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ANNETTE DUNN
CHIEF INFORMATION OFFICER

September 23, 2021

To: All Potential Bidders
From: Mike Nolan, Issuing Officer
Subject: RFP #0809-021-01 – Animal Industry Bureau IT System

Amendment Four

Please amend the subject RFP to include the answers to the attached timely received questions. This Amendment Four 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.

Question	Answer
How many total users do you anticipate using the eventual system?	internal users: up to 50; external users: up to 8000
How many peak concurrent users do you anticipate using the eventual system?	internal users: up to 50; external users: estimate up to 10% of external users (800) utilizing program at any given time
How much data from the previous system needs to be migrated from the old system? Data sizes (MB/GB)? Number of records?	total is approximately 2GB in file size. Record count is approximately 11,700,000 records
Is the current system's data housed in a relational database and if so which one?	Mostly Microsoft Access, some Excel Spreadsheets, one MS SQL
Which 3rd party data systems should the proposed system integrate with?	Including but no limited to EMRS2, VSPS, Ag View, Global VetLink, Vet Sentry, State of IA Okta single sign on system, RFID software, state of IA payment portal
What is the configuration of the field based touch screen laptops? Windows Surface or another device type?	Panasonic Toughbooks
<u>Are you open to using smartphones as a mechanism for performing field based data entry/investigations?</u>	maybe
How will system requirements (including the processes to be supported) be determined and communicated to vendors in order to support the comparison of proposals, the ability of proposed systems to support processes and requirements, and to confirm the delivered system meets the requirements?	RFP contains a comprehensive overview of the Animal Industry processes as well as the RFP processes. The scoring method will be released.
We recommend you review several other RFPs issued by OCIO and use the system requirements included in those as a model for the requirements for this system. This will result in a lower cost for the solution, more effective RFP process, and better system.	System requirements can be found at: https://ocio.iowa.gov/standards
In terms of RFP scoring, how will situations be handled where the process supported by a commercial off the shelf system does not satisfy the Agency staff members?	Scoring is based on what the system will deliver and cost proposal - see scoring criteria in the RFP. Systems that do not contain required features will not be considered. Scored features will be scored the same regardless of off the shelf or custom.
In terms of system delivery, how will situations be handled where the process supported by a commercial off the shelf system does not satisfy the Agency staff members?	A system that does not meet requirements will not be accepted for delivery.
What systems have Agency staff members seen demonstrated or have they reviewed to support the consideration of this system?	

What is each report that will be required to be produced to by the new system in order to meet the needs of the Agency and other users? What is a sample of each required report?	See attachments 7 and 8 of RFP. More information to be handled after vendor selection process
Does the Agency plan to hold a meeting for prospective vendors? This is done for most of the recent OCIO RFPs because providing complete information and an opportunity to discuss items results in a confirmation of understanding and a lower cost to the Agency.	Not at this time
Vendor meetings are a very valuable step in the RFP process for software systems. We recommend you hold a vendor meeting.	
Is it a requirement of this RFP that the Agency owns the system that is developed (has access to and the right to modify the source code)?	Agency owns the data but does not need to own the system. Agency does not need to be able to modify source code.
Re: 1.3 - What is an exhaustive list of the information to be stored and administered by the system? What are the variables that make up each of the types of information? What are the detailed rules associated with each variable?	Details covered after system selection
Re: 1.3 - The RFP states, "The Agency is looking for a streamlined license management system that includes a public facing web portal for online application, renewal and collection of payments." What are the licenses to be managed? What are the business rules associated with each license? What are the variables to be collected for each license? What are the approval processes to be implemented for each license? What are the payment methods to be supported? What are the refund processes to be supported?	License types are provided in Attachment #7 pg 102; see IDALS website for information captured for each applicant - link in RFP; approval processes - see attached #7 pgs 106- 109 and see attachment #8 - pg 119 and 120; payment methods to be supported are electronic payment through State of IA platform, check, money order or cash; details covered after system selection
Re: 1.3 - What are the details about the required integration with the State of Iowa Accounting system, I-3? If an integration with I-3 is not required, what is the required process for payment accounting and reconciliation?	The State of Iowa is in the process of implementing the NIC Gov2Go payment platform. Vendors may contact NIC (Carmen.Easley@egov.com) to get access to their API information for integration. Agencies are provided this guidance: https://docs.google.com/document/d/1RSCc5JuELDIPyDBFs21U2JnH1yzn0jz0dcVaKN-cVM8/edit
Re: 1.3 - The RFP states, "Any new system must integrate with third party data systems." What system integrations must be delivered within the scope of this project? What are the detailed specifications (data, triggers, integration rules), associated with each of the required integrations?	Including but no limited to EMRS2, VSPS, Ag View, Global VetLink, Vet Sentry, State of IA Okta single sign on system, RFID software, state of IA payment portal

