clarity, State buildings are those owned or leased by the State.

d. ACA Safe Harbor

The State and its utilizing agencies are not the employer of temporary or contracted staff. However, the State is concerned that it could be determined to be a Common-law Employer as defined by the Affordable Care Act ("ACA"). Therefore, the State seeks to utilize the "Common-law Employer Safe Harbor Exception" under the ACA to transfer health benefit insurance requirements to the staffing company. The Common-law Employer Safe Harbor Exception can be attained when the State and/or its agencies are charged and pay for an "Additional Fee" with respect to the employees electing to obtain health coverage from the Vendor.

STATE OF DELAWARE
Delaware Technical and Community College

The Common-law Employer Safe Harbor Exception under the ACA requires that an Additional Fee must be charged to those employees who obtain health coverage from the Vendor, but does not state the required amount of the fee. The State requires that all Vendors shall identify the Additional Fee to obtain health coverage from the Vendor and delineate the Additional Fee from all other charges and fees. The Vendor shall identify both the Additional Fee to be charged and the basis of how the fee is applied (i.e. per employee, per invoice, etc.). The State will consider the Additional Fee and prior to award reserves the right to negotiate any fees offered by the Vendor. Further, the Additional Fee shall be separately scored in the proposal to ensure that neither prices charged nor the Additional Fee charged will have a detrimental effect when selecting vendor(s) for award.

e. Licenses and Permits

In performance of the contract, the vendor will be required to comply with all applicable federal, state and local laws, ordinances, codes, and regulations. The cost of permits and other relevant costs required in the performance of the contract shall be borne by the successful vendor. The vendor shall be properly licensed and authorized to transact business in the State of Delaware as provided in 30 *Del. C.* § [2502](#).

Prior to receiving an award, the successful vendor shall either furnish the College with proof of State of Delaware Business Licensure or initiate the process of application where required. An application may be requested in writing to: Division of Revenue, Carvel State Building, P.O. Box 8750, 820 N. French Street, Wilmington, DE 19899 or by telephone to one of the following numbers: (302) 577-8200—Public Service, (302) 577-8205—Licensing Department.

Information regarding the award of the contract will be given to the Division of Revenue. Failure to comply with the State of Delaware licensing requirements may subject vendor to applicable fines and/or interest penalties.

f. Notice

Any notice to the College required under the contract shall be sent by registered mail to:

NAME:	Amanda Lemmon
DEPARTMENT:	Delaware Technical Community College
ADDRESS:	Office of the President, Building 1000 – Suite 100 100 Campus Drive, Dover, DE 19904-1383

g. Indemnification

1. General Indemnification

By submitting a proposal, the proposing vendor agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the College, the State of Delaware, its Trustees, agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the vendor's, its agents and employees' performance work or services in connection with the contract.

2. Proprietary Rights Indemnification

STATE OF DELAWARE
Delaware Technical and Community College

Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or other proprietary rights of any third party. In the event of any claim, suit or action by any third party against the College, the College shall promptly notify the vendor in writing and vendor shall defend such claim, suit or action at vendor's expense, and vendor shall indemnify the College against any loss, cost, damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

If any equipment, software, services (including methods) products or other intellectual property used or furnished by the vendor (collectively "Products") is or in vendor's reasonable judgment is likely to be, held to constitute an infringing product, vendor shall at its expense and option either:

- a. Procure the right for the College to continue using the Product(s);
- b. Replace the product with a non-infringing equivalent that satisfies all the requirements of the contract; or
- c. Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficacy of the product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the Product(s) to a degree that the College agrees to and accepts in writing.

h. Insurance

1. Vendor recognizes that it is operating as an independent contractor and that it is liable for any and all losses, penalties, damages, expenses, attorney's fees, judgments, and/or settlements incurred by reason of injury to or death of any and all persons, or injury to any and all property, of any nature, arising out of the vendor's negligent performance under this contract, and particularly without limiting the foregoing, caused by, resulting from, or arising out of any act of omission on the part of the vendor in their negligent performance under this contract.
2. The vendor shall maintain such insurance as will protect against claims under Worker's Compensation Act and from any other claims for damages for personal injury, including death, which may arise from operations under this contract. The vendor is an independent contractor and is not an employee of the College.
3. As a part of the contract requirements, the contractor must obtain at its own cost and expense and keep in force and effect during the term of this contract, including all extensions, the minimum coverage limits specified below with a carrier satisfactory to the College. All contractors must carry the following coverage depending on the type of service or product being delivered.
 - a. Worker's Compensation and Employer's Liability Insurance in accordance with applicable law.
 - b. Commercial General Liability - \$1,000,000 per occurrence/\$3,000,000 per aggregate.

STATE OF DELAWARE
Delaware Technical and Community College

- c. Automotive Liability Insurance covering all automotive units used in the work (including all units leased from and/or provided by the College to Vendor pursuant to this Agreement as well as all units used by Vendor, regardless of the identity of the registered owner, used by Vendor for completing the Work required by this Agreement to include but not limited to transporting College clients or staff), providing coverage on a primary non-contributory basis with limits of not less than:
 - 1. \$1,000,000 combined single limit each accident, for bodily injury;
 - 2. \$250,000 for property damage to others;
 - 3. \$25,000 per person per accident Uninsured/Underinsured Motorists coverage;
 - 4. \$25,000 per person, \$300,000 per accident Personal Injury Protection (PIP) benefits as provided for in 21 Del. C. § 2118; and
 - 5. Comprehensive coverage for all leased vehicles, which shall cover the replacement cost of the vehicle in the event of collision, damage or other loss.

The successful vendor must carry at least one of the following depending on the scope of work being performed.

- a. Cyber Liability - \$1,000,000 per occurrence/\$3,000,000 per aggregate
- b. Miscellaneous Errors and Omissions - \$1,000,000 per occurrence/\$3,000,000 per aggregate
- c. Product Liability - \$1,000,000 per occurrence/\$3,000,000 aggregate

Should any of the above described policies be cancelled before expiration date thereof, notice will be delivered in accordance with the policy provisions.

Before any work is done pursuant to this Agreement, the Certificate of Insurance and/or copies of the insurance policies, referencing the contract number stated herein, shall be filed with the College. The certificate holder is as follows:

Delaware Technical and Community College
Contract No: DTCC22045-CMS
Delaware Technical and Community College
100 Campus Drive
Dover, DE 19904-1383

Nothing contained herein shall restrict or limit the Vendor's right to procure insurance coverage in amounts higher than those required by this Agreement. To the extent that the Vendor procures insurance coverage in

STATE OF DELAWARE
Delaware Technical and Community College

amounts higher than the amounts required by this Agreement, all said additionally procured coverages will be applicable to any loss or claim and shall replace the insurance obligations contained herein.

To the extent that Vendor has complied with the terms of this Agreement and has procured insurance coverage for all vehicles Leased and/or operated by Vendor as part of this Agreement, the College's insurance or the State of Delaware's self-insured insurance program shall not provide any coverage whether coverage is sought as primary, co-primary, excess or umbrella insurer or coverage for any loss of any nature.

In no event shall the College be named as an additional insured on any policy required under this agreement.

4. The vendor shall provide a Certificate of Insurance (COI) as proof that the vendor has the required insurance. The COI shall be provided to agency contact prior to any work being completed by the awarded vendor(s).
5. Should any of the above described policies be cancelled before expiration date thereof, notice will be delivered in accordance with the policy provisions.

i. Performance Requirements

The selected Vendor will warrant that it possesses, or has arranged through subcontractors, all capital and other equipment, labor, materials, and licenses necessary to carry out and complete the work hereunder in compliance with any and all Federal and State laws, and County and local ordinances, regulations and codes.

j. BID BOND

There is no Bid Bond Requirement.

k. PERFORMANCE BOND

There is no Performance Bond requirement.

l. Vendor Emergency Response Point of Contact

The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan or in the event of a local emergency or disaster where a state governmental entity requires the services of the vendor. Failure to provide this information could render the proposal as non-responsive.

