

KIM REYNOLDS, GOVERNOR

ADAM GREGG, LT. GOVERNOR

April 3, 2023

To: All Potential Bidders
From: Mike Nolan, Issuing Officer
Subject: RFP #58824000 - IRIS Replacement

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.

IRIS RFP ROUND 1 QUESTIONS AND RESPONSES				
Section Number (i.e. 1.2.1)	Page Number	Section Text Requiring Clarification	Specific Question / Request	Response
3.2	18	Sections 3.2.6 through 3.2.10, Proposal Attachments	<p>Please provide editable attachments for Certification/Disclosure Letter, Authorization to Release Information Letter, Form 22 - Request for Confidentiality, and Response Checklist.</p> <p>Please confirm there is no required format for Attachment 5, Exceptions to Terms and Conditions. If there is a required format, please provide an editable version.</p>	<p>The Agency will not provide an editable attachment for Certification/Disclosure Letter, Authorization to Release Information Letter, Form 22 - Request for Confidentiality, and Response Checklist.</p> <p>For Attachment 5, there is no required format for the Exceptions to Terms and Conditions.</p>
4.1	20	Detailed Scope of Work, hosting clarification	In selecting the replacement immunization system, is Iowa also requiring services and costs for hosting of that application? It appears implied throughout aspects of the RFP, but just wanted to clarify technical solution and costs related to application hosting are required.	Yes, costs related to application hosting are required. Refer to Attachment 7, RTM, Nonfunctional requirements.
4.1	20	"...select the most qualified applicant to provide a comprehensive, configurable off-the-shelf Immunization Information System..."	The RFP and associated scoring system seem to favor a COTS solution as opposed to a modular, platform-based solution that we have seen other states adopt. A platform-based solution requires more upfront implementation effort with fewer out-of-the-box features but also provides ultimate flexibility and control over the system with robust features while still aligning with industry standards like FHIR. Given the merge of the Public Health and Human Services agencies in Iowa, establishing future-focused platform services could be beneficial to address not only the IIS but other needs across the group. If you are open to this approach, would you consider a change to the scoring model to allow for a platform-based solution response to be competitive?	The Agency is open to applications for a solution with modular functionality. The scoring tool will not be updated.

4.1	20	"...select the most qualified applicant to provide a comprehensive, configurable off-the-shelf Immunization Information System..."	The RFP and associated scoring system seem to favor a COTS solution as opposed to a modular, platform-based solution that we have seen other states adopt. A platform-based solution requires more upfront implementation effort with fewer out-of-the-box features but also provides ultimate flexibility and control over the system with robust features while still aligning with industry standards like FHIR. Given the merge of the Public Health and Human Services agencies in Iowa, establishing future-focused platform services could be beneficial to address not only the IIS but other needs across the group. If you are open to this approach, would you consider a change to the scoring model to allow for a platform-based solution response to be competitive?	The Agency is open to applications for a solution with modular functionality. The scoring tool will not be updated to accommodate this request.
1.5.1	51	Data and Security System Framework	For SOC 2, is a SOC 2 report of the infrastructure/hosting environment sufficient or would the state be requiring a SOC 2 report done specific to the new Iowa immunization system application?	SOC 2 compliance report must be done for the specific Iowa application.
1.5.2	52	Vendor Security Questionnaire (VSQ)	Please provide a copy of the agency's Vendor Security Questionnaire (VSQ).	The VSQ is available at this link .
2.10 Submission of Proposals	Cover and page 8	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.	Can the Agency confirm that it seeks only a digital copy of the RFP response submission?	Submission of only a digital copy of the Proposal is appropriate.
4.5.3.2	23	Include a proposed implementation schedule, including proposed delivery dates for key tasks/outcomes outlined in the Scope of Work.	Is there a required implementation duration by Iowa?	No, there is not a required implementation duration by Iowa. Vendor should respond with anticipated implementation duration in the proposal as outlined in 4.5.3.2 on page 23 of the RFP.

