

Licensing RFP Scored Criteria - Iowa DIAL 2023 - Appendix B

Criteria Number	Category	Description
4.5.1.1	Accessibility	Demonstrate through a sample application of how the system complies with accessibility standards using WAVE.
4.5.1.2	Accessibility	Demonstrate the sample application's responsiveness (based upon sample application).
4.5.1.3	Accessibility	Demonstrate the accessibility of an existing production application process (based upon sample application provided).
4.5.1.4	Accessibility	Demonstrate sample application's page speed load on high latency connections.
4.5.2.1	Administrative	Qualitative evaluation of administrative demo system functionality (composite).
4.5.2.2	Administrative	Demonstrate the system's configurability.
4.5.2.3	Administrative	Demonstrate the system's form configuration tools and systems.
4.5.2.4	Administrative	Demonstrate the systems workflow configuration tools and systems.
4.5.3.1	Analytics	Describe the system's approach to written analytics and digital experience.
4.5.4.1	Architecture	Describe core system architectural approach (composite factors) as defined in the core requirements documentation (4.4.4.1 - 15).
4.5.5.1	Project	Describe the system's approach to change management, project management, notification, and communication (4.4.12.1 - 5).
4.5.6.1	Core	Describe how the software is reliable and performs consistently under different conditions.
4.5.6.2	Core	Describe how the software is able to handle an increasing amount of data or users without compromising performance.
4.5.6.3	Core	Describe how the software is secure and protects against unauthorized access or data breaches.
4.5.6.4	Core	Describe the software's usability i.e. How easy is the software to use and navigate for the intended users.
4.5.6.5	Core	Describe how the software is compatible with different operating systems, hardware, and other software.
4.5.6.6	Core	Describe the software's maintainability i.e. How easy is the software to maintain and update over time.
4.5.7.1	Data Migration	Describe your approach to data migration, timelines and details as provided (4.4.6.1 - 2)
4.5.8.1	Demo	Please provide a recorded demo (no greater than 45 minutes) that describes customer facing functionality.
4.5.8.2	Demo	Please provide a recorded demo (no greater than 45 minutes) that describes administrative functionality.
4.5.8.3	Demo	Please provide a working example of license prototype front end (user submission).
4.5.8.4	Demo	Please provide a working example of a licensing, permitting and inspection system back end (as it relates to your front end prototype).
4.5.9.1	Design	Demonstrate the design system used.
4.5.9.2	Design	Was USWDS mentioned and/or considered as part of the proposal?
4.5.9.3	Design	Describe administrative configurability of common design elements.
4.5.9.4	Design	How does the proposal emphasize the use of plain language approaches to implementation.
4.5.9.5	Design	How many design resources are devoted to this project.
4.5.10.1	Implementation	Describe your implementation plan and approach.
4.5.10.2	Implementation	Describe the team involved in the implementation.
4.5.10.3	Implementation	Describe any potential implementation risks and mitigation strategies.
4.5.10.4	Implementation	Describe the closest similar project, timeline and outcomes.
4.5.11.1	Optional Services	Please describe optional services not included in the proposal.
4.5.12.1	Organization	Please describe how your project will leverage agile methodology (please describe, concrete examples of prior agile development are a bonus).
4.5.12.2	Organization	Please describe the tools you will leverage for project management, status updates and communication.
4.5.12.3	Organization	Please describe how the team is structured to tackle our specific project, this should include descriptions of key resources and involved parties.
4.5.13.1	Other	Describe the system's case management functionality.
4.5.13.2	Other	Describe the system's CRM functionality.
4.5.13.3	Other	Describe the system's customer facing and administrative continuing education functionality, .
4.5.13.4	Other	Describe the system's plan review functionality.
4.5.13.5	Other	Describe the mass mail functionality.
4.5.13.6	Other	Describe the public view and search functionality.
4.5.14.1	Payments	Describe the system's approach to and configurability of payment integration
4.5.15.1	Performance	Demonstrate performance measures (composite score of all requirements).
4.5.15.2	Performance	Demonstrate understanding of scalability and related technical concerns.
4.5.15.3	Performance	Demonstrate the system's latency details, average page load speeds below 100ms.
4.5.16.1	Personnel	Provide Full Names, Experience, Location (City/State), Education of key personnel?
4.5.16.2	Personnel	Provide Full Names, Company, Experience, Location (City/State), and Education of key contract personnel?
4.5.16.3	Personnel	Provide the Implementation team size and composition
4.5.16.4	Personnel	Provide Total years of experience of key team members?
4.5.16.5	Personnel	Provide Full Names, Experience, Location (City/State), Education of key development personnel?
4.5.17.1	Project Management	Describe your project management approach, evaluation of notification, implementation and communication approaches.
4.5.18.1	Reliability	Please score system availability (composite factors) as defined in the core requirements documentation (4.4.13.1 - 6).
4.5.18.2	Reliability	Please score overall reliability as defined by our requirements (composite factors) as defined in the core requirements documentation (4.4.13.1 - 6).
4.5.19.1	Risk Management	Describe approach to risk management. Please cover availability, backup process, infrastructure.
4.5.19.2	Risk Management	Please describe support methodology, escalation process(es), staffing and resource allocation and service level agreements.
4.5.19.3	Risk Management	Please describe ancillary measures that your team will leverage to reduce and/or mitigate recurring and/or persistent issues.
4.5.20.1	Security	Describe security approach based on all the factors mentioned in the mandatory section (4.4.14.1 - 4.4.14.21).
4.5.20.2	Security	Describe your approach to SOC 2 Reporting including a description of reporting approach and delivery.
4.5.20.3	Security	Describe the Logging system.
4.5.21.1	Support	What is the common service level agreement(s) as defined by the vendor.
4.5.21.2	Support	What is your response times to tier 1 issues.
4.5.21.3	Support	What is your response times to escalated issues.
4.5.21.4	Support	What is your response times to emergency issues and/or system issues.
4.5.21.5	Support	What are your assigned support resources, number of staff, roles, composite score.