In the event of a serious emergency, pandemic or disaster outside the control of the College, the College may negotiate, as may be authorized by law, emergency performance from the Vendor to address the immediate needs of the College, even if not contemplated under the original Contract or procurement. Payments are subject to appropriation and other payment terms.

m. Warranty

STATE OF DELAWARE
Delaware Technical and Community College

The Vendor will provide a warranty that the deliverables provided pursuant to the contract will function as designed for a period of no less than one (1) year from the date of system acceptance. The warranty shall require the Vendor correct, at its own expense, the setup, configuration, customizations or modifications so that it functions according to the College's requirements.

n. Costs and Payment Schedules

All contract costs must be as detailed specifically in the Vendor's cost proposal. No charges other than as specified in the proposal shall be allowed without written consent of the College. The proposal costs shall include full compensation for all taxes that the selected vendor is required to pay.

The College will require a payment schedule based on defined and measurable milestones. Payments for services will not be made in advance of work performed. The College may require holdback of contract monies until acceptable performance is demonstrated (as much as 25%).

o. Liquidated Damages

The College may include in the final contract liquidated damages provisions for non-performance.

p. Dispute Resolution

At the option of the parties, they shall attempt in good faith to resolve any dispute arising out of or relating to this Agreement promptly by negotiation between executives who have authority to settle the controversy and who are at a higher level of management than the persons with direct responsibility for administration of this Agreement. All offers, promises, conduct and statements, whether oral or written, made in the course of the negotiation by any of the parties, their agents, employees, experts and attorneys are confidential, privileged and inadmissible for any purpose, including impeachment, in arbitration or other proceeding involving the parties, provided evidence that is otherwise admissible or discoverable shall not be rendered inadmissible.

If the matter is not resolved by negotiation, as outlined above, or, alternatively, the parties elect to proceed directly to mediation, then the matter will proceed to mediation as set forth below. Any disputes, claims or controversies arising out of or relating to this Agreement shall be submitted to a mediator selected by the parties. If the matter is not resolved through mediation, it may be submitted for arbitration or litigation. The College reserves the right to proceed directly to arbitration or litigation without negotiation or mediation. Any such proceedings held pursuant to this provision shall be governed by State of Delaware law, and jurisdiction and venue shall be in the State of Delaware. Each party shall bear its own costs of mediation, arbitration, or litigation, including attorneys' fees.

q. Remedies

Except as otherwise provided in this solicitation, including but not limited to Section V.B.p. above, all claims, counterclaims, disputes, and other matters in question between the College and the Contractor arising out of, or relating to, this solicitation, or a breach of it may be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State of Delaware.

STATE OF DELAWARE
Delaware Technical and Community College

r. Termination of Contract

The contract resulting from this RFP may be terminated as follows by Delaware Technical and Community College.

1. Termination for Cause

If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner its obligations under this Contract, or if the Vendor violates any of the covenants, agreements, or stipulations of this Contract, the College shall thereupon have the right to terminate this contract by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least twenty (20) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor under this Contract shall, at the option of the College, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the College.

On receipt of the contract cancellation notice from the College, the Vendor shall have no less than five (5) days to provide a written response and may identify a method(s) to resolve the violation(s). A vendor response shall not effect or prevent the contract cancellation unless the College provides a written acceptance of the vendor response. If the College does accept the Vendor's method and/or action plan to correct the identified deficiencies, the College will define the time by which the Vendor must fulfill its corrective obligations. Final retraction of the College's termination for cause will only occur after the Vendor successfully rectifies the original violation(s). At its discretion, the College may reject in writing the Vendor's proposed action plan and proceed with the original contract cancellation timeline.

2. Termination for Convenience

The College may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least twenty (20) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the College, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the College.

3. Termination for Non-Appropriations

In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the College requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

s. Non-discrimination

STATE OF DELAWARE
Delaware Technical and Community College

In performing the services subject to this RFP the vendor, as set forth in Title 19 Delaware Code Chapter 7 section [711](#), will agree that it will not discriminate against any employee or applicant with respect to compensation, terms, conditions or privileges of employment because of such individual's race, marital status, genetic information, color, age, religion, sex, sexual orientation, gender identity, or national origin. The successful vendor shall comply with all federal and state laws, regulations and policies pertaining to the prevention of discriminatory employment practice. Failure to perform under this provision constitutes a material breach of contract.

t. Covenant against Contingent Fees

The successful vendor will warrant that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement of understanding for a commission or percentage, brokerage or contingent fee excepting bona-fide employees, bona-fide established commercial or selling agencies maintained by the Vendor for the purpose of securing business. For breach or violation of this warranty the College shall have the right to annul the contract without liability or at its discretion to deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

u. Vendor Activity

No activity is to be executed in an off-shore facility, either by a subcontracted firm or a foreign office or division of the vendor without the express consent of the College. The vendor must attest to the fact that no activity will take place outside of the United States in its transmittal letter or clearly state all proposals for off-shore data storage. Failure to adhere to this requirement is cause for elimination from future consideration.

v. Vendor Responsibility

The College will enter into a contract with the successful Vendor(s). The successful Vendor(s) shall be responsible for all products and services as required by this RFP whether or not the Vendor or its subcontractor provided final fulfillment of the order. Subcontractors, if any, shall be clearly identified in the Vendor's proposal by completing Attachment 6, and are subject the approval and acceptance of the College.

w. Personnel, Equipment and Services

1. The Vendor represents that it has, or will secure at its own expense, all personnel required to perform the services required under this contract.
2. All of the equipment and services required hereunder shall be provided by or performed by the Vendor or under its direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.
3. None of the equipment and/or services covered by this contract shall be subcontracted without the prior written approval of the College. Only those subcontractors identified in Attachment 6 are considered approved upon award. Changes to those subcontractor(s) listed in Attachment 6 must be approved in writing by the College.

x. Fair Background Check Practices

STATE OF DELAWARE
Delaware Technical and Community College

Pursuant to 29 Del. C. [§ 6909B](#), the State does not consider the criminal record, criminal history, credit history or credit score of an applicant for state employment during the initial application process unless otherwise required by state and/or federal law. Vendors doing business with the State are encouraged to adopt fair background check practices. Vendors can refer to 19 Del. C. [§ 711\(g\)](#) for applicable established provisions.

y. Vendor Background Check Requirements

Vendor(s) selected for an award that access state property or come in contact with vulnerable populations, including children and youth, shall be required to complete background checks on employees serving the College's on premises contracts. Unless otherwise directed, at a minimum, this shall include a check of the following registry:

Delaware Sex Offender Central Registry at:

<https://sexoffender.dsp.delaware.gov/>

Individuals that are listed in the registry shall be prevented from direct contact in the service of an awarded College contract, but may provide support or off-site premises service for contract vendors. Should an individual be identified and the Vendor(s) believes their employee's service does not represent a conflict with this requirement, may apply for a waiver to the primary agency listed in the solicitation. The College's decision to allow or deny access to any individual identified on a registry database is final and at the College's sole discretion.

By College request, the Vendor(s) shall provide a list of all employees serving an awarded contract, and certify adherence to the background check requirement. Individual(s) found in the central registry in violation of the terms stated, shall be immediately prevented from a return to College property in service of a contract award. A violation of this condition represents a violation of the contract terms and conditions, and may subject the Vendor to penalty, including contract cancellation for cause.

Individual contracts may require additional background checks and/or security clearance(s), depending on the nature of the services to be provided or locations accessed, but any other requirements shall be stated in the contract scope of work or be a matter of common law. The Vendor(s) shall be responsible for the background check requirements of any authorized Subcontractor providing service to the College's contract.

z. Intentionally removed.

aa. Work Product

All materials and products developed under the executed contract by the vendor are the sole and exclusive property of the College. The vendor will seek written permission to use any product created under the contract.

bb. Contract Documents

The RFP, the purchase order, the executed contract and any supplemental documents between the College and the successful vendor shall constitute the contract between the College and the vendor. In the event there is any

STATE OF DELAWARE
Delaware Technical and Community College

discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter: contract, College's RFP, Vendor's response to the RFP and purchase order. No other documents shall be considered. These documents will constitute the entire agreement between the College and the vendor.

cc. Applicable Law

The laws of the State of Delaware shall apply, except where Federal Law has precedence. The successful vendor consents to jurisdiction and venue in the State of Delaware.

In submitting a proposal, Vendors certify that they comply with all federal, state and local laws applicable to its activities and obligations including:

1. the laws of the State of Delaware;
2. the applicable portion of the Federal Civil Rights Act of 1964;
3. the Equal Employment Opportunity Act and the regulations issued there under by the federal government;
4. a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury; and
5. that programs, services, and activities provided to the general public under resulting contract conform with the Americans with Disabilities Act of 1990, and the regulations issued there under by the federal government.