6.3.4	32 and 33	Agency shall retain 10% of each payment due under the contract. Agency shall pay the amount only after all Deliverables have been completed by the contractor and accepted by the agency.	Since this contract contains both product implementation services and ongoing support, when will any 10% retentions be payable to the Contractor? Is it anticipated there will be a 10% withholding payment for all implementation services, once completed and accepted? Is it expected that the 10% retention will apply to ongoing maintenance services? If so, will retention amounts be paid out at the end of each contract year assuming successful acceptance?	The Agency will release the 10% retention on a quarterly basis assuming the work is completed based upon the agreed upon timeline.
6.3.5	33	Quarterly Report	Is this report due to Iowa for this contract or only due if we sell our services to other entities in Iowa leveraging this contract?	This report will be required for the contract as well as for the sale of services.
6.3.6	33	Administrative Fee - the State of Iowa shall be entitled to receive a one percent (1.00%) administrative fee on all sales made within the State of Iowa against this agreement.	Please provide some additional clarification on the 1% administrative fee. Is this administrative fee only applicable if sales are made to other agencies within Iowa leveraging this contract agreement?	The 1% fee applies on any purchase made off of the contract.
Attach 7	Req AS 5.8	ability to configure an authorization agreement as per jurisdictional policy	Please confirm this requirement is driving at the ability to have an Iowa-specific authorization agreement with ability to modify agreement as policy changes, correct?	Yes, this requirement allows for Iowa-specific authorization agreement.
Attach 7 RTM - Admin System	Req AS 5.9	ability to configure a user agreement as per jurisdictional policy	Please confirm this requirement is driving at the ability to have an Iowa-specific user agreement with ability to modify agreement as policy changes, correct?	Yes, this requirement allows for Iowa-specific user authorization agreement.
Attach 7 RTM - Admin System	Req AS 6; 6.1; 6.2	ability for jurisdictional admin to manage business rules related to data quality	Please explain what you mean by manage, specify, and modify in these requirements and provide an example of a data quality business rule you would need to manage.	The Agency may identify data quality issues and need the vendor to assist with implementation of monitoring mechanisms. Ex: With the Vital Records interface, the Agency may wish to know the number of records added to the system and the number of records rejected.
Attach 7 RTM - Admin System	Req AS 8	Ability for jurisdictional admin to configure vaccine	Is this implying custom vaccine forecasting rules specific to Iowa? Please clarify as the industry has moved away from this functionality because software becomes untestable with results in some cases indefensible from a legal and clinical perspective. If the requirement is for customized Iowa vaccine forecasts, outside of School/Childcare settings, can Iowa provide examples where vaccine recommendations are required outside of ACIP/CDSi requirements?	The intention is for consistent vaccine forecasting based upon Advisory Committee on Immunization Practices (ACIP) recommendations. However, the forecaster must be robust enough to accommodate all ACIP recommended vaccines.

