Office of the Chief Information Officer

STATE OF IOWA

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CHIEF INFORMATION OFFICER

September 2, 2020

To: All Potential Bidders
From: Steve Dawson, Issuing Officer
Subject: RFP #0820-281-01 – Curriculum Database and Program Approval

Amendment One

Please amend the subject RFP to include answers to the attached 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 #0820-281-01 IDOE CURRICULUM DATABASE AND APPROVAL WORKFLOW

	Section Number (i.e. 1.2.1)	Page Number	Section Text Requiring Clarification	Specific Question / Request	Agency Response
1	1.3.1	6	Current Curricular Workflow and Database System	How much was the current system customized for Iowa? Or is this off the shelf from the current vendor?	Several reports for both IDOE and colleges were customized. All of the proposal forms were created to match Iowa code requirements. Otherwise, the product was off-the shelf.
2	1.3.1	8	...a state website needs to be available to the public showing program approval and detailed program characteristics such as course makeup, contact hours, and advisory board approval dates. A public site is required to provide access to information regarding courses and CTE programs offered by each of Iowa's community colleges.	What is the expected load of public users (average and peak)?	The average daily load for the public site is likely under 25 per day. The peak may reach 50 or 100 users per day. At any one moment we would not expect more than 4-5 users.
3	1.3.1	6	Product/ Service	Are you looking for a ready-made software /tool or custom solution to be built?	We are looking for a product that meets Iowa's particular curriculum database and workflow requirements which may or may not be an off-the shelf tool/solution.
4	1.3.1		"a website needs to be available to the public showing program approval and detailed program characteristics."	Does the Agency currently have a public website in place for the system?	Yes. https://idoepublic.curriqunet.com/iowa_doe/
5	2.10, 3.1.1	15	Submission of Proposals - 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 and time listed on the RFP cover sheet. This is a mandatory requirement and will not be waived by the Agency. Any Proposal received after this deadline will be rejected and returned unopened to the Respondent. The Proposal shall be sent in digital format via email to the Issuing Officer. One digital copy of the Technical Proposal shall be timely submitted to the Issuing Officer in an email. One digital copy of the Cost Proposal shall be submitted in a separate email.	The submission of proposals section states that we need to submit the proposal via hard copy, whereas under the form and content of proposals section it is stated that we need to provide the digital copy of proposal via email. Could you please clarify us on the mode of submission? Hard Copy or Email?	The language in Section 2.10 should have been modified to reflect the requirement listed in Section 3.1.1. A digital copy emailed is required.
6	4.2.9	29	Name, contact information and qualifications of any subcontractors who will be involved with this project the Respondent proposes to use and the nature of the goods and/or services the subcontractor would perform.	Why is this needed if this is a milestone based fixed bid proposal?	This information helps the Agency determine the experience and qualifications of those working on the solution.
7	4.3.1.1	30	Have experience as the prime contractor for at least two prior portal system developments or similar services for any entity	If we have experienced staff who have led delivery of similar systems prior to joining our company who were hired to establish a solution based delivery capability, is that sufficient to meet this requirement or must the prior delivery have been performed by our company?	Noting prior experience that is related to this solution development by the staff who are to be assigned to this project will be sufficient for this section.

