

CONTRACT NUMBER: AOC-0626-EVALCRIM - ANSWERS

	Section, paragraph, page	Question	Answer
1	General question	What is the Judicial Branch’s budget or expected budget range for this project and can it share this information with the proposer?	The Delaware Judicial Branch (“Judiciary”) is interested in receiving solicitations based on a vendor’s best estimate of the cost of providing the services.
2	General question	What is the Judicial Branch’s business drivers behind the six-month project timeline	Funding source has a spending deadline.
3	General question	At what stage is the process to replace the current civil CMS/DMS and electronic filing vendors’ software? Does the AOC anticipate a separate procurement for a replacement civil CMS/DMS following this evaluation, or has a replacement system already been selected?	The Civil CMS/DMS project is not the subject of this solicitation. The Civil implementation began in July 2024 and is broken into two phases. Phase I is scheduled for completion in October 2026. The AOC does not know if a procurement will be needed for the Criminal Solution, and is largely dependent on the outcome of the evaluation services requested in this solicitation.
4	General question	Who built the Judiciary’s criminal systems? When? Are the criminal systems unified across the state?	The Judiciary operates within a complex Criminal Justice environment involving multiple courts, systems, and partner agencies across the State of Delaware. Existing systems include legacy applications, integrated systems, and manual processes that support Criminal Justice operations.
5	General question	Are offerors that sell hardware or software products precluded from responding to the RFP?	No. However, the awarded vendor would be precluded from responding to a subsequent RFP seeking a solution to implement a criminal case management system based on recommendations arising from this solicitation.
6	I, Overview, p. 2, solicitation schedule	Would the Judiciary consider extending the deadline for receipt of the proposal by a few days/weeks?	No. Due to the nature of our funding source, the AOC is working under a tight schedule and cannot extend the solicitation’s deadline.
7	II, Scope of Services, first paragraph,	Would the Judiciary provide additional details on the current criminal systems and	The Judiciary operates within a complex Criminal Justice environment involving multiple courts (Justice of the Peace

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	description of implementation of civil CMS/DMS	integrations in scope for this review (e.g., estimated number of systems, existing solution products, estimated number of integrations, general list of the partners/agencies that interface, etc.)?	Court, Family Court, Court of Common Pleas, and Superior Court), systems, and partner agencies (including but not limited to DELJIS, law enforcement, Department of Correction) across the State of Delaware. The evaluation of the existing systems, integrations and relationships is part of the services that will be provided through this engagement and therefore cannot be fully quantified at this time. At a high level, existing criminal systems are homegrown Mainframe solutions that do not have existing document management or eFiling integrations. Existing systems reside on the same mainframe platform, but programs are owned and managed by different entities and will be further disclosed to the awarded vendor.
8	II, Scope of Services, first paragraph, description of implementation of civil CMS/DMS	Have requirements and specifications been written for the proposed replacement civil CMS/DMS and electronic filing system? If so, will this be made available to the vendor?	The Civil project is well underway, and documentation related to that project can be shared. Criminal scope was also considered at the time the Civil project was initiated but ultimately was cut from the scope due to time and cost constraints. These artifacts will be of value to the awarded vendor and will be shared as possible and in accordance with any agreements with the existing Civil Vendors.
9	II, Scope of Services, A, Evaluation of current civil CMS/DMS	If a gap analysis and requirements and specifications have been written, did the Delaware Judicial Branch contract with a consultant? If so, is that consultant's name able to be shared with the proposers?	Details of past reports and names of vendors will not be shared with proposers. The awarded vendor may have access to past reports if pertinent and not governed by a confidentiality agreement that would preclude information sharing. Gap analysis documentation conducted with our vendor partners, which is work product owned by the Judiciary, will be shared as part of the engagement.
10	II, Scope of Services, A, Evaluation of	Will the AOC make available to the awarded vendor the planning artifacts, requirements documentation, vendor	Details of the Civil CASCADE Project will be shared with the awarded vendor for use as reference in the Criminal evaluation as soon as the contract is signed.