Attach 7 RTM - Eval forecast	Req EF 1.2	Ability for jurisdictional admin to update the CDS rules	Is this implying custom vaccine forecasting rules specific to Iowa? Please clarify as the industry has moved away from this functionality because software becomes untestable with results in some cases indefensible from a legal and clinical perspective. If the requirement is for customized Iowa vaccine forecasts, outside of School/Childcare settings, can Iowa provide examples where vaccine recommendations are required outside of ACIP/CDSi requirements?	The intention is for consistent vaccine forecasting based upon Advisory Committee on Immunization Practices (ACIP) recommendations. However, the forecaster must be robust enough to accommodate all ACIP recommended vaccines.
Attach 7 RTM - Interop	Req I 2.16	ability to compare onboarding application information to current records to determine most current data	What is meant by most current data in relation to onboarding application? Is the desire to be able to compare onboarding clinics with existing clinics?	The intention is to compare demographic information for the same clinic based upon onboarding. Ex: contact information, newly acquired organizations that will be part of a feed, etc.
Attach 7 RTM - Interop	Req I 3.8	ability to interface with school management systems	Does Iowa use a different format to interface with school management systems outside of HL7 and the requirements identified in requirement I 7? If so, please provide the interface and message format specifications.	Iowa uses flat files to interface with school management systems. File specifications are included as a separate attachment. Iowa school management systems generally do not use HL7 format.
Attach 7 RTM - Interop	Req I 3.9	ability for to limit what vaccines are displayed/exchanged using the school interface	Does Iowa use a different format to interface with school management systems outside of HL7 and the requirements identified in requirement I 7? If so, please provide the interface and message format specifications.	Iowa uses flat files to interface with school management systems. File specifications are included as a separate attachment. Iowa school management systems generally do not use HL7 format.
Attach 7 RTM - Manage Inv	Req MV 2.7 & 2.8	ability to add vaccine information to inventory	Requirement MV 2.7 and MV 2.8 are exact duplicates with one prioritized as mandatory and one optional. Please provide further clarification or remove the duplicate.	Attachment 7, RTM was updated. MV 2.7 is mandatory. MV 2.8 has been updated to ability to support barcode scanning system to electronically upload vaccine inventory to the IIS.
Attach 7 RTM - Manage Inv	Req MV 5.36	ability for jurisdictional admin to create order sets	We would like to better understand when Iowa creates order sets for vaccines. Please describe Iowa's business practice for creating vaccine order sets.	MV 5.36 refers to the ability to specify when vaccine(s) is orderable by provider organizations. An example includes when a new VFC vaccine is available to order, or a new NDC presentation is available.
Attach 7 RTM - Manage Orgs	Req MO 5.4	ability to save documents (i.e., enrollment/onboarding documents, storage and handling, borrowing, temperature logs, wastage, etc.) to specific organization/facility file folder per policy	Please explain what is meant by an organization/facility file folder per policy. If there is a file storage policy available for reference, please provide.	The intention is for the ability to electronically document provider organization forms for each provider organization. Policy related to this documentation refers to the duration of storage, which may impact overall size of database.

Attach 7 RTM - Manage Orgs	Req MO 6.1	ability to capture electronic signature for vaccine program enrollment	Please provide the standards for Iowa in capturing an 'electronic' signature.	This requirement refers to a typed signature within the application which includes a date/time stamp maintained within the application and is accessible upon state user request. This requirement serves as evidence of compliance.
Attach 7 RTM - Manage pt IZ records	Full Sheet	Manage Patient and Immunization Records - Scoring Calculation Issue	It appears in this sheet there is a calculation error in the score table for mandatory requirement. Section 5.3.2 of the RFP indicates a score 5 points if requirement is met and included in the base application. However, the table in this sheet scores it as 4. The other mandatory categories also score a point lower than identified in section 5.3.2. Please provide an updated attachment 7, requirements traceability matrix, with the correct calculation.	Attachment 7, Requirements Traceability Matrix/Scoring Tool has been revised to resolve this issue.
Attach 7 RTM - Manage pt IZ records	Req MP 11	ability to support vision screening module	Is there restricted access to who has access to the vision module or will all users of the system have access to this information? What is the maximum numbers of vision screenings required to store in history? Is there any electronic upload of vision data required? If so, please provide specifications of that data. How many current patient records within IRIS contain Vision data that need to be accounted for in migration?	Vision module access will be restricted to vision module user roles. There is a maximum of 20 vision screenings to be stored. Electronic upload of vision data is addressed in Attachment 7, RTM Interop tab, I 6.3. Specifications are included with question responses. IRIS currently contains more than 500,000 vision screening records.
Attach 7 RTM - Manage pt IZ records	Req MP 12.1	ability to support a refugee health module	What is the volume of current records within IRIS with refugee screening data?	IRIS currently contains more than 4,700 refugee health screening records.
Attach 7 RTM - Manage Users	Req MU 2; 2.1;2.2; 2.4; 2.5	ability for admin to manage user accounts	Please clarify in the requirement numbers 2, 2.1, 2.2, 2.4, and 2.5 which admin you are referring to - jurisdiction or organization?	MU2, 2.1, 2.2, 2.4 and 2.5 refer to organizational admin.
Attachment 2: Certification/Disclosure Letter	Pages 38 and 39	By submitting a Proposal in response to the (RFP), the Respondent certifies the following (check the applicable box):	There are no checkboxes to select the applicable box under Part II—Certification Regarding Registration, Collection, and Remission of Sales and Use Tax. Can the Agency provide an updated Attachment 2?	This form has been updated in the RFP amendment.
Attachment 4: Form 22 Request for Confidentiality	Page 44	submit a "Public Copy" from which the confidential information has been excised.	By "excised," does the Agency mean the same thing as "redacted"?	The use of the word excised is intended to protect confidential information from being shared publicly as part of the RFP process. Please see the following sections of the RFP regarding excised: section 2.13 and 3.1.3.

