



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

August 12, 2026

TO: ALL OFFERORS

FROM: COURTNEY STRICKLAND
STATE CONTRACT PROCUREMENT ADMINISTRATOR

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL NO.: GSS26956-FLS_ALARM

ADDENDUM # 1

The purpose of this addendum is to respond to questions received regarding the solicitation.

Q1. We are a Delaware-based corporation with extensive staffing experience and can provide qualified personnel to meet the project requirements. While we do not have an existing system, we are fully capable of developing and supporting one based on the project needs. Would our approach be acceptable and considered for this solicitation?

[The solicitation is open to any vendor who can fulfill the requirements of this solicitation.](#)

Q2. For False Alarms #1, #2, and #3 — which the fee schedule lists as non-billable — does the Delaware State Police expect the selected vendor to issue a notification (e.g., a warning letter or notice) to the alarm owner for each occurrence?

[Yes, a warning letter to document False Alarms 1, 2, and 3 should be sent.](#)

Q3. Question on Cost Proposal Form (Appendix C). In addition to the State Share and Vendor Share values, may the proposer enter explanatory text (in the available cells or as an attached supplemental page) describing how each shared amount is calculated, including administrative cost-share detail? If text is not permitted within the form, how would the State prefer this detail to be submitted?

[Appendix B has been updated to include space for narrative text. Revised Appendix B should be submitted with proposal response.](#)

Q4. Would the State of Delaware entertain alternative cost proposals not structured as a collections share? If so, how should one be submitted through the portal?

[Please use Appendix B revised to submit your cost proposal.](#)



GOVERNMENT SUPPORT SERVICES — CONTRACTING

600A SOUTH BAY ROAD — DOVER, DE 19901

PHONE: (302) 857-4550 — FAX: (302) 739-3779 — GSS.OMB.DELAWARE.GOV

Q5.If available, can the State of Delaware Government Support Services provide the following information on annual historical billings and collections for the False Alarm Reduction Program for the following years: 2025 FY or CY: Total Gross Billings (\$) / Total Gross Collections (\$) 2024 FY or CY: Total Gross Billings (\$) / Total Gross Collections (\$) 2023 FY or CY: Total Gross Billings (\$) / Total Gross Collections (\$)

[Please refer to Table 1.](#)

Q6.From the RFP III, A. Minimum Requirements - "1. Provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the scope of work." Just in case we missed it in the Scope, can you list any Delaware licenses, registrations, or certifications required by the State to bid in the RFP.

[State of Delaware Business License.](#)

Q7.What is the total number of false alarms in the years, 2023, 2024, and 2025?

[Please refer to Table 1.](#)

Q8.What is the total amount billed for false alarms in the years, 2023, 2024, and 2025?

[Please refer to Table 1.](#)

Q9.What is the total amount collected for false alarms in the years, 2023, 2024, and 2025?

[Please refer to Table 1.](#)

Q10. What is the total number of active alarm systems at the end of years, 2023, 2024, and 2025?

[2023: 1,729](#)

[2024: 1,746](#)

[2025: 1,461](#)

Q11. What is the total amount billed for Permits in the years, 2023, 2024, and 2025?

[N/A - there are no permits issued. Commercial and Residential alarms users register free of charge.](#)

Q12. What is the total amount collected for Permits in the years, 2023, 2024, and 2025?

[N/A - there are no permits issued. Commercial and Residential alarms users register free of charge.](#)

Q13. What Computer Aided Dispatch system (vendor and version) is used by the State?

[Current CAD system uses Tyler Portfolio; subject to change.](#)

Q14. How many hours does state staff spend every month, in managing this program?

[5 to 10 hours](#)

Q15. What financial or accounting systems will the State want to integrate?

[Financial integration was not requested.](#)

Q16. What website links will be designated by the State?

[The current website was vendor created for residents and business to register, pay fines, etc. which is linked on DSP's website.](#)

Table 1

Year	Total False Alarm	Total Amount Billed	Total Amount Collected
2023	9,605	\$284,025	\$165,549
2024	5,871	\$107,251	\$60,729
2025	5,851	\$127,625	\$76,988

All other terms and conditions remain the same.

S:\ Addendum to RFP