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Office of the
**Chief Information Officer**

**STATE OF IOWA**

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July 22, 2022

**To:**  All Potential Bidders
**From:**  Steve Dawson, Issuing Officer
**Subject:**  RFP #0722-661-01 – Anonymous Reporting Solution

# Amendment One

Please amend the subject RFP to reflect the change to the timeline for submitting questions for clarification and for the state to provide answers to the timely received questions.  This Amendment One shall supersede, modify and/or change all requirements to the contrary in the RFP and associated documents.

**Questions and Agency Responses Begin on the next page.**

# Amendment #1:  RFP #0722-661-01 Anonymous Reporting Solution

| | Section Number (i. e. 1.2.1) | Page Number | Section Text Requiring Clarification | Specific Question / Request | Agency Response |
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| 1 | Cover Sheet | 1 | Cover Sheet | Could you please let us know the tentative schedule for publishing the shortlisted vendor for presentations / demonstrations? | The RFP allows the State to request presentations or demonstrations as needed; at this time, there is no schedule.  If the State wishes to receive presentations during this RFP, eligible Respondents will be given as much advance notice as possible to prepare. |
| 2 | Cover Sheet | 1 | Cover Sheet | Please provide estimated timeline for completion of this project? | Section 4.4.6 requires Respondents to provide a project schedule as part of the proposal.  The Agency wishes to have the solution up and running as soon as possible, but the timeline will be based on what is proposed by the selected Contractor. |
| 3 | Cover Sheet | 1 | Cover Sheet | Could you please let us know when do you require the system to be live? | |
| 4 | Cover Sheet | 1 | Cover Sheet | What is the expected start date of the project? | It is expected that the project begin as soon as possible after the contract is negotiated and signed. |
| 5 | 1.3 | 6 | The application and platform system must be compatible with all major PC and mobile operating systems and web browsers. | The RFP mentions support for all popular PC and mobile OS systems.   The definition of "popular" is different by every company.   Is a more specific list of required supported systems and browsers available?   For example: Do we need to support back to Windows 8 (and all the browsers that are compatible), or is it just Windows 10 and 11, with just Edge and Chrome?  For mobile, Apple standard is Current+1, which would be iOS 15 and 14, with support for Browsers and Apps. | It is anticipated that the solution would be compatible with all major operating systems (Windows, macOS, Chrome OS, iOS, and Android) supported by their developers as of the date of this Amendment #1 (Windows 8 is excepted, as support from Microsoft is expected to end in January 2023).  Universal compatibility is not expected; the Agency desires functionality across a broad range of operating systems to allow as many users as possible to access the solution. |
| 6 | 1.3 | 6 | The Agency seeks to purchase an anonymous web-based reporting platform with a State of Iowa-branded cell phone application ("app"), designed for students and the general public to report concerns about school safety on a 24-hour basis. | The requirements make reference to APP, but heavily favor wording of a WEB portal implementation, but then make reference to downloadable from the App store.  Is it a correct interpretation of the Ask, that there is a requirement to have a Mobile Application in addition to the Web Application? | That is a correct interpretation.  The Agency requires  a web portal and a mobile application. |
| 7 | 1.3 | 6 | Background Information | Is there an existing portal that is used for anonymous reporting. | No. |
| 8 | 2.2 | 7 | Respondent Registration and Approval | Do you have a preference for local firms? | Iowa state law requires that preference be given to Iowa-based products and services in the event of a tie in the procurement process. |

