STATE OF IOWA

Office of the
Chief Information Officer

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March 21, 2022

To: All Potential Bidders
From: Steve Dawson, Issuing Officer
Subject: RFP #0322-621-01 – Content Management System

Amendment One

Please amend the subject RFP to include the 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 #0322-621-01

	Section Number (i.e. 1.2.1)	Page Number	Section Text Requiring Clarification	Specific Question / Request	Agency Response
1	N/A		N/A	Would it be desirable for the system to provide a map interface for searching and geotagging of files?	No
2				Please indicate whether the Agency is seeking a commercial off the shelf system, or a system that's custom developed to the Agency's exact specifications?	The Agency is willing to consider all suggestions in vendor proposals, and all proposals will be reviewed for ability to meet the Agency's needs. That said, the Agency prefers a custom solution hosted off-site by the Contractor.
3				Will you please confirm that the Agency is seeking a SaaS solution that is hosted outside of any current existing Agency data center?	
4	1.3		Background Information	Are you open to a cloud based solution?	
5				Is the Agency seeking an on premises solution, or a cloud based solution?	

6				Provided that a Vendor already has a pre-existing master contract agreement with the State of Iowa (through OCIO) that allows the Vendor to provide computer consulting services to any state agency, will the Agency consider utilizing that master agreement in lieu of signing its own master agreement?	Agencies may procure IT goods and services through OCIO master agreements, but they are not required to do so. Any contract awarded due to this procurement will not be a master agreement, but a direct engagement between the Agency and the Contractor for the services identified in this RFP only.
7				Will the Agency consider extending the due date? It's a very quick turnaround for responses after the expected answers are to be published.	The State understands the timeline is tight, but the new solution needs be fully functional by mid July, and any extension of the deadline compresses an already short window for the Contractor to complete the work requested by the RFP.
8	General		General	We recommend and request that the Iowa PERB provide a demonstration of the currently used systems that are being replaced.	We can provide this
9	General		Stakeholders / Administrative User	What type of individual is referred to as a Stakeholder? What are all of the required user roles for this system?	Public employers, bargaining unit representatives and the general public will have limited access to publicly available information.
10			paragraph 3	Does the state have a preferred payment provider, existing API?	

11	1.3	6	The Agency currently has no uniform means for outside users to annually upload eligible voter lists, nor does it have an online method for collecting fees/fines.	Please provide details about the system requirements associated with the online method of collecting fees. Include the details about the electronic payment processes/systems used by the State of Iowa. Please provide details about the computation of payment amounts (including the computation of fines). Will this system need to generate invoices? Is there a required integration with an accounts receivable or accounting system? If an integration is required, please provide details.	Invoicing and collection of fees is not the main thrust of this RFP; if a Respondent wishes to suggest a payment system or automated method of collecting fees, the Agency will review it and the associated cost. However, proposal of a revenue collection solution is not required for eligibility. It can be something that is added to the solution at some future date.
12	1.3	6	The Agency's website currently allows external users to: View forms (election, annual report, impasse service, public safety unit, unit determination, amendment of bargaining unit/certification, etc), e-file documents initiate new cases, and view recent PERB decisions, bargaining unit descriptions, arbitration hearing schedule, impasse timeline guide/schedule, and neutral bios.	Will the new system replace the general public facing web pages that are a component of the Iowa Public Employment Relations Board website located at https://iowaperb.iowa.gov/, or will this be a separate application with a link in the existing web pages to the new application?	Separate application with link from site
13	1.3	6	The Agency's website currently allows external users to: e-file documents initiate new cases	Is the new system intended to replace the eFiling Portal (eFlex from Tybera)? If yes, please provide detailed requirements about the functionality that should be provided.	Not our goal unless absolutely necessary or a cost savings is demonstrated
14	1.3	6	Background Information	What are all the possible file types that will be ingested into the system?	