8	4.3.1.4	30	Provide a solution whose UI and navigation processes are consistent throughout the portal.	Is there a standard style guide used by the agency? If so is that style guide available now? Who will be making the UX/UI decisions? What do they expect the design to look like (public site vs portal)?	The agency does not have a navigation style guide, so there is nothing available to share. Examples of UX/UI proposed by the vendor will be determined to be applicable and sufficient by the RFP review team. The design is expected to be a no-login simplistic interface for the public to choose which descriptive elements (as described in the attachments) they wish to search for courses and programs. The login portal will have navigation that is easy to follow.
9	4.3.1.7.3	30	n/a	How many of the 1800 named users are estimated to be on the system concurrently (at the same moment)?	The average daily load for the public site is under 25 per day. The peak may reach 300 users on a day when deadlines for proposals may be due. At any one moment we would not expect more than 150 secondary users on the system for program approval deadlines.
10	4.3.1.7.3			Will the Agency please confirm if the 1800 user accounts reflect internal DOE users?	Only about 10-15 of the user accounts will reflect internal DOE users. Most users will be external users at the community colleges, Regional planning partnership boards, and from secondary schools.
11	4.3.1.9			Will the Agency please confirm the number of notifications (i.e. via email or SMS) that the system outputs in any given month?	A typical maximum of 500 notifications per month. Notifications of proposal steps and proposal outcomes would occur at about 0-75 per day, with the higher number on peak curriculum times for each school district or college. For example, if a college puts through 25 courses through the new course form on a particular day, they would get 25 notifications that the course is active in the system.
12	4.3.2.2	32	Integrate existing data validations and Business rules	Will you be providing us the existing rules or is it like an integration with other systems?	We will provide the rules for each proposal type and element. Most are described in the attachments but the logic and rationale for each will be expanded upon for the successful vendor.
13	4.3.2.4	32	Provide a secure web-based software solution that allows users to upload data from other systems using common file types including, but not limited to, .pdf, .xls, .xlsx, .csv, .doc, .docx, .and .jpg.	What will be the data present in documents, pdf and jpg? Should we process or validate the data present in these files?	The data will pull from a system where the majority if not all data should already have been validated. However the solution field data constraints on the import should also indicate any issues with unexpected data format or other business rule characteristics.
14	4.3.2.5	32	Migrate current and historical data from the systems currently in use to the proposed solution.	Will you provide us with the historical data? How much old data has to be stored in the proposed system?	Yes, we will provide you with historical data. We have data on courses and programs going back to 2010, that needs to be preserved for historical purposes. The historical data is significantly less than 500GB of data. Secondary - current SQL tables contain data going back to 2014.
15	4.3.2.5	32	Migrate current and historical data from the systems currently in use to the proposed solution.	Can you provide details about the format that the historical data you wish to have migrated into the new system will be provided to selected vendor?	The postsecondary historical data is in .CSV or .XML format. The secondary data is in .CSV or .XML or SQL format.
16	4.3.2.5			Will the Agency please confirm approximately how much current data is anticipated to be migrated?	The current data size is less than 500GB. The data extracted from current system, inlcuding all of it from the 15 colleges, which most likely will not all be used, is less than 3GB.

17	4.3.2.8	32	Provide a solution that allows both public (non-credentialed) users to download predetermined reports and credentialed users to both download predetermined reports and create and download ad-hoc reports	What are the ad-hoc reports we need to generate? Public user means does that denote college staffs and students alone or does it mean general public?	The ad hoc reports for credentialed users would allow users to choose and filter the elements that they desire to be in a report. (Example: which math courses are a part of the college's diploma programs?). Public reports mean that no logon is required to access those reports, so the general public can view and download only the reports that are approved to view available course and program information.
18	4.3.2.8	32	n/a	How many of the existing reports (for example, for compliance monitoring) will need to be migrated/rebuilt in the new system. Attachment 7.4 shows the report names; are there only 18 reports, or are these report 'classes' that represent many individual reports?	All reports will need to be rebuilt in the new system. Attachment 7.4 shows the required postsecondary reports (there are no report classes) and attachment 11.4 shows the required secondary reports.
19	4.3.3.4			Section 4.3.3.4 refers to a "download of workflow components." What does this mean? How will this be used?	A download of the workflow components would be a spreadsheet view of the steps for approval and users assigned to steps in a particular form and potentially any comments/input made within those steps . These would be checked to see if all required participants are correct within a workflow and whether adjustments are needed.
20	4.3.3.8	33	Provide a solution that allows for a two-way workflow between Agency and external users if there is something the Agency wants to change in the user's proposal.	Can you expand further on your point? Is there a central SSO both the Agency and State communities' colleges will be utilizing?	Within a proposal workflow, if the state determines that there is more information needed, the state can send it back to the college/district to put in more details and then send the update back to the workflow step that sent it back. An email notification would also go to that step's required users. The solution needs to be a central location for all partners (internal and external) to sign in on.
21	4.3.3.11	34	Provide a solution that can be programmed for CTE programs of study to be run on a five-year cycle, with approximately 20 percent of programs going through review each year.	Should we initiate a review every year for these CTE programs? 20 percent programs is part of CTE programs or as a whole?	No, the users will initiate the review, the system should just show the dates of last review and last approval.
22	4.3.4.7	34	Provide a technology platform that has separate development, prototyping/testing/staging, and production environments, and provides for versioning control. The Contractor shall also provide a technology platform that helps automate unit testing by the Contractor and eases the burden of testing on the community colleges and school districts.	Could you please elaborate on what unit testing the State is looking for?	By testing site we mean a User Acceptance Testing (UAT) site, where all newly developed/changed content and functionalities are tested and approved before they are moved to Production.
23	4.3.5.3		"Provide training for select Agency Technical Staff, Agency non-techhnical staff, and other stakeholders."	Will the Agency please provide the approximate number of users for each of these groups? For example, how many agency technical staff; how many agency non-technical staff and ~how many other stakeholders from each of the 15 public community colleges and each of the 15 RPP directors?	Agency technical staff is up to 15 staff. Agency non-technical staff is up to another 10 users. Other stakeholders include at least 1 staff from each of 15 colleges and at least 1 user from each of 330 school districts. The RPP staff could be up to 10 people from each of 15 regions.