| 9 | 2.2 | 7 | Respondent Registration and Approval | Could you please provide your current vendor details? Is there any transition required from the current vendor? | There is no current vendor. |
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| 11 | 2.2 | 7 | Respondent Registration and Approval | We have registered office in USA and have offshore development centers in India. We have sales and account managers in the USA to manage the offshore team and deliver the project. Please confirm can we bid for this RFP? | Any vendor may submit a proposal. |
| 12 | 4.3 | 23 | Mandatory Specifications - The Respondent shall answer "yes" or "no" as to whether it will comply with each specification in this Section. | In the event a specification is non-applicable, will the state accept a "n/a" response with explination as to why it is non-applicable, rather than a "yes" or "no"? | No. If a Respondent feels a specification is non-applicable, this forum for vendors to ask for clarification is the appropriate venue. If a vendor does not request clarification about a specification, it is assumed the vendor understands the specification clearly. |
| 13 | 4.3 | 23 | Mandatory Specifications | Is there any technology preference for the portal and application? | No |
| 14 | 4.3 | 23 | Mandatory Specifications | Is data migration from the existing platform (if there is one in use) to the new platform (to be procured) considered in the scope? What is the estimated overall data volume? Can you please give the access of the old platform? | No Existing Platform or Application. 1,500 School Buildings, Unkown number of School Staff rosters & Resource Information will need to be imported into new application. |
| 15 | 4.3 | 23 | Mandatory Specifications | Is it a standalone system or need to be integreted with some other systems, please provide the details? | Standalone System |
| 16 | 4.3.8 | 24 | To meet the requirement for a cell phone application ("app"), would the State accept a proposed, web-based application that uses a mobile-first design and it responsive to multiple | To meet the requirement for a cell phone application ("app"), would the State accept a proposed, web-based application that uses a mobile-first design and it responsive to multiple device types? | No - Mobile App must be available for download from Google Play Store and Apple App Store. |
| 17 | 4.3.8 | 24 | To meet the requirement for a cell phone application ("app"), would the State accept a proposed, web-based application that uses a mobile-first design and it responsive to multiple | Is the State looking specifically for a point solution to this solicitation? | No - Mobile App must be available for download from Google Play Store and Apple App Store. |
| 18 | 4.3 | 24 | In 4.3.20 …will notify the person who originally received… | The mandatory specifications are quite detailed. What anonymous reporting solutions has the state reviewed or seen presentations of over the past year, eg. RAVE Mobile Safety? | Conducted research with vendors and multiple states already using Anonymous Reporting solutions. Requested input from other states on needed specifications & features. |

| 19 | 4.3.14 | 24 | Provide a solution that can receive and record telephone tips, and have the capability to upload pictures and videos from the reporting party | Is the State of Iowa looking to have an unmanned phone line that tipsters call into to leave a voicemail/recorded message? Please clarify "telephone tips" | State of Iowa will have a 24/7 staffed commications center. Calls will need to be routed to communications center from application. |
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| 20 | 4.3.6 | 24 | Deliver all data and content from the proposed solution to DPS within 30 days of contract expiration | What data and content does the State anticipate needing to be delivered at contract expiration? | All data captured & logged by reporting solution from contract start date to contract end date. |
| 21 | 4.3.7 | 24 | Maintain all records, reported information, and contact information for the duration of the contract | Is the State expecting the vendor or the solution to maintain this information? | Yes, Reporting Solution is responsible for maintaining all records, reported information, and contact information. Vendor is responsible for providing backups of reporting solution & application data. |
| 22 | 4.3.8 | 24 | Solution | Are you only looking for ready-made / off-the shelf software or are you also open to custom solution to be built exclusively for the agency? | The Agency requires an off-the shelf solution. |
| 23 | 4.3.10 | 24 | Solution | ADA standards - can we refer the document from this link - https://www.ada.gov/pcatoolkit/chap5toolkit.htm ? | No - must use the State of Iowa's Website Accessibility Standard, available at: https://ocio.iowa.gov/website-accessibility-standard |
| 24 | 4.3.11 | 24 | Solution | Can the solution / app be accessible only within IOWA or from outside IOWA as well? | Solution / App can be accessible outside of Iowa. |
| 25 | 4.3.17 | 24 | Solution | Real time interactive coversation- does that include both chat support and voice support? | Yes, it includes both. |
| 26 | 4.3.14 | 24 | Provide a solution that can receive and record telephone tips, and have the capability to upload pictures and videos from the reporting party." | Can the state confirm that "telephone tips" are meant to reference tips submitted via SMS or a mobile app? | Telephone tips are meant to be submitted via Mobile App. |
| 27 | 4.3.8 | 24 | Provide an anonymous, off-the-shelf, web-based reporting platform with a State of Iowa-branded cell phone application ("app"), designed for students and the general public to report concerns about school safety on a 24-hour basis. | As a best practice to drive trust and adoption, the state should require the app to be submitted to the app store under the states account credentials. We recommend revising this requirement to ensure the app can be submitted under the state's own account credentials, and not those of an app developer. | Noted - app needs to be submitted under the state's own account credentials. |
| 28 | 4.3.13 | 24 | Provide a mobile app for that is available through Google Play for Android devices and through the Apple App Store for iOS devices. | Can they confirm the app must be a native mobile app on iOS and Android and not a webwrap? | App must be a native mobile app on Android (Google Play Store) and iOS (Apple App store). |

