

KIM REYNOLDS, GOVERNOR

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November 1, 2023

To: All Potential Bidders
From: Mike Nolan, Issuing Officer
Subject: RFP ##1023-481-01 - Licensing Application Platform

Amendment One

Please amend the subject RFP to include the answers to the following answers to the attached timely received written questions.

This Amendment One shall supersede, modify, and/or change all requirements to the contrary in the RFP and associated documents. All other parts of the subject RFP remain in effect.

Vendor	Item Number	Section Number (i.e. 1.2.1)	Page Number	Section Text Requiring Clarification	Specific Question / Request	Responses
Accenture	1	RFP 2.7	7	7 A Letter of Intent to Propose must be mailed, sent via delivery service or hand delivered to the Issuing Officer and received by the time and date listed in the RFP cover sheet.	Please clarify the due date for the Letter of Intent as this is not listed on the RFP cover sheet. Please confirm Letter of intent is required as a physical copy and not via email to the Issuing Officer.	There is no LOI required
Accenture	2	RFP 2.11	7	7 The Agency must receive all required copies (including paper copy and digital) of the Proposal at the Issuing Officer's address identified on the RFP cover sheet before the "Proposals Due" date...	For avoidance of doubt, please confirm only a digital copy of the proposal is required per instructions on the cover sheet and not a "paper copy" as referenced in section 2.11.	Yes, only digital copies are required
Accenture	3	RFP 4.4	24	4.4.1 Certification and Safety Labels. Respondent certifies that any goods/products provided to the Agency will include appropriate safety labels. 4.4.2 Minimum product warranty. Respondent certifies that any goods/products provided to the Agency, directly or indirectly, will be accompanied by a minimum, one-year product warranty. 4.4.3 Reclaimed/Recycled Materials. Respondent certifies that the items offered for sale herein do not include any foam products (polystyrene) manufactured with chlorofluorocarbons, when such items are specified for use as food product containers.	Please confirm expectation to meet these requirements for a technology services RFP or indicate if not applicable.	N/A for IT services
Accenture	4	Appendix A 4.4.5.1		The application must meet or exceed current WAI WCAG AA compliance standards this includes 2.x and 3.x. The application must maintain current documented standards throughout the application lifecycle	Given WCAG standard 2.1 is current, how is the vendor expected to demonstrate 3.x compliance which is not yet a standard.	Compliance with 2.1 is expected with 3.x support if 2.x is deprecated. Maintaining WCAG compliance throughout the life of the contract is expected.
Accenture	5	Appendix A 4.4.5.6		The system must support a wide variety of reporting, including equivalency of all current reporting.	What current reporting capabilities are available? Please provide an inventory of the current reports and dashboards. What performance metrics are currently tracked?	This should be considered outside of scope, the goal is the ability to replicate current reporting needs and is a general requirement to broadly support any current reporting.
Accenture	6	Appendix A 4.4.5.8		The system must support the creation of new applications and workflows without the need for development and/or engineering staff	How are production level changes managed today with business configuration? Is there an established governance framework on what should be business configurable that can be provided?	Current system design is irrelevant, the vendor is free to provide broad recommendations here.
Accenture	7	Appendix A 4.4.5.13		The system must support the ability to obfuscate field level data	What are the use case for data obfuscation? Is this required for lower environments or only for production?	Data obfuscation of sensitive information is a baseline requirement. For example DOB and FEIN should be obfuscated after data entry
Accenture	8	Appendix A 4.4.5.50		The vendor must be responsible for migrating all data from prior existing applications into the new system. This includes all necessary staff and resources for migrating data from prior licensing application / software instances that are currently supported by the State of Iowa. This will include instances of Amanda, Image Trend, Salesforce, etc. This is subject to acceptance testing and validation (please describe).	1. What level of data baselining has been done? Do data dictionaries/documentation exist across all licensing types/processes? 2. Are all intended agencies in scope expected to be live on new solution at same time or can iterative deployment be proposed?	1. We are in the process of a full initial lean process evaluation. Different systems have various levels of documentation and we have subject matter experts available to assist. 2. Iterative deployment approaches (agile) are preferred.
Accenture	9	Appendix A 4.4.5.51		The application platform must meet current DIAL, State of Iowa (OCIO) and Federal Design Standards.	Please provide the most current DIAL / OCIO design standards.	Current OCIO design standards are a future goal of the DX project. USWDS can be used as a baseline, with minor variations to accommodate branding. Alternative approaches will be considered.
Accenture	10	Appendix A 4.4.5.65		The system must be able to support a wide variety of payment and accounting functionality. This includes third party billing, multiple payments. Payment functionality will be subject to user acceptance testing. Business users must be able to define payments which can be directed to specific accounts and/or buckets as applicable	What specific payment methods must be supported? Please elaborate on the functions of the 3rd party billing program.	We use US Bank as a payment provider, our functionality will not differ widely from what is implemented in other states and/or our existing systems.
Accenture	11	Appendix A 4.4.5.90		The application must maintain FEDRAMP High Authorization.	What is driving the requirement for FedRAMP High vs Low or Moderate?	Under review with Security Operations, answers expected in early November.
Accenture	12	Appendix A 4.4.5.14		The system must support have the ability to support part forms	What business process is supported by the 3 part forms?	No specific business process was identified, Child Labor and some Plumbing Related processes revolve around multiple parties.
Accenture	13	Appendix A 4.4.5.68		Payments and accounting functionality must be integrated with state supported systems (please describe).	Please list the State systems where integration must be provided. For each of these integrations, can you please provide technical details such as API readiness, inbound/outbound, etc?	See System Details for Vendor.
Accenture	14	Appendix A 4.4.5.110		The vendor must not impose storage limitations (please describe any reasonable technical limitations).	Please provide data versus artifact storage expectations. Suggested Change: reward the requirement to say "Solution provides unlimited storage with the exception of the storage limitations required by the State selected storage provider."	
Accenture	15	Appendix A 4.4.5.42		Usability: The software must be easy to use and navigate for the intended users	Please provide an internal user headcount by role and the expected number of external users, annual license applications, and annual renewals.	See System Details for Vendor, this is not broken down by role. Annual applications are roughly 400k (new and renewal).
Accenture	16	Appendix A 4.4.5.42		Google and other analytics tools must be integrated via Google Tag Manager	What behavior or analytics are intended to be tracked for this solution? Is there scoping for an external facing portal for citizens to do certain functions, request, tracking, etc that will be integrated to this solution or is one expected to be created as part of the solution?	We are looking for standard Google Analytics with conversion tracking during the customer journey, we are also looking for a third party solution to evaluate, understand and continuously improve the customer experience. The key is we can leverage GTM and it can be integrated.
Accenture	17	Appendix A 4.4.5.76		The vendor must provide training resources utilizing a variety of delivery methods through the life of the agreement. Initial onsite training, ongoing training and workshops where appropriate.	What type of training delivery is expected (direct to user, train the trainer)? Does the State have existing training vehicles that can or should be considered? Is ongoing training expected to be refreshers, computer based training, or instructor lead?	We are open to all approaches, please describe how you would approach this in your proposal.
Accenture	18	Appendix A 4.4.5.9		Trained internal business stakeholder(s) must be able to create and modify existing application(s) and workflow(s) without vendor support	Does the State have detailed Licensing workflows for all the agencies and license types proposed for migration to the new system? If not, what percentage is known?	This is a work in progress with our LEAN support staff having worked to evaluate all licensing processes for commonality. We expect this to be a symbiotic process requiring the implementation team to propose best practice approaches while still working within our legal and regulatory requirements. It is an expectation that the vendor and business will cooperatively approach this problem.
Accenture	19	Appendix A 4.4.5.74		Weekly summary updates must be provided to all relevant leadership and stakeholders during the development process. This should include but not limited to a bi-weekly demo of system functionality while the application is development.	Suggested Change: "...but not limited to a regular demo of system functionality..."	The key is in-depth ongoing agile focused demonstrated delivery.
Accenture	20	Appendix A 4.4.5.75		The vendor must provide resources to analyze current application processes and be equipped to standardize and manage all 280+ application, licensing and inspection processes currently supported via DIAL. A list of all licensing, permitting and application can be viewed, Appendix C.	Have common business processes been established by the State and documented across licensing organizations along with specified rules by license type? Does each board/program have existing documentation on workflow and rules? Have all boards/programs received the guiding principles and messaging on simplification and unification of processes? What level of authority does each board/program have to accept or reject required business process changes?	We are currently working to establish and document processes across our organization. This will require implementation teams and business partners to document and establish best practices. We have LEAN and continuous processes currently doing initial evaluation. Guiding principles have been provided. This is a collaborative evolving process and we are open to recommendations.
Accenture	21	Appendix A 4.4.5.64		The application must support ALL existing licensing, permitting and related inspection functionality as currently deployed by DIAL.	Please provide the inventory of existing functionality and capabilities deployed at DIAL. Can capabilities be deployed in a staggered fashion (multi release) or is there an expected large scale deployment of all capabilities?	A list of the majority of licensing processes can be found in our appendices. Please note that this list is comprehensive but will change as this project evolves. We anticipate roughly 300 distinct processes.
Accenture	22	Appendix A 4.4.5.120		The system must support all currently used external integrations.	Is there an existing inventory of all current integrations? What commonalities exist across the disparate systems and processes?	Basic integration information can be provide in the System Details for Vendors documentation.
Accenture	23	Appendix A 4.4.5.124		The vendor must include feedback and support mechanisms for customers, staff and constituents (please describe).	Is there an existing tool that the state currently uses for feedback and surveys like Qualtrics?	Yes Qualtrics is used at the State level, not currently used at DIAL, we are interested in best practice solutions and approaches. Feedback will be used to drive continuous improvement to all of our business processes.
Accenture	24	RFP Licensing Platform 4.4.4 and Appendix B 4.5.8.1		RFP: Demo. Respondents must be willing to provide a recorded and/or real-time demonstration (in-person or remote). Appendix B: 4.5.8.1 and 4.5.8.2 - Please provide a recorded demo (no greater than 45 minutes) that describes customer facing functionality.	Please clarify if the demo required with the RFP submission or upon request as indicated in section 4.4.4?	Simply provide a link to your demo, hosting can be on the platform of your choice and/or your webhost.
Accenture	25	Appendix B 4.5.27		Category Optional	How do responses in the optional categories influence scoring and ultimate award decision?	The committee will weigh the importance in the way it best sees fit.
Guidehouse	1	Appendix A 4.4.5.34	1	General Question	What is the State's current CI/CD toolchain in use to support continuous integration and continuous deployment?	Microsoft and Atlassian tools are used and we are open to approaches and best practices.
Guidehouse	2	Appendix A 4.4.5.35	1	General Question	Does the State currently use an Enterprise Application Integration platform, Enterprise Service Bus, or similar technology to support a wide variety of integrations?	No but we are willing to explore this and please include your recommendations in the proposal.
Guidehouse	3	Appendix A 4.4.5.37	1	General Question	What 3rd party identity verification services does the State currently use and plan to use with the future system?	We are currently not doing this at DIAL but as a potential roadmap item this has a high value in fraud detection and is worth providing your perspective, please include recommendations.
Guidehouse	4	Appendix A 4.4.5.65	2	General Question	What third party billing services providers does the State currently use and does the state plan to use this or another provider with the future system?	We are looking for a flexible solution, currently US Bank is responsible for payment provider functionality throughout DIAL. Thoughts and recommendations are encouraged.
Guidehouse	5	Appendix A 4.4.5.69	2	**The application must exhibit no visible latency (less than 100ms)...user acceptance testing will be required to also measure latency?	Aside from user perception and experience, will Google PageSpeed insights be used	Yes, pagespeed insights will be leveraged.