<p>Re: 1.3 - The RFP states, "As historical data is critical, part of the scope of work for this implementation will be to import data from the existing system into the new one." What are all of the systems containing data to be migrated? For each source system, what is the database type and what is the data layout?</p>	<p>Mostly Microsoft Access, some Excel Spreadsheets, one small MS SQL database; Layout to be discussed as part of the data migration process after vendor selection.</p>
<p>Re: 2.34 - The RFP states, "As historical data is critical, part of the scope of work for this implementation will be to import data from the existing system into the new one." What are all of the systems containing data to be migrated? For each source system, what is the database type and what is the data layout?</p>	<p>Mostly Microsoft Access, some Excel Spreadsheets, one small MS SQL database; Layout to be discussed as part of the data migration process after vendor selection.</p>
<p>Re: 4.1.2 - A Scope of Work is referenced in this section. It is also referenced on pages 4, 5, 9, 12, and 77. What is the detailed Scope of Work? The Scope of Work is a critical part of an effective RFP and necessary to ensure the success of the project. We recommend you review recent software RFPs issued by OCIO to see examples of a Scope of Work. Note the Scope of Work should contain a detailed description of the business processes, data requirements, technical requirements, and reports that must be supported by the future system.</p>	<p>See Attachment #7</p>
<p>Re: 4.3.1 - What are the details about the processes that must be supported using an offline capability? What are the user roles requiring off line capabilities? Will the device need to be "seeded" with data before going offline?</p>	<p>Inspectors must be able to complete inspection reports in the field regardless of cellular service or internet access. Vendor should propose solution and will be scored accordingly.</p>
<p>Re: 4.3.2 - What is the complete list of data types and data elements that must be collected and administered? What are the business rules associated with each data element?</p>	<p>To be discussed after vendor selection process. See attachments 7 and 8.</p>
<p>Re: 4.3.3 - What is each report that will be required to be produced to by the new system in order to meet the needs of the Agency and other users? What is a sample of each required report? What is meant by ad-hoc reports?</p>	<p>Ad-hoc by definition means user generated reports run on an as needed - the agency wants the ability to run a one time report to answer a specific question on an as needed basis.</p>
<p>Re: 4.3.4 - What are the details associated with the desired search feature? What search rules are associated with each user role? Is a master search feature required - if so, what are the details about this function?</p>	<p>This is a scored criteria. Vendor should propose solution and will be scored accordingly.</p>

Re: 4.3.6 - What are the details regarding the management and retrieval of data? How does this differ for each of the system user roles?	Must have the ability to assign read/write capabilities based on user role - to be determined by IDALS
Re: 4.3.8 - What are the details associated with the referenced documents? What are the document types and to what records will each be attached?	See Attachment #7 - photos, excel, word, pdf
Re: 4.3.9 - What are the user roles that must be supported? For each role, what are the processes to be supported and data access rules?	To be discussed after vendor selection
Re: 4.3.10 - What are the detailed requirements associated with quarantine tracking?	See Attachment #7
Re: 4.3.11 - What are all of the data files to be supported using an upload feature? What is the specific format for each import file? What are the data rules associated with each import file? What export files must be generated by the system? What is the format for each export file?	See Attachment #7 - photos, excel, word, pdf; exports - pdf, csv or data via api and others to be determined after vendor selection
Re: 4.3.12 - What are the specific business rules and processes associated with the Swine Production Health Plans?	Swine not swing - See attachment #7 and attachment #8
Re: 4.3.13 - For each license type, what are the detailed processes, data rules, and business rules. For each license type, what are the payment rules? What are the detailed administrative functions associated with Licenses that are to be supported by the system (for example, reviews/approvals/edits/communications/refunds/reconciliations).	see attachments 7 and 8; to be further discussed after vendor selection process
Re: 4.5.13.1* (Typo in numbering) - What are the details associated with manual processing for each application and renewal? How do these differ from online processing?	Some applicants do not have internet access. They must have the ability to submit a paper application and Animal Industry must be able to enter the information into the database from the internal side in order to process the application and/or renewal. Differs from online processing as there may not be associated user account for manual or paper based applications. The requirement means that we must be able to enter a paper application without the need to log in as an applicant.