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| 29 | 4.3.24 | 25 | Provide a solution that captures and maintains the IP addresses, GPS Coordinates, and/or telephone numbers of the device used to make the report. This information must be restricted to authorized personnel only. | The requirements ask for IP, Geo, and Telephone number be captured from the reporter: Depending on the technology being used to report, those details may not be available. (GPS has to be authorized by the user to be captured, Telephone would not be available unless it is a CALLED in report, and IP address availability is very limited). Specifically from mobile devices, the OS vendors are limited access to this, is this applicable. Have those limitations been discussed and understood, and the requirement stands as written? | Understood - The solution needs to capture all information that is available depending on reporting type. |
| 30 | 4.3.31 | 25 | Provide hosting facilities for the proposed solution that are 100% physically housed within the continental United States. | Is there a requirement for systems to be on-premises, or can a cloud vendor be leveraged? | On-premises & cloud storage solutions are allowed, as long as data is 100% housed in the continental United States. |
| 31 | 4.3.31 | 25 | Provide hosting facilities for the proposed solution that are 100% physically housed within the continental United States. | If a cloud vendor can be leveraged, is there a preferred vendor already selected? (Google, Amazon, Microsoft, other? ) | No cloud vendor already selected. on-premises & cloud storage solutions are allowed, as long as data is 100% housed in the continental United States. |
| 32 | 4.3.28 | 25 | Solution | Encrypt all communication - does it refer to communication between the person raised the compaint and Agency's designated employees, does it also include the voice messages (including the recorded ones)? | The specification refers to all data transmitted into and out of the solution itself. |
| 33 | 4.3.28 | 25 | Solution | Encrypt all sensitive data - need a complete classifiion of sensitive data? | Sensitive data is defined as any individually identifiable information captured by the solution, including IP addresses, mobile phone numbers, and GPS coordinates as available. |
| 34 | 4.3.31 | 25 | Platform Infrastructure | Hosting facility to be 100% physically hosted in US - does that mean cloud server is not a preferred hosting option? | On-premises & cloud storage solutions are allowed, as long as data is 100% housed in the continental United States. |
| 35 | 4.3.28 | 25 | Solution | Do you have any preferred technology stack for the application & Mobile app? | No |
| 36 | 4.3.28 | 25 | Solution | Do you have any age restriction for the mobile app for usage? | No |
| 37 | 4.3.28 | 25 | Solution | Is there a multi-lingual requirement for web application or mobile app? | This will not be added as a requirement of the RFP, but Respondents are free to offer that capability in their individual proposals. |
| 38 | 4.3.28 | 25 | Solution | How long the reported incidents need to be available in the system? Or do you have any archival requirement? | Reported Incidents must be captured, stored and available for statistics. Archival requirements unknown at this time. |