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Guidehouse	6	Appendix A, 4.4.5.79 and 4.4.5.80	2	"The system must maintain availability of 99.99% as a core requirement (52 minutes of downtime per year)" and "The application must never have downtime exceeding 24 hours if you can guarantee less downtime, we will weigh this factor!"	Does this requirement apply only to Production level environments?	Production only requirement(s).
Guidehouse	7	Appendix A, 4.4.5.120	3	"External integrations"	Please describe or categorize the external integrations currently in use today.	See System Details for Vendor for a brief overview of current and potential need.
Guidehouse	8	Section 4.5	25	General Question	How quickly is Iowa DIAL planning to provide the relative weights for specific evaluation criteria as this can impact our response?	Within 24 hours of the proposal due date
Guidehouse	10	Section 3.1.2	18	"Original Technical Proposal and any copies public Copy (if submitted) Technical Proposal on digital media Electronic Public Copy on same digital media (if submitted)"	Could you please describe the difference between the Original technical/cost proposal, the technical/cost proposal on digital media, and the electronic public copy on same digital media?	The original and the digital copies are on in the same because only a digital submission is required, but the public copy is a redacted version that must be submitted if the vendor wishes to keep certain information confidential in accordance with Form 22
Guidehouse	11	Appendix A and B	N/A	General Question	Can the State issue editable versions of Appendix A and Appendix B to allow vendors to more easily reply within the document?	The State will provide an editable version of Appendix A upon request but not Appendix B.
Guidehouse	12	Attachment 1, Cost Proposal	35	General Question	Do you have an anticipated budget for this project? If so, will you share the budget amount?	No answer at this time.
Guidehouse	13	Appendix B, 4.5.7.1	N/A	Describe your approach to data migration, timeline and details as provided.	Regarding data migration, please describe the data, the number and type of records, the total size of the files, etc.	Existing data stores (DB) identified as 1004.3gb+ and file stores of 1711.2GB+. System administrators have provided limited information to the project team at this time.
Guidehouse	14	Section 4	21	General Question	Please provide the number of internal users (agency employees and other reviewers) who will need access to the system.	264 total employees at this time with 49 in inspection roles.
Guidehouse	15	Section 4	21	General Question	How many applications are received per year? (By Type, New, renewal, Other)	400,000 applications annually across 280+ processes.
Guidehouse	16	Section 4	21	General Question	Is the State currently using another system and/or vendor to manage your system? If so, what is the system/vendor? If not, how are licenses/permits currently being managed by the State?	We currently have relationships with Granicus and Salesforce as primary system vendors. We also leverage a variety of implementation partners and contracted staff. Again 400k licenses and permits issued annually.
Guidehouse	17	Appendix B, 4.5.21.6	21	General Question	Please elaborate on the agency's preference for future systems maintenance. Does the agency prefer future support and maintenance is done by the selected partner, internal team or a combination of both?	We would prefer to be self-sufficient with a minimal number of internal development resources. We will judge each proposal on it's merits and prefer business first approaches.
Guidehouse	18	Section 4	21	General Question	Is the vendor required to be on site for any portion of the contract term?	Each implementation approach will be judged on it's merits across a wide range of factors including on-site implementation and support.
Guidehouse	19	Section 4, 4.1.1.9	22	External Integrations - any existing system integration with existing third party providers, in the case of this system external integrations may include commercial, local, state and federal partner integrations. GTM - Google Tag Manager	Please describe the specific use cases and business context regarding the need to support Google Tag Manager (GTM).	Google Analytics integration, CX integration and other javascript components as needed. The goal being the state retains the ability to implement third party services without the need for vendor support. This allows us to implement in real time any necessary change and/or technology as needed.
Guidehouse	20	Section 4	21	General Question	Please describe the file storage retention policies.	We have a variety of retention policies, please see System Details for Vendors.
Guidehouse	21	Section 2, 2.7	8	The Agency requests that bidders provide their intent to Propose to the Issuing Officer by the date and time as listed on the cover sheet.	Does this procurement require a Letter of Intent to Propose? No deadline for this item is indicated.	Please disregard this provision as no intent to propose is required
Guidehouse	22	Appendix B, 4.5.23.1 & 2	N/A	Please include a best case scenario implementation schedule and timeline. Include key milestones and delivery dates (see sample chart). Please include a worst case scenario implementation schedule and timeline. Include key milestones and delivery dates (see sample chart).	Can the State clarify where to find sample chart?	We can make this available on the bid webpage
Guidehouse	23	Appendix A, 4.4.5.14	1	The system must support have the ability to support 3 part forms?	Could the state elaborate on the definition of '3 part forms'?	This will be removed as a requirement
Guidehouse	24	Section 4	21	General Question	Can the state please describe the expected number of external public users (license/permit applicants, etc.)? Can the state confirm the approximate number of unique logins expected per month?	400,000 license applications annually, additional growth is projected over the next decade.
Guidehouse	25	Appendix A, 4.4.5.87	2	All staff must be located in the United States	Is the state open to allowing the use of offshore resources if such resources will not have access to data nor to production?	No offshore resources are allowed for this project.
Guidehouse	26	Appendix B, 4.5.1.2	1	Demonstrate the sample application's responsiveness (based upon sample application).	Clarify what is meant by system responsiveness--does this pertain to responsiveness to device type related to accessibility?	We are looking for demonstrated functionality across a broad range of devices and screen resolutions. The goal being the application will work on any device. This can typically be easily met by using USWDS and/or other standard design system(s).
Guidehouse	27	Appendix B, 4.5.2.1	1	Qualitative evaluation of administrative demo system functionality (composite).	Can the State clarify what they mean by qualitative evaluation of the administrative demo system functionality? -	Our team will review the overall demo system as it relates broadly to all system requirements.
Guidehouse	28	Appendix B, 4.5.3.1	1	Describe the system's approach to written analytics and digital experience.	Can the state clarify what is meant by written analytics and digital experience?	We are looking to understand how we can gather data and business intelligence about the customer experience and application process, this question was left deliberately vague to allow for a variety of approaches.
Guidehouse	29	Appendix B	N/A	General Question	For questions that ask the vendor to 'demonstrate' a capability, should these requirements be included in the vendor's recorded demo?	No, please demonstrate means to simply explain how you would meet the requirement in writing. If you have an example and/or reference you want to show please include this in your proposal.
Guidehouse	30	Appendix B Solicitation - Section 4 - 4.4.4		4.4.8.1. Demo 4.4.4 - Respondents upon request must be willing to provide a recorded and/or real-time demonstration (in-person or remote).	Should we provide the demo recording upon request by Iowa DIAL or should we provide it along with the proposal response?	Please provide in your proposal.
MTX	1					
MTX	2			2.7 Letters of Intent to Propose	Section 2.7 states that a Letter of Intent to Bid is due by the date listed in the RFP, but no date is listed. Is this a requirement? If so, can a Date be provided to bidders?	Please disregard this provision as no intent to propose is required
MTX	3			Due Date	We respectfully ask for a 4 week extension. Professional licensing implementation takes significant time to estimate and plan - this will allow Iowa to get more responsible proposals from the vendor community.	The due date will be extended until November 30
MTX	4			Appendices	From review of the RFP, it seems that Appendix A and B should be in Excel, is this assumption correct? If so, Can you provide Editable versions or provide direction on how you wish the Bidder to respond to these sections.	No, Appendix A should have a dropdown menu for Yes/No responses from the Vendor, Appendix B should be answered item by item in the body of the proposal
MTX	5			Existing Applications and Databases	Please provide a list of all the existing licensing systems and databases Iowa is using in addition to Amanda and Salesforce.	This was provided in the appendices.
MTX	6			Integrations	Please provide a list of all third party systems that the new licensing system will need to integrate with.	See the brief overview provided in System Details for Vendors.
MTX	7			Enterprise Service Bus	Does Iowa have an existing enterprise service bus available to use with the new licensing systems?	We are open to evaluating this as part of the solution if it is proposed. Note this has been mentioned by several vendors.
MTX	8			Enterprise Document Management	Does Iowa have an existing enterprise document management platform available for use with the new system?	We are open to recommendations and approaches.
MTX	9			Proposal Security	Section 2.19 Rejection of Proposals and The Proposal Checklist both mention Proposal Security, but there is no other mention of this. Is this section required? If so, can you provide information on how Bidders are to respond to this?	Please disregard this provision
MTX	10			Data Migration	How many years worth data is State planning to migrate into the proposed solution? Please provide information like the number of tables, total data volume, and total document volume if possible.	A rough overview can be found in System Details for Vendors.
MTX	11			Performance	How many applications are anticipated to be submitted/processed, either annually or on a monthly basis?	400,000 annually based upon the best data provided via our teams. I would anticipate significant growth over the next 10 years as we streamline and digitize additional processes and workflows.
MTX	12			Users	What is number of internal and external users who need access to the system? (Like Applicants, Reviewers, Inspectors, or more)	264 total system users with 49 being inspectors. 400k+ applicants.
Breakthrough Technologies	1	General question			Is there an incumbent vendor that has recently provided similar services? Who is the current (or most recent) vendor?	We have existing relationships with Granicus, Launch IT and Salesforce and ImageTrend.
Breakthrough Technologies	2	General question			Are there any third-party services that you anticipate will need to be integrated into the system?	Please see System Details, Appendix D for a brief summary of third party integrations.
Breakthrough Technologies	3	General question			Could you share a budget or range of acceptable costs for the initial 3-year term of this project? (e.g under \$250,000, \$250,000-\$500,000, \$500,000-\$750,000, \$750,000-\$1,000,000, \$1,000,000-\$1,500,000, \$1,500,000+)	No.
Breakthrough Technologies	4	General question			What is driving your team to seek an agency partner to provide these services at this time?	We are looking to standardize and modernize licensing practices to reduce long term costs and improve our customer experience. This is being driven by the overarching state reorganization of government passed by the legislature in 2023.
Breakthrough Technologies	5	4.4.5.15			Is support for electronic signatures on forms a requirement of the system?	Yes.
Breakthrough Technologies	6	4.4.5.36	Appendix A	This is in reference to the architectural system requirement that states: "The application must support scheduled and on-demand (data feed) ingestion and export with all existing internal and external partners including the federal government."	Could you list the existing internal and external partners and describe their data integration (scheduled vs. on-demand, ingestion or export)?	Please see System Details, Appendix D for a brief summary of partner integrations.
Breakthrough Technologies	7	4.4.5.50	Appendix A	3 source systems (Amanda, Image Trend, Salesforce, etc.) are mentioned in the data migration system requirements.	Approximately how much total data, in GB, will be migrated into the new system from prior existing applications, and how many different source systems are there?	Please see System Details, Appendix D for information on data.
Breakthrough Technologies	8	4.4.5.68	Appendix A	Referenced in the project system requirement "Payments and accounting functionality must be integrated with state supported systems (please describe)."	Could you list the state supported systems and describe their desired integration?	Please see System Details, Appendix D for a brief summary of integrations.