Attachment 6 : Response Checklist	Page 54	RFP Reference Section : Proposal	Can the Agency specify what Respondents should include for the Proposal row? Or is this row meant to be a Proposal: heading similar to Cost Proposal (Attachment 1): and Additional Attachments:?	Proposal as defined on page 5, RFP means the Respondent's Proposal submitted in response to the RFP.
General	N/A	N/A	Could you confirm how the data exchange is handled today for providers to feed in vaccination data into the IIS and query vaccination data that resides in the IIS? Does the current data exchange or health information exchange solution meet ongoing requirements or does that need to be replaced as part of this initiative? Are integrations with other systems and agencies already in place that can be leveraged? If so, can you describe what is available for us to potentially re-use?	Data exchange is managed with each provider organization, or a parent organization, to submit immunization data and immunization queries directly to the IIS. Current data exchange processes meets Iowa's ongoing requirements. Future state must include integration with the state health information exchange.
General	N/A	N/A	Could you confirm how the data exchange is handled today for providers to feed in vaccination data into the IIS and query vaccination data that resides in the IIS? Does the current data exchange or health information exchange solution meet ongoing requirements or does that need to be replaced as part of this initiative? Are integrations with other systems and agencies already in place that can be leveraged? If so, can you describe what is available for us to potentially re-use?	Data exchange is managed with each provider organization, or a parent organization, to submit immunization data and immunization queries directly to the IIS. Current data exchange processes meets Iowa's ongoing requirements. Future state must include integration with the state health information exchange.
I 4.2		ability to receive vaccine inventory/shipping information from the vaccine ordering system	Do you require the use of lot numbers by all providers that report immunization administration data so that inventory can be tracked at the lot level?	Yes, lot numbers are used to track vaccine inventory.
I 4.2		ability to receive vaccine inventory/shipping information from the vaccine ordering system	Do you require the use of lot numbers by all providers that report immunization administration data so that inventory can be tracked at the lot level?	Yes, lot numbers are used to track vaccine inventory.
I 5		ability to receive data through an interface with jurisdictional Vital Records System	Does all Vital Records data come from the Vital Records system or do you have any birthing centers or other facilities that may report this directly to the IIS?	All Vital Records data comes directly from the Vital Records system.
I 5		ability to receive data through an interface with jurisdictional Vital Records System	Does all Vital Records data come from the Vital Records system or do you have any birthing centers or other facilities that may report this directly to the IIS?	All Vital Records data comes directly from the Vital Records system.