24	4.3.6	36	Deposit, on a quarterly basis, the most recent version of all Portal applicable source code and documentation in escrow or in a secure safe deposit lock box with a Iowa-based neutral third party (the "Escrow Agent") to be mutually agreed upon by the Contractor and OCIO.	Typically, most software (including ours) is provided as a license, sometimes with ability to make changes. Is it the control over modifications that is desired or outright ownership (which is typically more expensive)? Can you clarify what your core need is here?	The core need is to have control over making modifications to the software as well as owning the report and data displays. The vendors may propose how these options would work within the solutions. The Agency will own the system after implementation in all possible interpretations. The vendor is required to enter into a service agreement for that system for at least three consecutive years past implementation (which is also described in the RFP).
25	4.4.1		"Provide a detailed description of Respondent's experience with projects of similar scope for implementation of a public sector database and workflow system."	Will the Agency please confirm the number of projects being requested?	Sharing information for any related projects of a similar scope is desirable, but a minimum of two is in the mandatory specifications.
26	4.4.7	38	Provide contact information for at least three references where you served as the prime contractor for the development and completion of a State Curriculum Portal as described in Section 1.3, or where you served as the prime contractor for the development and completion of a similar solution of comparable scope for a governmental entity (city, county, state, or federal agency) within the last four years.	If 4.3.1.1 requires 2 examples od similar solutions for either the public or private sector, why is 4.4.7 asking for 3 references specific to government agencies?	The 3 references do not all have to relate to the 2 projects of similar scope. You may provide references to other (non-similar) projects that have been completed.
27	4.4.12	39	Provide an implementation timeline for both Phase I and Phase II that details both project milestones and the resources to be used to stay on time.	Are two different systems needed as part of Phase I and Phase II? If it's the same system, will user roles and credentials vary for the scope of phase I and II ? How do we handle it for public usage (non-crentialed users) ? We will be able to determine timeline for both the phases with the help of clarifications for the above queries.	The same system should handle both Phase I and Phase II. There should be a way to show selected public data/reports that are not behind a login. There may be some differences between the user access for Phase I vs. Phase II since the data for Phase II is collected under an authenticated separate system. Type of users may also be different from Phase I and Phase II parts of the system. That is why GUI for administrators of the system is required: administrators need to have a simple way to modify workflows, users roles and functions without developers' intevention.
28	4.4.12	39	Provide an implementation timeline for both Phase I and Phase II that details both project milestones and the resources to be used to stay on time.	Can you provide more detail about the timeline plan for Phase II?	When Phase I is completed and meets requirements, Phase II will begin. It is preferred that Phase II go-live sometime in late 2021.
29	4.4.21			What is the current reporting solution in place today (e.g., Tableau)?	Current reports are available in spreadsheet (.CSV, .PDF), HTML, and PDF downloads.
30	4.4.24.1			Will the Agency please provide insight into current performance metrics for system uptime and monitoring, etc.?	Performance metrics for the current system are not available.
31	4.4.24.4			The Agency is requesting a description of our DR strategy. Will the Agency please confirm if DR services is in scope as part of the design and development of the system?	Yes, a disaster recovery strategy should be a part of the design and development if data will be housed on a non-Agency server.
32	4.4.24.4			Will the Agency please confirm whether Respondent's should include pricing for DR and COOP site requirements?	Yes, the DR and COOP should be included in pricing but separated out within the budget description.