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	current civil CMS/DMS, p. 3	evaluations, contracts, and lessons learned from the Civil CASCADE Project for use as reference in the criminal evaluation? If so, when in the engagement timeline will they be made available?	
11	II, Scope of Services, A, Evaluation of current civil CMS/DMS, p. 3	Will the consultant have direct access to the current civil CMS/DMS and electronic filing vendors' software, as well as access to more advanced recent versions of the software, or will assessments be conducted through documentation review and stakeholder interviews only?	Some system access will be made available during the engagement. Depending on the awarded vendor and discussions with the Civil Vendors, the AOC will determine the appropriate access level and scope. The Civil Vendors are cautious not to allow competitors full access to how their product is developed, thus this will be reviewed on a case-by-case basis.
12	II, Scope of Services, A, Evaluation of current civil CMS/DMS, p. 3	The prior RFI for this engagement did not reference evaluation of the civil CMS/DMS or eFiling vendors. Scope item A appears to require vendor-specific assessment of Thomson Reuters and File & ServeXpress capabilities relative to criminal system requirements. Can the AOC clarify: (1) whether vendors will have access to current civil system resources documentation, contracts, and configuration details sufficient to perform this evaluation, and (2) whether direct engagement with the incumbent civil vendors is anticipated or permitted as part of this engagement?	Applicable information will be provided and is subject to discussion between the AOC and awarded vendor to determine what is appropriate. To the extent the existing Civil Vendors are being evaluated for fit to meet the Judiciary's criminal requirements, engagement with them will be facilitated in conjunction with the AOC. To clarify, vendors are not being asked to review and advise on any aspects of the Judiciary's Civil project or any Civil scope. Vendors will only be engaging with these resources to see if the same solutions can be configured to meet the Judiciary's Criminal needs.
13	II, Scope of Services, A, Evaluation of	Should the evaluation in §II.A be limited to the two named incumbents (Thompson	As a first step, the AOC is looking for our existing Civil Vendors to be evaluated for fit and gaps compared against

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	current civil CMS/DMS, p. 3,	Reuters CMS/DMS; File & ServeXpress eFiling), or should it also compare those incumbents against alternative solution providers and architectural patterns in the broader market? If the latter, is the AOC seeking a market-scan-level comparison or a full architecture-alternatives analysis?	our existing Criminal requirements. The AOC has documented current business processes, and a Discovery effort that included both Thomson Reuters and File & ServeXpress, which was executed approximately 3 years ago. The AOC wants to confirm if conditions remain the same and if the existing Civil Vendors would be a fit for the Judiciary’s Criminal needs. The awarded vendor will need to also review current operational needs and legislative requirements to consider if these solutions are not only the best fit, but the most time efficient path to meeting the Judiciary’s needs. Depending on the outcome of this evaluation, the Judiciary will look for the awarded vendor to advise if there are gaps that require consideration of alternative or supplemental solutions and presumably market-scan-level analysis to highlight opportunities to fill these gaps.
14	II, Scope of Services, Advisement and Assistance, B, p. 3, implementation and management of recent legislative mandates	Does “recent legislative mandates” refer to specific enacted legislation and, if so, can the Judiciary point to any specific “recent legislative mandates” that respondents should pay particular attention to, so that respondents can scope the advisement effort and appropriate subject-matter expertise, or is the respondent expected to independently identify all applicable statutes and mandates affecting criminal court operations?	The awarded vendor is not expected to independently identify all applicable statutes and mandates affecting criminal court operations. The Delaware General Assembly has and continues to pass laws that should inform the features to consider when designing a criminal case management solution, including but not limited to, the ability to electronically notify litigants of upcoming court dates, maintenance of court records, tracking of restitution and other costs.
15	II, Scope of Services, Comprehensive Evaluation, C	Will the awarded proposer have direct access to the Judiciary's criminal systems for technical evaluation purposes, or will	The awarded vendor will start with access to documentation and any applicable State required training to view criminal systems and data. The AOC will evaluate the need to