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Breakthrough Technologies	9	4.4.5.75	Appendix A	This is in reference to the project system requirement that states: "The vendor must provide resources to analyze current application processes and be equipped to standardize and manage all 280+ application, licensing and inspection processes currently supported via DIAL. A list of all licensing, permitting and application application processes is available for review."	Could you point us to the list of all licensing, permitting and application processes?	10/24 - see appendix C - https://docs.google.com/spreadsheets/d/12jh5ry3f-DraQvFSeBWVWTwrurFPDPikrFn4x6imrc/edit?usp=sharing
Breakthrough Technologies	10	4.4.5.90	Appendix A		Would you consider proposals with FedRAMP compliance at the moderate impact level instead of the high impact level?	PENDING Todd Rector
Breakthrough Technologies	11	4.4.5.99	Appendix A		Could you provide a list of OCIO approved WAFs (Web Application Firewalls)?	We need the ability to put the application behind a WAF. Currently the State uses Akamai and Radware, note the WAF will be provided via the OCIO and is not something the vendor is required to deliver as a standalone product.
Breakthrough Technologies	12	4.4.5.111	Appendix A	This is in reference to the technical system requirement that states: "The vendor must support 3rd party storage options."	Could you provide some examples of 3rd party storage options?	Amazon, Microsoft, Google all offer enterprise solutions that would work, the goal being flexibility during implementation and the ability to move data as business need dictates.
Quisitive	1	Attachment 1			What is the total number of users within the state?	400,000
Quisitive	2	Section 4			Is the state actively seeking a deployable template solution?	This question requires clarification to answer.
Quisitive	3	Section 4			Could you specify the number of agencies involved in this project?	DIAL - consolidation involves incoming subdivisions from IWD, DPS, HHS, PLB as well as existing DIA application processes.
Quisitive	4	Section 1			Has the state already made a selection regarding the platform to be used?	No.
Quisitive	5	Attachment 1			Regarding pricing, would it be possible for the state to consider an illustrative use case for reference?	This is not something the State provides
Quisitive	6	Section 4			Is it the state's intention to select a vendor with a deployable template for statewide implementation?	This question is not clear enough to answer, clarification requested.
Quisitive	7	Attachment 1			Is there a set timeline or budget?	This is not something the State can provide at the moment
Quisitive	8	Section 4			Are there specific functional requirements for the agencies beyond what is listed?	The RFP is designed to provide a broad understanding of the solution, until we reach implementation are requirements are broad and standards based. You should pay careful attention to requirements regarding security, user experience, design, etc. It is critical that the vendor to carefully review the requirements.
Trace First, Inc.	1	Appendix A		Entire Document	Can you provide this document in excel format to ease the process of responding to this RFP?	We will share an editable version
Trace First, Inc.	2	Appendix B - Section 4.5.2.1, 4.5.9.2, and 4.5.9.4	1	4.5.2.1 Qualitative evaluation of administrative demo system functionality (composite). 4.5.9.2 Was USWDS mentioned and/or considered as part of the proposal? 4.5.9.4 How does the proposal emphasize the use of plain language approaches to implementation.	Are criteria number 4.5.2.1, 4.5.9.2, and 4.5.9.4 actually directed at the State of Iowa's evaluation team or are these to be completed by the proposer?	4.5.2.1 - we are looking for a demo of system administration (backend). 4.5.9.2 - we're looking to understand if the presented solution is using a design system, and in particular a design system focused on public implementations. 4.5.9.4 - this is a minor but critical standard to ensure that we are delivering a solution focused on customer experience, in particular has the vendor delivered plain language solutions in the past and/or had experience in this area.
Trace First, Inc.	3	Appendix B - Section 4.5.4.1	1	Describe core system architectural approach (composite factors) as defined in the core requirements documentation (4.4.4.1 - 15).	We are unable to locate sections 4.4.4.1-15 referenced in this criteria. Can you offer some direction or provide us with additional documentation with these sections?	Please refer to 4.4.5.25-37.
Trace First, Inc.	4	Appendix B - Section 4.5.5.1	1	Describe the system's approach to change management, project management, notification, and communication (4.4.12.1 - 5)	We are unable to locate sections 4.4.12.1 - 5 referenced in this criteria. Can you offer some direction or provide us with additional documentation with these sections?	Please refer to 4.4.5.65-78.
Trace First, Inc.	5	Appendix B - Section 4.5.7.1	1	Describe your approach to data migration, timelines and details as provided (4.4.6.1 - 2)	We are unable to locate sections 4.4.6.1 - 2 referenced in this criteria. Can you offer some direction or provide us with additional documentation with these sections?	Please refer to 4.4.5.65-78.
Trace First, Inc.	6	Appendix B - Section 4.5.18.1	1	Please score system availability (composite factors) as defined in the core requirements documentation (4.4.13.1 - 6).	We are unable to locate sections 4.4.13.1 - 6 referenced in this criteria. Can you offer some direction or provide us with additional documentation with these sections?	Please refer to 4.4.5.39-44.
Trace First, Inc.	7	Appendix B - Section 4.5.18.2	1	Please score overall reliability as defined by our requirements (composite factors) as defined in the core requirements documentation (4.4.13.1 - 6).	We are unable to locate sections 4.4.13.1 - 6 referenced in this criteria. Can you offer some direction or provide us with additional documentation with these sections?	Please refer to 4.4.5.79-84.
Trace First, Inc.	8	Appendix B - Section 4.5.20.1	1	Describe security approach based on all the factors mentioned in the mandatory section (4.4.14.1 - 4.4.14.21).	We are unable to locate sections 4.4.14.1 - 4.4.14.21 referenced in this criteria. Can you offer some direction or provide us with additional documentation with these sections?	Please refer to 4.4.5.85-92.
Trace First, Inc.	9	Appendix B - Section 4.5.22.1	2	Describe the system's handling of relevant technical criteria as defined in the requirement documentation (4.4.17.1 - 13).	We are unable to locate sections 4.4.17.1 - 13 referenced in this criteria. Can you offer some direction or provide us with additional documentation with these sections?	Please refer to 4.4.5.110-120.
FAST Enterprises	1	2.7	7	The Agency requests that bidders provide their intent to Propose to the Issuing Officer by the date and time as listed on the cover sheet. A Letter of Intent to Propose must be mailed, sent via delivery service or hand delivered to the Issuing Officer and received by the time and date listed in the RFP cover sheet.	A deadline for the letter of intent is not listed on the cover sheet of the RFP. Can the State please confirm that this letter is required and must be physically sent (as opposed to via email like the RFP submission)? If so, can the State please provide the due date of the letter of intent?	Please disregard this provision as no intent to propose is required
FAST Enterprises	2	Attachment 6	46	Proposal Security	The response checklist refers to proposal security. Can the State please confirm if a proposal security is required for this bid and if so, the amount?	Please disregard this provision as no intent to propose is required
FAST Enterprises	3	3.2.1	18	An individual authorized to legally bind the Respondent shall sign the transmittal letter. The letter shall include the Respondent's mailing address, email address, and telephone number.	Does the State have a preferred transmittal letter template that vendors should use? We did not see a template provided with the RFP.	No, there is no specific template that the State requires
FAST Enterprises	4	Appendix B Scored Technical Qualifications	1-2	Requirements 4.5.4.1, 4.5.5.1, 4.5.7.1, 4.5.18.1, 4.5.18.2, 4.5.20.1, and 4.5.22.1.	These requirements reference core requirements such as requirement 4.5.4.1 referencing core requirements documentation 4.4.4.1-15. We are unable to find the core requirements documentation in the provided procurement files. Can the State please provide the core requirements documentation?	Correct - please refer to the requirements as defined in Appendix A, for example core requirements refer to 4.4.5.39 to 4.4.5.44.
FAST Enterprises	5	Appendix B Scored Technical Qualifications	1	Requirements 4.5.8.1 and 4.5.8.2	These requirements request a recorded demo to be submitted with the proposal. In our experience, live demos are much more interactive for the evaluation team and allow vendors to dynamically answer questions. Will the State consider a live demo if the vendor scores high enough to move forward, in lieu of a recorded demo?	We are looking for recorded demo's for initial review, finalists will present and demo in person as determined via the selection committee.
FAST Enterprises	6	Appendix A - System Requirements	2	Requirement 4.4.5.77 - The vendor must provide all necessary support for business process-reengineering, leveraging LEAN methodology.	We utilize a production-proven methodology that is specifically designed for the implementation of our software products, including business requirement analysis and change management. Is the State open to the use of other methodologies?	Yes
FAST Enterprises	7	Appendix A - System Requirements	2	Requirement 4.4.5.78 - Application development and project implementation must be conducted using agile methodology (please describe).	We utilize a production-proven methodology that is specifically designed for the implementation of our software products. Is the State open to the use of other methodologies?	Yes
FAST Enterprises	8	4.5	24	An addendum identifying the relative weights for specific evaluation criteria will be posted prior to the RFP closing.	Can the State please provide an estimated date of when the evaluation criteria will be provided to vendors?	It will be provide within 24 hours of the proposal due date
FAST Enterprises	9	NA	NA	NA	Does the State have a desired estimated project implementation length?	Overall project will be reviewed in light of vendor recommended implementation timelines.
FAST Enterprises	10	NA	NA	NA	Is there an estimated budget for the project that the State can supply vendors?	No
Mastek	1	2.10	7	Pre-Proposal Conference	On the table of contents, section 2.10 it says "pre-proposal conference" but when you go to section 2.10 it says "costs of preparing the proposal". Can you please confirm if there's going to be a pre-conference call and if so when and at what time.	There will be no pre-proposal conference
Mastek	2	2.7	7	Letters of Intent to propose	In this section, we don't see a due date for it. Do you know the deadline for this by any chance?	Please disregard this provision as no intent to propose is required
Mastek	3	4.5.8.1 through 4.5.8.2	Appendix B, Page	Please provide a recorded demo...	When referring to a recorded demo, is there a specific rubric or criteria by which the demos provided will be scored? Are you able to share that rubric or criteria with vendors?	Recorded demo will be judged and scored against all relevant defined criteria.
Mastek	4	4.5.8.1 and 4.5.8.2	Appendix B, Page	Please provide a recorded demo...	Do you have a specific preference for where the recorded demos are hosted or how they are delivered?	Demo's can be provided any accessible format.
Mastek	5	4.5.8.3 and 4.5.8.4	Appendix B, Page	Please provide a working example...	Please explain the way in which these working examples will be delivered to the review committee. Will this be in the form of a live demo, or another method of sharing the working examples requested? Will review committee members require access to the working demo?	A working example should allow us to test, login and evaluate without the vendor.
Mastek	6	4.5.13.5	Appendix B, Page	Describe the mass mail functionality.	Is this regarding the ability to send mass email notifications? How many recipients do you anticipate, and how many mass emails will be sent per day?	We license 400,000 users annually and the system should support this as a bare minimum.
Mastek	7	4.4.4	23	...must be willing to provide a recorded or real-time demonstration upon request.	Do items 4.5.8.1 and 4.5.8.2 in Appendix B constitute a request for a recorded demo? Or will vendors be asked for a demo if they are selected for the next round?	A recorded demo will be used during initial evaluation, finalists will present live and as determined by the selection committee. Based upon initial scored criteria.
Mastek	8	4.4.5 and 4.5	23	Please answer yes or no in the dropdown... The respondent shall answer whether it will comply...	Are all requirements in which additional information is required identified with "please describe"? Should we add an additional column in our response for the additional clarification, or should that information be included in a separate document?	Please provide additional clarification and as much detail the committee to aid in selection. These are left specifically vague.
Mastek	9	4.5.18.1 and 4.5.18.2	Appendix B, Page	...core requirements documentation (4.4.13.1-6).	We were unable to find a section 4.4.13.x, can you please clarify where those sections can be found?	See 4.4.5.39-44.