If any vendor fails to comply with (1) through (5) of this paragraph, the College reserves the right to disregard the proposal, terminate the contract, or consider the vendor in default.

The selected vendor shall keep itself fully informed of and shall observe and comply with all applicable existing Federal and State laws, and County and local ordinances, regulations and codes, and those laws, ordinances, regulations, and codes adopted during its performance of the work.

dd. Severability

If any term or provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Agreement, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.

ee. Assignment Of Antitrust Claims

As consideration for the award and execution of this contract by the College, the Vendor hereby grants, conveys, sells, assigns, and transfers to the College all of its right, title and interest in and to all known or unknown causes of action it presently has or may now or hereafter acquire under the antitrust laws of the United States and the State of Delaware, regarding the specific goods or services purchased or acquired for the College pursuant to this contract. Upon either the College's or the Vendor notice of the filing of or reasonable likelihood of filing of an action under the antitrust laws of the United States or the State of Delaware, the

STATE OF DELAWARE
Delaware Technical and Community College

College and Vendor shall meet and confer about coordination of representation in such action.

ff. Scope of Agreement

If the scope of any provision of the contract is determined to be too broad in any respect whatsoever to permit enforcement to its full extent, then such provision shall be enforced to the maximum extent permitted by law, and the parties hereto consent and agree that such scope may be judicially modified accordingly and that the whole of such provisions of the contract shall not thereby fail, but the scope of such provisions shall be curtailed only to the extent necessary to conform to the law.

gg. Affirmation

The Vendor must affirm that within the past five (5) years the firm or any officer, controlling stockholder, partner, principal, or other person substantially involved in the contracting activities of the business is not currently suspended or debarred and is not a successor, subsidiary, or affiliate of a suspended or debarred business.

hh. Audit Access to Records

The Vendor shall maintain books, records, documents, and other evidence pertaining to this Contract to the extent and in such detail as shall adequately reflect performance hereunder. The Vendor agrees to preserve and make available to the College or State of Delaware, upon request, such records for a period of five (5) years from the date services were rendered by the Vendor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Vendor agrees to make such records available for inspection, audit, or reproduction to any official College or State representative in the performance of their duties under the Contract or the law. Upon notice given to the Vendor, representatives of the College or other duly authorized State or Federal agency may inspect, monitor, and/or evaluate the cost and billing records or other material relative to this Contract. The cost of any Contract audit disallowances resulting from the examination of the Vendor's financial records will be borne by the Vendor. Reimbursement to the College for disallowances shall be drawn from the Vendor's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

gg. IRS 1075 Publication (If Applicable)

1. Performance

In performance of this contract, the Contractor agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:

All work will be performed under the supervision of the contractor or the contractor's responsible employees.

The contractor and the contractor's employees with access to or who use FTI must meet the background check requirements defined in IRS Publication 1075.

STATE OF DELAWARE
Delaware Technical and Community College

Any Federal tax returns or Federal tax return information (hereafter referred to as returns or return information) made available shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection by or disclosure to anyone other than an officer or employee of the contractor is prohibited.

All returns and return information will be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output and products will be given the same level of protection as required for the source material.

No work involving returns and return information furnished under this contract will be subcontracted without prior written approval of the IRS.

The contractor will maintain a list of employees authorized access. Such list will be provided to the agency and, upon request, to the IRS reviewing office.

The College will have the right to void the contract if the contractor fails to provide the safeguards described above.

The contractor shall comply with agency incident response policies and procedures for reporting unauthorized disclosures of agency data. (See Appendix E).

2. Criminal/Civil Sanctions

Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as five years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized future disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRCs 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.

Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection by or disclosure to anyone without an official need-to-know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000.00 or imprisonment for as long as 1 year, or both, together with

STATE OF DELAWARE
Delaware Technical and Community College

the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee [United States for Federal employees] in an amount equal to the sum of the greater of \$1,000.00 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. The penalties are prescribed by IRCs 7213A and 7431 and set forth at 26 CFR 301.6103(n)-1.

Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

Granting a contractor access to FTI must be preceded by certifying that each individual understands the agency's security policy and procedures for safeguarding IRS information. Contractors must maintain their authorization to access FTI through annual recertification. The initial certification and recertification must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, contractors must be advised of the provisions of IRCs 7431, 7213, and 7213A (see Exhibit 4, Sanctions for Unauthorized Disclosure, and Exhibit 5, Civil Damages for Unauthorized Disclosure). The training provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 10) For both the initial certification and the annual certification, the contractor must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

3. Inspection

The IRS and the College, with 24 hour notice, shall have the right to send its inspectors into the offices and plants of the contractor to inspect facilities and operations performing any work with FTI under this contract for compliance with requirements defined in IRS Publication 1075. The IRS' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology (IT) assets that access, store, process or transmit FTI. On the basis of such inspection, corrective actions may be required in cases where the contractor is found to be noncompliant with contract safeguards.

hh. Other General Conditions

STATE OF DELAWARE
Delaware Technical and Community College

1. **Current Version** – “Packaged” application and system software shall be the most current version generally available as of the date of the physical installation of the software.
2. **Current Manufacture** – Equipment specified and/or furnished under this specification shall be standard products of manufacturers regularly engaged in the production of such equipment and shall be the manufacturer’s latest design. All material and equipment offered shall be new and unused.
3. **Volumes and Quantities** – Activity volume estimates and other quantities have been reviewed for accuracy; however, they may be subject to change prior or subsequent to award of the contract.
4. **Prior Use** – The College reserves the right to use equipment and material furnished under this proposal prior to final acceptance. Such use shall not constitute acceptance of the work or any part thereof by the College.
5. **Status Reporting** – The selected vendor will be required to lead and/or participate in status meetings and submit status reports covering such items as progress of work being performed, milestones attained, resources expended, problems encountered and corrective action taken, until final system acceptance.
6. **Regulations** – All equipment, software and services must meet all applicable local, State and Federal regulations in effect on the date of the contract.
7. **Assignment** – Any resulting contract shall not be assigned except by express prior written consent from the College.
8. **Changes** – No alterations in any terms, conditions, delivery, price, quality, or specifications of items ordered will be effective without the written consent of the College.
9. **Billing** – The successful vendor is required to "Bill as Shipped" to the College.
10. **Payment** – The College reserves the right to pay by Automated Clearing House (ACH), Purchase Card (P-Card), or check. The College will authorize and process for payment of each invoice within thirty (30) days after the date of receipt of a correct invoice. Vendors are invited to offer in their proposal value added discounts (i.e. speed to pay discounts for specific payment terms). Cash or separate discounts should be computed and incorporated as invoiced.
11. **W-9** - The College requires completion of the [Delaware Substitute Form W-9](https://esupplier.erp.delaware.gov) through the Supplier Public Portal at <https://esupplier.erp.delaware.gov> to make payments to vendors. Successful completion of this form enables the creation of a State of Delaware vendor record.
12. **Purchase Orders** – Agencies that are part of the First State Financial (FSF) system are required to identify the contract number DTCC2245-CMS on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state’s financial reporting system.
13. **Purchase Card** – The College intends to maximize the use of the P-Card for payment for goods and services provided under contract. Vendors shall not charge additional fees for acceptance of this payment method and shall incorporate any costs into their proposals. Additionally there shall be no minimum or maximum limits on any P-Card transaction under the contract.
14. **Additional Terms and Conditions** – The College reserves the right to add terms and conditions during the contract negotiations.

STATE OF DELAWARE
Delaware Technical and Community College

VI. RFP Miscellaneous Information

1. No Press Releases or Public Disclosure

The College reserves the right to pre-approve any news or broadcast advertising releases concerning this solicitation, the resulting contract, the work performed, or any reference to the College with regard to any project or contract performance. Any such news or advertising releases pertaining to this solicitation or resulting contract shall require the prior express written permission of the College.

The College will not prohibit or otherwise prevent the awarded vendor(s) from direct marketing to the State of Delaware agencies, departments, municipalities, and/or any other political subdivisions, however, the Vendor shall not use the College's trademarks or logos or imply preference for the solution or goods provided.