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		assessment be conducted through documentation review and stakeholder interviews only?	provide direct system access and how such access will be set up as a part of the engagement.
16	II, Scope of Services, Comprehensive Evaluation, C.a., p. 3, "how systems are integrated and what data is being sent/received by each party" and "Evaluating system integrations, data flows, and inter-agency dependencies"	Approximately how many distinct partner-agency systems and integration points does the AOC currently anticipate to be in scope for the §II.C evaluation, to assist respondents in calibrating effort and resource estimates?	<p>This question is difficult to quantify. There is one primary integration with the State’s Criminal Justice repository managed by DELJIS. Maintaining this integration would allow data to flow between the Courts and partner agencies. The Judiciary desires a Document Management and eFiling solution, which does not currently exist. It is not yet known if DELJIS will be able to facilitate the flow of documents to partners, or if separate integrations with partners may be needed. This will be part of the evaluation.</p> <p>Additionally, the Superior Court currently uses a separate, homegrown sentencing solution that integrates with the current Criminal CMS. Presumably, this could be eliminated if sentencing needs are met within a future CMS. This depends on the outcome of the evaluation.</p>
17	II, Scope of Services, Comprehensive Evaluation, C.a., p. 3, "how systems are integrated and what data is being sent/received by each party" and "Evaluating system integrations, data flows, and inter-agency dependencies"	To assist with scoping the estimate, how many distinct criminal systems are in scope (e.g., case management, eFiling, warrant systems, pretrial, probation)? Is the Statewide Judicial Information System (SJIS) included in scope?	<p>This engagement is looking specifically at the Judiciary and does not contemplate the solutions used by partners in the Delaware Criminal Justice system. To the extent integrations are needed or recommended with those systems, they can be identified, but engagement with those partners will be addressed once a specific solution is selected. Criminal systems would at minimum include:</p> <ul style="list-style-type: none"> - CMS – Existing Criminal Case Management System - CJIS – State Criminal repository with some Court specific usage

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			<ul style="list-style-type: none"> ○ Only part of this system would be in scope as it applies to Court specific use - ASOP – Homegrown Sentencing solution - Jury System – Not being replaced, reviewed only for integration purposes - eFiling – Desired but currently does not exist - Document Management System – Desired but currently does not exist
18	II, Scope of Services, Comprehensive Evaluation, C.a., p. 3, "how systems are integrated and what data is being sent/received by each party" and "Evaluating system integrations, data flows, and inter-agency dependencies"	To assist vendors in accurately scoping the integration assessment effort, can the AOC provide a general characterization of the technical architecture used for criminal data exchanges with partner agencies (e.g., modern API/web services, middleware/ESB, legacy batch/flat-file transfers, direct database integrations, or manual processes)? Additionally, is existing integration documentation such as data dictionaries, interface control documents, or system architecture diagrams available for vendor review, or should vendors assume this documentation will need to be developed as part of the engagement?	Specifics of system integrations cannot be shared at this time, but there is a blend of API, web services, batch and flat file, direct database integrations and manual processes. The AOC has documentation including system architecture diagrams and other technical documentation which will be made available to the awarded vendor. The awarded vendor will assist with identifying gaps and, depending on technical abilities, will assist with either guiding or developing needed materials.
19	II, Scope of Services, Comprehensive Evaluation, C.c., p. 3, future procurement, development or configuration of solutions	Will the AOC share the Judiciary’s modernization funding posture (current year and FY2028+ outlook) with the awarded vendor, so that recommendations and the sequencing of events under §II.C.d are calibrated to realistic fiscal assumptions?	Yes.

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20	II, Scope of Services, Comprehensive Evaluation, C.d., p. 3, “Recommendation of requirements for future procurement, development or configuration of solutions”	Does the phrase, “Recommendation of requirements for future procurement, development or configuration of solutions” (RFP §II, C.c., p3) refer to detailed requirements and specifications for a new system?	Yes. The evaluation provided by the awarded vendor may result in the issuance of an RFP for a Criminal solution.
21	II, Scope of Services, Comprehensive Evaluation, C.d., p. 3, “Recommendation of requirements for future procurement, development or configuration of solutions”	Regarding “Recommended priorities and sequencing of events to modernizing existing systems and processes,” (RFP §II, C.d., p3), does this include future development of requirements and specifications, procurement, and implementation?	Yes.
22	II, Scope of Services, Scope of Work, general question	Is the scope of work intended to provide a gap analysis against known replacement(s) or does this project aim to assess a hypothetical system replacement?	It is meant to provide a gap analysis against existing Civil Vendor partners, and advise on alternatives in the event the gaps cannot be mitigated.
23	II, Scope of Services, Scope of Work, C.a.-h. p. 3,	Scope of Work requirements, a. through h., refer only to the Criminal Justice system. Are these requirements intended to apply to the civil CMS/DMS evaluation in addition to the Criminal Justice system?	No. The scope of this solicitation is limited to the Criminal system, as the Civil system is currently under implementation.