Vendor	Item Number	Section Number (i.e. 1.2.1)	Page Number	Section Text Requiring Clarification	Specific Question / Request	Responses
Mastek	10	4.4.5.49-50	Appendix A, Page 1	Data migration.	Can you share with us how much data will be migrated (number of fields and amount of data, if possible), and in what format the data will be provided?	We are working with our technical team to gather this information. All 280 licensed processes are available and most can be viewed by the public. We will be looking for extensive support and experience from a vendor with managing this part of the process.
Mastek	11	4.4.5.68	Appendix A, Page 1	...must be integrated with state supported systems...	Please confirm the state supported systems with which an integration will be required.	This is unclear.
Mastek	12	N/A	N/A	N/A	Are there specific business requirements or workflows that you would like for vendors to address as part of their response and scope of work?	No, we are looking for a vendor able to support our 280 existing license types as defined in Appendix C.
Mastek	13	4.4.5.72	Appendix A, Page 1	KPIs	Are the KPIs against which the web application will be measured different than those identified in 4.4.5.69-70? If so, are you able to share those KPIs with vendors?	KPI's have not been defined as of this time.
Mastek	14	4.4.5.109	Appendix A, Page 1	...must be US based...	Is DIAL open to a global implementation team if non-US team members do not have access to sensitive data?	No. All support must be US based.
Mastek	15	4.4.5.110-112	Appendix A, Page 2	File storage	Does DIAL have an idea of the quantity of data that will be stored in the system? How much historical data and files will need to be migrated to the system?	We are working with our technical team to gather this information, other teams have also requested this.
Mastek	16	4.4.5.118 and 4.4.5.120	Appendix A, Page 1	...all current connections.... external integrations...	Are you able to share the specific systems which are currently integrated, and which are expected to be integrated via API to the new system?	Please refer to Appendix D which gives a brief overview of system integration.
Mastek	17	4.5.7.1	Appendix B, Page 1	Data migration.	Can you please share where 4.4.6.1 and 4.4.6.2 can be found?	See 4.4.5.49-50.
Mastek	18	Appendix B	Appendix B		Please clarify the desired response format for Appendix B. Is this a rubric by which the responses provided in the primary response document and in the completed Appendix A will be scored?	Appendix B provides a numbered list of the Scored Technical Requirements. This section is to be attached in the body of the technical proposal and will be evaluated and score by the committee. Each item will be weighted based on the comparative scoring method used by the committee. The relative weights will be provided in a scoring rubric that will be posted within 24 hours of the proposal due date.
Mastek	19	4.5.14.1	Appendix B, Page 1	...approach to...payment integration...	Please identify the planned preferred payment gateway.	We currently leverage US Bank as our payment provider. We expect flexibility to support multiple vendors as business need changes.
Mastek	20	4.5.20.1	Appendix B, Page 1	...mandatory section...	We were unable to find a section 4.4.14.x, can you please clarify where those sections can be found?	Please refer to the related category. Column 2 clearly outlines all related criteria.
Mastek	21	4.5.22.1	Appendix B, Page 1	...requirements documentation...	We were unable to find a section 4.4.17.x, can you please clarify where those sections can be found?	See 4.4.5.49-50.
Mastek	22	4.5.27.7	Appendix B, Page 1	DIAL and OCIO systems...	Can you share with us which specific systems would be used?	Please refer to Appendix D which gives a brief overview of system integration.
Mastek	23	4.4.5.36 and 4.4.5.36	Appendix A, Page 1	The application must support scheduled and on demand	Have you already implemented Okta or do you need that as part of this implementation?	OKTA is already used in multiple use cases we will be leveraging the State instance and platform.
Mastek	24	4.4.5.64	Appendix A, Page 2	The application must support all existing licensing...	Can you provide documentation of your current business process implementation at DIAL	This process is ongoing with expected completion before project kickoff. This will be symbiotic with changes made in concert with the implementation vendor and focused on working with the system and a minimal amount of customization. DPM LEAN process consultants are currently working to document all current business process used across DIAL.
Unknown	1	2.10	7	Pre-Proposal Conference	On the table of contents, section 2.10 it says "pre-proposal conference" but when you go to section 2.10 it says "costs of preparing the proposal". Can you please confirm if there's going to be a pre-conference call and if so when and at what time.	Please disregard this provision
Unknown	2	2.7	7	Letters of Intent to propose	In this section, we don't see a due date for it. Do you know the deadline for this by any chance?	Please disregard this provision as no intent to propose is required
Tyler Technologies	1		2.7	Failure to submit a Letter of Intent to Propose by the deadline specified will result in the rejection of the Respondent's Proposal.	There is no deadline specified for this mandatory requirement. Please confirm that there is no requirement for a Letter of Intent to Propose.	Please disregard this provision as no intent to propose is required
Tyler Technologies	2	6.3.2.2 and Attachment 1	30 and 34	Both of these sections refer to "the State of Iowa's Terms of Card Acceptance, as provided in Section 7.7 of the RFP"	Can the State please confirm that this refers to section 6.3.2.3 of the RFP, rather than 7.7?	Yes, that is correct, please excuse the error.
Tyler Technologies	3	Attachment 6	46	Proposal Security	The Response checklist has a highlighted reference to "Proposal Security", however there is no language detailing or requiring a proposal security. Please confirm that no proposal security is due with the bid submission.	Please disregard this provision
Tyler Technologies	4	1.1 Purpose	5	Legacy Systems	When were each legacy system first implemented?	Legacy systems were implemented in the last 10 years. Salesforce and Amanda instances have minimal technical debt and have been maintained to current platform versions.
Tyler Technologies	5	3.1.1	18	RFP Number	Section directs that email subjects line read "RFP Number 1023-485-01" while other documentation shows RFP as 1023-481-01. Please confirm which is to be used for submission.	1023-481-01 is the correct number
Tyler Technologies	6	Appendix A 4.4.5.18	Appendix A, Pg 3	The application stack must support all current connections to external organizations and/or federal agencies via API based approaches	Please list these connections to external organizations, etc.	Please refer to a brief overview in System Details for vendors in Appendix D.
Tyler Technologies	7	4.4.5.120	Appendix A, Pg 3	The system must support all currently used external integrations.	Please provide an exhaustive listing of all currently used external interfaces, description of interaction with system, frequency and method of interface to assist in determining level of effort, support and pricing.	Please refer to a brief overview in System Details for vendors in Appendix D.
Tyler Technologies	8	4.4.5.117	Appendix A, Pg 3	The application must have the ability to send unlimited notifications via text, email or voice	Does the State have subscriptions to such services (e.g. Twilio for SMS) that will be integrated or is the vendor to include them as licensed services?	This should be included in total system pricing and delivered as part of the overall solution, we are open to approaches.
Tyler Technologies	9	2.22 Respondent Presentations	12	Respondents may be required to make a presentation. The determination as to need for presentations, and the location, order, and schedule of the presentations is at the sole discretion of the Agency.	Which potential bidders, if any, have provided demonstrations to DIAL?	None
Tyler Technologies	10	Attachment #1 Cost Proposal	35	Cost proposal assumptions are built on "all-in pricing" and should cover all potential costs as they relate to the specific line item(s).	How many named users are required for system access? Of these named users, how many are field-based inspectors?	Please refer to a brief overview in System Details for vendors in Appendix D.
Tyler Technologies	11	Appendix A 4.4.5.6	1	The system must support a wide variety of reporting, including equivalency of all current reporting.	Please provide details on current reporting capabilities (samples with data), including number of reports and their frequencies.	Vendor should provide common examples for review, including report customization and generation details. The ability to create custom reports and ease of use are what we are evaluating rather than specific output, we are looking for flexibility and ease of use.
Tyler Technologies	12	Appendix A 4.4.5.7	1	Individual users must have the ability to create and design reports without development resources or the use of code.	Please give examples of the types of reports that would need to be designed. What user base will be designing these reports? What is their level of familiarity with reporting design?	Vendor should provide common examples for review, including report customization and generation details. The ability to create custom reports and ease of use are what we are evaluating rather than specific output, we are looking for flexibility and ease of use. We do not expect users to create complex reports, our technical staff will assist here.
Tyler Technologies	13	Appendix A 4.4.5.15	1	The system must support forms which require multiple signatures	Do these signatures need to offer non-repudiation capabilities?	Please discuss what options are available and which direction you would recommend.
Tyler Technologies	14	Appendix A 4.4.5.16	1	The system must allow for routine audits and all appropriate and necessary access as required by law, statute or administrative need.	What audits are these? By what specific entities? What are the deliverables of these audits? Is the vendor responsible for performing the audits?	Security and information technology audits and/or any audit as requested and authorized by the business.
Tyler Technologies	15	Appendix A 4.4.5.20	1	The application must allow the use of Google Tag Manager (GTM).	What is the business use case for use of GTM?	Google Tag manager allows for updates to commonly used third party analytical tools, for example full story, hotjar, google analytics all should be implemented within GTM. This offers a standard implementation methodology which the State will manage.
Tyler Technologies	16	Appendix A 4.4.5.27	1	The application codebase must be standalone with no dependency on any other business or government entity.	Are integrations covered under vendor's maintenance agreements and SLAs considered standalone or external dependencies?	This refers to the core codebase, the intent here is to ensure that our implementation is architected in a way that allows for customization and ease of update. We want to avoid any scenario in which changes are limited by architectural constraints.
Tyler Technologies	17	Appendix A 4.4.5.29	1	The system must support full on demand system backups as well as incremental backups.	What is the size of the existing system's data store? What is the requested data retention period for backups of OLTP and document data?	We are working with our technical teams to gather an understanding of how much data is stored. This question has been asked by multiple vendors. In many cases we are required to retain data through the working life of our users which effectively means data storage of 100+ years.
Tyler Technologies	18	Appendix A 4.4.5.38	1	Failure to meet SLA's and uptime obligations must result in an equivalent offset of software support and licensing costs.	What are the target SLAs for this system?	SLA's will be determined cooperatively during implementation and as agreed upon. Standards will be realistic and measurable.
Tyler Technologies	19	Appendix A 4.4.5.51	1	The application platform must meet current DIAL, State of Iowa (OCIO) and Federal Design Standards.	Please provide specific documentation of all necessary design standards that the system must meet in a non-hyperlinked format.	USWDS standards are clearly documented, the same applies to OCIO standards.
Tyler Technologies	20	Appendix A 4.4.5.51	2	The application must maintain FEDRAMP High Authorization	Will a StateRamp moderate architecture hosted in a FedRamp High hosting environment (AWS Govcloud) meet this requirement?	Security should provide clarity here.
Tyler Technologies	21	Appendix A 4.4.5.64	2	The application must support ALL existing licensing, permitting and related inspection functionality as currently deployed at DIAL.	Without an exhaustive listing of ALL existing functionality, what should be used to provide a realistic level of effort and budget?	We have defined 280+ licensing processes which are available in appendix C. All of these processes can be reviewed publicly online.
Tyler Technologies	22	Appendix A 4.4.5.72	2	The web application must meet key web application performance standards (KPI's) as defined by the OCIO.	Please provide the current defined standards. How frequently are these updated?	KPI's will be defined during implementation and in cooperation with the vendor. OCIO.iowa.gov has clearly defined standards documented.
Tyler Technologies	23	Appendix A 4.4.5.92	2	The system must support all current and future user role(s) and allow for configuration and customization of role based access.	While the intent is understood, is the agency understanding that future use cases may require additional funding.	User Roles should be configurable and defined within the system. The expectation is that DIAL will manage this and security roles are not defined in code. Please describe how this works within your platform.
Tyler Technologies	24	Appendix A 2.2.5.102	2	A SOC 2 report must be provided before production system go-live and annually after product launch	Is a SOC2 report necessary if FedRamp or StateRamp compliance is in place?	Todd Rector will provide clarity from the OCIO SOC.
Tyler Technologies	25	Appendix A	All	Column E	Column E does not permit vendors to update each response as "yes" or "no". It updates all responses within the PDF, and will not save individually. May vendors please have an updated Appendix A?	We will share an editable version