15	1.3	6	Background Information	How many types of data?	
16	1.3	7	In order to fix the current problems and improve the process for future use, the Agency seeks: A website interface that allows Stakeholders to upload data through a secure portal, with the ability to add metadata automatically and by the user via the website application. seeks:	What are all of the types of data that will be uploaded (Item number 3 at the bottom of page 7).	Data is primarily stored in Access databases and to a lesser extent Excel spreadsheets, and is alphanumeric in nature. Additionally, there are a number of imaged files in .pdf format. New data is expected to take the form of .pdf files (for newly ratified contracts) and lists of union membership and elected officer data uploaded by users in a format that can be identified by the Agency and the Contractor after award.
17	1.3	6	Background Information	Are there actaul files, documents, currently stored in IMP (Access) or MySQL or just metadata? What is stored in the Excel source?	
18	1.3	7	In order to fix the current problems and improve the process for future use, the Agency seeks: A single repository for its data, consistent with State of Iowa requirements.	Please detail all of the information that will be maintained using the new system (Item number 1 at the bottom of page 7).	
19	1.3	6	Background Information	What is the estimated volume of data that will be ingested? I.e. total size in GBs, TBs, etc. and number of metadata records?	Less than 1 TB.

20	1.3	7	In order to fix the current problems and improve the process for future use, the Agency seeks: Robust data search and reporting capabilities for both internal and external users, including a public search tool for data specified as "publicly available".	What are all of the user roles that will exist in the new system (Item number 2 at the bottom of page 7).	Public Employers (uploading and reviewing data), Bargaining Unit reps (uploading and reviewing data), Agency staff (administrative users), and the general public (review publicly available information).
21	1.3	7	Background Information	Are there any reports that must be provided by the new system? If yes, please describe each report and provide an sample of the current report or a mock-up.	Reports will be limited to simple queries against entered data (bargaining unit membership rolls, contracts expiring in a given time frame, lists of deliquent reports, etc). Formats can be developed with the Agency after award.
22	1.3		Background Information	Is there a tech stack you prefer to work with and maintain? .net, react? Or are you comfortable with our recommendation?	Respondents may make suggestions at their discretion.
23	1.3		Background Information	Who will be providing work direction? Is there a Product Owner or primary business stakeholder?	PERB with OCIO will be directing work however, significant input from stakeholders will sought out and highly valued
24	1.3		Background Information	Will there be access to a technical resource/developer to help with architecture decisions in line with current PERB standards?	OCIO will be the primary provider of in house technical expertise.
25	1.3		Background Information	Do you want us to provide UX/UI consultation for the website interface? If so, does your agency have UX guidelines we will need to refer to and incorporate into the app?	Respondents are free to develop a user interface for this project, and the Agency has no guidelines outside of compliance with web accessibility guidelines. Ease of use is the primary request from the Agency.

26	1.3		Background Information	In section 1.3 - Background Information, the Agency states it "... has one existing contractor (Microsearch) ...." Will Microsearch be eligible to submit a proposal for this RFP?	Any vendor can submit a proposal for this RFP.
27	Attachment #6 & 3.2.10	51 & 21		The terms in Attachment 6 for intellectual property discuss "Customer-owned Deliverables". Does "Customer-owned Deliverable" apply to a COTS solution?	That clause is to be interpreted as any work product produced as part of this engagement. In the case of a COTS solution, the solution has already been developed and the code would not be included (only the data, reports, etc., generated).
28	4.3.3	23	Authentication with username and password following the state requirements, through an existing state portal following the state requirements…	What is the existing state portal that is referenced in this item? What are the details regarding the integration with the existing state portal?	The State of Iowa uses Okta for A&A for all internal and external users. Further details are available upon award of the contract.
29	4.3.3	23	Verification of user email addresses at the creation of a new user account	Do users need to be validated by a State of Iowa PERB staff member?	Verification should be automated with staff access to the information to check errors generated.
30	4.3.7	24	Provide all integration code necessary for the proposed solution to interface with other third-party software and external systems as required by the Agency.	What are all of the integrations that must be developed as part of the scope of this development project?	Not at this time, however, the contractor will be asked to create them if an integration is identified.
31	4.3.7	24	Provide all integration code necessary	Do you have any coding standards?	PERB has none we defer to OCIO or state standards