Requirements Traceability Matrix/Scoring Tool (Attachment 7)		Attachment 7: Requirements Traceability Matrix/Scoring Tool - "Attachment 7 - RTM.xlsx".	Can the Agency please add an additional drop down in the Requirements Traceability Matrix/Scoring Tool within Column G to include "Requirement needs to be developed. No additional cost to the Agency"? This would account for development that has no negative cost impact to the Agency.	The Agency will not update the Attachment 7, Requirements Traceability Matrix/Scoring Tool to include this response. The Respondent should indicate this type of response in the Vendor Response field of the RTM.
Requirements Traceability Matrix/Scoring Tool (Attachment 7)		Attachment 7: Requirements Traceability Matrix/Scoring Tool - "Attachment 7 - RTM.xlsx". Sheet "Manage pt iz record".	The Requirements Compatibility table (Range E125: E138) within the sheet "Manage pt iz record" does not include the addition of requirement MP 13.2 (row 120). Please confirm if this is intentional or requires an update.	Attachment 7, Requirements Traceability Matrix/Scoring Tool has been revised to resolve this issue.
Requirements Traceability Matrix/Scoring Tool (Attachment 7)		Attachment 7: Requirements Traceability Matrix/Scoring Tool - "Attachment 7 - RTM.xlsx". Sheet "Manage vaccine inv".	The Requirements Compatibility table (Range E148: E161) within the sheet "Manage vaccine inv" does not include the addition of requirement MV 1 (row 3). Please confirm if this is intentional or requires an update.	Attachment 7, Requirements Traceability Matrix/Scoring Tool has been revised to resolve this issue.
Requirements Traceability Matrix/Scoring Tool (Attachment 7)		Attachment 7: Requirements Traceability Matrix/Scoring Tool - "Attachment 7 - RTM.xlsx".	Will the Agency revisit the placement of Totals within the Requirements Compability tables within each functional area worksheet? For example, in sheet Admin system cell G72 and G75 give the appearance that 100% of requirements are not met.	No. Cells G72 and G75 will calculate totals as Respondents complete the RTM.
RFP Cover Sheet	2	Proposal Due Date: May 8, 2023 by 4:00 PM Central Time	When the RFP was issued on March 6, 2023, the OCIO IT Procurement Office sent an email notification that stated "The deadline for OCIO to RECEIVE Vendor bids is NO LATER THAN 3:00 PM Central time on Monday, May 8, 2023." The RFP document states 4:00PM Central Time as the response due time. Please clarify the correct time vendors are to submit their proposal on May 8, 2023.	Responses are due, Monday, May 8, 2023, no later than 4:00 PM Central Time.
RFP Cover Sheet	Page 2	The minimum Number of Days following the deadline for submitting proposals (May 15, 2023) that the Respondent guarantees all proposal terms...	There is a conflict on Page 2 of the RFP indicating proposal submission of May 15th whereas the RFP Calendar of Events indicates a submission deadline of May 8th. Can the Agency please clarify which date prevails?	The due date for proposals is May 8, 2023 by 4:00 pm central time. The May 15, 2023 date referenced in the Firm Proposal Terms section on page 2 is incorrect.

RFP Cover Sheet, RFP Section 3.2.9 and Section 6.3	Page 1, Page 18, Page 31	<ul style="list-style-type: none"> •RFP Cover Sheet reflects the issuing Agency as – Iowa Department of Administrative Services(DAS) “Department” on behalf of the Iowa Department of Health and Human Services(IHHS) “Agency” •RFP Section 3.2.9 states - If the Agency is not utilizing the Agency’s General Terms and Conditions for Service Contracts or Goods Contracts, as linked to on the RFP cover sheet, but instead is utilizing a more specific or targeted set of terms and conditions, such more specific or targeted terms and conditions will be attached to this RFP as Attachment 5. •RFP Section 6.3 states - This contract will be covered by the General conditions of the Iowa Department of Health and Human Services, Division of Public Health Date 07/17/2019 which can be found here. 	On the Iowa website, there are two categories of contract templates depending on the contracting entity - (1) Department of Public Health (IDPH) and (2) Department of Human Services (DHS). The Cover sheet indicates the contracting entity is the Iowa Department of Administrative Services (DAS) “Department” on behalf of the Iowa Department of Health and Human Services (IHHS) “Agency”. There is no contract template for IHHS. Would the Department clarify which Terms and Conditions (along with any associated Special Conditions) are applicable to this RFP?	<p>State Agency Transition Period: Effective July 1, 2022, through July 1, 2023, the Iowa Department of Public Health (IDPH) and the Iowa Department of Human Services (DHS) shall be in a transition period as the agencies develop and implement transition plans to merge the agencies and become a new state agency, the Iowa Department of Health and Human Services (Iowa HHS). For purposes of this Procurement throughout the transition period, “Agency” or “Agency” means either IDPH or DHS or Iowa HHS. Throughout the transition period, IDPH and DHHS shall have and may exercise all legal powers and duties of IDPH, including executing all contractual rights and obligations.</p> <p>Effective July 1, 2023, the Iowa Department of Public Health (IDPH) and the Iowa Department of Human Services shall merge and become the Iowa Department of Health and Human Services (Iowa HHS). For purposes of a resulting Contract on and after July 1, 2023, “Agency” or “Agency” means Iowa HHS. On and after July 1, 2023, Iowa HHS shall have and may exercise all legal powers and duties of the former IDPH, including executing all contractual rights and obligations.</p> <p>Section 6.3, Special Terms and Conditions states this contract will be covered by the General conditions of the Iowa Department of Health and Human Services, Division of Public Health Date 07/17/2019 which can be found online at https://hhs.iowa.gov/contract-terms.</p>
RFP Section 5.3.2 and Requirements Traceability Matrix/Scoring Tool (Attachment 7)	Page 25	The evaluation criteria are provided in Section 5.4. The technical evaluation will include both mandatory and optional requirements as outlined in the Requirements Traceability Matrix (RTM), Attachment 7, with 3,572 available points	The Total Points (Row 12) within the Scoring Summary does not include the addition of Nonfunctional points (row 11). Please confirm if this is intentional or requires an update.	Attachment 7, Requirements Traceability Matrix/Scoring Tool has been revised to resolve this issue.