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24	II, Scope of Services, Scope of Work, C.a. p. 3, "Reviewing existing documentation...and previous evaluations of the Criminal Justice systems requirements."	Were previous evaluations conducted in-house or by a consultant? How recently were they conducted.	Yes. A Discovery effort was conducted by the Courts, File&ServeXpress and Thomson Reuters around 2022/2023. The output of that engagement is owned by the AOC and will be a substantial jumping off point for this engagement.
25	II, Scope of Services, Scope of Work, C.a. p. 3, "Reviewing existing documentation...and previous evaluations of the Criminal Justice systems requirements."	If previous evaluations were conducted by a consultant, is that consultant's name able to be shared with the proposers?	No. Information may be shared with the awarded vendor once the contract is signed.
26	II, Scope of Services, Scope of Work, C.a. p. 3, "Reviewing existing documentation...and previous evaluations of the Criminal Justice systems requirements."	What prior evaluations, integration documents, system inventories, planning artifacts, and partner-agency MOUs exist for the criminal systems environment, and which will be made available to the awarded vendor?	Upon award of the contract, establishment of non-disclosure agreements, and any applicable State-required training to view sensitive information, the awarded vendor will be provided with: <ul style="list-style-type: none"> - Current-State Criminal Business Processes - Technical documentation of existing solutions <ul style="list-style-type: none"> o Awarded vendor can advise what level of detail is appropriate for their needs - Multiple documents related to a Discovery effort which included File&ServeXpress and Thomson Reuters and includes analysis against the Judiciary's Criminal Requirements

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			<ul style="list-style-type: none"> ○ Includes a Gap Analysis from approximately 2023 which needs to be reviewed for any changes in process as part of the engagement - Org Charts of the Technology Division to evaluate capacity and recommend resource needs as part of the path forward - Existing MOUs <p>The AOC anticipates that part of the consulting services will help identify gaps in MOUs related to integrations and data sharing with partners</p>
27	II, Scope of Services, Scope of Work, C.b. p. 3, "Interviewing Subject Matter Experts, including all staff involved in Criminal Justice processes, up to and including Magistrates, Commissioners and Judges"	How many judges, commissioners, and magistrates are anticipated to participate in SME interviews? Will scheduling of judicial SMEs be coordinated and facilitated by the AOC, or is that the vendor's responsibility?	The AOC will facilitate and coordinate interviews with subject matter experts. It is anticipated that there will be a minimum of 6 individual/group interviews with court personnel, judicial officers, and other stakeholders. This includes the 4 Courts with criminal jurisdiction and at least 2 groups of our State partners in the Criminal Justice field. The awarded vendor will have an opportunity to evaluate this need as part of their consulting services. The Judiciary also has a governance structure established through our Civil project, known as the Core Judicial Systems Steering Committee ("CJSSC") which is comprised of Court leadership and subject matter experts. This presents an opportunity for unified Judiciary guidance and may reduce the need for some individual interviews.
28 See 27 above	II, Scope of Services, Scope of Work, C.b. p. 3, "Interviewing Subject Matter Experts, including all staff involved in	Can the Judiciary please provide an estimate of the Judiciary's expectation on the number of staff the respondent will interview, the types of stakeholder roles, the groups the stakeholder is involved in, including any within the Delaware Judiciary,	See answer at 27 above.