32	4.3.10	24	Provide the solution that can automatically generate notification emails, personalized to the recipient, including, but not limited to, the following reasons…	What are all of the emails that the system needs to generate and what are the trigger rules for each email?	Reminder to upload contracts, triggered by a date Remind to upload to annual report, triggered by date Notice/reminder to upload employee (elgible voter list), this list of reminders/notices is pulled from a list derived from the database (future contract end date). Then driven by dates and or completion of a task. I.E. reminders until a task is completed.
33	4.3.11	24	Acknowledge that the State will have ownership of all deliverables created under any Contract arising from this RFP.	Does this mean that all system source code necessary to install, operate, and modify the system must be delivered to the Iowa Public Employment Relations Board?	If this is a custom-built solution, the State desires to own the code. If it is a COTS solution, the State wishes to own the data and any other deliverables generated outside the source code.
34	4.3.12	25	Provide a solution that allows Stakeholders, at any time, to enter, submit, and store the data required for reports directly through the proposed web application or via file upload (including, but not limited to, .csv, .txt, .xml, or .xls).	What data needs to be entered, submitted, and stored? Are both methods (keying data and uploading data) required?	Keying data will not be required aside from a "Contact Us" page for employers and bargaining units to request a neutral party from the Agency to assist with labor negotiations. Otherwise, data is expected to be entered into the solution via upload.
35	4.3.12	25	Provide a solution that allows Stakeholders, at any time, to enter, submit, and store the data required for reports directly through the proposed web application or via file upload (including, but not limited to, .csv, .txt, .xml, or .xls).	Is this items inadvertently left over from another RFP? If so, we recommend a review of the RFP to identify other items that may not apply.	No, it is not.
36	4.3.13	25	Provide a solution that allows Stakeholders to save progress in data entry before submission of reports.	Please provide details for this. Is this item inadvertently leftover from another RFP?	Section 4.3.13 is striken from the RFP in its entirety.

37	4.3.14	25	Provide a solution that allows Stakeholders to submit their User File Reports.	What is a user file report. What formats must be supported? Please provide a sample of each type of User File Report.	We are asking employers to submit contracts, employee lists and requests for impasses services. We are asking bargaing units/unions to confirm the content of the list and upload annual reports. We don't believe this should be classified as a "user file report"; please disregard the phrase.
38	4.3.22	25	Provide capability for datasets to be extracted in a format that allows import into The State of Iowa's data portal (data.iowa.gov).	What is the layout and format of the dataset that is to be extracted?	Upon further review, the database for the Agency has been linked to the data portal, so there will only be a need for the State to update the link from PERB's website, if necessary.
39	4.3.26	26	Comply with all applicable State and federal laws, rules, regulations, policies, and standards concerning the confidentiality, integrity, and availability of the proposed System and State Data stored or Processed therein or thereby.	What are the specific State and federal laws, rules, regulations, policies, and standards concerning the confidentiality, integrity, and availability of the proposed System with which the system must comply?	Section 11 of the Terms and Conditions included in the RFP as Attachment 6 lays out basic requirements for data security.
40	4.3.32	27	Provide an annual security audit report mutually agreed to by Contractor and the Agency.	Request to strike verbiage due to high cost to perform annual audit	This is an item that can be negotiated after award, and will be subject to approval by OCIO Security due to the storage of personal information regarding union members and elected union officials.

41	4.4.12	28	Describe how your system can publish, update, and automate data sets directly from key on-premise and cloud-hosted source systems.	What is the system requirement for this item?	See attached document for system expectations.
42	4.4.13	28	Solution	Would PERB prefer an on premise or hosted solution?	A solution hosted by the Contractor is preferred.
43	4.4.17	28	Describe how you would deploy a cross-reference feature in your solution where administrative users can enter a user and be able to search for all transactions to and from that user, including the ability to: ● narrow search parameters by date and user ● cross reference all data between two users	What are the detailed requirements associated with this system feature. Please provide a use case for each permutation of this requirement.	We need users to be able to look at historical and current information pertaining to Bargainin Units and Employers. I.E. Contract Terms, past or current unit descriptions, past or current election results.
44	4.4.25	29	References	If we do not have 3 governmental entity references are we automatically disqualified? We have 1 current State agency reference we can use today.	While references from government agencies are preferred, the Agency will consider all references in order to provide opportunity for all vendors.
45	4.4.26	29	Key personnel	Does the state understand that due to a tight labor market and more specifically high demand techtalent, no personnel can be guaranteed 60 days out from potential start date? Is it acceptable to provide backgrounds of likely candidates knowing that we will do our best to provide similarly skilled talent at the time of project kickoff?	The state is aware of the current labor conditions. There is currently no language in Iowa Law allowing us to delay our mission to accomodate a vendor's inability to execute a contract.