RFP Section 5.3.4	Page 26	<p>1. Calculate the Total Scored Cost Points Possible for Contractor: The ratio of the sum of the Technical Evaluation points received and the Contractor Background, Experience and References points received as the numerator, divided by the sum of the total RFP points available for the Technical Evaluation points (1,000 points) and the Contractor Background, Experience and References Evaluation (1,500 points) as the denominator, <u>is multiplied by the total cost points available under section 5.3.4 (6,572 points)</u></p>	<p>The verbiage provided within the RFP does not align with the examples provided. Please clarify which is accurate.</p>	<p>Section 5 Evaluation and Selection has been revised.</p>
Section 2.23 - Criminal History and Background Investigation	13	<p>The Agency reserves the right to perform a criminal history check and background investigation(s) of the Respondent, its officers, directors, shareholders, partners and managerial and supervisory personnel who will be involved in the performance of the Contract in determining whether Respondent is a Responsible Respondent. By submitting its Proposal, Respondent hereby explicitly authorizes the Agency to conduct criminal history and/or other background investigation (s) of the Respondent, its officers, directors, shareholders, partners and managerial and supervisory personnel who will be involved in the performance of the Contract, and will fully cooperate with the Agency in obtaining any required waivers or releases required to complete any such criminal history check and background investigation(s).</p>	<p>Can the Agency provide its adjudication process for collecting and evaluating the background investigation (BI) checks that it is requesting to complete on Vendor employees?</p>	<p>The RFP included a sample contract. Questions can be raised during the proposal and terms may be negotiated upon successful award of the contract.</p>

