

ATTACHMENT 8: QUESTION SUBMISSION TEMPLATE

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Respondent	RSM US LLP			
Section Number (I.)	Page Number	Section Text Requiring Clarification	Specific Question / Request	Response
1	4.4.5.75	Project - Mandatory Requirements Appendix A	In addition to the list of applications, could the state provide any samples of Applications used today or direct us to a location where we can review them?	All application types and details can be found in Appendix C - https://ocio.iowa.gov/sites/default/files/bids/license_rfp_license_types_for_new_database_iowa_dial_2023_appendix_c_sheet1_1.pdf . All application processes are publicly available.
2	4.4.5.68	Payments - Mandatory Requirements Appendix A	Please describe the State's current ERP system for which the payments will need to be integrated to.	Pending - Prasanna Bujimalla 11/14
3			Does the State require the Contractor to be PCI compliant in order to build the Payment interfaces?	US Bank is responsible for payment processing for the State of Iowa. PCI compliance is not required because the system will not be handling payment processing
4	4.4.5.65	Payments - Mandatory Requirements Appendix A	Are you looking to process payments out of the licensing application or integrate to the states ERP system to process payments or an existing another third party application to process payments? What payment types are being processed (check & ACH)?	US Bank is providing third party payment processing, the vendor will only need to integrate with the existing system.
5	4.4.5.65	Payments - Mandatory Requirements Appendix A	What is the estimated user count (number of employees) who will need access to payment and accounting functionality?	Under a dozen users.
6	4.4.5.65	Payments - Mandatory Requirements Appendix A	Can you please describe the accounting functionality that you are looking for in addition to payment functionality?	We left this question broadly open ended for the vendor to describe how they approach this. With US Bank and existing accounting systems we want to broadly understand how each vendor approaches this problem.
7	4.4.5.72	Performance - Mandatory Requirements Appendix A	Can the State provide the KPIs associated with web application performance as defined by the OCIO?	KPI's will be defined collaboratively with the vendor during initial phases of the project.
8	4.4.5.87	Security - Mandatory Requirements Appendix A	The requirement states that all staff must be located in the United States. Does that also include any staff utilized on requirement 4.4.5.106 which states that vendor must provide 24/7, 365 days per year support for application?	Yes.
9	4.4.5.111	Technical - Mandatory Requirements Appendix A	What 3rd party storage options does the State require?	We are looking for recommendations as part of the solution, different solutions will have
10	4.4.5.50	Data Migration - Mandatory Requirements Appendix A	The requirement states that the vendor is responsible for all Data Migration into the new system. Is the State responsible for populating the Data Migration templates provided with legacy data or does the State require vendor to query legacy system and perform all ETL tasks required to load new system?	This will be a collaborative process with the selected vendor. It is a baseline expectation that the vendor will define, implement and lead this effort.
11	4.4.5.50	Data Migration - Mandatory Requirements Appendix A	Will historical data need to be migrated into the new system from the legacy systems? If so, how many years of historical data is required?	It is a baseline expectation that the vendor will migrate all data from legacy platforms into the system.
12	4.4.5.6	Administrative - Mandatory Requirements Appendix A	The requirement states that the system must support a wide variety of reporting. Does the State have a current Report Register (list of all active reports and the usage data associated with the reports) that can be shared with vendors? If no report register exists, can the State provide estimates associated with required reports and base data associated with those reports as well as intended audience of the report(s)?	We are looking for a clear understanding during the proposal on how reporting works, with an emphasis on the business being able to create and manage reporting independent of the vendor. It is a baseline requirement that most if not all existing reporting will be integrated into the system.
13	4.4.5.8	Administrative - Mandatory Requirements Appendix A	The requirement states that the system must support the creation of new applications and workflows without the need for development and/or engineering staff. Does the State currently utilize any Microsoft Dynamics 365, Microsoft 365 (specifically Teams) and/or Power Platform applications? Does the State have an existing Enterprise Agreement in place with Microsoft? Does the State have an existing Azure Tenant?	No we do not utilize Dynamics and/or Office 365 Power Platform applications. The State of Iowa does not have an Enterprise agreement in place with Microsoft. DIAL would require licensing and the agency does not currently utilize Microsoft or Azure.
14	4.4.5.50	Data Migration - Mandatory Requirements Appendix A	Will state staff extract and transform the legacy data to conform to the new business rules for the vendor to load, or is the State's expectation that the vendor will perform data extract and cleansing before loading into the new system?	The vendor is expected to manage the data migration, DIAL will provide limited support but the expectation is that the vendor will be responsible for managing data migration from beginning to end.
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