Vendor	Item Number	Section Number (i.e. 1.2.1)	Page Number	Section Text Requiring Clarification	Specific Question / Request	Responses
Tyler Technologies	26	rfp_1023-481-01_-licensing_application_portal_amended.pdf	2, 17	Cover Sheet, Key Requirements, 1 Digital, & 1 Public Copy Redacted (If Necessary) and Section 3.1.2 Technical Proposal Envelope Contents Original Technical Proposal and any copies public Copy (if submitted) Technical Proposal on digital media Electronic Public Copy on same digital media (if submitted) Cost Proposal Envelope Contents Original Cost Proposal Cost Proposal on digital media	Would the government please confirm that the volumes needed are the ones listed on the Cover Sheet under Key Requirements and no hard copies need to be mailed to the agency.	No hard copies need to be mailed
Tyler Technologies	27	Appendix A 4.4.5.50	1	The vendor must be responsible for migrating all data from prior existing applications into the new system. This includes all necessary staff and resources for migrating data from prior licensing application / software instances that are currently supported by the State of Iowa. This will include instances of Amanda, Image Trend, Salesforce, etc. This is subject to acceptance testing and validation (please describe).	For data conversion/migration requirements, please inventory all data sources, file formats, and size of the current data sets to be converted and migrated into the new system.	This is underway and being addressed as part of a LEAN business process review. It's not practical to deliver this as part of the RFP. The vendor should have broad migration capability.
Trility Consulting	1	4.1	20	The Iowa Department of Inspections, Appeals, & Licensing (DIAL) is looking for a comprehensive licensing, permitting and inspection application solution partner to help build, implement, deploy, and maintain a comprehensive licensing, permitting and inspection system application and data retention solution. The system will consist of 200+ unique processes.	Can the State provide a more detailed definition of requirements around the 200+ unique processes? For example a good representation of the top 20 different licenses/application processes? For example (process flows, legal requirements, other applications/products that it would need to interface with, user experience requirements, is the customer, what is the current technology [i.e. paper, excel sheet, web portal, AS400 main frame, etc] supporting this process today)	Please see Appendix C, we've defined our the majority of our 280 available license types. Most processes currently exist with Amanda and Salesforce and are publicly accessible and can be reviewed. We are in the process of evaluating and and reviewing all existing processes. During implementation we expect the process to be symbiotic and we're building the process to exist within the system being built. This will be a collaborative effort.
Trility Consulting	2	Cover Sheet	1	Number of mos. or yrs. of the initial term of the contract: 3 years Number of possible annual extensions: 7 years	How did the State determine the initial 3yr term for the contract?	State contract default to a 3 year initial term
Trility Consulting	3	N/A	N/A	N/A	Is the State seeking a SaaS or COTS (commercial off the shelf) or custom (unique to the State of Iowa) product?	We are evaluating low code and COTS based solutions.
Trility Consulting	4	N/A	N/A	N/A	Has budget been secured for the initial 3yr contract? What is the funding source behind the project and is there any risk in future BY's in the 3yr term that funding could be pulled?	The State cannot comment on future funding
Trility Consulting	5	4.4.5.77	105	The vendor must provide all necessary support for business process-reengineering, leveraging LEAN methodology.	Is the State seeking a firm that operates in a LEAN/iterative capacity or Waterfall (fixed scope, fixed cost, fixed time)?	This project will be agile and LEAN. Iterative delivery and continuous improvement are baseline expectations.
Trility Consulting	6	4.4.5.50	104	The vendor must be responsible for migrating all data from prior existing applications into the new system. This includes all necessary staff and resources for migrating data from prior	Is part of the data migration include digitizing historical paper forms (either filled out or templated). For example sending a team to ABC facility to digitize 4 pallets of forms from 2006-2010	No.
Trility Consulting	7	N/A	N/A	N/A	What is the goal live date for the new portal/platform?	We expect the vendor to provide realistic timelines for implementation. We have been specifically vague to allow for a variety of solutions and approaches.
System Automation	1	4.4	24	Appendix A/Section 4.4 Mandatory Specification	Appendix A is referenced within section 4.4 Mandatory Specification of the RFP. For the items in which 'context requires more than a yes or no answer or the specific specification so indicates', it is acceptable to list those specific Requirement Numbers within the Respondent's Technical Proposal to provide additional content, potential screen shots, and information?	Yes, please provide.
System Automation	2	2.7	8	Page 8, Section 2.7 Letter of Intent	On page 8, Section 2.7 states that vendors must submit a Letter of Intent to Propose, but the cover sheet does not give a due date. Can the State clarify whether the Letter of Intent to Propose is required? If so, what the due date is for the Letter of Intent to Propose, and what is required to be submitted along with any format requirements? Additionally, if a letter of intent is required, would a letter submitted to IA DIAL via email be acceptable?	Please disregard this provision as no intent to propose is required
System Automation	3	X	X	General	Does IA DIAL have a preferred timeline for initial system implementation? When ideally does IA DIAL want to have the Licensing Platform Application "go live"?	Timelines have not been defined at this time. Presented timelines will be part of the decision making process. Timelines should be realistic and based upon the best available assumptions. Implementation is expected to be phased and iterative.
System Automation	4	X	X	General	Is IA DIAL open to a phased implementation approach? If a phased implementation approach is acceptable, what is the desired order for which IA DIAL licensing, permitting, and inspections processes are to be implemented?	Yes, a phased approach is preferred. This will be defined during initial implementation conversations with the selected vendor.
System Automation	5	X	X	General	Please elaborate upon any timing considerations for when specific processes / areas / functions will need to be fully transitioned to the new solution. This can also include renewal periods, inspection cycles, and other factors impacting SME availability to participate in implementation processes.	No answer. There are no defined criteria at this time.
System Automation	6	4.1.4	23	Section 4.1.4 Quality Assurance	Section 4.1.4 Quality Assurance of the RFP states that "Milestones will be defined by specific licensed, permitting and inspection processes. Similar milestones will apply to administrative functionality." What milestones have been specified by DIAL that can be shared with Respondents for consideration?	Milestones will be determined cooperatively with the implementation partner and this is dependent upon the vendor and implementation team.
System Automation	7	4.1.3	23	Section 4.1.3 Respondent-Furnished Property	Section 4.1.3 Respondent-Furnished Property indicates "A complete list of supported licensing, permitting and inspection related business processes are available upon request." Can this question serve as our formal request for that list to be provided?	Please see Appendix C.
System Automation	8	X	X	General	Can Respondents assume that the portable tablets for IA DIAL inspection staff and internet connectivity will be supplied by IA DIAL?	No hardware expectations, hardware is outside of scope.
System Automation	9	X	X	General	9. What presentations, software demonstrations and/or estimates / quotes has IA DIAL programs received related to this project and from whom?	No response at this time.
System Automation	10	X	X	General	10. For data conversion requirements, please inventory all data sources, file formats, and size of the current data sets to be converted and migrated into the new system.	This is outside of the scope of the RFP
System Automation	11	X	X	General	11. What is IA DIAL's budget for the initial system implementation?	No response at this time.
System Automation	12	X	X	General	12. What, if any, amount of the budget is subject to expire by a certain timeframe and when? Please elaborate.	No response at this time.
System Automation	13	X	X	General	13. What amount is being budgeted for ongoing support, software licensing, hosting, and support of the new system.	To be determined, cost estimates should be provided by the vendor and included in the proposal.
System Automation	14	X	X	General	14. Is IA DIAL desiring to have the option for staff to be trained on application administration to make changes, updates, and add new capabilities to the system after go-live? Or is IA DIAL anticipating the vendor to perform future updates and changes (such as addition of new license types, form configuration, business rule changes, etc.) to the system?	The expectation is for DIAL to maintain the platform with a relatively small team with supplementary support from the vendor. Configurability is critical to the system. A business process, workflow, etc. should be able to be implemented without the need for vendor support in the majority of use cases.
System Automation	15	X	X	General	15. Please provide an approximate number of standard email/letter templates that will be used by IA DIAL that are to be integrated and automated by the system.	To be determined during implementation.
System Automation	16	X	X	General	16. How many different or distinct permit and license application types will be supported in this solution? Please provide a comprehensive list.	280+, please refer to Appendix C which outlines the majority of our processes.
System Automation	17	X	X	General	17. Please identify ALL other systems that the new solution will need to integrate with (i.e. payment processor, other systems such as financial, etc.) along with an inventory of which interfaces will need to be whether a one-way (import or export) or two-way data exchange?	Please refer to System Details for Vendor, Appendix D.
System Automation	18	X	X	General	18. Please provide the annual number of applications / renewals processed by IA DIAL.	400,000
System Automation	19	X	X	General	19. Is IA DIAL expecting the vendor to incorporate a payment processor within the proposal, or provide recommendations?	Yes, it's likely we will incorporate US Bank. We may be willing to consider other approaches.
System Automation	20	X	X	General	20. Please provide a breakdown of the number of IA DIAL employees that will be using the new solution by IA DIAL Program, role, as well as which ones will be performing mobile inspections.	Please refer to System Details for Vendor, Appendix D.
System Automation	21	X	X	General	21. Given the complexity of the RFP, etc. can the proposal due date by at least 2-4 weeks considering answers to questions, many around specific requirements in attempt to better define them in terms of scope, will not be posted until <3 weeks prior to responses being submitted?	The deadline will be extended until November 30th
System Automation	22	X	X	General	22. Will the state extend the RFP response timeline to accommodate another round of questions & answers?	The deadline will be extended until November 30th
System Automation	23	X	X	General	23. Will the selected vendor have the opportunity to provide exceptions and/or alternative contract language during contract negotiations, or will vendors need to provide those within their respective proposals?	Yes
System Automation	24	X	X	General	24. Can IA DIAL provide an inventory of all the reports that need to be replicated within the new system?	We simply need to understand what reporting capability and customization capability the vendor can deliver and what the overall approach is. Examples are more than adequate and this should be addressed via the proposal and demo, this requirement was left specifically vague to allow for various approaches.
System Automation	25	5	5	Legacy Platform Replacement	25. On page 5, the RFP states: "The system will replace a series of old legacy platforms and this project will also include migrating legacy data into a unified consolidated platform." Can the State enumerate the legacy platforms to be replaced?	We are potentially replacing legacy salesforce, image trend and amanda implementations. There may be a few processes which are currently paper and/or based on manual processes.