<p>Section 2.23 - Criminal History and Background Investigation</p>	<p>13</p>	<p>The Agency reserves the right to perform a criminal history check and background investigation(s) of the Respondent, its officers, directors, shareholders, partners and managerial and supervisory personnel who will be involved in the performance of the Contract in determining whether Respondent is a Responsible Respondent. By submitting its Proposal, Respondent hereby explicitly authorizes the Agency to conduct criminal history and/or other background investigation (s) of the Respondent, its officers, directors, shareholders, partners and managerial and supervisory personnel who will be involved in the performance of the Contract, and will fully cooperate with the Agency in obtaining any required waivers or releases required to complete any such criminal history check and background investigation(s).</p>	<p>Will the Agency allow Respondents to provide redacted background investigation (BI) information on those employees who will be supporting in-scope services in lieu of the Agency completing BI checks on Respondent employees?</p>	<p>Confidential Treatment of Information is Requested by the Applicant</p> <p>An applicant requesting confidential treatment of information contained in its application shall be required to submit two copies of its application (one complete application (containing confidential information) and one redacted version (with confidential information excised) and complete and submit Form 22 with both applications; as outlined herein:</p> <p>Complete and Submit Form 22 with both applications APPLICANT NOTE: SUBMISSION OF THIS FORM 22 IS REQUIRED ONLY IF REQUESTING CONFIDENTIAL TREATMENT OF APPLICATION INFORMATION.</p> <p>In order to request information contained in an application to be treated as confidential, the applicant must complete and submit FORM 22 with both applications. Failure of the applicant to accurately and fully complete FORM 22 with the application submission may result in the application to be considered non-responsive and not evaluated. The Form 22 is available to download from a link located in the attachments section of the standard application form titled Application Certification and Conditions (refer to section 3 of this RFP). Applicant must download Form 22 from a link within this form, complete it, and upload it into the specific field of the electronic Application Certification and Conditions form in both applications.</p> <p>Form 22 will not be considered fully complete unless, for each confidentiality request, the applicant: (1) enumerates the specific grounds in Iowa Code chapter 22 or other applicable law that supports treatment of the material as confidential, (2) justifies why the material should be maintained in confidence, (3) explains why disclosure of the material would not be in the best interest of the public, and (4) sets forth the name, address, telephone, and e-mail for the person authorized by applicant to respond to inquiries by the Agency concerning the confidential status of such material. Requests to maintain an entire application as confidential will be rejected as non-responsive.</p> <p>2. An applicant that submits an application containing confidential information must submit two copies of its application (one complete application and one</p>
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Section 2.23 - Criminal History and Background Investigation	13	The Agency reserves the right to perform a criminal history check and background investigation(s) of the Respondent, its officers, directors, shareholders, partners and managerial and supervisory personnel who will be involved in the performance of the Contract in determining whether Respondent is a Responsible Respondent. By submitting its Proposal, Respondent hereby explicitly authorizes the Agency to conduct criminal history and/or other background investigation (s) of the Respondent, its officers, directors, shareholders, partners and managerial and supervisory personnel who will be involved in the performance of the Contract, and will fully cooperate with the Agency in obtaining any required waivers or releases required to complete any such criminal history check and background investigation(s).	Would the Agency accept an attestation from a Respondent that all employees supporting the in-scope work meet the required BI requirements?	An attestation from the respondent is appropriate for all employees supporting the work as part of the proposal.
Section 2.23	12	The Agency reserves the right to perform a criminal history check and background investigation(s) of the Respondent, its officers, directors, shareholders, partners and managerial and supervisory personnel who will be involved in the performance of the Contract in determining whether Respondent is a Responsible Respondent.	Would the state of Iowa be responsible for all expenses regarding a criminal history check and background investigation(s) of Respondent, its officers, directors, shareholders, partners and managerial and supervisory personnel who will be involved in the performance of the Contract?	No. Expenses regarding criminal history check and background investigation(s) are the responsibility of the Respondent.
Section 3.1.1	Page 17	The Technical Proposal and the Cost Proposal shall be labeled as such and sent in separate emails.	Can the Agency confirm if there are any file size limitations for the Technical and Cost Proposal for emailing the proposals to the Agency?	The Technical and Cost Proposal should be submitted in a zip file.
Section 3.1.2 and Section 3.2	Page 17 and Page 18	The following documents and responses shall be included in the Proposal in the order given below.	Can the Agency confirm if Respondents should combine and submit the Transmittal Letter, TOC, and Technical Proposal (3.2.1 - 3.2.4) into a single document and submit this as the Technical Proposal document, or if Respondents need to submit each of these documents listed above separately? Please clarify.	These documents outlined in 3.2.1 - 3.2.4 may be submitted as part of the Technical Proposal in one single document as long as all documents are included and clearly labeled.