46	4.4.30	30	Third Party certification	If we do not perform annual tests as outlined in section 4.4.30, will we be disqualified as a prospective vendor? Of the 5 examples listed, are there minimum required reporting needs by the agency to qualify to perform the work?	No
47	Attachment 1	41	Licensing	The RFP indicates that the State of Iowa will own the source code. This means software licensing will not be a necessary expense. Should this be removed from the matrix?	If this is a custom-built solution, the State desires to own the code. If it is a COTS solution, the State wishes to own the data and any other deliverables generated outside the source code. If a COTS solution is proposed, license fees will need to be indicated in the Cost Proposal. If there are no such fees, leave the line blank.
48	Attachment 1	41	Data Cleansing	Data Cleansing is not included in the scope of this project as described in the RFP. Please provide details about this requirement or indicate if this item should be removed from the matrix.	The data is relativley clean with established relationships. There will be some conversion of exisiting data stored within access databases.

There will need to be intake/conversion of PDF's with tagged metadata. |
| 49 | Attachment 1 | 41 | Data Cleansing | The inclusion of data cleansing infers that data migration should be included in the scope of this project. Data migration is not mentioned described in this RFP. Please provide details about this requirement. | |

50	Attachment #6	51	Terms and Conditions	We have a current Subcontractor agreement in place with the State of Iowa - CAI MSP. We also entered into a Master and Support Agreement with the State of Iowa - Enterprise Iowa ESS agency in July 2021. Could we use our existing MSA and amend to include OCIO - PERB? Or does the OCIO have a materially different agreement?	While possible, it is unlikely an agreement signed outside of OCIO's purview complies fully with OCIO requirements. This option can be explored, but it is likely a separate agreement with PERB and approved by OCIO will be needed.
51	Attachment #6	51-99	Terms and Conditions	Do you expect us to complete all highlighted portions of the Terms and Conditions as part of our response? Or is that highlighting the sections we may need to negotiate and complete upon receipt of Intent to Award contract to the supplier?	The Terms and Conditions provided as an attachment to the RFP is only a sample contract, and is not meant to be completed. It is provided so that potential vendors can see the State's contractual requirements, and to provide vendors with an opportunity to list exceptions to the Terms and Conditions (as required in Section 3.2.10 of the RFP).

Impasse
Public employers and their representatives, as well as bargaining units and their representatives, need the ability to log in and request impasse services from PERB. PERB will use the system to assign a neutral. The neutral third party assisting the contract negotiation will need to be able to submit a report or update to PERB (this is rare).

Contracts
PERB needs to collect contracts from public employers. On a specific date, begin reminding public employers to upload their newly executed contract. Upon uploading the contract, the public employer will need to confirm the terms of the contract, and contact information for the employer.

Annual Reports
PERB needs to collect annual reports from unions. On a selected date, begin reminding unions to upload their annual report. In order to upload the report, the union must be required to confirm its contact information.

Elections
PERB needs to pull a list of Bargaining units and employers whose contracts are set to expire on a given date. This list is used to notify employers of the need to upload a list. The system should send reminders until this is achieved.

Employers need the ability to upload a list of employers contained within a given bargaining unit from their internal system. This list contains first name, last name, home and work address, home and work phone numbers, birthdate, and last four of their social security number.

Unions, their bargaining units, and each of their representatives need the ability to log into the system to verify that the list contains the appropriate members of a bargaining unit prior to the election. Once a list is uploaded, the union should be reminded to verify the list until the task is completed.

PERB will want the ability to collect, track, and publish historical election results. The election is hosted online and by phone by Election America. The information is sent to PERB from Election America in spreadsheet format.