<p>Re: 4.3.15 - Does this mean use the system when disconnected from the internet? What are the forms to be completed in a disconnected state? What are the user roles associated with the use of each form in a disconnected state? Is data to be downloaded to the device before becoming disconnected in order to support the form completion process (if yes, what are the business rules associated with this?)?</p>	<p>Inspectors must be able to complete inspection forms in the field where at times there is not internet access or cellular service. Inspection form(s) utilized are based on the license type. Details of how the data is persisted to the systems database should be part of the proposal and will be scored.</p>
<p>4.3.16 - What are the details associated with the role of unauthenticated user? Will this user be using a device provided by an Agency staff member? What are the security rules to be enforced associated with this process? What are the business rules associated with displaying details to the unauthenticated user prior to the signature? Are there rules associated with the unauthenticated user identifying exceptions to the entered data? In addition to a signature, what other data must be entered by the unauthenticated user?</p>	<p>The unauthenticated user will use an agency device with a touch screen laptop and or stylus to sign the inspection report. No other information is collected from unauthenticated user.</p>
<p>Re: 4.4.1 - What are the details regarding the required API functionality? For example, what APIs must be developed and what are the details associated with each?</p>	<p>Vendor should describe in proposal and will be scored accordingly.</p>
<p>Re: 4.4.2 - What are the details about the data to be migrated? For each data source, what is the data format and layout of the data to be migrated? For each data source, what data transformations must be made as part of the data migration process?</p>	<p>To be discussed after vendor selection process. Data is mostly Microsoft Access databases with some Excel Spreadsheets and one MS SQL</p>
<p>Re: 4.4.3 - What RFID functionality is required? How does this item impact RFP scoring?</p>	<p>Vendor should describe in proposal and will be scored accordingly. See attachment regarding RFID technology including hyperlinks.</p>
<p>Re: 4.4.4 - What integrations are required and what are the detailed rules about the required integrations? How does this functionality impact the RFP scoring? Is this a mandatory requirement?</p>	<p>See attachment 7 in RFP</p>
<p>Re: 4.4.5 - What GIS functionality is required? How does GIS functionality impact the RFP scoring? Is this a mandatory requirement? How does this item impact RFP scoring?</p>	<p>GIS functionality is scored, not mandatory. See 4.4.5 for GIS functionality. Vendor to propose and will be scored accordingly.</p>
<p>Re: 4.4.6 - What CVI functionality is required? How does CVI functionality impact the RFP scoring? Is this a mandatory requirement? How does this item impact RFP scoring?</p>	<p>See 4.3.11 is a mandatory requirement CVIs - link provided to CVI standard in RFP; 4.4.6 is a scored requirement for CVIs; vendor to describe and will be scored accordingly.</p>

Re: 4.4.8 - What are the detailed requirements associated with inventory tracking? Is this a mandatory requirement? How does this item impact RFP scoring?	See attachment #7; this is a scored, not mandatory requirement; vendor to describe
Re: 4.4.11 - What are the details about the processes that must be supported using an offline capability? What are the user roles requiring off line capabilities? Will the device need to be "seeded" with data before going offline?	Inspectors must be able to complete inspection reports in the field regardless of cellular service or internet access. Vendor should propose solution and will be scored accordingly.
Re: 4.4.12 - For each licensee type, what are the detailed processes, data rules, and business rules. For each licensee type, what are the payment rules? What are the details of the administrative functions associated with Licensees that are to be supported by the system (for example, reviews/approvals/edits/communications/refunds/reconciliation s).	License types are provided in Attachment #7 pg 102; see IDALS website for information captured for each applicant - link in RFP; approval processs - see attached #7 pgs 106- 109 and see attachment #8 - pg 119 and 120; payment methods to be supported are electronic payment through State of IA platform, check, money order or cash; details covered after system selection
Re: 4.4.13 - What are the detailed requirements associated with the email reminders? Is this a mandatory requirement? How does this item impact RFP scoring?	4.4.13 is scored, not mandatory; vendor to propose a solution.
Re: 4.4.14 - For each inspection form, what are the data elements, data rules, and associated processes to be supported?	To be discussed after vendor selection. See https://data.iowaagriculture.gov/licensing_lists/animal_welfare/ for examples of inspection forms.
Re: 4.4.15 - For each certificate type, what are the detailed requirements associated with electronic and paper certificate generation?	To be discussed after vendor selection
Re: 4.4.16 - What are the business requirements associated with the public portal?	Vendor to propose a solution and will be scored accordingly.
Re: 4.4.17 - What system pages must be optimized for phone compatibility?	Areas targeted to external users such as applications, renewals, payment, etc.; gis functionality;
Re: 4.4.18 - What are the details associated with the desired search feature? What search rules are associated with each user role? Is a master search feature required - if so, what are the details about this function?	This is a scored criteria. Vendor should propose solution and will be scored accordingly.
Re: 4.4.21 - What are the rules regarding the computation of inspection dates for each inspection type?	Some licenses renew on a rolling cycle, some renew on defined calendar date; next inspection based on license type and results of previous inspection; further details to be discussed after vendor selection