Vendor	Item Number	Section Number (i.e. 1.2.1)	Page Number	Section Text Requiring Clarification	Specific Question / Request	Responses
System Automation	26	3.1.2	18	Proposal Delivery Format	Section 3.1.2 on Page 18 of the RFP states both that "One digital copy of the Technical Proposal shall be timely submitted to the Issuing Officer in an email", but then states that the "Technical Proposal Envelope" should contain both the "Original Technical Proposal and any copies" as well as the "Technical Proposal on digital media". Can the State clarify the desired delivery format for the responses, and specify whether any physical copies of the Technical Proposal, Cost Proposal, or any attachments must be submitted by mail?	Only a digital copy is required. If there is confidential information requested then the vendor MUST submit a separate digital copy called Public Copy where the CI is redacted
System Automation	27	4.4.5	24	Mandatory System Requirements	Section 4.4.5 – Mandatory System Requirements on page 24 of the RFP has a link to Appendix A in Google Sheets. However, vendors cannot access this sheet. Can the State make an Excel-compatible version of Appendix A available to vendors for download?	We will provide an editable version
System Automation	28	4.5	25	Scored Technical Specifications	Section 4.5 – Scored Technical Specifications on page 25 of the RFP contains a link to Appendix B in Google Sheets. However, vendors cannot access this sheet. Can the State make Appendix B available to vendors for download in an Excel-compatible format?	No this is not meant to be edited in the spreadsheet
System Automation	29	4.4.5.5	24	Additional Information	The "Additional Information" link in requirement number 4.4.5.5 of Appendix A is not functional. Can DIAL provide a version of Appendix A with a working link?	https://www.browserstack.com/guide/understanding-browser-market-share
System Automation	30	4.4.5.6	Appendix A	Appendix A	Requirement 4.4.5.6 in Appendix A reads, "The system must support a wide variety of reporting, including equivalency of all current reporting." Can DIAL post all its current reports, so that vendors can appropriately assess their compliance with this requirement?	We will be evaluating general reporting functionality during the RFP. The vendor must broadly meet and demonstrate general reporting needs and customization.
System Automation	31	4.4.5.14	Appendix A	"3 part forms"	Requirement 4.4.5.14 in Appendix A reads, "The system must support have the ability to support 3 part forms." Can DIAL provide its definition of "3 part forms" so that vendors can properly assess compliance with this requirement?	This requirement refers to processes in which more than one signature is required.
System Automation	32	4.4.5.17	Appendix A	Vendor Response Column	Requirement 4.4.5.17 in Appendix A reads, "If the system utilizes 3rd party reporting tools you must describe the approach, tool(s) used and any potential concerns." The Vendor Response column contains only "Yes" or "No" as options, neither of which address the requirement. Can the State provide guidance on how to respond to this question?	Please indicate "yes" and then in the proposal clearly articulate the approach.
System Automation	33	4.4.5.35	Appendix A	Integrations	Requirement 4.4.5.35 in Appendix A reads, "The application must be extensible with a wide variety of available integrations for enhanced functionality." Can the State clarify whether "integrations" here means "integrations" or "integration methods"? If the former, can the State provide a listing of desired integrations so that vendors can provide a listing of integrations that will deliver value to DIAL?	The vendor can provide a brief description here of the system functionality, specific functionality and/or options should be clearly articulated.
System Automation	34	4.4.5.37	Appendix A	3rd Party Identification Verification Services	Appendix A, Requirement 4.4.5.37, reads: "The system must support 3rd party identity verification service(s)." Can the State provide the list of 3rd-party identify verification services it wants incorporated into the system? This will help vendors properly determine compliance.	Please describe potential options and system capability. We are looking for guidance here.
System Automation	35	4.4.5.64	Appendix A	Existing Licensing, Permitting, and Inspection Functionality	Appendix A, Requirement 4.4.5.64, reads: "The application must support ALL existing licensing, permitting and related inspection functionality currently deployed at DIAL." Continuing context with this requirement will require extensive information on the existing licensing, permitting, and related inspection functionality currently deployed at DIAL. Can the State please provide these details so that vendors can accurately assess compliance?	The expectation is that the vendor will implement the project from beginning to end. This covers the roughly 280 processes as defined in Appendix C as well as any additional minor processes and/or updates necessary to create a fully functional licensing system for the State of Iowa.
System Automation	36	4.4.5.65	Appendix A	Payment and Accounting Function Requirements	Appendix A, Requirement 4.4.5.65, reads: "The system must be able to support a wide variety of payment and accounting functionality. This includes third party billing, multiple payments." Can the State provide a succinct list of the payment and accounting functions required, so that vendors can properly assess compliance with the full variety of payment and accounting functionality required by DIAL?	The vendor should broadly describe system functionality and capability. We are specifically not defining requirements at this phase.
System Automation	37	4.4.5.72	Appendix A	Web Application Performance Standards	Appendix A, Requirement 4.4.5.72 states: "The web application must meet key web application performance standards (KPI's) as defined by the OCIO." Can the State provide the OCIO's KPIs for web application performance standards so that vendors can confirm compliance?	KPI's will be clearly defined with the implementation partner upon selection. These will be realistic and defined cooperatively as part of the implementation.
System Automation	38	4.4.5.80	Appendix A	System Downtime	Appendix A, Requirement 4.4.5.80 states, "The application must never have downtime exceeding 24 hours (if you can guarantee less downtime, we will weigh this factor)." Within what period must the application never exceed 24 hours of downtime? Is this on an annual basis? Please clarify the period of performance tied to this required DIAL service level.	The application must NEVER be down for over 24 hours period during the life of the contract. The system must be designed with resiliency in mind, redundancy and graceful approaches to failure. In the past other critical State systems failed and could not be restored, it is an assumption that the implementation partner can deliver on this. Please include any concerns in the proposal, we understand that this is a high standard to meet.
System Automation	39	4.4.5.92	Appendix A	User Roles	Appendix A, Requirement 4.4.5.92, states: "The system must support all current and future user role(s) and allow for configuration and customization of role based access." Can the State please provide a list of current user roles so that vendors may properly ascertain compliance with this requirement?	The goal of this requirement is Administrative ability to control most security and role based definitions in the interface without the need for a code based solution. Security roles need to be configurable.
System Automation	40	4.4.5.118	Appendix A	Integrations	Appendix A, Requirement 4.4.5.118 states: "The application stack must support all current connections to external organizations and/or federal agencies via API based approaches." So that vendors can properly scope implementations and provide accurate pricing, can the State please provide the full list of integrations that the selected solution would be expected to support by the end of the implementation?	Refer to a brief overview in System Details for Vendors - Appendix D. This will be more broadly addressed during implementation.
System Automation	41	4.4.5.120	Appendix A	Integrations	Appendix A, Requirement 4.4.5.120 states: "The system must support all currently used external integrations." So that vendors can properly scope implementations and provide accurate pricing, can the State please provide the full list of integrations that the selected solution would be expected to support by the end of the implementation?	Refer to a brief overview in System Details for Vendors - Appendix D. This will be more broadly addressed during implementation.
System Automation	42	4.4.5.125	Appendix A	User Acceptance Testing	Appendix A, Requirement 4.4.5.125 states: "The application must pass user acceptance testing (UAT) and validation internally before deployment." Can the State provide its criteria for passage of UAT so that vendors can better understand and respond to this requirement?	Criteria will be defined cooperatively during the development process.
Kyra Solutions	1	Cover Sheet	2	N/A	What is the preferred priority, sequencing, and expected timeline for bringing the various systems in the new solution once the contract is executed?	The vendor in the proposal must provide a realistic implementation timeline.
Kyra Solutions	2	N/A	N/A	N/A	Please provide the number of internal users/agency employees by program area that will require access to this system?	Please refer to System Details for Vendor, Appendix D.
Kyra Solutions	3	N/A	N/A	N/A	Please describe the type of access to the system that each grouping of internal users/agency employees by program area are anticipated to need.	User role definitions will be defined cooperatively with the implementation partner. This will vary and is dependent upon system architecture and vendor approach.
Kyra Solutions	4	N/A	N/A	N/A	How many public customers will need access to the system?	400,000+ annually
Kyra Solutions	5	4.4.5.60	105	The system must support all common case management functionality as necessary to support inspections.	How many inspection schedulers are expected per program area? How many inspectors are expected per program area? How many inspectors are also schedulers?	Please refer to System Details for Vendor, Appendix D.
Kyra Solutions	6	4.4.5.119	105	The system must support common geographic and mapping functionality as it relates to inspections and permitting (please describe).	How many inspection schedulers are expected per program area? How many inspectors are expected per program area? How many inspectors are also schedulers?	Please refer to System Details for Vendor, Appendix D, schedulers are not defined.
Kyra Solutions	7	4.1.1	21	External Integrations - any existing system integration with existing third party providers, in the case of this system external integrations may include commercial, local, state and federal partner integrations	Please provide a list of external data integrations that are required with this system.	Please refer to a brief overview in System Details for Vendor, Appendix D.
Kyra Solutions	8	4.4.5	104	The application must be extensible with a wide variety of available integrations for enhanced functionality.	Please provide a list of external data integrations that are required with this system.	Please refer to a brief overview in System Details for Vendor, Appendix D.
Kyra Solutions	9	4.4.5	105	The system must have the ability to handle simultaneous automated processes & integrations without degradation in reasonable performance measures.	Please provide a list of external data integrations that are required with this system.	Please refer to a brief overview in System Details for Vendor, Appendix D.
Kyra Solutions	10	4.4.5	106	The system must support all currently used external integrations.	Please provide a list of external data integrations that are required with this system.	Please refer to a brief overview in System Details for Vendor, Appendix D.
Kyra Solutions	11	4.4.5	106	The system must support all currently used external integrations.	Is there a requirement to integrate with any external examination or certification systems?	We are open to approaches and recommendations.
Kyra Solutions	12	N/A	N/A	N/A	For internal users, we are assuming that there will be a need for an Active Directory integration in the new solution. Is that correct?	OKTA support will cover internal and external users.
Kyra Solutions	13	N/A	N/A	N/A	For any integration needs, we are assuming that APIs will be available for us to use. If not, is building APIs in scope for this project?	Yes.
Kyra Solutions	14	N/A	N/A	N/A	Are there any data exchange requirements, such as external reporting requirements?	Yes.
Kyra Solutions	15	N/A	N/A	N/A	Is integration with an Electronic Signature tool like DocuSign or Adobe Sign in scope for this project?	We are open to approaches and recommendations.
Kyra Solutions	16	N/A	N/A	N/A	Can you approximate the number of records that are to be migrated into the new system?	Please refer to a brief overview in System Details for Vendor, Appendix D.
Kyra Solutions	17	N/A	N/A	N/A	Can you approximate the number of files that are to be migrated into the new system?	Please refer to a brief overview in System Details for Vendor, Appendix D.
Kyra Solutions	18	4.4.5.3	54	The application must be responsive on any standard desktop, mobile or tablet device.	What kind of tablet or mobile device is being used for users requiring access to the system?	All major market tablet and mobile devices running iOS, iPadOS and or Android should be supported.