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	Criminal Justice processes, up to and including Magistrates, Commissioners and Judges"	other State agencies, and non-State partners? General estimates are fine for sizing the effort.	
29	II, Scope of Services, Scope of Work, C.b. p. 3, "Interviewing Subject Matter Experts, including all staff involved in Criminal Justice processes, up to and including Magistrates, Commissioners and Judges"	Will the AOC establish (or has it already designated) a governance body — e.g., a steering committee or executive sponsor group — to make decisions during the engagement, including representation from partner agencies? If so, what is its composition and meeting cadence?	The AOC, through its existing modernization efforts, has established the CJSSC. This body includes Court Administration and other leadership roles as well as subject matter experts, technical leads and project leads. This body expands and contracts based on the expertise needed, but leadership remains engaged in all aspects of the committee. Meeting cadence is fluid as projects require, but most commonly meets monthly.
30	II, Scope of Services, Scope of Work, C.b. p. 3, "Interviewing Subject Matter Experts, including all staff involved in Criminal Justice processes, up to and including Magistrates, Commissioners and Judges."	Will the AOC commit to facilitated access to (a) DELJIS, (b) Department of Justice (Attorney General), (c) Office of Defense Services (Public Defender), (d) Delaware State Police and other law enforcement, (e) Department of Correction, (f) Division of Motor Vehicles, and (g) any other identified partner agencies? Are there agencies the AOC anticipates limited access to, that respondents should plan around?	Yes. The AOC will facilitate communication with the different stakeholders needed for the project. The AOC does not anticipate limited access that would require planning if the awarded vendor's resources have successfully cleared a criminal background check. State training may be required for consulting resources as part of the State's security protocol. This does not prevent immediate engagement in the project, but may restrict access to criminal systems or information until training is complete.
31	II, Scope of Services, Scope of Work, C.b. p.	The scope includes evaluating interactions with partner agencies across the State of Delaware (RFP §II.C.a). The proposer	Yes.

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	3, interagency coordination.	anticipates that the AOC will facilitate introductions and access to those partner agencies. Please confirm.	
32	II, Scope of Services, Scope of Work, C.d. p. 3, “Preparing a project plan and schedule for this evaluation engagement, with regular updates for stakeholders on evaluation progress and findings”	Are interim deliverables such as current-state documentation and draft gap analysis subject to formal AOC review and approval gates? If so, how many formal review cycles are anticipated, and what turnaround time should vendors assume for AOC feedback when building the project schedule?	Yes. Deliverables will be subject to AOC review and approval. Without knowing the length of the deliverables or any details of a vendor’s approach to create the deliverables, at this time it is difficult to provide a timeline for review. The AOC will work with the awarded vendor to establish a review cadence that keeps the engagement on track but allows all parties appropriate time for review, feedback and finalization.
33	II, Scope of Services, Approach and Methodology, C.a., p. 3, “Conduct process discovery and document workflows across multiple stakeholders”	At what level of granularity does the AOC wish the process documentation to be presented? By Court, organizational unit within each court, by county if applicable, and by case type?	A large portion of the Judiciary’s criminal processes are already documented by Court and organizational unit. Any updates or drafts of new processes resulting from this engagement would be at the same level as existing documentation.
34	II, Scope of Services, Proposed Deliverables, C, p. 3.	In addition to a functional and technical evaluation, is the AOC interested in evaluating the usability of these systems? This would involve interviews and design research methodologies to synthesize results and recommendations.	While this is not a core consideration at this time, it is helpful. Vendors are encouraged to include this in their proposals if it aligns with the prescribed timeline. It is currently unclear if there will be adequate information or time during this evaluation to provide a usability analysis.

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35	II, Scope of Services, p. 3, total # of pages	If respondents stick within the 50 page total, do they have liberty to exceed a subsection (for example, 22 pages in the Proposed Scope of Work section) if they are under page count in another subsection (for example, 18 pages in the Proposed Approach and Methodology section)?	No. Vendors are not at liberty to exceed the maximum number of pages allocated for individual sections. No more than 20 pages may be used to the Scope of Work section; 20 pages for the Approach and Methodology Description; and 10 pages for the Deliverables Examples. Any pages beyond 50 pages will not be read.
36	Section III, Required Information, A, 3, p. 4, proposed price sheet	Does the AOC prefer a specific pricing approach, including a firm-fixed price or an estimated fee/do-not-exceed structure?	This is a firm-fixed price project. Vendors should factor in and itemize all specific pricing components. The AOC will not separately reimburse for those expenses.
37	Section III, Required Information, A, 5, p. 4, attestation US stored data	Does this attestation apply to a subcontractor to the consultant if the subcontractor is located in the US but has offices abroad and the attestation's goal to "securely maintain all project data within the United States" can be met by the subcontractor?	Yes, if the vendor's attestation confirms that all project data will be solely stored and maintained within the United States. Vendor is responsible for the actions of their subcontractors.
38	IV, B, 21, Business References, p. 9	Bidders understand the State's desire for Professional references. Can the State confirm that client references for services delivered by named resources being submitted in this proposal are deemed Professional References?	Yes. If the named resources in a vendor's response to this solicitation have delivered the services requested in this solicitation to other clients, those clients will be considered professional references. However, the vendor must attest that those named resources will be the vendor's key personnel for this evaluation project.
39	V, 1, p. 12, contract term	What level of on-site presence in Wilmington does the AOC expect from the consultant team (full-time, weekly, periodic, or as-needed)?	On-site presence will be on an as-needed basis.
40	Appendix A, NDA, cross-reference III, A.,	Please clarify the AOC's expectations for who must sign Appendix A and when. Where the proposed team includes named	Appendix A must be signed by Vendor's authorized representative who has the legal capacity to enter their organization into a formal contract with the AOC/Judiciary