2. Definitions of Requirements

To prevent any confusion about identifying requirements in this RFP, the following definition is offered: The words *shall*, *will* and/or *must* are used to designate a mandatory requirement. Vendors must respond to all mandatory requirements presented in the RFP. Failure to respond to a mandatory requirement may cause the disqualification of your proposal.

3. Production Environment Requirements

The College requires that all hardware, system software products, and application software products included in proposals be currently in use in a production environment by a least three other customers, have been in use for at least six months, and have been generally available from the manufacturers for a period of six months. Unreleased or beta test hardware, system software, or application software will not be acceptable.

VII. Attachments

The following attachments and appendixes shall be considered part of the solicitation:

- Attachment 1 – No Proposal Reply Form
- Attachment 2 – Non-Collusion Statement
- Attachment 3 – Exceptions
- Attachment 4 – Confidentiality and Proprietary Information
- Attachment 5 – Business References
- Attachment 6 – Subcontractor Information Form
- Attachment 7 – Monthly Usage Report
- Attachment 8 – Subcontracting (2nd Tier Spend) Report
- Attachment 9 – Office of Supplier Diversity Application
- Appendix A – Minimum Response Requirements
- Appendix B – Scope of Work / Technical Requirements
- Appendix C – Pricing Forms
- Appendix D - Higher Education Community Vendor Assessment Tool kit (HECVAT)
- Appendix E – Technology and Data Security

IMPORTANT – PLEASE NOTE

- **Attachments 2, 3, 4, and 5 must be included in your proposal**
- Attachment 6 must be included in your proposal if subcontractors will be involved
- Attachments 7 and 8 represent required reporting on the part of awarded vendors. Those bidders receiving an award will be provided with active spreadsheets for reporting.

REQUIRED REPORTING

One of the primary goals in administering this contract is to keep accurate records regarding its actual value/usage. This information is essential in order to update the contents of the contract and to establish proper bonding levels if they are required. The integrity of future contracts revolves around our ability to convey accurate and realistic information to all interested parties.

A complete and accurate Usage Report (Attachment 7) shall be furnished in an Excel format and submitted electronically, no later than the 15th (or next business day after the 15th day) of each month, detailing the purchasing of all items and/or services on this contract. The reports shall be completed in Excel format, using the template provided, and submitted as an attachment to Amanda Lemmon, a.lemmon@dtcc.edu. Submitted reports shall cover the full month (Report due by January 15th will cover the period of December 1 – 31.), contain accurate descriptions of the products, goods or services procured, purchasing agency information, quantities procured and prices paid. Reports are required monthly, including those with “no spend”. Any exception to this mandatory requirement or failure to submit complete reports, or in the format required, may result in corrective action, up to and including the possible cancellation of the award. Failure to provide the report with the minimum required information may also negate any contract extension clauses. Additionally, Vendors who are determined to be in default of this mandatory report requirement may have such conduct considered against them, in assessment of responsibility, in the evaluation of future proposals.

In accordance with Executive Order 44, the State of Delaware is committed to supporting its diverse business industry and population. The successful Vendor will be required to accurately report on the participation by Diversity Suppliers which includes: minority (MBE), woman (WBE), veteran owned business (VOBE), or service disabled veteran owned business (SDVOBE) under this awarded contract. The reported data elements shall include but not be limited to; name of state contract/project, the name of the Diversity Supplier, Diversity Supplier contact information (phone, email), type of product or service provided by the Diversity Supplier and any minority, women, veteran, or service disabled veteran certifications for the subcontractor (State OSD certification, Minority Supplier Development Council, Women’s Business Enterprise Council, VetBiz.gov). The format used for Subcontracting 2nd Tier report is shown as in Attachment 8.

Accurate 2nd Tier reports shall be submitted to the contracting Agency’s contract manager on the 15th (or next business day) of the month following each quarterly period. For consistency quarters shall be considered to end the last day of March, June, September, and December of each calendar year. Contract spend during the covered periods shall result in a report even if the contract has expired by the report due date.

STATE OF DELAWARE
Delaware Technical and Community College

Attachment 1

NO PROPOSAL REPLY FORM

Contract No.: DTCC22045-CMS

Contract Title: DTCC Content Management System (CMS)

To assist us in obtaining good competition on our Request for Proposals, we ask that each firm that has received a proposal, but does not wish to bid, state their reason(s) below and return in a clearly marked envelope displaying the contract number. This information will not preclude receipt of future invitations unless you request removal from the Vendor's List by so indicating below, or do not return this form or bona fide proposal.

Unfortunately, we must offer a "No Proposal" at this time because:

- _____ 1. We do not wish to participate in the proposal process.
- _____ 2. We do not wish to bid under the terms and conditions of the Request for Proposal document.
Our objections are:

- _____ 3. We do not feel we can be competitive.
- _____ 4. We cannot submit a Proposal because of the marketing or franchising policies of the
manufacturing company.
- _____ 5. We do not wish to sell to the State. Our objections are:

- _____ 6. We do not sell the items/services on which Proposals are requested.
- _____ 7. Other: _____

FIRM NAME

SIGNATURE

_____ We wish to remain on the Vendor's List **for these goods or services.**

_____ We wish to be deleted from the Vendor's List **for these goods or services.**

PLEASE FORWARD NO PROPOSAL REPLY FORM TO THE CONTRACT OFFICER IDENTIFIED.

CONTRACT NO.: DTCC22045-CMS
TITLE: DTCC Content Management System (CMS)
DEADLINE TO RESPOND: March 25, 2022 at 4:00 PM (EST)

NON-COLLUSION STATEMENT

This is to certify that the undersigned Vendor has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal, **and further certifies that it is not a sub-contractor to another Vendor who also submitted a proposal as a primary Vendor in response to this solicitation** submitted this date to the College.

It is agreed by the undersigned Vendor that the signed delivery of this bid represents, subject to any express exceptions set forth at Attachment 3, the Vendor's acceptance of the terms and conditions of this solicitation including all specifications and special provisions.

NOTE: Signature of the authorized representative **MUST** be of an individual who legally may enter his/her organization into a formal contract with the College.

COMPANY NAME _____ Check one)

Corporation
Partnership
Individual

NAME OF AUTHORIZED REPRESENTATIVE
(Please type or print) _____

SIGNATURE _____ TITLE _____

COMPANY ADDRESS _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

FEDERAL E.I. NUMBER _____ STATE OF DELAWARE
LICENSE NUMBER _____

COMPANY CLASSIFICATIONS: CERT. NO.:	Certification type(s)	Circle all that apply	
	Minority Business Enterprise (MBE)	Yes	No
	Woman Business Enterprise (WBE)	Yes	No
	Disadvantaged Business Enterprise (DBE)	Yes	No
	Veteran Owned Business Enterprise (VOBE)	Yes	No
	Service Disabled Veteran Owned Business Enterprise (SDVOBE)	Yes	No

[The above table is for informational and statistical use only.]

PURCHASE ORDERS SHOULD BE SENT TO:
(COMPANY NAME) _____

ADDRESS _____

CONTACT _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

AFFIRMATION: Within the past five years, has your firm, any affiliate, any predecessor company or entity, owner, Director, officer, partner or proprietor been the subject of a Federal, State, Local government suspension or debarment?

YES _____ NO _____ if yes, please explain _____

THIS PAGE SHALL HAVE ORIGINAL SIGNATURE, BE NOTARIZED AND BE RETURNED WITH YOUR PROPOSAL

SWORN TO AND SUBSCRIBED BEFORE ME this _____ day of _____, 20 _____

Notary Public _____ My commission expires _____

City of _____ County of _____ State of _____

Attachment 4

CONFIDENTIAL INFORMATION FORM

[illegible]

STATE OF DELAWARE
Delaware Technical and Community College

Attachment 5

Contract No.: DTCC22045-CMS
Contract Title: DTCC Content Management System (CMS)

BUSINESS REFERENCES

List a minimum of three business references, including the following information:

- Business Name and Mailing address
- Contact Name and phone number
- Number of years doing business with
- Type of work performed

Please do not list any State Employee as a business reference. If you have held a State contract within the last 5 years, please provide a separate list of the contract(s).

1. Contact Name & Title:

Business Name:

Address:

Email:

Phone # / Fax #:

Current Vendor (YES or NO):

**Years Associated & Type of
Work Performed:**

2. Contact Name & Title:

Business Name:

Address:

Email:

Phone # / Fax #:

Current Vendor (YES or NO):

**Years Associated & Type of
Work Performed:**

3. Contact Name & Title:

Business Name:

Address:

Email:

Phone # / Fax #:

Current Vendor (YES or NO):

**Years Associated & Type of
Work Performed:**

STATE OF DELAWARE PERSONNEL MAY NOT BE USED AS REFERENCES.