Section 3.2.6 ; Section 3.2.7 ; Section 3.2.8; Section 3.2.9; Section 3.2.10	Page 18 and Page 19	The following documents and responses shall be included in the Proposal in the order given below.	Can the Agency confirm if Respondents should submit the following documents as part of the Technical Proposal document or as separate files? 3.2.6 Certification/Disclosure Letter: Attachment 2 3.2.7 Authorization to Release Information Letter: Attachment 3 3.2.8 Form 22 - Request for Confidentiality: Attachment 4 3.2.9 Exceptions to Terms and Conditions: Attachment 5 3.2.10 Response Checklist: Attachment 6	These documents outlined in 3.2.6 - 3.2.10 may be submitted as part of the Technical Proposal in one single document as long as all documents are included and clearly labeled.
Section 4.4	22	Respondents must provide a full response to each requirement in the RTM, Attachment 7 without cross-referencing other sections of the proposal. Respondents must use the format and maintain numbering provided by the Agency to respond to each requirement as outlined in the RTM, Attachment 7.	In providing a full response, we recognize that longer text may be added to each "Vendor Response" cell within the RTM, Attachment 7. Diagrams and other Supporting Materials may be included in the full Vendor Response. As a result, the Vendor Response may surpass the standard Excel character limits (255). Are vendors able to provide further description in the narrative of the Technical Proposal? This would resolve a concern of readability and allow cross referencing of the RTM, Attachment 7 in the Requirements section (4.4) of the Technical Proposal.	Yes. As necessary, Respondents can provide additional description in the Narrative section of the Technical Proposal regarding RTM requirements.
Section 4.4 Requirements and Attachment 7: Requirements Traceability Matrix/Scoring Tool	Page 22 and page 55	The Respondent shall answer whether it will comply with each requirement as identified in the Iowa Requirement Traceability Matrix (RTM), Attachment 7.	Please confirm if Respondents need to submit the completed Attachment 7 as a separate Microsoft Excel file, or are Respondents allowed to PDF the Attachment 7 Excel file and include the PDF as part of the Technical Proposal?	Attachment 7, Requirements Traceability Matrix/Scoring Tool should be submitted as an Excel file.
Section 4.5.3 Technical Approach/Project Timeline	23	...tasks/outcomes outlined in the Scope of Work.	Can the Agency clarify the actions of the respondent for RFP Section 4.1 as to which requirements necessitate affirmation responses and which require more detailed responses?	The Attachment 7 Requirements Tracability Matrix (RTM) has been provided as a simplified means to address both Required and Optional requirements. A list of responses related to each requirement is provided via a drop-down menu in the "How id Requirement Met?" column. The RTM has been provided as a means to affirm Respondent's capability to meet each required and optional requirement. Respondent's are also required to provide responses within each numbered section of the RFP, and should provide whatever level of detail adequately depicts their ability to comply with the requirement.

Section 5.3.3 Contractor Background , Experience, and References	Page 26	The evaluation committee will review and score the Proposals based on the responses to Sections 2.15, 2.16, 3.2.5, 3.2.6, 3.2.7, 3.2.8, 3.2.9, and 3.2.10.	Please clarify if the numbering scheme that is identified for the Contractor Background, Experience, and References requirements is correctly numbered. The RFP sections 2.15 and 2.16 do not appear to be sections to which the Agency is expecting responses.	The Agency is not expecting Vendor responses to section 2.15 and 2.16 as part of the Proposal.
	Page 22	Respondents must provide a full response to each requirement in the RTM, Attachment 7 without cross-referencing other sections of the proposal.	Does the Respondent need to provide a response in Vendor Response (Column H) for all of the mandatory and optional requirements (600+) for each of the functionality tabs in the Attachment 7 RTM Excel file if the requirement is Met?	Yes. That is the expectation.
	Page 36	"but not directly within the scope of the RFP."	Would the Agency prefer services for optional RTM requirements included within the Cost Proposal or within the Optional Goods per-unit pricing table on page 36? In an effort to provide an equivalent comparison for all vendors equally where one vendor included pricing for all Optional Services and another vendor that only accounted for Mandatory requirements in their respective pricing.	Cost proposals for Requirements on the RTM that are optional should be included in the Cost Proposal section, not in the Optional Goods section.