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| 39 | 4.4.3 | 26 | General | | How many total number of users who would access the portal and application? How many number of concurrent users? | The Agency has no usage figures to share, as this is a new initiative. |
| 40 | 4.4.3 | 26 | General | | From the document we come to know there are 3 Types of frontend users parents, teachers and students. Could you through some light of the features they will be able to access? Who will be the reporters are they will be the students or parents? | We are not limiting reporting to any one group. |
| 41 | 4.4.1 | 27 | Describe how the proposed solution identifies and blocks false reporting. Include details on preventing false reports from: ● Tips submitted from IP addresses and voice over IP from outside the United States ● Spam text messages and voice calls ● Tips from spoofed phone numbers and IP addresses | | Has an Interactive Voice Response  (IVR) vendor or technology been selected, and required to use, or is that open for recommendations and selection during the project? | No IVR vendor or technology has been selected, nor will it be added to the scope of this procurement.  Respondents may propose such technology as part of their proposal if they wish. |
| 42 | 4.4.22 | 28 | Training and Support | | Please let us know the agency's preferred mode of training (online, in-person, etc.)? | No preference |
| 43 | 5.3.2 | 29 | …evaluated and scored… | | What are the specific weights for each evaluation category and what are the categories to which each weight applies? | The State will issue the scoring rubric shortly before the due date for proposals.  For the purposes of a vendor providing a proposal, all Scored Specifications are important. |
| 44 | 5 | 29 | EVALUATION AND SELECTION | | Can you please provide weightage percentage for each of the criteria given in the "EVALUATION AND SELECTION"? | |
| 45 | 5.4 | 30 | Cost Proposal Scoring | | There is no specific budget provided in the RFP document. Is there any budget allocated for this RFP? Please provide approximate budget cap for the project? | The Agency has no specific budget at this time. |
| 46 | 3.1.3.3 | 58 | …source code related to any Customer-owned Deliverables.. | | As Vendors solution is an off-the-shelf product, what specific Customer-owned Deliverables are anticipated? | Attachment #6 is a sample contract designed to provide Respondents with an opportunity to provide feedback as part of their proposals.  It is anticipated that the contract's terms will be adjusted accordingly during contract negotiation with the selected Respondent. |

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| 47 | 11.2.3.3 | 85 | ...unannounced penetration and security tests. | Unspecified, unannounced penetration testing could be disruptive to users of the system. We suggest removing this clause. | Attachment #6 is a sample contract designed to provide Respondents with an opportunity to provide feedback as part of their proposals. It is anticipated that the contract's terms will be adjusted accordingly during contract negotiation with the selected Respondent. Make your suggestion as part of your response to the RFP. |
| 48 | Special Terms & Conditions #00X Insurance Requirements | 121 | 2. Insurance Policies | Please clarify the insurance requirements for desired Anonymous Reporting Solution. Section 6.3.3 Insurance is different from Special Terms & Conditions #00X Insurance Requirements 2. Insurance Policies. | As stated at the beginning of Attachment #6 of the RFP--" This is a sample contract, included to outline the general terms and conditions the State anticipates using in the final contract resulting from this RFP. It is provided so that Respondents may list their exceptions to these terms and conditions as required in Section 3.2.10 of this RFP. Its contents have not been harmonized with the requirements in the RFP document; in the event of a conflict, the information in the RFP will prevail." |
| 49 | NA | NA | NA | Not specifically listed, but context of some details eludes to this: Is a two-way interactive TEXT messaging reporting system needed? Such as Apple's Business Messenger integration? | Two-way communication is required through the solution |
| 50 | | | | Is there any incumbent Solution on this | There is no incumbent solution. |
| 51 | N/A | | | For any app content changes, from basic colors and logos to informational content, does the state prefer to rely on an app vendor to make any changes or is the preference to be able to easily self manage those items at no additional cost. We recomend adding a requirement that the app must be managed via a content management system that allows the state to make content / function changes without assistance from the vendor. | Preference would be to self manage at no additional cost |
| 52 | N/A | | | Can they confirm that the reports submitted by end users must be routed automatically without vendor personnel intervention of any kind? | Confirmed. All reports must be automatically routed without vendor intervention |

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| 53 | N/A | | | Iowa has standardized on Iowa Alert as your state notification platform (https://homelandsecurity.iowa.gov/alert-iowa/). As a best practice we recommend that your Anonymous Tip solution be integrated with your statewide notification system to leverage additional communications options. | This will not be a requirement. If a vendor wishes to include such an integration with its proposal, it may do so. |
| 54 | N/A | | | Current requirments do not contimplate connectivity issues. Recommend adding a requirement that the app must be able store a report if a user is offline and then attempt to send the report when the user returns to a data connection. | This will not be added as a requirement of the RFP, but Respondents are free to offer that capability in their individual proposals. |
| 55 | N/A | | | Can they confirm that the system must have automated and escalating notifications if a report is not acknowledge by law enforcement in a timely fashion? | Yes, automated & escalating notifications required |