33	4.4.25.3	41	Describe your approach to installation and configuration of all software, hardware, and cloud services necessary to provide a complete working environment to meet the initial performance requirements of the portal, integration with state systems, and data downloads.	Can you confirm that the selected solution will serve as the central repository database for the RFP requirements and the State is not requesting integration with a Student Information System, or other databases?	Yes, the solution will serve as the central repository of the course and program information. There is no planned integration with a Student Information Database. There is desire for the solution to include an API connection to the SCTERA database. None of the databases have PII data.
34	4.4.26			Will the Agency please confirm if 24x7 support is required?	After solution is go-live, support is needed during regular business hours, and not 24-7.
35	5.4	43	Budget for the Proposal	There is no budget provided in the RFP document. Is there any budget allocated for this RFP? Please provide an approximate budget cap for the project.	There is not an unlimited budget. Please indicate the costs for your proposal and based on those proposals that meet the requirements, costs will be considered.
36	6.4 III	52	Deliverable table	If the bid is to be fixed fee, why does the table ask for hour estimates and blended rates as well? As these are project management levers used to adjust fixed bid delivery needs they may be fluid, and should only be applicable with a time and materials type delivery are they required for this proposal?	The table was provided with data in that manner so that cost proposals from vendors may be compared. Based on a vendor's total proposed expected costs, breaking down the costs per deliverable is applicable. We ask for the estimates of not only invested time per milestone, but also corresponding fees involved with reaching each of the milestones. That is done both for accountability purposes and for fair assessment of each portion of the project that has been accomplished.
37	All Attachments	various tabs	"Problem" column in various attachments and tabs.	Will the resource(s) that have populated the "Problem" columns of the attachments be available during data migration and workflow development? If so, how much time will they have available to assist (clarify requirements) during the re-write process?	Yes, the staff that have knowledge of the potential problem areas with current and new data will be available during data migration. They will have the time available to fully clarify the requirements.
38	Approval Processes			What are the specific rules relating to each approval process? For example, the top of attachment 11.2 lists a series of 8 signature. What are the rules for obtaining these signatures? Is there an order in which they are to be collected? Will each approver sign into the system to indicate their approval? Are paper signatures to be collected? What “signature” methods should be used?	Electronic signatures will be acceptable. The workflow steps built in to each proposal form would match the order required for any signatures and users approving proposals to the next step would be considered sufficient authority.
39	Attachment 1 Cost Proposal			Will the Agency please confirm that bidders do not need to provide an aggregated total for both I. Phase I title row and for II. Phase II title row in the table?	The total costs for the Phase I and Phase II should be the sum of all subcosts for each of those phases.
40	Attachment 1 Cost Proposal			Regarding maintenance / support, the cost proposal requires an est. # of hours and total deliverable cost. - Will the Agency please confirm that Maintenance / Support costs would reflect an ongoing, recurring service?	Confirmed.
41	Attachment 1 Cost Proposal			Regarding maintenance / support, the cost proposal requires an est. # of hours and total deliverable cost. - Will the Agency please define a period or term for the Maintenance / Support cost (e.g., annual, monthly recurring, or 6 months NTE)?	An annual maintenance agreement is expected.