STATE OF DELAWARE
Delaware Technical and Community College

Attachment 6

SUBCONTRACTOR INFORMATION FORM

PART I – STATEMENT BY PROPOSING VENDOR		
1. CONTRACT NO. DTCC22045-CMS	2. Proposing Vendor Name:	3. Mailing Address
4. SUBCONTRACTOR		
a. NAME	4c. Company OSD Classification: Certification Number: _____	
b. Mailing Address:	4d. Women Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4e. Minority Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4f. Disadvantaged Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4g. Veteran Owned Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4h. Service Disabled Veteran Owned Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. DESCRIPTION OF WORK BY SUBCONTRACTOR		
6a. NAME OF PERSON SIGNING	7. BY (Signature)	8. DATE SIGNED
6b. TITLE OF PERSON SIGNING		
PART II – ACKNOWLEDGEMENT BY SUBCONTRACTOR		
9a. NAME OF PERSON SIGNING	10. BY (Signature)	11. DATE SIGNED
9b. TITLE OF PERSON SIGNING		

*** Use a separate form for each subcontractor**

Attachment 7

STATE OF DELAWARE
MONTHLY USAGE REPORT

SAMPLE REPORT - FOR ILLUSTRATION PURPOSES ONLY

[illegible]

Note: A copy of the Usage Report will be sent by electronic mail to the Awarded Vendor. The report shall be submitted electronically in **EXCEL** and sent as an attachment to **enter agency email**. It shall contain the six-digit department and organization code for each agency and school district.

STATE OF DELAWARE
Delaware Technical and Community College

Attachment 8

SAMPLE REPORT - FOR ILLUSTRATION PURPOSES ONLY

State of Delaware																
Subcontracting (2nd tier) Quarterly Report																
Prime Name:							Report Start Date:									
Contract Name/Number							Report End Date:									
Contact Name:							Today's Date:									
Contact Phone:							*Minimum Required		Requested detail							
Vendor Name*	Vendor TaxID*	Contract Name/ Number*	Vendor Contact Name*	Vendor Contact Phone*	Report Start Date*	Report End Date*	Amount Paid to Subcontractor*	Work Performed by Subcontractor UNSPSC	M/WBE Certifying Agency	Veteran /Service Disabled Veteran Certifying Agency	2nd tier Supplier Name	2nd tier Supplier Address	2nd tier Supplier Phone Number	2nd tier Supplier email	Description of Work Performed	2nd tier Supplier Tax Id

Note: Completed reports shall be saved in an Excel format, and submitted to the following email address: osd@delaware.gov . The form can be located at [Office of Supplier Diversity - Division of Small Business - State of Delaware](#), bottom of the page. 'Services and Information' section, 'Subcontractor Reporting Form'.



**The Office of Supplier Diversity (OSD) has moved to the
Division of Small Business (DSB)**

Supplier Diversity Applications can be found here:
<https://business.delaware.gov/osd/>

Completed Applications can be emailed to: OSD@Delaware.gov

For more information, please send an email to OSD:
OSD@Delaware.gov or call 302-577-8477

Self-Register to receive business development information here:
<https://business.delaware.gov/directory-of-certified-businesses/>

New Address for OSD:

Office of Supplier Diversity (OSD)
State of Delaware
Division of Small Business
820 N. French Street, 10th Floor
Wilmington, DE 19801

Telephone: 302-577-8477 Fax: 302-736-7915
Email: OSD@Delaware.gov
Web site: <https://business.delaware.gov/osd/>

Dover address for the Division of Small Business

Local applicants may drop off applications here:

Division of Small Business
99 Kings Highway
Dover, DE 19901
Phone: 302-739-4271

Submission of a completed Office of Supplier Diversity (OSD) application is optional and does not influence the outcome of any award decision.

STATE OF DELAWARE
Delaware Technical and Community College

Appendix A - MINIMUM MANDATORY SUBMISSION REQUIREMENTS

Contract No.: DTCC22045-CMS
Contract Title: DTCC Content Management System (CMS)

Each vendor solicitation response should contain at a minimum the following information:

1. Transmittal Letter as specified on page 1 of the Request for Proposal including an Applicant's experience, if any, providing similar services.
2. The remaining vendor proposal package shall identify how the vendor proposes meeting the contract requirements and shall include pricing. Vendors are encouraged to review the Evaluation criteria identified to see how the proposals will be scored and verify that the response has sufficient documentation to support each criteria listed.
3. Pricing as identified in the solicitation
4. One (1) complete, signed and notarized copy of the non-collusion agreement (See Attachment 2). Bid marked "ORIGINAL", **MUST HAVE ORIGINAL SIGNATURES AND NOTARY MARK .** All other copies may have reproduced or copied signatures – Form must be included.
5. One (1) completed RFP Exception form (See Attachment 3) – please check box if no information – Form must be included.
6. One (1) completed Confidentiality Form (See Attachment 4) – please check if no information is deemed confidential – Form must be included.
7. One (1) completed Business Reference form (See Attachment 5) – please provide references other than State of Delaware contacts – Form must be included.
8. One (1) complete and signed copy of the Subcontractor Information Form (See Attachment 6) for each subcontractor – only provide if applicable.
9. One (1) complete OSD application (See link on Attachment 9) – only provide if applicable

The items listed above provide the basis for evaluating each vendor's proposal. **Failure to provide all appropriate information may deem the submitting vendor as "non-responsive" and exclude the vendor from further consideration.** If an item listed above is not applicable to your company or proposal, please make note in your submission package.

Vendors shall provide proposal packages in the following formats:

1. One (1) paper copy that must be an original copy, marked "ORIGINAL" on the cover, and contain original signatures.
2. Two (2) electronic copies of the vendor proposal saved to two (2) separate USB memory sticks. Copy of electronic price file shall be a separate file from all other files on the electronic copy.

Appendix B - SCOPE OF WORK AND TECHNICAL REQUIREMENTS

Contract No.: DTCC22045-CMS
Contract Title: DTCC Content Management System (CMS)

The College is seeking a leading-edge cloud-based Web Content Management System (CMS). The project will include the migration of the current site into the new CMS resulting in a fully functional production ready site.

The project will include the following components:

- Project implementation plan (including data migration from current CMS) and timeline
- Technical discovery and needs assessment of current site to aid in migration and implementation
- CMS Implementation (base configuration and full implementation)
- Implementation of design templates. (We would like to keep our site templates relatively unchanged and consistent with our current site design. We are open to discussing the best way forward. Using our current template files would be our first choice, but creating new files, or working off a CMS starter theme and updating it to match our current theme are also options. The work creating the HTML ready files would be provided by Delaware Tech)
- Content and migration (buildout of the information architecture, workflow processes, dynamic components, data structures, meta data, taxonomies, modules (if applicable - news, emergency alerts (with varying degrees of importance: e.g. – blue for notice, red for emergency), and content migration < 2,000 pages)
- Public search configuration (If your CMS does not include a comprehensive search please provide a recommended solution). (global search of dtcc.edu including multiple external sites with filterable results, separate front-end specific UI search for continuing education courses with configurable filter results (campus, category, etc.), separate front-end specific UI search/sort for programs of study with configurable filter results of structured data (campus, degree type, area of study))
 - Sites to be crawled (including documents, pdf's etc.):
 - Main - <https://www.dtcc.edu>
 - Programs of Study - <https://www.dtcc.edu/academics/programs-study>
 - Catalog/Student Handbook - <https://dtcc.smartcatalogiq.com/Current/Catalog>
 - Syllabi - <https://syllabi.dtcc.edu/>
 - Policies – <https://policies.dtcc.edu>
 - Continuing Education
 - Dover Campus - <https://registration.xenegrade.com/dtccterry>
 - Georgetown Campus - <https://registration.xenegrade.com/dtccowens>
 - Stanton/Wilmington Campuses - <https://registration.xenegrade.com/dtccstan-wilm>
 - Calendar of Events (individual events) - <https://www.dtcc.edu/calendar>
 - Social Media (would like to investigate possibility)
- Production site hosting configuration (If your CMS does not include production site cloud hosting please provide recommended solution).
- Please include ability to create URL redirects and URL aliases via CMS or hosting (preferably through an interface but open to discuss other options)
- Analytic and sitemap implementation
- Users (25 users or greater subscription base. We currently have a very limited user base (two primary heavy users and 7 very infrequent users) but would like to gradually expand to additional key personnel possibly reaching 25-30 users in the coming years)
- CAS integration (if available)
- Launch support (launch preparation and “go live”)
- CMS training (Web Manager and Web Communications Coordinator)
- Post-launch support for project deliverables

STATE OF DELAWARE
Delaware Technical and Community College

The following is a list of core features that Delaware Tech needs in its CMS. For each item in the list, the Vendor must provide information on how its CMS meets the needed feature by responding to one or more the stated questions.