Vendor	Item Number	Section Number (i.e. 1.2.1)	Page Number	Section Text Requiring Clarification	Specific Question / Request	Responses
Kyra Solutions	19	4.4.5.4	54	The application must support users on high latency and/or low bandwidth connections. Graceful degradation is allowed to meet performance objectives. Note: this would include connections to mobile devices and/or satellite connections which are common among rural constituents. This performance must be demonstrated.	What kind of tablet or mobile device is being used for users requiring access to the system?	The system should support any common device and our system should be broadly responsive with all browsers with a market share of greater than 5%.
Kyra Solutions	20	4.1.1	21	OCR - optical character recognition, technology designed to convert traditional images into machine readable "text"	Can you elaborate on potential OCR needs within the system? Please provide further detail on the types of documents anticipated for OCR functionality, volume, etc.	We are looking for guidance in this area and potential solutions.
Kyra Solutions	21	3.1.1 and 3.1.2	17	The Proposal shall be divided into two parts: (1) the Technical Proposal and (2) the Cost Proposal. The Technical Proposal and the Cost Proposal shall be labeled as such and emailed separately to the Issuing Officer. One digital copy of the Technical Proposal shall be timely submitted to the Issuing Officer in an email. The Cost Proposal shall be submitted in a separate email Technical Proposal Envelope Contents Original Technical Proposal and any copies Public Copy (if submitted) Technical Proposal on digital media Electronic Public Copy on same digital media (if submitted)	Please confirm that the original and redacted versions of the vendor Technical Proposal response are to be submitted electronically in two separate digital files via one email to the RFP Issuing Officer.	Yes, only digital copies are required
Kyra Solutions	22	2.19	9	The Agency may reject outright and not further evaluate a Proposal for reasons including, without limitation: a) The Respondent fails to deliver the Cost Proposal in a separate envelope.	Per Section 3.1.2, on page 17, please confirm that one email shall be submitted from the vendor with a digital copy of the cost proposal file.	The cost proposal MUST be submitted in its own email
Kyra Solutions	23	2.7	7	bidders are to provide a letter of intent to propose by the date and time listed on the cover sheet and failure to submit will result in rejection.	Please confirm that there is no requirement to submit a Letter of Intent as this is not defined on the cover sheet.	Yes, no LOI is required
Kyra Solutions	24	4.4.5.14 Administrative	Appendix A Page 104	The system must support the ability to support 3 part forms.	Please provide an example of a three-part form.	This refers to multi-signature application related processes such as defined with Child Labor. This is a very minor requirement.
Kyra Solutions	25	4.4.5.50 Data Migration	Appendix A Page 104	The vendor must be responsible for migrating all data from prior existing applications into the new system. This includes all necessary staff and resources for migrating data from prior licensing application / software instances that are currently supported by the State of Iowa. This will include instances of Amanda, Image Trend, Salesforce, etc. This is subject to acceptance testing and validation (please describe).	Please provide additional detail on these systems (prior existing applications currently supported by the State of Iowa which will require migration of data into the new system).	We currently have implementations of Salesforce, ImageTrend and multiple Amanda instances.
Kyra Solutions	26	4.4.5.61 Other	Appendix A Page 105	The application must support broad continuing education functionality for licensees, training providers and administrative staff (please describe).	Will an interface to exam providers be required? Please elaborate.	Please describe what your system supports and/or potential approaches, we are not married to any specific solution.
Kyra Solutions	27	4.4.5.72 Performance	Appendix A Page 105	The web application must meet key web application performance standards (KPI's) as defined by the OCIO.	Please share an example of anticipated performance KPIs.	KPI's will be defined cooperatively and meet minimum state standards as defined by the OCIO. These standards can change and the the application stack must support standards as they exist across the enterprise.
Kyra Solutions	28	4.4.5.77 Project	Appendix A Page 105	The vendor must provide all necessary support for business process-reengineering, leveraging LEAN methodology.	Is a LEAN expert required?	LEAN experience will be beneficial, we have experts within the State of Iowa. Our expectation is that the vendor team will have experts at evaluating and melding business processes to the system being implemented.
	29	6.3.4		The Contract may require the Respondent to provide security for performance [e.g. performance bond, escrow, letter of credit, liquidated damages].	What form of security of performance will be required for this project? What are the parameters for this security?	Please disregard this provision
Accela, Inc.	1	Appendix A	105	4.4.5.89 Security 10 The application must be FedRAMP compliant. 4.4.5.90 Security 10 The application must maintain FedRAMP High Authorization	FedRAMP compliance for a State level contract will limit the vendors participating, therefore limit the competition. Will the State relax the FedRAMP requirement and accept StateRAMP?	Todd Rector
Accela, Inc.	2	Appendix B	1	4.5.8.1 Demo Please provide a recorded demo (no greater than 45 minutes) that describes customer facing functionality. 4.5.8.2 Demo Please provide a recorded demo (no greater than 45 minutes) that describes administrative functionality. 4.5.8.3 Demo Please provide a working example of license prototype front end (user submission). 4.5.8.4 Demo Please provide a working example of a licensing, permitting and inspection system back end (as it relates to your front end prototype).	Will you please confirm if these four demos are required during the proposal or if they are part of the post-proposal demonstrations?	These should be included in the proposal.
Accela, Inc.	3	Appendix A	1	4.4.5.35 The application must be extensible with a wide variety of available integrations for enhanced functionality.	Can the state provide a list of currently required integrations?	Please refer to a brief overview in System Details for Vendor, Appendix D.
Accela, Inc.	4				Has a budget been approved for this project? Amount?	The State is no commenting on this
Accela, Inc.	5				Is the State of IA working with a consultant for this project? Could you share the name?	No, this project is being managed internally.
Accela, Inc.	6				We have a Named User licensing structure. We define Named Users as "staff with access to the back-office Software regardless of whether such access is concurrent or consecutive." Based on this definition, how many Named Users does the agency anticipate having on its new system?	Please refer to a brief overview in System Details for Vendor, Appendix D.
Thentia	1	2.7	7	Letters of Intent to Propose The Agency requests that bidders provide their intent to Propose to the Issuing Officer by the date and time as listed on the cover sheet. A Letter of Intent to Propose must be mailed, sent via delivery service or hand delivered to the Issuing Officer and received by the time and date listed in the RFP cover sheet. The Letter of Intent to Propose must identify the RFP by its name and number and include the Respondent's name, mailing address, electronic mail address, fax number, telephone number, a statement of Respondent's intent to submit a proposal in response to the RFP, and an authorized signature. Submitting a Letter of Intent to Propose is a mandatory condition to submit a Proposal and to receive written responses to Respondents' questions and Addenda to the RFP. The Agency may cancel an RFP for lack of interest based on the number of letters of intent to Propose received.	In section 2.7, it is stated that Letter of Intent is due by the time listed on the cover page, but there is not a Letter of Intent due date on the cover page. Is a Letter of Intent required, and if so, by what date?	There is no LOI required
Thentia	2	2.19		h) The Respondent fails to include Proposal Security, if required.	Section 2.19 states that failure to include proposal security "if required" is grounds for rejection, and the checklist in Attachment 6 includes "Proposal Security" as a required item. Can you clarify what proposal security is required, if any, with submission?	There is no security required
Thentia	3	N/A	N/A	N/A	How many licenses/permits do you have that pay an annual or recurring fee to the board?	400,000+, note we have some biannual and triannual renewal periods and this number will vary. Growth is expected over time and should trend equivalently to population.
AST	1	Appendix - A 4.4.5.14			Can you give a little more detail about what is meant by a "3 part form"? Is this a form that can dynamically expand based on responses to questions?	Three part forms would involve multiple signatures. Conditional logic is a baseline requirement in which fields are shown or displayed based upon prior answers, this must be configurable by the business.
AST	2	Appendix - A 4.4.5.15			Are the signatures mentioned in 4.4.5.15 digital?	Yes.
AST	3	Appendix - A 4.4.5.50			Would it be possible to provide an estimate of the amount of data needed to be migrated, e.g., number of records, size in GBs, etc.?	Please refer to a brief overview in System Details for Vendor, Appendix D.
AST	4	Appendix - A 4.4.5.65			It is mentioned that a "wide variety of payment and accounting functionality" must be supported. Can the State elaborate on this support and how payments are directed to specific accounts currently?	US Bank is the current preferred payment provider, we are open to considering other options.
AST	5	Appendix - A 4.4.5.67			Can it be assumed that the refund would be initiated by the system and executed by the payment system, e.g., US Bank? Is that correct?	Yes.
AST	6	Appendix - A 4.4.5.106			Would the State be willing to consider support for just business hours?	This can be left for contract negotiation
AST	7	Appendix - A 4.4.5.109			Would the State be interested in having a second, potentially more cost-effective option that used offshore resources for configuration? These resources would not have access to any State data.	Offshore resources should not be allowed