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4.5.21.6	Support	What are your support systems (composite score) and please provide a detailed description of support systems.
4.5.22.1	Technical Criteria	Describe the system's handling of relevant technical criteria as defined in the requirements documentation (4.4.17.1 - 13)
4.5.23.1	Timeline	Please include a best case scenario implementation schedule and timeline. Include key milestones and delivery dates (see sample chart).
4.5.23.2	Timeline	Please include a worst case scenario implementation schedule and timeline. Include key milestones and delivery dates (see sample chart).
4.5.24.1	Transition	Describe the transition plan from existing systems to new.
4.5.25.1	User Experience	What is the number of user experience resources devoted to this project.
4.5.25.2	User Experience	Describe the application feedback mechanisms.
4.5.25.3	User Experience	Describe the customer facing application support mechanisms.
4.5.26.1	Vendor	Please provide the number of years experience?
4.5.26.2	Vendor	Please provide the number of years working in the licensing, permitting and inspections space?
4.5.26.3	Vendor	Please describe the level of technical experience in providing licensing, permitting and inspection services?
4.5.26.4	Vendor	Please provide a list of similar projects, sought by this RFP that have been provided to other business or governmental entities.
4.5.26.5	Vendor	Please provide letters of reference from (3+) prior clients knowledgeable of Respondent's performance in providing licensing permitting and inspection services similar to those described in the RFP. These references should contain a contact, title, contact email and phone number.
4.5.26.6	Vendor	Please provide the number of FEDRAMP compliant projects you have completed or that are in progress.
4.5.26.7	Vendor	Please provide the number of security incidents in the last 3 years? (disclosed or discovered)
4.5.27.1	Optional	The application should be designed to function as a Progressive Web App (PWA) and applications will be available offline in the event of a temporary network and/or system outage beyond the control of DIAL. Please describe.
4.5.27.2	Optional	The system should have some level of robotic process integration and automation (RPA) for repetitive tasks. Please describe.
4.5.27.3	Optional	The application should utilize USWDS as the design framework for public facing applications. Please describe the approach and/or alternatives.
4.5.27.4	Optional	All customer facing documentation should be written according to plain language standards, please describe.
4.5.27.5	Optional	The application should support routine Customer Relationship Management (CRM) functionality (please describe).
4.5.27.6	Optional	The system should support the ability to batch and address mass mail functionality for end users, this should include printing, collation, postage, etc. Please describe the approach.
4.5.27.7	Optional	Project tracking and documentation should be conducted and managed internally using DIAL and OCIO systems as appropriate. Please explain how you will work with DIAL to meet this objective.
4.5.27.8	Optional	State of Iowa security team and administrative staff should have access to review the codebase, infrastructure, application layer, file systems, databases, please describe. Please also clearly articulate any concerns that you may have.
4.5.27.9	Optional	The application should support Passwordless Authentication and/or Passkeys (satisfied via OKTA and/or other third party providers as approved via the OCIO), please describe potential approaches.
4.5.27.10	Optional	The vendor should maintain a system for incident tracking, responses and escalations and provide routine metrics on support issues, resolution times, etc. Please describe what systems and approaches will be leveraged.
4.5.27.11	Optional	Optional: The system should include Optical Character Recognition (OCR) capability, please describe.
4.5.27.12	Optional	The application should support third party chatbot, AI and customer support integration, please describe.
4.5.27.13	Optional	The vendor should demonstrate that application meets and/or exceeds common qualitative and quantitative usability measures as defined by common commercial DX analytics platforms, please describe.
4.5.27.14	Optional	The system should support POS (Point of Sale) functionality. Please describe.
4.5.27.15	Optional	The vendor should provide third party integration(s) and analytics as they relate to digital experience. Full Story, Sprig, etc. are all acceptable. DIAL must be able to track and measure user behavior throughout the application process (please describe).
4.5.27.16	Optional	The application should allow administrative configuration of common application interface components including logos, font, and most user interface elements.
4.5.27.17	Optional	The vendor should provide a relationship manager and technical liaison.
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