This list of needs or goals in the section of the RFP is not an exhaustive list of features and capabilities expected from any CMS; many features of the CMS are basic. The College will use the submitted documentation and, where applicable, a system demonstration to assess the features and capabilities of the Proposer's current solution as well as to evaluate the usability of the proposed solution.

All descriptions need to reflect what is functional in your latest version of the software in a production version.

If invited to perform a live demo via web conference, you will be required to demonstrate any features described and product accessibility. Demonstrations will take place April 4 – April 7, 2022.

Live Demonstration

Can you accommodate multiple dates for your live demonstration?	Yes	No

Vendor Questions

The following are requests for additional information to be provided in narrative fashion about various aspects of the proposed solution. Vendors must respond to each of these requests. Vendors should state if the functionality described involves the use of a third-party product or is not part of the core CMS and requires an additional module and should provide the name of that product or module and any associated costs.

Please provide short, direct answers to the following vendor questions:

1. Architecture and Technical Requirements

1. Is your CMS a push-based or pull-based CMS?
2. Is your CMS solution 100% browser-based?
3. How does your CMS integrate with custom code/applications and common education-focused applications such as Ellucian Banner and Degree Works?
4. Does your CMS provide a Web services API?

2. Templating

1. Describe how templates are handled within your CMS. Are they based on web standards? Are they consistent in layout and navigation for home page and secondary pages?
2. How are templates created and managed? What coding language knowledge is required to implement them?
3. Please describe how your CMS accommodates flexible layouts through a modular template structure that can accommodate various layouts with pre-defined columns, page sections (full width vs. Boxed), a library of components, patterns, and other stylistic elements to be used across the website in order to achieve a more continuous look

3. Security

1. How does your CMS secure the data of the College and its many website users—and continue to do so as security threats evolve?
2. Can the institution extract a full backup of website data?
3. Is there a cost associated with exports, limits to scheduling, or other restrictions to data exports?
4. Describe or provide a reference to the backup processes for the servers on which the service and/or data resides.
5. Will institution data be shared with or hosted by any third party (e.g., any entity not wholly owned by your company is considered a third-party)?
6. Describe your disaster recovery and business continuity services. How often and to what degree are these plans tested? Please provide a copy of the disaster recovery plan.
7. Describe your backup and restore plans in the event of a serious issue.

STATE OF DELAWARE
Delaware Technical and Community College

8. Does your CMS integrate with single sign-on (SSO) for editors and/or users (CAS, ADFS/SAML, etc.)? Are there additional fees associated? Do you support two-factor authentication?

4. Accessibility

1. Does your CMS check for accessibility errors/issues site-wide and by page?
2. Is your CMS interface/dashboard 508 compliant?
3. Does your CMS offer an advanced accessibility checker that checks content for compliance with WCAG 2.1 Levels A, AA, and AAA?
4. Can page editors be prompted and required to fix ADA errors before content can be submitted?

5. Mobile Support

1. Does your CMS support responsive design?
2. Is your CMS interface/console 100% responsive?

6. Reporting

1. Does your CMS provide a stale content report?
2. Does your CMS provide a report that lists content that needs to be reviewed?
3. Does your CMS provide the ability to schedule review dates to prevent content from going stale?
4. Does your CMS check for spelling errors?
5. Does your CMS check for broken links?
6. Does your CMS provide reporting for accessibility checks?
7. Does your CMS provide a task manager to self-assign or delegate tasks to other users? Can users receive email notifications about task assignments and see their tasks on the CMS dashboard?
8. Does your CMS offer a daily content report email that includes upcoming tasks, items in workflow, and content up for review?
9. Does your CMS provide an active user's report?

7. Access Rights and Permissions

1. Does your CMS provide role-based permissions to users with granular ability to limit rights to sites, sub-portals, templates, page sections, stylesheets, etc.?
2. How granular are your access rights/permissions?
3. Can you define custom roles in your CMS?
4. Can we create as many user levels as necessary?
5. Can we control which users in your CMS can publish to different publishing destinations?
6. Can you independently manage different users and groups per individual site?
7. Can you customize the WYSIWYG editor toolbar options for different users based on their permissions?
8. Does your CMS include tools to expedite migration of content from the College's current website?

8. Cost

1. Will your solution allow us to identify our total cost of ownership? If so, how?
2. Will vendor migrate the College's existing content for no fee? If not, how is the fee determined?
3. Will your CMS allow us to manage an unlimited number of users at no additional charge?
4. Will your CMS allow us to manage an unlimited number of sites at no additional charge?
5. Will your CMS allow us to manage an unlimited number of files, documents, and pages at no additional charge?
6. Do you charge an additional fee for different modules?
7. Do you offer Emergency Alerts, News, Image Gallery, and Search modules/functionality? If yes, is there an additional cost associated?
8. Do you offer a module/functionality to comply with various data privacy regulations (GDPR, CCPA)? If yes, is there an additional cost associated? If not, do you have recommendations to provide this functionality?

9. Product Specifications

1. Describe audit tracking of content changes and editor activities.
2. Describe the Versioning process.
3. Is there a way to create emergency alerts/banners for individual pages or the whole site?
4. Regarding news functionality, does your CMS allow the following:
 - a. Ability to tag and cross-reference related articles to accompany a given news article?
 - b. Ability to place several news articles into a rotation on the homepage.
 - c. Ability to display related news articles on academic discipline pages or other pages.

STATE OF DELAWARE
Delaware Technical and Community College

5. Can users instantly publish pages, directories, or entire sites with and without publishing queues?
6. Can users schedule publishing for a future date and time?
7. Does your CMS support identification and notification for all broken links, including links outside the institutional domain?
8. Is the link management system in your CMS capable of updating all links when a page is renamed or moved?
9. Does your CMS have the ability to insert code for hosted online giving forms or other embeds (Blackbaud, Wufoo)? If so, please describe how this is done.
10. Does your CMS provide a tool to easily build forms to collect data? Including form elements such as text, radio buttons, checkboxes, drop-down menus, lists, and notifications for use on any web page?
11. Please provide a description of the process that is used to move sites from a development instance to a production instance. Is this done through a site import/export feature, or some other management tool?
12. Does your CMS provide multilingual capabilities? If so, what languages are supported?
13. Do customers use your CMS as an authenticated role-based intranet or portal for students and staff? If so, please provide examples of how it's currently being used (integrations, role-based access, user/role customized content, etc.). Would there be additional charges associated?
14. Please list any prominent out-of-the-box 3rd party integration capabilities and partnerships

10. Search Engine Optimization

1. Describe the ways in which your system facilitates and enhances SEO.
2. Does your CMS provide the ability to adjust metadata for each individual page?
3. Does your CMS allow you to automatically generate social media metadata for individual pages?
4. Does your CMS allow a non-technical user the ability to manage and create URL redirects and URL aliases?
5. Does your CMS create an automated sitemap based on the menu structure?

11. Technical Support

1. Explain the technical support options available and the associated response timeframes.
2. Describe the process to file bugs and trouble tickets.
3. Do you charge extra for different levels of support/support tiers?
4. How many support contacts can one customer have?
5. Do you have a support chat feature within your CMS dashboard?
6. Is support available 24x7x365?
7. Describe the avenues of support available to system administrators (support lines, discussion boards, mailing lists, user groups, central knowledge base and/or issue tracker, etc.).
8. Describe where technical support fits within the context of your organization. Where are your technical support staff located? Is technical support outsourced to another entity?