42	Attachment 1 Cost Proposal, III	52	Table with "Est. # of Hours", "Blended Hourly Rate" and "Total Deliverable Cost"	Is the bid intended to be fixed price per deliverable or time and materials?	The fixed price submitted for deliverables should be the sum of the time and materials cost for each of the subphases.
43	Attachment 13.3	2-6	Pages are blank	Should there be example database information here?	Attachment 13.3 was added to show an example of a working database, but the PDF didn't go through as it was too large a file. It can be provided to the vendor during the contract process.
44	Attachment 13.3			Attachment 13.3 contains many blank pages. Where can we access the complete document?	Attachment 13.3 was added to show an example of a working database, but the PDF didn't go through as it was too large a file. It can be provided to the vendor during the contract process.
45	Attachment 5.2 and 5.3			Where can we access Attachments 5.2 and 5.3 to the RFP that are referenced on page 12 of the RFP?	Attachments 5.2 and 5.3 should have been listed in the RFP as attachments 11.2 and 11.3.
46	Attachment 7		Database diagram and or schema	Is there a database diagram available? We have experience working with inherited databases and would like an idea of your DB Schema in order to provide the best proposal.	No. The postsecondary database data will be in spreadsheet form following the Phase I EPR data elements (for programs) and the CCN database (for courses) as found in the attachments. The database for Phase II will be based on the respective data elements for secondary courses and programs as well. The database itself is not a complicated structure, but should hold all of these elements by college/district and by historical date.
47	Attachment 8	Tab 8.1	Tab 8.1 Row 16 & Row 18	Are these the same forms and do they both relate to the Steps for Approval on Tab 8.4 Rows 115 through 121?	Yes. That proposal type was inadvertently listed twice on the 8.1 attachment.
48	Attachment 8	n/a	n/a	Are there flowcharts of the required workflows that can be shared with the vendors?	No, but all of the steps in the workflow for each form is found in attachments 8 for Phase I and attachment 11.2 for Phase II.
49	Attachment 8		 Course Prefix New Request System NO Request System No Request System No Peer Colleges' CAO No Request Colleges CAO No IF REQUEST Various Request Involved CAOs No Request System	Who are the users in the system listed as participants?	System Participant means that in that step, a form is filled out by the originator of that proposal and then launched into the proposal form workflow.
50	Cost Proposal			The Cost Proposal matrix on page 52 requests estimates of hours and a blended hourly rate, but the narrative indicates a fixed price ("Lump sum cost") methodology is to be used. What is the purpose of the estimated number of hours and blended hourly rate, or are they requested in error?	The purpose is for the ability to have apple to apple comparison prices item by item within the RFP cost portion scoring. Most important is the total bid cost of the solution.
51	Cost Proposal			Maintenance/Support Costs are references in the Cost Proposal. For how many years is maintenance/support to be provided under this agreement? How are the Maintenance/Support costs included in the RFP scoring equation?	Maintenance costs should be shared on an annually-expected bases. If there are cost savings for multiple year agreements, please share.