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	10, p. 4 and Appendix B, 8.3, p. 28	subcontractors who will have access to Confidential Information during the engagement, must each subcontractor entity separately execute its own copy of Appendix A and submit it with the proposal, or is the prime respondent's executed Appendix A sufficient at the proposal stage?	and submitted as part of this solicitation on or before the deadline for receipt of the proposals. The AOC reserves the right to require the awarded vendor's subcontractor to sign Appendix A should the need arise and based on the circumstances.
41 See 36 above	Appendix B, Template Contract, §3.7, p. 24, Payments for Services and Expenses.	Does the AOC expect respondents to (a) include all travel, lodging, and per-diem expenses for Delaware on-site work inside the fixed fee, or (b) propose a separately reimbursable expense provision in the Statement of Work appendix with a defined cap and reference to State of Delaware or federal per-diem rates? If reimbursable expenses are acceptable, are there standing limits or rate schedules the AOC expects respondents to follow?	The language of the solicitation prevails over the language found in the Template Contract that was provided as a sample, parts of which may be modified at the AOC's sole discretion. Section III, Required Information, A, 3, p. 4 of the solicitation states that vendors should provide with their response a "Proposed Price Sheet with project total cost and specific itemization of pricing components." As such, vendors should factor in anticipated travel, lodging, and per diem expenses for on-site work using the Federal GSA rates when submitting their "Proposed Price Sheet". The AOC will not separately reimburse for those expenses.
42	Appendix B, Template Contract, §11.3, p. 29, "Possession of a Security Clearance may be required of any employee of Vendor who will be assigned to this project."	Does the State require any other fingerprint-based clearance than a regular background checked in accordance with FBI CJIS Security Policy Requirement?	No. Depending on what data and system design information the awarded vendor will be viewing, they may require training from the State.
43	Appendix B, Template Contract, §38, p. 38,	Is a performance bond required?	No performance bond is required as part of this solicitation. Appendix B is a template contract, parts of which may be modified at the AOC's sole discretion.

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	Performance Bond or no Performance Bond		
44	Appendix C, Cloud Services and Data Usage Agreement	May the awarded vendor use vendor-controlled cloud-based collaboration tooling (e.g., document repository, project workspace) for engagement work product, provided the tooling and all data remain hosted within the United States and within DTI-acceptable cloud terms? Or must all working data reside in AOC-controlled environments?	Ideally, a workspace for collaboration will be established within the State’s Teams environment. Vendor-controlled collaboration tools may be allowed, but are subject to evaluation upon commencement of the engagement and only if the State’s solution does not provide adequate services.
45	Appendix C, #11, p. 44, Cyber Liability Insurance	Will the vendor have access to PII records under the scope of work such that there will be a need for the stated Cyber Liability Insurance? If yes, what is the anticipated number of PII records that will need to be covered by such insurance?	This largely depends on the awarded vendor and the level of information and access the vendor requires to deliver on the scope of the project. If the vendor requires direct system access, they will have visibility to PII. Assuming the vendor does not have a need to retain or take control of that data, it is not anticipated that insurance is needed and State training would be sufficient to allow view-only access. In the event the vendor requests data extracts for further evaluation, and the data is then in the control of the vendor, then Cyber Liability Insurance may be required.

**Please note that the same or substantially similar questions were aggregated into one question for the sake of efficiency.