12. Marketing and Analysis

1. Does your CMS offer a personalization tool? Are there additional fees associated?
2. Does your CMS have the ability to serve content based on geographic location?
3. Does your personalization tool support explicit and implicit personalization?
4. Does your personalization tool support personalization of web content based on data stored in external sources?
5. Does your CMS integrate with Google Analytics? Are you able to display page analytic data from within the CMS?
6. How does your CMS allow pixels or code to be placed on various pages (<head>, beginning of <body> and end of </body>) to assist advertising efforts? Can it be limited to individual pages?

13. Content Asset Management

1. Describe how content is entered or submitted with your CMS.
2. Does your CMS support custom metadata and taxonomies?
3. Does your CMS support multi-site management?
4. Does your CMS allow publishing to multiple production servers?
5. Does your CMS support broadcast messages to users in the CMS? For example, we may want to alert all content editors of important messages from within the CMS.

STATE OF DELAWARE
Delaware Technical and Community College

6. Does your standard text editor allow users to edit the HTML source code, and is this functionality set on a per-user basis?
7. Does your CMS have a recycle bin?
8. Does your CMS provide the ability to tag and display related content to other pages (student testimonial tagged to specific program page).
9. Does your CMS provide a site preview feature from within the CMS?
10. Explain how your CMS accommodates adding start and end dates for publishing content.
11. Does your CMS support the creation of multiple outputs, i.e. XML, HTML, PDF, RSS, JSON, etc.
12. Does your CMS generate PDF versions of web pages and groups of webpages (a policy manual for example)?
13. How does your CMS handle images, including the display of large/small images and galleries?
14. Does your CMS offer users the ability to crop/resize/optimize images directly within the system?
15. Does your CMS provide automated image generation (resizing and new image file types) based on responsive breakpoints and new image compression formats (WebP, AVIF, etc.)?
16. Does your CMS provide ability to manage file upload size and storage limitations across the installation?
17. Does your CMS allow multiple images or a zip file (with multiple images) to be uploaded in a single upload?
18. Describe the process of creating copies of existing sites.
19. Is your system able to automatically generate navigation and other menu items, such as breadcrumbs, based on directory content? Can the order of navigation be easily rearranged? Can items in navigation menus be renamed in a flexible manner or hidden from the menus?
20. Describe the ways in which your CMS facilitates content re-use and helps users avoid duplicating information (single-source content). Content that is duplicated in multiple places should be updated and maintained in a single location.
21. Describe how you can create and maintain RSS feeds within your CMS.
22. Does your CMS provide version control?

14. Workflow Management

1. Explain what types of workflows your CMS supports, both out-of-box and customized.
2. Describe how users are notified of workflow assignments.
3. Describe the content development workflow approval process.
4. Does your CMS provide the ability to send content previews to external users of the system prior to publishing?

15. Search (Internal CMS)

1. What search capabilities does the system provide for finding content within the CMS?

16. Search (Public)

1. Does your CMS include a public site visitor search for the live production site? If yes, is there an additional cost associated?
2. Does the public visitor search provide the following features?
 - d. Machine learning to deliver personalized, engaging search results and content analytics (suggestions, autocomplete, type-ahead, spelling mistakes, synonyms)
 - e. Display calls to action, advertisements, announcements based on search query
 - f. Weighted, faceted (breakdown of results by various groupings), and filterable results based on content from multiple sites
 - g. Search multiple external sites and social media to display filterable results in a single interface
 - h. Is the look and feel of the search customizable to match the website branding?
 - i. Does the search allow us to manage an unlimited number of front-end UI search fields with configurable filter results? An example could be adding a Continuing Education focused course search field to a specific set of pages and limiting the search and results to only Continuing Education course data (scoped search and view results)
 - j. Are preconfigured and templated search and result pages available? An example could be a program of study finder
 - k. Mobile friendly search results
 - l. A pre-built back end administrative system to allow easy configuration

STATE OF DELAWARE
Delaware Technical and Community College

- m. Search support and training (Web Manager and Web Communications Coordinator)
 - n. Analytics dashboard so that trending searches, top searches, can be easily identified.
 - o. On demand crawl to reindex search content outside of normally scheduled crawl
 - p. Minimal "Out of the Box" configuration required to achieve feature requirements
 - q. Ability to crawl and index data from many sources: pdf's, course catalog, events software, active directory and social media
3. If your CMS product doesn't have a public user search or one that doesn't meet most of the above requirements, please recommend a third-party vendor that includes the features listed above. It is preferred that the vendor have direct experience working with the recommended search provider(s).

17. Cloud Hosting (CMS)

- 1. Describe the basic technical specifications of your cloud environment.
- 2. Describe the support services included with your cloud environment.
- 3. Describe the application and scheduling of installations, updates, and/or patch CMS servers and software to improve CMS functionality and to protect against security threats and vulnerabilities including any downtime, additional cost, etc.
- 4. Are all cloud environment upgrades and maintenance patches performed by the CMS vendor?
- 5. How do you calculate uptime and what uptime guarantees do you make for the CMS uptime and production servers?
- 6. Describe vendor's hosting facility's capacity and scalability in terms of institutions and editors. Are there any limitations to file or database storage? If there are storage costs associated with this question, please include pricing.
- 7. How do you track and analyze technical issues? How do you communicate technical issues to client institutions?
- 8. Provide a report of any known security breaches of the proposed system during the last two years and your response.
- 9. Describe your backup and restore plans in the event of a serious issue.

18. Cloud Hosting (Production Site)

- 1. Does your CMS proposal include cloud-hosting for production site? If yes, is there an additional cost associated?
- 2. Does the managed cloud-hosting service provide the following features for the production site hosting?
 - a. Qualified web hosting support by phone, email, and online ticketing, offer 24/7 support availability with high response rates
 - b. Provide ongoing automated upgrades and security patches, and provide a 99.9% uptime guarantee and less than 5-minute recovery time and be backed by a Service Level Agreement (SLA). Provide a copy of, or link to, your Service Level Agreement (SLA)
 - c. Monitoring for up-time and other metrics for proper performance monitoring
 - d. Support for multiple SSL certificates
 - e. Back-ups and archiving and a disaster recovery system
 - f. Options for performance optimizations (load-balancing, CDN, ect.)
 - g. Describe vendor's hosting facility's capacity and scalability in terms of institutions and editors. Are there any limitations to file or database storage? If there are storage costs associated with this question, please include pricing.
 - h. How do you track and analyze technical issues? How do you communicate technical issues to client institutions?
 - i. Detail the hosting infrastructure. Include security, location(s), capabilities, etc.
 - j. Describe your backup and restore plans in the event of a serious issue.
- 3. If your CMS product doesn't include cloud-hosting for the production site, please recommend a third-party vendor that addresses the questions above. It is preferred that the vendor have direct experience working with the recommended hosting provider(s).

19. Training

- 1. Describe all your training options and training materials that are available.
- 2. How many days of training do you recommend?
- 3. Can training be done remotely?

STATE OF DELAWARE
Delaware Technical and Community College

Appendix C – PRICING FORMS

Contract No.: DTCC22045-CMS

Contract Title: DTCC Content Management System (CMS)

VENDOR-HOSTED CMS (HOSTED OFF-CAMPUS) PRICING PROPOSAL						
ITEM	1ST YEAR COST	2ND YEAR COST	3rd YEAR COST	4th YEAR COST	5th YEAR COST	Total
Production License						
Integration						
Authentication (CAS/ADFS/SAML)						
Support						
Maintenance						
Implementation						
Content Migration						
Training						
Production Site Hosting (if applicable)						
Public Search (if applicable)						
Add Ons/Options						
Prices may vary based on other factors. Please list those factors and explain below (please include Module implementation and annual fees if applicable etc.):						

STATE OF DELAWARE
Delaware Technical and Community College

Total Cost						
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Appendix D – Higher Education Community Vendor Assessment Toolkit (HECVAT)

Contract No.: DTCC22045-CMS
Contract Title: DTCC Content Management System (CMS)

Please download and complete the HECVAT Lite assessment and include this in the final documentation. For more information about the HECVAT, visit <https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit#tools>.