<p>Re: 4.4.23-25 - What are the detailed requirements/business rules associated with the Iowa Race Horse Breeder's program? In what way does this function need to be integrated with other functions?</p>	<p>See attachment #7 pg 109-110; this is a standalone program within Animal Industry</p>
<p>Re: 5.4 - What period of time will be used to compute the cost score? For example, will it be assumed that the system will be utilized for 10 years, and therefore a 10 year cost of ownership will be guaranteed and used for the cost score computation?</p>	<p>see section 5.4 Cost Scoring + Attachment #3; We want to see the upfront development cost, i.e. year 0 cost, the annual cost going forward and then a 5 year cost of ownership. The term of the contract is for 5 years with the option for 5 annual renewals beyond that.</p>
<p>Re: 5.5 - How will the Technical Score and the Cost Score be combined to compute the Total Score? All other OCIO RFPs provide more detailed information about score computation.</p>	<p>see section 5.5 Total Score; All information related to scoring can be found in sections 5.4 and 5.5 in the body of the RFP.</p>
<p>Re: 6.3.3 - 6.3.3. differs from the insurance section on starting on page 97. Which should be considered complete and correct?</p>	<p>What is quoted in section 6 of the RFP is what is expected, the reference no page 97 in the Terms and Conditions was not meant to correspond to Section 6.</p>
<p>Re: 3.1.3.3 - This statement contradicts other portions of the agreement. What is the Agencies intent - should the Vendor deliver to the Agency all source code relating to the proposed system?</p>	<p>The Terms and Conditions in Attachment 5 are intended 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. If you wish to make an exception to this section, please include it in your RFP response, as outlined in Section 3.2.9 of the RFP document (p. 17).</p>
<p>Re: 5.1 - The document refers to "Acceptance Criteria." Acceptance Criteria is an element of business requirements. What is the detailed Acceptance Criteria that will be used for this system?</p>	
<p>Re: 7.2 - This section references "Specifications". What are the detailed Specifications that will be used to determine the system meets this requirement?</p>	<p><u>This is a sample of OCIO standard terms and conditions. The OCIO IT standards can be found at https://ocio.iowa.gov/standards</u></p>
<p>Re: 11.1.4 - By its basic definition, "follow-the-sun" means that support literally follows the sun—it's a type of global workflow in which issues can be handled by and passed between offices in different time zones to increase responsiveness and reduce delays. Is this type of support model mandated as indicated in the RFP?</p>	<p>The Terms and Conditions in Attachment 5 are intended 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. If you wish to make an exception to this section, please</p>
<p>Re: 11.1.4 - Is 24/7 support mandated, as indicated by the RFP?</p>	
<p>Re: 11.2.1 - Is it correct that the Agency requires a contract that obligates the vendor to provide import/export support for the full duration of the agreement at no charge to the Agency?</p>	