Vendor	Item Number	Section Number (i.e. 1.2.1)	Page Number	Section Text Requiring Clarification	Specific Question / Request	Responses
AST	8	Appendix - A 4.4.5.120			Can the State provide a list of all external integrations?	Please refer to a brief overview in System Details for Vendor, Appendix D.
AST	9	n/a			To clarify, is the State looking for responses to all of the requirements in Appendix A and B or just the scored responses in Appendix B?	Vendors MUST mark Yes to all requirements in Appendix A
AST	10	Appendix B			In Appendix B, several of the requirements the description has "Demonstrate through sample application...". Would the State want access to a demo, see screenshots, have a link to a brief video or something else to meet this requirement.	Demo's video, sample application access, screenshots should all be included in the proposal, the vendor has broad discretion here to present relevant and useful information.
AST	11	Appendix - A 4.4.5.10			Does the state have an estimated number of unique online forms, applications or otherwise that are provided and managed across the different programs.	280+ with variance for consolidation, improvement and business process review.
AST	12	n/a			Does the State have an estimated number of total applicants who would be coming to the portal to submit applications and documentation each year across different programs?	400k+
Unknown	1				What is the anticipated number of internal users of this system?	Please refer to a brief overview in System Details for Vendor, Appendix D.
Unknown	2				Does the amount of users fluctuate based on seasonality?	Yes
Unknown	3				What is the anticipated amount of licensees? Do you anticipate significant year over year growth in the number of licensees?	400k+ with growth anticipated to mirror population growth.
Unknown	4				What is the anticipated amount of site visits per year?	400k+
Unknown	5	Appendix A - System Requirements 4.4.5.120 Technical. The system must support all currently used external integrations.			What external integrations are currently used?	Please refer to a brief overview in System Details for Vendor, Appendix D.
Unknown	6	Appendix A - System Requirements 4.4.5.4 Accessibility.			Can you elaborate on the expected performance standards when it comes to supporting users on high-latency and low-bandwidth connections? Can you provide examples or scenarios where graceful degradation may be allowed to meet performance objectives?	The application must be usable across a broad range of connections. This requirement was left undefined to allow vendors to propose a variety of solutions and approaches.
Unknown	7	Appendix A - System Requirements 4.4.5.6 Accessibility. The system must support a wide variety of reporting, including equivalency of all current reporting.			What are the specific reporting requirements, and can you provide examples of the types of reports needed?	Broadly the system must support a broad range of reporting functionality. This requirement was left specifically vague to accommodate a wide variety of solutions and approaches. Report customization and implementation should include the broad ability for business and end users to create on-demand reports to meet business need.
Unknown	8	Appendix A - System Requirements 4.4.5.8 Administrative. The system must support a wide variety of reporting, including equivalency of all current reporting.			Do the reports need to be made available to users outside of DIAL, including the public?	Yes
Unknown	9	Appendix A - System Requirements 4.4.5.7 Administrative. Individual users must have the ability to create and design reports without development resources or the use of code.			How do you envision users creating and designing reports without development resources or coding? What tools or capabilities are expected?	Vendor has broad discretion to propose a variety of solutions. The goal during the RFP phase of this project is to broadly understand reporting capability.
Unknown	10	Appendix A - System Requirements 4.4.5.31 Architecture. The vendor must provide development, test and production environments. Those environments must be synchronized on a standard consistent basis (bonus if this done daily).			What is DIAL's strategy for application lifecycle management?	Agile Methodology throughout the application lifecycle. We will be focused on governance, development and operations (support). We are open to ideas and approaches that contain costs, deliver operational excellence and positive customer outcomes. Overall strategic direction will focus on Customer Experience and Key Performance Measures as defined by the business.
Unknown	11	Appendix A - System Requirements 4.4.5.51 Design. The application platform must meet current DIAL, State of Iowa (OCIO) and Federal Design Standards.			Can you share DIAL's design standards?	DIAL will rely primarily upon USWDS (the United States Web Design System). However we will consider alternate approaches and systems. The OCIO is currently in the process of establishing Enterprise wide-standards via the DX project. Decisions and standards will be defined before the implementation phase of this project. This will be a cooperative decision made BEFORE implementation begins.
Unknown	12	Appendix A - System Requirements 4.4.5.60 Other. The system must support all common case management functionality as necessary to support inspections.			How many unique inspection types does DIAL perform? For example, a nail inspection is different from a chiropractor inspection.	We have a LEAN team working with the DPM across the agency to answer this question before implementation. We do not have an immediate answer to this question.

Vendor	Item Number	Section Number (i.e. 1.2.1)	Page Number	Section Text Requiring Clarification	Specific Question / Request	Responses
Unknown	13	Appendix A - System Requirements 4.4.5.65 Payments. The system must be able to support a wide variety of payment and accounting. 4.4.5.68 Payments. Payments and accounting functionality must be integrated with state supported systems (please describe).		What payment and accounting system(s) does DIAL use?	US Bank is the payment provider used across the State. Prasanna Bujimalla will follow up on the accounting system(s) provider details.	
Unknown	14	Appendix A - System Requirements 4.4.5.110 Technical. The vendor must not impose storage limitations (please describe any reasonable technical limitations).		Does DIAL have an anticipated volume of storage? If so, do you have insight about what possible year over year growth of data storage may be?	Please refer to System Details located in Appendix D for limited information and file and data storage. This information is not complete. Data Storage (GB) File Storage (GB) 1004.3 1711.2 Growth projections have not been calculated and are unavailable at this time.	
Unknown	15	Appendix A - System Requirements 4.4.5.111 Technical. The vendor must support 3rd party storage options.		Does DIAL have existing storage options they seek to integrate with? If so, who are the vendors?	DIAL is open to recommendations and these should be included in the proposal.	
Unknown	16			How many languages does the system need to support?	Not in the scope of the RFP	
Unknown	17			Is there a need to provide service to customers in a channel other than just a web portal i.e. phone, or a chat bot? If so, what are those channels? Do those channels need to be multilingual too?	Please provide recommendations, this will be dependent on the technology stack and integration, if you are leveraging Twilio the approach will be limited by the partner.	
Unknown	18			What are the current data security policies and standards in place in terms of your analytics and reporting procedures?	Todd Rector	
Unknown	19			What level of PII data is needed for analytics and reporting?	The State is no commenting on this at this time	
Unknown	20			Is there a need for SOC2 compliance for analytics and reporting?	Todd Rector	
Unknown	21	Appendix A - System Requirements 4.4.5.91 Security. The application must meet all OCIO security policies, standards and rules as defined and documented via ocio.iowa.gov. Note: a security resource will be provided and available via the OCIO throughout the duration of this project.		In reference to 4.4.5.91 - Does the Data Stewardship Security Standard from the OCIO Enterprise IT Standards apply to the level of data security needed for analytics and reporting?	Todd Rector	
Unknown	22			What are the department's KPIs and how are they monitored/communicated?	KPI's will be built cooperatively with the vendor and these will be developed collaboratively with the implementation partner.	
Unknown	23			How many users internally need to access analytics and reporting?	Ideally every user will have access to some level of analytics and reporting as it relates to the license processes that the team supports. Our goal will be to democratize as much data as possible.	
Unknown	24			What level of access do internal users need to have to analytics?	Users should have broad access to information as it relates to the business processes that staff supports.	
Unknown	25			Is there an external facing use case for providing reporting to customers?	Yes, disciplinary information, licensing information and general statistical information will need to be available to the public.	
Unknown	26			Is there an external facing use case for providing reporting to authenticated users external to the State of Iowa? If so, how many users?	Yes, it's likely that we will need to provide access. This has not been defined by the business and will require follow up. This question can be answered in partnership with the partner and solution selected.	
Unknown	27			What sources of data are needed for analytics and reporting?	This is to be determined, please provide recommendations in your proposal.	
Unknown	28	Appendix A - System Requirements 4.4.5.21 Analytics. Google and other analytics tools must be integrated via Google Tag Manager.		How is Google Tag Manager used in terms of analytics and reporting?	Google Tag Manager simply allows third-party integrations that will be administered via DIAL. With GTM we can integrate any number of analytics and reporting solutions. This is also a best practice when implementing Google Analytics in most public facing web platforms.	
Unknown	29	SECTION 2 ADMINISTRATIVE INFORMATION 2.9 Questions, Requests for Clarification, and Suggested Changes Utilize RFP Attachment 7 (Question Submission Template) for submitting questions related to this RFP				