Download and Complete: [HECVATLite](#)

APPENDIX E

Contract No.: DTCC22045-CMS
Contract Title: DTCC Content Management System (CMS)

TECHNOLOGY AND DATA SECURITY

1. Indemnification:

Contractor shall indemnify and hold harmless Delaware Tech, its agents and employees, from any and all third-party liability, suits, actions or claims, including any claims or expenses with respect to the resolution of any data security breaches/ or incidents, together with all reasonable costs and expenses (including reasonable attorneys' fees) directly arising out of (A) the negligence or other wrongful conduct of the Contractor, its agents or employees, provided, however, the participating providers on the Contractor's network shall not be deemed an "agent" or "employee" of Contractor or (B) vendor's breach of any material provision of this Agreement not cured after due notice and opportunity to cure, provided as to (A) or (B) that (i) Contractor shall have been notified in writing by Delaware Tech of any notice of such claim; and (ii) Contractor shall have the sole control of the defense of any action on such claim and all negotiations for its settlement or compromise.

2. State of Delaware Enterprise Standards and Policies: Contractor must at all times have standards and policies in place that are applicable to their product and that comply with the terms and standards as posted at on:
<http://dti.delaware.gov/information/standards-policies.shtml>

- a) Strong Password Standard: To fulfill Delaware Tech's requirement of a strong password standard for website access by members and Delaware Tech's office personnel, Delaware Tech agrees as follows:
 - i. Delaware Tech will work with the Contractor to mutually establish parameters, requirements and a project plan.
 - ii. Until the dedicated site is operational, Contractor's password policy will prevail (i.e., eight (8) characters with at least one capital letter, one lower case letter and either a number or an approved special character).
 - iii. Once Delaware Tech is ready to implement Single Sign On, the Contractor will accommodate a 10 character password in that environment.

3. Critical Security Controls: The Contractor represents that it has in place programs designed to meet or exceed the requirements of applicable state, provincial, and federal data security laws. The Contractor uses commercially reasonable efforts to assure that their data security systems are free of the vulnerabilities listed in the SANS Institute at:
<https://www.sans.org/critical-security-controls/>.

STATE OF DELAWARE
Delaware Technical and Community College

4. Additional Data Requests: Please confirm your agreement that if you are awarded the contract and then request additional data, whether or not on a file feed or in a report, Delaware Tech shall determine the cost of supplying the data and may deny the request.

Data Ownership: Delaware Tech of Delaware shall own all right, title and interest in its data that is related to the services provided by this contract. The Service Provider shall not access Delaware Tech User accounts, or Delaware Tech Data, except (i) during data center operations, (ii) in response to service or technical issues, (iii) as required by the express terms of this contract, or (iv) at Delaware Tech's written request.

Data Protection: Protection of personal privacy and sensitive data shall be an integral part of the business activities of the Contractor to ensure that there is no inappropriate or unauthorized use of State of Delaware information at any time. To this end, the Contractor shall safeguard the confidentiality, integrity, and availability of State information. At no time shall any data or processes which either belongs to or are intended for the use of State of Delaware or its officers, agents, or employees, be copied, disclosed, or retained by the Contractor or any party related to the Contractor for subsequent use in any transaction that does not include Delaware Tech.

Data Location: The Contractor shall not store or transfer non-public State of Delaware data outside of the United States. This includes backup data and Disaster Recovery locations. The Contractor will permit its personnel and contractors to access State of Delaware data remotely only as required to provide technical support.

Encryption:

- a) Data in Transit: The Contractor shall encrypt all non-public data in transit regardless of the transit mechanism.
- b) Encryption at Rest: Contractor agrees to implement administrative, physical, and technical safeguards (as set forth in the Security Rule) that reasonably and appropriately protect the confidentiality and integrity (as set forth in the Security Rule), and the availability of Electronic PHI, if any, that Contractor creates, receives, maintains, or transmits electronically on behalf of Covered Entity. Contractor agrees to 1) establish and maintain security measures sufficient to meet the safe harbor requirements with respect to relevant PHI under this Contract established pursuant to ARRA by making data unreadable, indecipherable, and unusable upon receipt by an unauthorized person, and 2) Contractor shall maintain cyber liability insurance for any loss resulting from a data breach. Contractor agrees to provide adequate training to its staff concerning HIPAA and Contractors responsibilities under HIPAA.

Breach Notification and Recovery: Delaware Code, 6 Del. C. § 12B-102, requires public breach notification when citizens' personally identifiable information is lost or stolen. Additionally, unauthorized access or disclosure of non-public data is considered to be a breach. The Contractor will provide notification without unreasonable delay and all communication shall be coordinated with Delaware Tech. When the Contractor or their sub-contractors are liable for the loss, the Contractor shall bear all costs associated with the investigation, response and recovery from the breach including but not limited to credit monitoring services with a term of at least three

STATE OF DELAWARE
Delaware Technical and Community College

(3) years, mailing costs, website, and toll free telephone call center services.

Notification of Legal Requests: The Contractor shall contact Delaware Tech upon receipt of any electronic discovery, litigation holds, discovery searches, and expert testimonies related to, or which in any way might reasonably require access to the data of Delaware Tech. The Contractor shall not respond to subpoenas, service of process, and other legal requests related to Delaware Tech without first notifying Delaware Tech unless prohibited by law from providing such notice.

Termination and Suspension of Service:

- a) Suspension of Services: During any period of suspension or contract negotiation or disputes, the Contractor shall not take any action to intentionally erase any State of Delaware data.
- b) Termination of any Services or Agreement in Entirety: In the event of termination of any services or agreement in entirety, the Contractor shall not take any action to intentionally erase any State of Delaware data and will continue to secure and back up State of Delaware data. The Contractor will retain the data for business processing reasons, such as claims run-out for twelve (12) months and until federal regulatory or Delaware Insurance Code (five [5] years) requirements have been satisfied. After such period, the Contractor shall have no obligation to maintain or provide any State of Delaware data and shall thereafter, unless legally prohibited, dispose of all State of Delaware data in its systems or otherwise in its possession or under its control as specified in Paragraph 12d below.
- c) Post-Termination Assistance: Delaware Tech shall be entitled to any post-termination assistance generally made available unless a unique data retrieval arrangement has been established as part of this contract.
- d) Secure Data Disposal: After all operational and regulatory retention requirements have been satisfied, Contractor shall destroy all requested data in all of its forms, for example: disk, CD/DVD, backup tape, and paper. Data shall be permanently deleted and shall not be recoverable according to the National Institute of Standards and Technology's standards. Notwithstanding the above, the provider may keep data for no longer than ten (10) years, unless State law requires a longer retention period with respect to the retention of records for minors.

Background Checks: The Contractor shall conduct criminal background checks and not utilize any staff, including sub-contractors, to fulfill the obligations of the contract who has been convicted of any crime of dishonesty, including but not limited to criminal fraud, or otherwise convicted of any felony or any misdemeanor offense for which incarceration for a minimum of one (1) year is an authorized penalty. The Contractor shall promote and maintain an awareness of the importance of securing Delaware Tech's information among the Contractor's employees and agents.

Data Dictionary: For only Delaware data and only upon request, the Contractor shall provide a data dictionary in accordance with State of Delaware Data Modeling Standard.

Security Logs and Reports: The Contractor shall allow Delaware Tech access to system security logs that affect this engagement, its data and or processes. This includes the ability for Delaware Tech to request a report of the records that a specific user accessed over a specified period of time.

STATE OF DELAWARE
Delaware Technical and Community College

Contract Audit: The Contractor shall allow Delaware Tech to audit conformance of these technology and data security contract terms, system security and data centers as appropriate. Delaware Tech may perform this audit or contract with a third party at its discretion at Delaware Tech's expense. Such reviews shall be conducted with at least thirty (30) days advance written notice and shall not unreasonably interfere with the Contractor's business.

Sub-Contractor Disclosure: The Contractor shall identify all of its strategic business partners related to services provided under this contract, including but not limited to, all subcontractors or other entities or individuals who may be a party to a joint venture or similar agreement with the Contractor who will be involved in any operations with access to Delaware Tech data. Examples include, but are not necessarily limited to, mailing and printing services (due to access to non-public information of members' names and addresses) and independent data storage companies or facilities.

Operational Metrics: If requested by Delaware Tech, the Contractor agrees to cooperate with Delaware Tech to reach an agreement on operational metrics that Delaware Tech requires. Examples include, but are not necessarily limited to, advance notice for major upgrades and system changes, system availability/uptime guarantee/agreed-upon maintenance downtime, recovery time objective/recovery point objective, and security vulnerability scanning. (System availability, uptime guarantee, and/or agreed-upon maintenance downtime may be included in the Performance Guarantees.)