Re: Special Terms - This agreement pertains to an Iowa Department of Revenue contract. Please carefully review this and indicate what section of this agreement will be used by Agency. Please provide a corrected draft for review.	negotiations enter into an agreement to make an exception to the contract, please include it in your RFP response, as outlined in Section 3.2.9 of the RFP document (p. 17).
Re: Department of Revenue Form - This agreement pertains to an Iowa Department of Revenue contract. Please carefully review this and indicate what section of this agreement will be used by Agency. Please provide a corrected draft for review.	
Re: Animal Industry - This is a current state document that does not contain business requirement details. What are the details about the future state processes to be supported by the system (workflows/data requirements/technical requirements)?	see attachments 7 and 8
Is the agency looking for a COTS (Custom Off the Shelf) solution where the agency is purchasing a system that's already written? Or, is the agency looking for a custom developed solution, where a system is developed exactly as specified by the agency?	Agency is open to either solution
Is there an incumbent vendor?	no
Did a vendor assist in the creation of this RFP?	no
Does the Department prefer a COTS solution or custom-built solution?	either will be considered
Does the Department have preference in the new (target state) technology stack?	no
Does the Department have a preference on the reporting tool? (i.e.. Jasper, etc.)	no but agency does not intend to learn a third party tool. Reporting tool should be developed by the vendor
What is the total number of source systems? DBs that are feeding data to the target application? (Access DBs are noted in the RFP, but unclear whether they are existing Access DBs or same) What is the frequency of the updates? What is the size of these databases (Access, VB or other?)	Mostly access databases with some excel and one MS SQL; ideally the Agency wants to fully replace systems into one system - need one time data migration; not looking for ongoing integration with legacy systems. There are at least 12 separate data sources
How is the information from RFIDs currently captured?	utilizing manufacturer applications/programs
Does the Department expect the vendor to provide any RFIDs or geo trackers etc.?	no
Does the Department anticipate a web application that is mobile responsive or looking for a specific mobile application as well?	responsive

Does the application have a requirement of the programming language? .Net vs Java?	no language requirements
If Java is ok to use, can we use Spring and Spring components (Security, MVC or Webflow, etc.)?	no there are no framework development or methodology requirements
Are there any requirements for the technology stack this application will be using? (i.e., Jenkins for deployments, GitHub for source control, DB - Oracle, Glassfish, etc.).	there are no technology stack requirements
Do the requirements require us or restrict us from using certain front-end technologies (i.e., HTML/JSP, Thymeleaf, React, jQuery)?	there are no front end language or framework requirements
Is there currently any documentation for the existing system? If yes, can we obtain a copy? (i.e., use cases, screen flow diagrams, etc.)	see attachments 7 & 8
Can we obtain any UML diagrams for any current database tables, and how they relate to each other?	no - currently don't exist
Can you describe the current database environment?	Access, small microsoft SQL database, excel
Can you describe the current server environments?	standard microsoft windows client server model; agency is transitioning from on premises exchange to office 365
Are there any requirements or restrictions to use specific cloud technology? (i.e., AWS)	must meet OCIO security standards that can be found at https://ocio.iowa.gov/standards
Will the agency provide a subject matter expert?	yes
How many users are on (or anticipated to be on) the system?	internal users: up to 50; external users: estimate up to 10% of external users (800) utilizing program at any given time
Is there currently a help desk in place? If so, will that continue OR will we take it over?	IDALS has an IT staff complement of 4; current IT staff would not be expected to take on a significant amount of support of the new system beyond set up; vendor must support system
Are we building the APP within their security boundary or not? If we are building within their boundary, we will be able to inherit some security controls from them? Will we be using our ADO laptops, or will the state provide devices for us? The OCIO security policy states that personally owned laptops shall not connect to internal state-owned networks.	The preference is that the APP will not be built within the State's security boundary.