52	Cost Proposal, III	52	Table with "Est. # of Hours", "Blended Hourly Rate" and "Total Deliverable Cost"	Is the bid intended to be fixed price per deliverable or time and materials?	Fixed price per deliverable and broken down by milestone.
53	Current System			How can we access screenshots of all of the relevant portions of the system currently being used?	This is not possible.
54	Data Entry			What are all of the business rule compliance checks the system is to perform on data that is keyed into the system by the users.	The business rules are described per data element in Attachments 7 for Phase I, and Attachments 11 for Phase II.
55	Data Entry			Is the vendor to support the definition of new validation rules in addition to those that currently exist?	The solution should allow each element and proposal type to be assigned new or changed business rules, and the vendor should not have to be involved in setting those requirements. The vendor should provide a GUI that allows introduction of new business rules and modification of business rules by administrators of the system without programmatic intervention of the vendor.
56	Data Exports			What are all of the data exports that must be supported, including the purpose, the export destination, the file type, and the format that must be used? Please provide a sample file for each of the data imports.	Data export requirements and purpose are each shown in the solution reports which are detailed in the attachment 7.4 for Phase I, and attachment 11.2 & 11.4 for Phase II. These reports would be downloadable to the user's computer desktop in the file types of .XML, .CSV, .HTML. and/or .PDF. Sample files are subsets of the data elements shown in attachments 7.1, 7.2 (Phase I) and 11.1, 11.2 (Phase II)
57	Data Imports			What are all of the data imports that must be supported, including the purpose, the data source, the file type, and the format that must be used? Please provide a sample file for each of the data imports.	Course and Program data imports will be in form .XML/.CSV from the Agency for Phase I. The data elements for the imports are described in 7.1 and 7.2 which are provided. Course and program data imports for Phase II may also be in this format OR may be in the SCTERA database to pull data with an API.
58	Data Imports			What are all of the data compliance checks and rules that must be performed on the data import files?	The attachments 7.1 and 7.2 detail the Phase I course and program element compliance requirements (Columns E and F). The Phase II course and program element compliance requirements are shown in attachment 11.1 (column E). There is also a postsecondary program compliance report that specifically pulls data from programs to check for compliance (Attachment 7.5).
59	Data Migration			What are all of the sources of data that must be migrated to the new system?	Postsecondary Course Database (IDOE spreadsheet); Postsecondary Program Database (IDOE Spreadsheet); Secondary Program Database (SCTERA database connection or provide spreadsheet).
60	Data Migration			In what format do these currently exist (SQL database(s), Excell, Access)?	Postsecondary database are in .XML and .CSV format; Secondary database are either SCTERA format (SQL) or .XML/.CSV format.
61	Data Migration			Please provide access to the data that must be migrated, or sample datasets representing each of the data sources that are to be migrated.	We have put together a new attachment with typical data in both an Educational Program Report (EPR) and a Common Course Numbering (CCN) report for Phase I. 11.5 is an example of one Phase II report.

62	General		Onshore (US) based personnel	Is the use of offshore personnel allowed as long as the company is US based and a portion of the workforce is also US Based? If yes, is there a desired proportion of US vs Offshore we should be aware of?	Yes.
63	General	N/A	Admin or End User Manuals	Is there a manual available for the current system? Any screenshots, system overview, etc?	The manual from the current vendor may not be provided to any other vendors. The attachments detail the current system requirements.
64	General		End User Feedback	Is there end user feedback available for the current system? (Features they like, dislike, etc.)	No.
65	General	n/a	n/a	Does the current vendor for SCTERA have an advantage / preferred status in regards to this RFP for the new system?	No
66	General	n/a	n/a	What is the volume/size of the current and historical data that needs to be migrated from the current system?	Less than 500GB.
67	General			Is it correct that the State of Iowa does not own the code base for the system currently in place?	Yes.
68	General			What is the name of the vendor that provides the system currently used to support the curriculum database and program approval process?	currIQunet
69	General			Please confirm that the RFP mandates that the State of Iowa is to own the completed system and have custody of the system source code for purposes of making future enhancements.	Yes, we confirm this requirement.
70	General			Does the Agency currently have an in-house team of resources supporting the state website (e.g., webmaster)? If yes, how many?	No.
71	General			Approximately how many dedicated IT administrators does the DOE employ?	The IDOE has a team of 4 people with various IT administrative duties.
72	General			Does the Agency have a preferred web content management system (e.g., Wordpress; Drupal; Joomla)?	The State of Iowa Office of the Chief Information Officer requires the use of Drupal and/or DNN content management system frameworks for external website development and content management. Please view the Web Content Management System standard at https://ocio.iowa.gov/web-content-management-system-standard .
73	General			Is there a current incumbent vendor?	The current vendor may make an RFP bid that adheres to the solution requirements.
74	General			Will the Agency please confirm the current authentication solution in use today (e.g., Active Directory, Okta)?	For Phase II, the DOE currently utlizes a custom A&A system provided by the State of Iowa https://entaa.iowa.gov/entaa/ssohelp.jsp. For Phase I, the vendor provides the authentication.
75	General			Does the Agency have historical data around growth in data on the system over the past 5 years?	No.