<p>Page 17 - The attachment referenced on pg. 17 for the Cost Proposal, Certification/Disclosure Letter, and Request for Confidentiality don't match the attachments as laid out at the end of the RFP and in the RFP's table of contents. Should references in our submission match the Attachment labeling on pg. 17 or the RFP's table of contents (e.g., when transmitting the Cost Proposal, should we refer to it as "Cost Proposal: Attachment 1" or "Cost Proposal: Attachment 3")?</p>	<p>This was an error during the creation of the document. Match to the labeling in the table of contents.</p>
<p>Page 19 - Section 4.3.1 Can you please elaborate on the requirements for "offline capability" of the system?</p>	<p>Inspectors must be able to complete inspection forms in the field where at times there is not internet access or cellular service. Inspection form(s) utilized are based on the license type. Details of how the data is persisted to the systems database should be part of the proposal and will be scored.</p>
<p>Pages 19-20 - Reading the questions under Section 4.3, there do not seem to be any that require additional description. Will Yes/No suffice for all questions under section 4.3?</p>	<p>The introduction to 4.3 explains how questions are to be answered. The Respondent shall answer "yes" or "no" as to whether it will comply with each specification in this Section. Where the context requires more than a "yes" or "no" answer, or the specific specification so indicates, Respondent shall explain how it will comply with the specification.</p>
<p>Page 21 - Section 4.4.19 Can you define "User Configurability" in more detail? (i.e., the ability to save specific searches and reports, company logos, etc.)</p>	<p>This is a scored criteria. Vendor should propose solution and will be scored accordingly.</p>
<p>Page 27 - Section 6.3.1 Is the base period 3 or 5 years?</p>	<p>The base period is 5 years with an option for 5 annual renewal periods.</p>
<p>Page 29 - Section 6.3.4 Performance Security states that the resulting Contract "may" have this requirement. Is it the Agency's intent to exercise this requirement (including the Retainage)?</p>	<p>The Terms and Conditions in Attachment 5 are intended 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. If you wish to make an exception to this section, please include it in your RFP response, as outlined in Section 3.2.9 of the RFP document (p. 17).</p>
<p>Page 29 - What does the state expect for the level of the performance bond, escrow, letter of credit, or liquidated damage requirement specified in section 6.3.4 Performance Security (pg. 29)?</p>	
<p>Page 29 - What will the retainage percentage be specified at in the Contract? Section 6.3.4 lists the retainage as 10% (pg. 29) while the retainage is 15% in the example agreement (pg. 51).</p>	
<p>Page 56 - Section 7.1 What is considered "reasonable days/times"?</p>	<p>Agency typically works M-F 8-4:30 central, OCIO can negotiate what is reasonable on a case by case basis. Will want to do what is Agency's best interests, but also reasonable for the vendor. Reasonableness depends on the circumstances.</p>
<p>Is the State looking for a solution that is pre-built to this targeted business need or willing to look at custom built solutions?</p>	<p>either will be considered</p>

Is the State willing to look at a low-code / no-code platform like Microsoft Power Apps / Power Automate to build this functionality flexible to the Needs of the state?	the solution should meet the needs in requirements; no specific requirements of the technology to arrive to the solution; vendor to provide solution
How many state employees are planned to utilize this system and is there a general number of external users (non-employees) that will be leveraging the portal?	internal users: up to 50; external users: estimate up to 10% of external users (800) utilizing program at any given time
Any specific WCAG or Web Accessibility standards that must be met with this system?	<u>Yes, they can be found at the following link: https://ocio.iowa.gov/website-accessibility-standard</u>
In the Table of Contents it mentioned 4.5 Firm Offer but there is no 4.5 section in the document. Is this missing or was it moved to different location?	This was inadvertently left out during the creation of the document, but it is a restatement of the firm proposal terms referenced on the RFP cover sheet.
Do you have any current investment in Microsoft cloud products?	Agency is transitioning to MS 365 level G3
Re: 4.3.2 - Is the State open to this data stored in the cloud (i.e. Microsoft Azure) or is it required to be stored on-premises?	data can be stored in the cloud as long as IDALS has access via API; data is owned by agency; data must be backed up
Re: 4.3.3 - Does the state currently have any business intelligence platform or reporting platform? Any details on specific report requirements / expectations?	See attachments 7 and 8 of RFP. More information to be handled after vendor selection process
Re: 4.3.4 - Do the search results need to include the database or should it provide a full context search of the associated documents as well?	This is a scored criteria. Vendor should propose solution and will be scored accordingly. CVIs are data and documents.
Re: 4.3.7 - What are some examples of user configurations expected within the application?	Examples including but not limited to would in house ability design, create and modify forms; create new license types or renewal periods or fees
Re: 4.3.8 - Does the State have Microsoft SharePoint Online and would they be willing to store the documents here or in Azure blob storage?	no
Re: 4.3.11 - This question discusses "both electronic and written". For the written CVIs, is this just at attachment related to the record? Is there any data extraction expectations for the written CVIs?	See 4.4.7 is scored; Vendor to propose a solution.
Re: 4.3.12 - Who submits these renewals and how are these done now? Would an ideal situation be a portal where user could authenticate and create renewal for the Swine Production Health Plan?	Producer submits via e-mail (see attachment) The agency is open to any proposed solution

<p>Re: 4.3.13 - What types of payment methods would be accepted on the portal? Is there a specific Payment Provider required for integration?</p>	<p>The State of Iowa is in the process of implementing the NIC Gov2Go payment platform. Vendors may contact NIC (Carmen.Easley@egov.com) to get access to their API information for integration. Agencies are provided this guidance about setting up ePayment. https://docs.google.com/document/d/1RSCc5JuELDIPyDBFs21U2JnH1yzn0jz0dcVaKN-cVM8/edit</p>
<p>Re: 4.3.14 - Can you provide an example of what would be required in the inspection form? Would this be a specific field to enter the code or would it require the ability to search for and select a specific code, or multiple codes, that would apply to the inspection and relate them to a question or full inspection?</p>	<p>Inspectors cite code if facility is non-compliant. They provide a description +/- photo of an area of non-compliance, corrective actions necessary to become compliant and a deadline to become compliant. See https://data.iowaagriculture.gov/licensing_lists/animal_welfare/ for examples of inspection forms.</p>
<p>Re: 4.3.16 - Does this require a legal signature captured with something like DocuSign or Adobe Sign or is the ability to capture the signature with an image acceptable through a Pen type of control?</p>	<p>Must have ability to capture the signature with an image acceptable through a Pen type of control or touch screen</p>
<p>Re: 4.3.18 - What does integrating to the payment portal mean in this context? During payment of a license would we need to transfer the user to this payment portal and then return them back after completion of payment?</p>	<p>Integrating with the payment portal means the user is navigated to Gov2Go for payment and payment confirmation is received by the source system from Gov2Go. The user is normally navigated back the agency system or website upon completion of the transaction.</p>
<p>Re: 4.4.3 - What are the RFID business requirements for this project?</p>	<p>Vendor should describe in proposal and will be scored accordingly. See attachment regarding RFID technology including hyperlinks.</p>
<p>Re: 4.4.4 - Are these integrations part of this project? If so, what are the expectations of what would be required?</p>	<p>Vendor to propose a solution and will be scored accordingly. Systems listed in RFP</p>
<p>Re: 4.4.6 - Are these integrations part of this project? If so, what are the expectations of what would be required?</p>	<p>Vendor to propose a solution and will be scored accordingly. Systems listed in RFP</p>
<p>In order to derive at a licensing cost estimate we are seeking the total number of named users that will access the solution. What are the anticipated total number of internal users that will require access to the solution? What is the volume of external users (constituent/customer) that will be accessing the solution on a monthly basis? For each of these user counts, please provide total number of users, and not just number of users accessing the system at any one time.</p>	<p>internal users: up to 50; external users: estimate up to 10% of external users (800) utilizing program at any given time</p>
<p>Re: 3.2.1 - Can the Agency please adjust this requirement and specify that the SLA requirements can be negotiated based on the Service provider chosen?</p>	

<p>Re: 11.3.1, 11.3.1.1 and 5. - We assume this only applies to contractor personnel that are performing the solution implementation services and not the CSP personnel that are hosting the solution. For example, CSP engages the services of a background screening vendor to conduct background checks on employees at the time of hire. The CSP also performs background investigations in certain foreign countries. The scope of these checks is subject to local laws in the jurisdictions in which the employee is hired. Can the Agency please modify this requirement accordingly? Does the Agency agree with this interpretation of this requirement? If the Agency mandates that CSP's also needing to meet this requirement, will the Agency be willing to sponsor and pay for these background checks?</p>	
<p>Re: 11.4.1 - We would like to request the requirements for breach notifications should align with the existing CSP reporting requirements that also align with FedRAMP and request that the Agency change this requirement.</p>	<p>The Terms and Conditions in Attachment 5 are intended 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. If you wish to make an exception to this section, please include it in your RFP response, as outlined in Section 3.2.9 of the RFP document (p. 17).</p>
<p>Would you please describe in detail the integration points with your state finance system that are needed in the proposed new system?</p>	<p>The State of Iowa is in the process of implementing the NIC Gov2Go payment platform. Vendors may contact NIC (Carmen.Easley@egov.com) to get access to their API information for integration. Agencies are provided this guidance for setting up ePayment: https://docs.google.com/document/d/1RSCc5JuELDIPyDBFs21U2JnH1yzn0jz0dcVaKN-cVM8/edit Integrating with the payment portal means the user is navigated to Gov2Go for payment and payment confirmation is received by the source system from Gov2Go. The user is normally navigated back the agency system or website upon completion of the transaction</p>
<p>What specific implementation timelines are required or desired?</p>	<p>vendor to propose timeline</p>