76	General			Will the Agency consider a proposal due date extension?	No.
77	Oher Specifications			Have all of the development guidelines/specifications that must be followed identified in the RFP?	Yes, the specifications have been shared to the highest degree possible to the best of our ability. Discussions with the contracted vendor will certainly be needed to help clarify how each data element fits within the database and in reporting.
78	Reports			What are all of the reports that must be developed within the scope of this project? Please provide a sample of each report.	All required reports are shared in Attachment 7.4. There are no samples of reports; report elements to be included are from the Educational program report list (Attachment 7.1) or Common course numbering element list (attachment 7.4). The format of the output display in spreadsheet or tailored format requires further discussion.
79	Software Stack			Section 4.3.4.2 refers to software stack approval. What are the software stack options that are allowed by OCIO?	There are no set, pre-approved options allowed by OCIO. The Section is intended to ensure compliance with OCIO policies and standards during the initial project and in the future.
80	Tabular View			Section 4.3.3.4 refers to a “tabular view.” What does this mean? How will this be used?	A tabular view of the workflow would be a spreadsheet view of the steps for approval in a particular form. The view allows a quick visual to see if all required participants are correct within a workflow and whether adjustments are needed.
81	Terms and Conditions			A Terms and Conditions template is attached to the RFP. Many portions of this template do not correspond to the content of the RFP or have been left blank. What is the purpose of including this Terms and Conditions template in the RFP? Is it assumed that after the award of the RFP, there will be a period during which the State of Iowa reperceives and the vendor representatives will use the template as the foundation for a Terms and Conditions document for this project?	The attachment is included in template form to provide Respondents with a sample contract containing the terms and conditions typical in the State's information technology agreements. It is also included to provide Respondents with an opportunity to list exceptions to the contract language as a prelude to contract negotiations after award.
82	User Roles			What are the specific distinct user roles that are to be supported, and what is the functionality that should be associated with each user role (a user role matrix would work well for this)?	For Phase I: Curriculum Reviewer (view data for institution only), Curriculum User (view and modify data for own institution only following assigned workflow role); Curriculum Superuser (view and modify data for any workflow role at own institution); State Administrator. view and modify data for any workflow role at any institution). State Bureau Chief (view data and approve for any assigned workflow at all institutions); State Consultant (view data and approve workflows for any institution with assigned CIP number). For Phase II: State consultant administrator (view data, create reports, approve and assign workflows for any school district's CIP numbers/CTE programs, manage timelines and records of program reviews, etc.); State consultant users by service area (view data, view reports, review and submit program reviews); School-district users (view data, view reports, view program review results, upload/enter program review information); State Bureau Chief & Administrative consultant (view data, view reports, view program review reults, view timelines, view program review records). These user roles, however, are those required currently. They may change/reduce/expand and diversify later. That is why there is a requirement for a GUI through which system administrator would be able to modify worflows, add, redirect and modify roles.

83	Workflows			Section 4.4.19 references existing, new, and modified workflows. What are all of the workflows that must be supported by the system? What are the details regarding each of the workflows?	The existing workflows are listed and detailed in attachment 7 and 11 including approval steps and response outcomes. They include new course, modify course, new program, modify program, add course prefix etc. A modification to a current workflow would occur when the state needs to add or an element or include/remove a step in the existing workflow--the solution should allow the workflows to be changed by IDOE staff. New workflows would result from changes in items that colleges or schools need to submit for approval.
84				Approximately how many external users does the Agency anticipate?	No more than 1000 external users which is likely a high estmate. 15 to 30 college users; 330 to 700 school district users (will vary by size of school-district), and 10 to 15 RPP director users.